



Water Mission is a Christian engineering nonprofit that builds sustainable safe water, sanitation, and hygiene (WASH) solutions for people in developing countries, refugee camps, and disaster areas.

GLOBAL RECOGNITION

- 1** | **Water Mission has been recognized by leading institutions, including UNICEF, UNHCR, the World Bank, and the IOM.**
- 2** | **In its 2017 Global Solar Initiative report, IOM recognized Water Mission as “the only NGO responding to the refugee emergency with the in-house technical capacity to design, implement, operate, and maintain solar-powered (hybrid) water systems.”**
- 3** | **In 2020, Water Mission received the External Collaborator Award from the American Chemistry Council for developing innovative products or services that advance sustainability.**
- 4** | **Water Mission actively participates in WASH-sector uptime initiatives, seeking to provide reliable service to people living in rural communities through long-term monitoring efforts linked to performance-based funding.**

WASH SCHEME DESIGN & IMPLEMENTATION

Water Mission delivers innovative WASH solutions by combining engineering expertise, community development, and sustainable management. Our services include:

- Capacity building and technical training
- Water system design and analysis

- Solar-powered water systems
- Power supply (assessment, design, and installation)
- Project budgeting and planning
- Water system support and evaluation
- Remote monitoring
- Pump selection and installation
- Site assessments and surveying
- Water quality testing and monitoring
- Water treatment
- Water distribution networks (design and installation)

PROFESSIONALIZED SERVICES

Water Mission is committed to customers receiving long-term access to professionally managed safe water services.

Professionalized Services modalities at Water Mission include:

- A technical and managerial support program focused on success standards for uptime, water quality, management, and financial sustainability for community-managed water schemes.
- Prepaid remote management (PReMa) processes implemented for water schemes, leveraging robust technology and actionable dashboards with SMART KPIs.
- Professional water utilities providing consolidated operation and maintenance services for communities, aiming for high customer satisfaction and the ability to scale service areas.

SUSTAINABLE WATER & SANITATION

- Water Mission designs sustainable safe water solutions to support last-mile rural communities, refugee settlements, and disaster areas.
- Water Mission implements sanitation solutions in household and institutional settings using market-based approaches. Our household solution, the Healthy Latrine, includes a ventilated privacy structure, seepage pit, and pour-flush toilet.
- Water Mission trains local community members to be WASH Promoters. These individuals promote healthy hygiene behaviors in their neighborhoods, schools, and healthcare facilities.

WATER QUALITY & TREATMENT

- Water Mission designs and installs water treatment solutions that use industry best practices and patented technology.
- Systems are designed to meet water usage needs—depending on each community’s unique circumstances—and fulfill international water quality standards.
- Depending on the source water quality, safe water solutions may include coagulation, flocculation, sedimentation, filtration, and chlorine disinfection processes.

SOLAR-POWERED WATER SYSTEMS & MAINTENANCE

- Water Mission has installed more than 1,600 solar-powered water systems globally. Water Mission has demonstrated that overall life cycle costs for such systems are reduced by 40% compared to drilled boreholes fitted with hand pumps.
- Completed installations to date provide anywhere from 1 to 100 kilowatts of solar power and can be designed to meet the specific needs of communities.
- Water Mission has worked with corporate strategic partners on a hybrid power solution that blends solar power with AC power sources to optimize solar energy pumping system performance.

REMOTE MONITORING & ALERTING SYSTEMS

- Since 2016, Water Mission has implemented robust remote monitoring technology in 750 communities that tracks individual water system activities through satellite and cellular and creates actionable alerts and reports when issues arise.
- Our remote monitoring systems have tracked more than 1 billion gallons of water flow in last-mile rural communities and refugee camps, as well as water quality and groundwater depth in critical applications.
- Alerts are generated when water production, water quality, or even financial goals fall outside of an acceptable range.
- The systems store and transmit up to 15 days worth of data at a time.

TECHNICAL TRAINING PROGRAMS

In 2019, Water Mission wrote the [Solar-Powered Water Systems Design and Installation Guide](#) with UNICEF. This document is currently used to direct solar-powered installations around the world. Water Mission and UNICEF also co-authored and actively supported the online courses, “Solar-Powered Water Systems—An Overview of Principles and Practice” and “Designing Solar-Powered Water Systems.”

CAPACITY BUILDING & SYSTEMS STRENGTHENING

Water Mission works with local governments, municipalities, and communities in all aspects of program design and implementation. We mobilize communities to participate in water scheme design, construction, and management, integrating diversity and inclusion principles into program models and ensuring equitable access to water schemes for marginalized community members. We train and equip local personnel to professionally manage WASH services sustainably, both operationally and financially. Services include:

- Service delivery model design
- Behavior change communication strategies
- Baseline and endline assessments
- Tariff structure development
- Government MOUs facilitation
- Life-cycle cost analysis
- Community agreement formation
- Water user committee training
- District government engagement
- Follow-up and support
- Community mobilization and transition activities
- Monitoring, evaluation, research, and learning
- Long-term maintenance service provision

WATER MISSION OFFICES



All of Water Mission’s country offices are nationally registered, locally based entities where 98% of country office staff are locally hired nationals.