

ANNUAL REPORT 2018



Nyarugusu Refugee Camp, Tanzania





A young girl celebrates safe water in her community of Nina Rumi, Peru.



TO DATE,
WATER MISSION
HAS SERVED



MORE THAN
4 MILLION PEOPLE



THROUGH
2,500+ PROJECTS



IN 55 COUNTRIES
AND COUNTING!

DEAR FRIENDS,

As I look back on this past year, I am excited and humbled by the abundance of opportunities the Lord has given Water Mission to transform lives around the world. With your support and encouragement, **we provided desperately needed safe water and sanitation solutions to more than 450,000 people in 2018.**

The Lord created this ministry to address a problem that is both urgent and enormous. While we have been blessed to serve more than four million people since our founding in 2001, the global water crisis continues to plague nearly one-third of the world's population. Every day, the lack of safe water and the resulting prevalence of waterborne diseases kill thousands of people and deprive others of healthy lives, education, and opportunities to provide for their families.

In the midst of this challenge, our two-pronged strategy — to implement best-in-class safe water and sanitation projects and to be a resource to other organizations engaged in this work — is proving to be effective. And now, we are building on this strategy to dramatically increase our capacity to reach our neighbors in need and bring an end to the global water crisis.

By God's grace, our reputation for high standards and integrity in our work is resulting in new partnerships with other organizations that will increase the technical excellence, sustainability, and community impact of their safe water projects. By working together, we can increase the scale of our work from millions of people served to hundreds of millions!

Today, we are grateful for what the Lord has accomplished and eager to seize the opportunities ahead. Thank you for joining us in this mission.

God bless you,

A handwritten signature in black ink, appearing to read "George C. Greene III".

George C. Greene III, PE, PhD
Co-founder and CEO

A PATH TO HEALING

SERVING REFUGEES IN NORTHERN UGANDA

As the civil war in South Sudan escalated, more than two million refugees fled to Uganda to escape violence, tribal conflict, and famine.

But when they arrived, they were faced with the challenge of building a new life in the shadow of lasting trauma. Members of warring tribes had to learn to live as neighbors in the same settlements, and fights broke out among them when clean, safe water was scarce.

Adequate water and sanitation are among the most critical needs in any crisis situation, and Uganda had limited infrastructure to serve the sudden influx of refugees. In response, Water Mission began working in northern Uganda's refugee settlements and nearby communities in 2014, initially partnering with UNICEF to install solar-powered water treatment systems and latrines.

To date, we have provided safe water and sanitation solutions for more than 240,000 people in northern Uganda, and we will continue expanding our work over the next several years with support from the U.N.'s refugee agency, UNHCR.

In addition to meeting the physical needs of refugees, our local community development team **partnered with the Bible Society of Uganda to host a trauma healing program**

this summer for leaders in Bidi Bidi refugee settlement. Two hundred participants received biblically based training on how to forgive, reconcile conflicts, and provide compassionate support to trauma victims.



Community leaders participate in the trauma healing program.

"Our houses were burned down, our property destroyed, and our people killed," said Michael Laku, a local pastor, describing the tribal warfare he escaped. Now, he lives near members of those tribes in Bidi Bidi. "I was longing for a chance to make revenge for

"Today, I forgive [our attackers] so that I can have a healthy life."

Michael Laku, pastor and trauma healing program participant

my people who were killed and had their property destroyed. Today, I forgive [our attackers] so that I can have a healthy life."

Refugees in Bidi Bidi are starting to experience holistic healing and transformation with the help of safe water, sanitation, and resources for processing their past trauma.

IN 2018,
WATER MISSION
SERVED 78,000
REFUGEES IN UGANDA





A child collects safe water in Bidi Bidi refugee settlement.

A PATH TO HEALING continued

SCALING UP IN TANZANIA'S REFUGEE SETTLEMENTS

In April 2015, political unrest in Burundi turned deadly and more than 130,000 people sought asylum in western Tanzania over the next 11 months. Aid agencies focused on settling many of the refugees in Nyarugusu, one of the largest refugee camps in the world. At the time, it was already home to 65,000 people from other crises. The rapid population influx outpaced the ability to provide aid and resulted in an emergency situation. At the request of UNHCR, Water Mission provided access to safe water for more than 40,000 refugees as the crisis intensified.

This year, thanks to the generous support of the Poul Due Jensen Foundation, we expanded our initial work to serve the entire Nyarugusu camp. We are also moving forward with addressing the need for safe water in two other refugee camps in the region, as well as local communities nearby. To meet the enormous demand, we upgraded our solar-powered water treatment solutions to maximize water flow. These systems are nearly 20 times larger than our typical community systems, which serve areas with smaller populations.

Currently, we are serving more than 90,000 refugees in Nyarugusu. **When complete, our sustainable solutions will provide safe water for more than 250,000 people living in the Nyarugusu, Ndutu, and Mtendeli refugee camps and neighboring communities.**

John Claude Mpayimana, a system operator in Nyarugusu, performs water quality tests.



HOPE AFTER DISASTER

When disasters strike, water sources are often contaminated. As a result, safe water is usually the number one need for survivors. Water Mission has more than 20 years of experience responding to emergencies, and we are grateful for the partners that supported our efforts in Puerto Rico and Indonesia this past year.

SHAPING THE FUTURE OF PALU, INDONESIA

On September 28, 2018, the people of Palu — a city of over 300,000 people — suffered twin tragedies when a 7.5 magnitude earthquake struck the region and triggered a dangerous tsunami. More than 2,000 lives were lost; over 200,000 people were displaced; and nearly 70,000 homes were destroyed.

With an established country program in Indonesia, Water Mission was one of the few organizations invited to participate in the local disaster response. We mobilized within hours, shipping more than one million P&G Purifier of Water packets and 20 Living Water Treatment Systems (LWTS) to immediately serve those affected. The packets could provide emergency water treatment for up to 75,000 people for one week, while each LWTS was capable of





Families in Palu, Indonesia, celebrate access to safe water in the aftermath of the devastating earthquake and tsunami that took place in September 2018.

treating enough safe water for 5,000 people each day.

As the region began rebuilding, we transitioned our Living Water Treatment Systems to support the long-term needs of displacement camps, schools, and communities. By the end of 2019, we will provide lasting safe water solutions to nearly 13,000 people.

POWER & WATER IN PUERTO RICO

When Hurricane Maria slammed into Puerto Rico on September 20, 2017, it became one of the deadliest storms ever to impact the lives of U.S. citizens. Its near Category 5 strength destroyed much of the island's electrical grid, buildings, and roads, leaving a devastating and lasting impact on safe water and health care services.

As Puerto Rico worked to rebuild, it became clear that remote, rural communities would be the last to receive aid due to their location. Water Mission was invited to partner with the Federal Emergency Management Agency (FEMA) and the Environmental Protection Agency (EPA) to provide these villages with immediate and long-term solutions.

As Water Mission began assessing needs, we found that many community water and septic systems

were intact but inoperable because there was no electricity available. An estimated 70,000 power poles had been knocked down, and the electrical grid was heavily damaged. As a result, **Water Mission shifted our focus to providing emergency power solutions that brought water systems back online and quickly restored access to safe water in more than 40 communities.**

As these efforts were focused on immediate needs, we started installing sustainable power solutions in the form of permanent solar arrays. By the end of our fiscal year, we had completed this work in 17 communities, providing over 200 kW of power. These permanent installations are independent from the electrical grid and will keep water flowing in these rural communities for decades.

Water Mission received an outpouring of public and corporate generosity for our disaster response in Puerto Rico, including support from the American Red Cross, FedEx, Heart to Heart International, Kohler, Pace Analytical, and several government agencies. We continue to move forward with long-term work on the island and plan to complete projects in at least 30 more communities this year.

INNOVATION WITH IMPACT

EMPOWERING COMMUNITIES THROUGH FINANCIAL SUSTAINABILITY

Eunice Naibei has always dreamed of a bright future for her four children in Kitalale, Kenya. But with a limited income, she struggled to cover even basic expenses like school fees.

When Water Mission implemented a safe water solution in Kitalale, Eunice volunteered as a water, sanitation, and hygiene (WASH) promoter. Despite her already busy schedule, she wanted to invest in the long-term health of her community — and her children — so she visited neighbors and spoke at community events in her spare time.

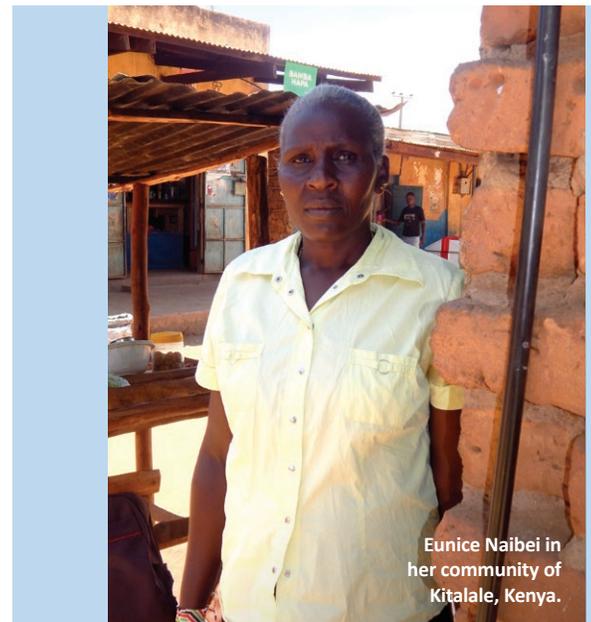
Eunice's financial challenges are not uncommon, which is one reason **Water Mission piloted an entrepreneurial program for WASH promoters this year.** We provided Eunice and the other Kitalale volunteers with business and technical training, empowering them to use their platform to launch small businesses that were complementary to their volunteer WASH activities.

Together, we identified a market for selling homemade soap, and the promoters sold all five gallons of their first batch of soap in just one week. They soon began selling to the local school, hospitals, and government offices. Now, a year later, their business is successful and the WASH promoters remain dedicated to sharing health and hygiene information with the 4,000 residents of Kitalale while they sell soap.

And with this business, Eunice is less worried about her finances. Today, she earns enough to send her children to school.

FINANCIAL PERFORMANCE: SETTING STANDARDS

Through the financial monitoring and planning services Water Mission provides to rural communities, **we now have the largest dataset in the industry, representing financial data from over 500 water projects worldwide.** As a result, we have been invited to contribute our research and expertise to two influential working groups and are honored to help lead initiatives to standardize the industry-wide measurement of financial performance in rural water projects.



Eunice Naibei in
her community of
Kitalale, Kenya.

COLLABORATING TO ADVANCE SOLAR PUMPING

Since 2008, Water Mission has demonstrated that solar-powered water pumping can effectively serve communities of all sizes. Once considered too expensive and complicated, solar pumping is now widely believed to be one of the most promising technologies for delivering safe water to people living in rural communities.

This year, we were asked to serve as the go-to solar pumping expert within the prominent Rural Water Supply Network, leading the conversations associated with research, collaboration, and training. This work led to a major milestone for Water Mission, as **we were recently contracted by UNICEF to develop industry-wide standards for solar pumping solutions** in 2019. We are honored to help other organizations implement this sustainable technology so their safe water projects can bring hope and life to people for years to come.



THE RESTORE
SURVEY MEASURES
WELL-BEING IN
FOUR AREAS:



MATERIAL



EMOTIONAL



SOCIAL



SPIRITUAL

DEMONSTRATING TRANSFORMATION

At Water Mission, we have seen firsthand how safe water and sanitation can dramatically affect a community's health and well-being. Now, we have a tool to measure the transformation and accurately assess how our solutions impact a community over time.

After two years of extensive development and testing in six countries, **we officially launched the Restore Survey this year in western Honduras with support from the Pentair Foundation.** The tool allows us to collect critical, real-time data about a community's strengths and weaknesses — including its management capacity, WASH behaviors, and overall well-being. With this information, we can work with community leaders to achieve greater impact by addressing areas that might need more attention. As we conduct follow-up surveys, the data will also document the long-term impact of safe water and sanitation.

In addition to informing Water Mission's work, we believe the data will empower community leaders as they address challenges and drive lasting change. In 2019, we plan to roll out the Restore Survey in each of our country programs.

Vivian Akinyi (left), Water Mission Kenya Projects Officer, helps a community member take the Restore Survey.





Johnny Bermudez (second from left), Water Mission's country program director in Mexico, helps perform a baptism in the community of Guadalupe Victoria.





SHARING THE LIVING WATER MESSAGE

July 19, 2018, was a day of rejoicing for Marco Estrada, a church leader in Guadalupe Victoria, Mexico. After a year of working closely with the Water Mission team, it was time to officially commission the safe water project in his community.

But the next Sunday was even better. **More than 100 community members arrived to worship** in the small church that Marco leads with his mother, Estrada Cruz. Most Sundays, only 15 people attended the church.

That day, many came together to praise God for the availability of safe water in their community. **Although Water Mission projects serve people from all faiths and backgrounds, we are intentional about supporting the work of the local church** by equipping pastors with training and discipleship resources to extend their ministry efforts.

Before Water Mission began working in Guadalupe Victoria, there were a lot of empty seats in Marco's church. "Even when we went to invite them to church, people didn't come," his mother, Estrada, told us. **"People here, they didn't like the gospel at all. But we have gone to every household [with Water Mission], and people are changing their minds."**

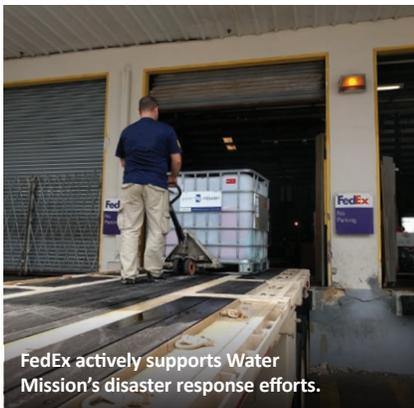
Since the commissioning, 100 people have joined their church congregation. As Marco watched the physical health and spiritual vibrancy of his community change, he decided he wanted to serve other villages in the same way and applied for a job as a Water Mission technician.

"I requested an opportunity to work for Water Mission, and I was accepted," Marco said. "I've enjoyed getting to go to different communities and being able to help people, too. When I see them, I say to myself, 'The same way I was supported, I want to support others.' And when I see them smiling, it reminds me of the smiles I had when I saw Water Mission people [in my village]."

PARTNERING FOR A GREATER IMPACT

We can solve the global water crisis — but we can't do it alone. Collaborating with and resourcing other organizations allows all of us to advance our work and dramatically expand our impact. In 2018, Water Mission was proud to partner with a variety of corporations and nonprofits to serve more people through safe water, knowledge sharing, and advocacy.

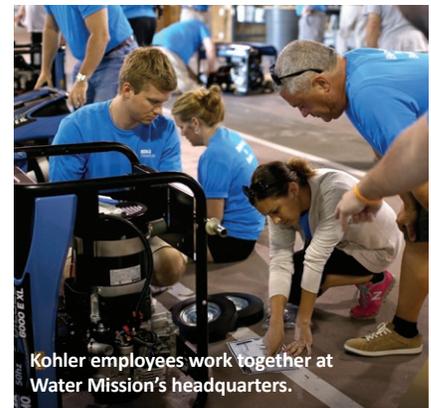
This past year, our more than 40 strategic partners generously supported us through expertise, products, and sponsorships. To learn more about our partners, visit watermission.org/our-partners.



FedEx actively supports Water Mission's disaster response efforts.



Participants pose after the financial sustainability workshop in Malawi.



Kohler employees work together at Water Mission's headquarters.

REACHING DISASTER ZONES

Shipping our safe water treatment technology to disaster situations is difficult when ports, airports, and cities are heavily damaged. FedEx has supported Water Mission for more than 15 years, and its FedEx Cares Delivering for Good Initiative uses the company's global network and shipping expertise to transport our disaster relief equipment. As we responded to the tragedy this year in Palu, Indonesia, FedEx helped facilitate a swift response by coordinating and expediting a shipment of Living Water Treatment Systems and over one million P&G Purifier of Water packets.

PARTNERING FOR FINANCIAL SUCCESS

To position safe water projects for long-term sustainability, Water Mission collaborates with community leaders to develop financial models that support the system's operation. In April, the Poul Due Jensen Foundation contracted us to lead a financial sustainability workshop for international and local nonprofits working in Malawi, a country that has suffered from periods of hyperinflation. Through the training, we equipped participants with strategies for establishing financially viable water solutions that will serve their communities well into the future.

SHARING THE EXPERIENCE OF THE WATER CRISIS

Our experiential team-building activities empower our corporate partners and their employees to connect personally with the worldwide need for safe water. Led by Water Mission facilitators, participants develop thoughtful strategies and engage in hands-on simulations that address specific aspects of the water crisis, such as the journey of a refugee family or the creation of financial sustainability plans by community leaders. In 2018, we enjoyed the opportunity to lead several of these events for Kohler Power and Kohler Innovation for Good.





Mike Satterthwaite works as a production volunteer, helping build water systems and prepare disaster shipments.

VOLUNTEERING HIS RETIREMENT

When Mike Satterthwaite turned on the television and saw news anchors talking about Water Mission, he was intrigued. The story highlighted the critical role of our volunteers in assembling equipment for swift deployment to disaster zones, and Mike thought it was very meaningful work.

A few months later, he retired from a career building military flight simulators. Mike recalled the story he had seen on Water Mission, and he decided to become a production volunteer.

Over the last eight years, he has served more than 1,000 hours building our Living Water Treatment Systems, conducting pressure tests, and training new volunteers. Today, he's one of the leaders assembling and preparing our equipment for disaster relief.

As volunteers, "We feel like we're sort of a family," Mike told us. "We get things out the door, and we see the meaning that goes into working on these systems."



St. Timothy's Lutheran Church in Silicon Valley, Calif., hosts a yearly Walk for Water event.

WALKING FOR WATER IN SILICON VALLEY

In 2018, Water Mission Walk for Water events were held from coast to coast, hosted by corporations, churches, and individuals mobilizing their friends and families to make a difference in other communities worldwide. Thousands of people across the country walked in solidarity with those who have no choice but to journey miles for water each day.

In Silicon Valley, California, St. Timothy's Lutheran Church has been a dedicated partner for more than five years. Its annual Walk for Water engages the local congregation, school, and community members in providing safe water to people around the world, and their efforts have raised nearly \$475,000 to date.

"We have a tangible way of sharing God's love with our global family," Ruth Hardin, the church's Walk coordinator, told us. She has seen friendships strengthen and church members grow in discipleship as a result of participating in the event.

MAKING A DIFFERENCE IN SEVENTH GRADE

Over the last four years, **the seventh-grade students at the Charleston County School of the Arts have raised more than \$46,000 to fight the global water crisis with Water Mission.** That's about enough to provide safe water to an entire rural community.

Led by English teachers Page Horschel, Michael Morelli, and Kristen Jacksa, the students learn about the worldwide need for safe water and design their own service project in response.

“They’re shocked at how big of an influence they are able to have.”

*Page Horschel, teacher at
Charleston County School of the Arts*

“At the beginning, the students think, ‘What is my little seventh-grade voice going to do?’” Page told us. “But they see their impact by the end of the year. They’re shocked at how big of an influence they are able to have.”

The seventh-graders read and write persuasive essays and trek more than two miles from their school to Water Mission to simulate the experience of walking for water. **Their individual projects often focus on fundraising and have included a number of innovative ideas** such as selling homemade candles, opening a hot chocolate stand, and catching minnows for a local bait shop.

By the end of the school year, many of the students feel empowered to make a difference and some continue to raise money even after the class project concludes.

“For some of them, [fighting the water crisis] becomes a long-lasting goal,” Michael said. “They learn that we might be small, but we have big voices.”



Seventh-grade students from the Charleston County School of the Arts learn about the water crisis at Water Mission's headquarters in North Charleston, S.C.



FINANCIALS

Comparing Fiscal Year 2018 (10/1/17-9/30/18) to Fiscal Year 2017 (10/1/16-9/30/17). All numbers in 000s.

	FY2018	FY2017
Income & Ministry Support		
Contributions, Services, & Special Events*	28,686	17,441
In-Kind**	4,175	3,223
Total	\$32,861	\$20,664
Expenses		
Programs	19,659	16,061
Fundraising***	1,723	1,750
General & Administrative	1,024	964
Total	\$22,406	\$18,775
Change in Net Assets	10,455	1,889
Adjustments for Foreign Currency	(309)	(128)
Change in Net Assets	\$10,146	\$1,761
Net Assets, Beginning of Year	10,364	8,603
Net Assets, End of Year	\$20,510	\$10,364
Assets		
Cash & Cash Equivalents	15,640	6,160
Total Receivables	520	371
Inventory	4,299	3,429
Other Current Assets	265	318
Property & Equipment	677	989
Total Assets	\$21,401	\$11,267
Liabilities & Net Assets		
Current Liabilities	891	903
Net Assets	20,510	10,364
Total Liabilities & Net Assets	\$21,401	\$11,267

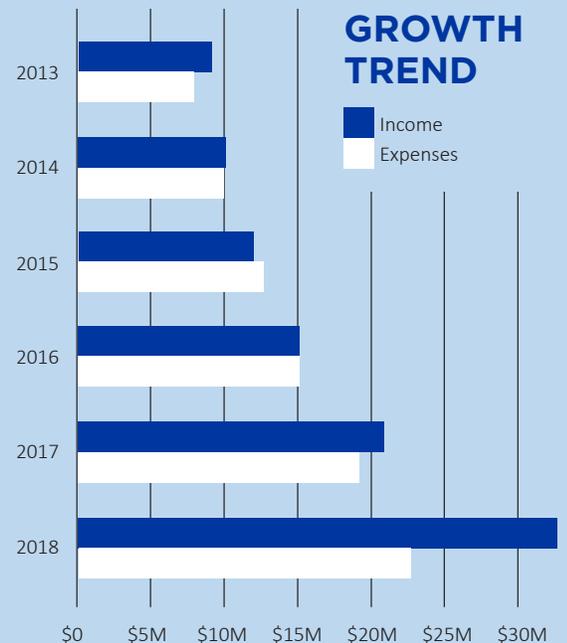
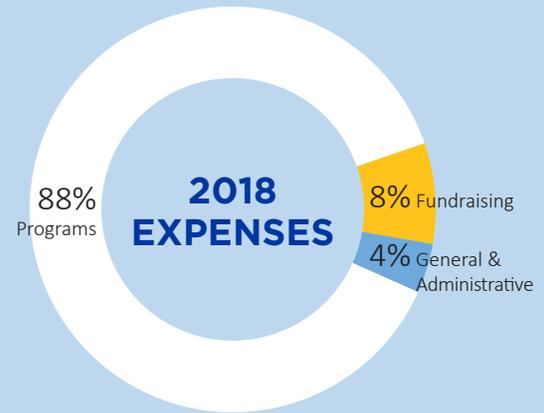
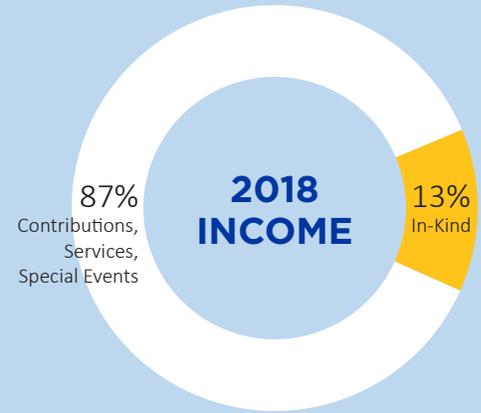


Charity Navigator awarded Water Mission its top rating for the 12th consecutive year, a distinction shared by less than one percent of charities rated by the organization.

* Includes other income: \$39,000 FY2018; \$143,000 FY2017.

** In-kind income includes donated goods and services.

*** Fundraising refers to activities that offer opportunities to support the work of the ministry.



IN 2018, WATER MISSION
SERVED MORE THAN

450,000
PEOPLE

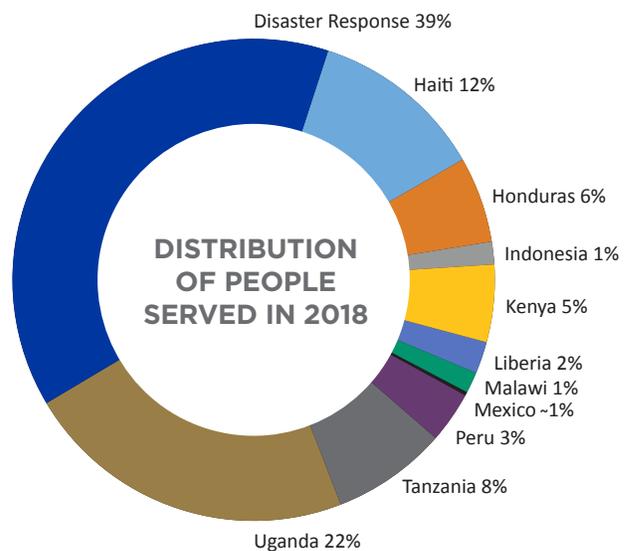
IN RURAL COMMUNITIES,
DISASTER AREAS, AND
REFUGEE SETTLEMENTS.



Haiti



Puerto Rico



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Water Mission is a Christian engineering nonprofit that builds safe water solutions for people in developing countries and disaster areas. Water Mission has 350 staff members working around the world in permanent country programs located in Africa, Asia, Latin America, and the Caribbean. Water Missions International is a 501(c)(3) tax-exempt organization, EIN #57-1116978.

