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Serving all urban consumers - a marketing approach to water services in low- and middle-income countries: Book 3 - PREPP - utility consultation with the urban poor

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- This record is made up of 17 files. Individual chapters and the complete pdf are available to download from the record.

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Part 1

Principles and concepts for serving the poor

As the crisis of urban poverty deepens, grossly inadequate sanitation and water services to the urban poor remain among the most serious challenges facing the developing world. The need for increased capacity to deliver appropriate and sustained services is urgent.

Established authorities need to plan new approaches and engage a wider array of players, in particular local communities themselves.

WSP (2003)