YEAR 5
Plan for the Future

30. _____

29. _____

28. Creating a Financial Sustainability Action Plan

27. Initiate regular performance monitoring if possible

26. Acquire knowledge and agreement on licensing requirements

25. Plan the construction of a treatment plant

24. _____

22. Acquiring an automated billing system

23. Action Corporate Social Responsibility

YEAR 4
Increasing Efficiency

21. Consider alternative energy sources

20. _____

19. _____

18. Operationalization of the delivery option

16. Improving customer communications

17. Maintenance

YEAR 3
Looking into Sustainability

15. Conservation of the water resource

14. _____

13. Revising Financial Sustainability Action Plan

12. Mapping out the households

11. Capacity building and training

YEAR 2
Planning and Customer Relations

9. Review funds for potential investment needs

10. Customer sensitization

8. _____

7. Identifying the business model and delivery option according to the WASREB Guidelines

6. Increasing cooperation between committee members

4. Holding board elections

2. Having an emergency fund

5. Disconnecting customers with high overdue bills

3. Acquiring funds for a stand-by pump

1. Purchase pumping unit

YEAR 1
Taking Urgent Action and Saving Money for a Rainy Day

Five-Year Financial Sustainability Action Plan

Kobujoi Water User Association

WaterFund
Financing the Water Sector

Aalto-yliopisto
Aalto-universitetet
Aalto University