

Reflecting on strategies and tactics
~ national workshop for civil society organisations
active in water services

1 November 2007

Chartfield Guest House, Kalk Bay, Cape Town

Prepared by Environmental Monitoring Group

Introduction

Reflecting on the world is what we as civil society do all the time, but reflecting on ourselves is something more rare. Can we reflect on what we do and the way that we do it? This was the theme of the Workshop hosted by Environmental Monitoring Group and South African Water Caucus on 1 November 2007 – an experiment in how to do things differently. The rules were simple. Listen and be “present”. Don’t think about the office or all the things you have to do. Just be present – rather a meditative approach to activism! Victor Munnik was asked to be the facilitator and Liane Greeff was asked to prepare a photo-documentary “Water is Life” on the varied nature of water, as well as being the note-taker for the day. This resulted in a subtle *de je vu* feeling as the Water Caucus came into being at the same venue, Chartfield, in June 2002 with many of the same participants present.

The day began with an introduction by Jessica Wilson. She said that the idea for the day originated from her experience of going to many meetings where the list of unsolvable problems grew bigger and bigger as the meetings progressed, resulting in a shopping list of issues and hurried resolutions for campaigns which never translated into action on the ground. This left her feeling very frustrated and believing strongly that there must be a different way to do things. This resulted in her developing the following purpose for the Workshop....

Purpose

As CSOs we’ve used a number of approaches to improve water services: protest, petition, dialogue, legal challenge, demonstration projects and others. In some ways these can all be seen as advocacy tools.

The purpose of today’s workshop is to **examine and learn** from these. We are aiming to do this in a particular way:

- listen to each other – try to see each others’ work without immediately looking for faults, or trying to solve it.
- connecting to the ‘bigger picture’ – by which I mean a more just and ecologically sustainable society; and one in which civil society is an active and recognised player. Each of you will also have elements of what constitutes the ‘bigger picture’; for some of you it might be a post-capitalist society.
- using the *content* as an entry point in the discussion, but then stepping back to understand the *processes* at play.

The case studies we will be working with are illustrative of different approaches. *The Water Dialogues* is an example of research, conversation and relationship building. *Masibambane* could be seen as advocacy in implementation, with an emphasis on supporting local government. The assumption behind *Citizens’ Voice* is that if people are educated and aware of their rights, they will demand better services and help regulate local authorities. The *Phiri prepaid metres* case study is an example of direct action, leading to litigation.

There are other approaches – parliamentary lobbying, campaigning – that we do not have examples of today. Please bring your knowledge and experience of these into the discussions. In each instance, the presenters are bringing only **one** perspective on a case study – theirs. Many of you have also been involved in these interventions and have other insights and views. These will come up in the discussion. The intention is not to “correct” someone’s view, but to see how all the perspectives shed light on a complex intervention. Of course it is good if you are open to changing your perspective! – but that is not the point.

We are using the case studies in two ways. Firstly, to understand what is happening *within* the case study, i.e. to share our work and hear what others are up to. Secondly, what can the case studies teach us collectively about the big picture – how are our interventions as civil society making a difference, what are the gaps, what are the contradictions.

Key questions for process discussion

How effective are these interventions (case studies) in:

- awareness raising
- relationship building
- improving services
- holding government to account
- strengthening civil society

How could they be more effective, what can we learn from them?

How do they fit into the bigger picture?

- environmental / social justice
- ecological integrity
- sustainable development
- participatory democracy

This workshop is an experiment. We are trying to do things a little bit differently; to give a little more space to each other’s work.

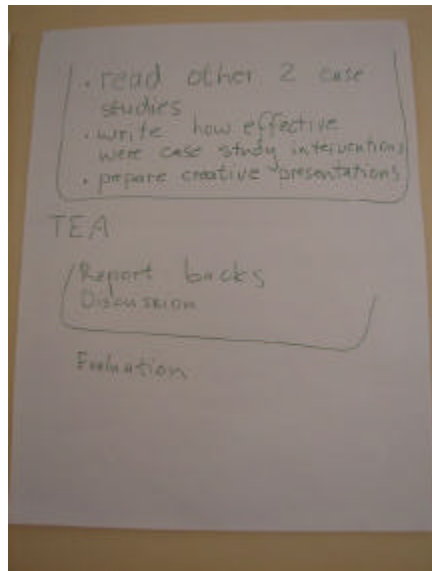
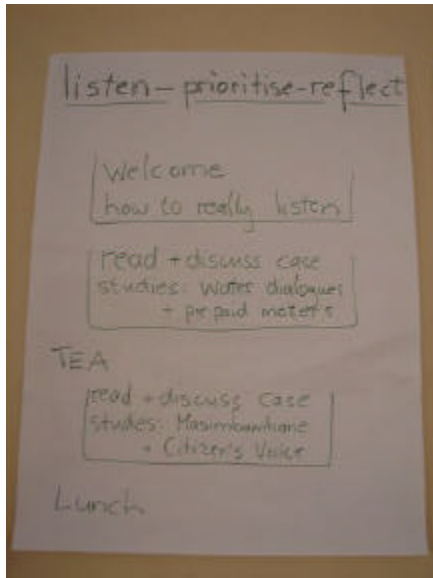
An important aspect of this is to understand better how we listen – so we will practise with a listening exercise.

To set the scene....the playing of the Photo-documentary presentation “Water is Life”

EMG then played the 10 min DVD “Water is Life” in order to provide a visual context for the day’s discussions, and to remind us that water is precious and limited, and needs to be used wisely. The movie explains that water is essential for life and that we all have a right to water and sometimes we must struggle to make that right, a reality.

The DVD covered all the aspects of water as sacred in nature distinguishing our planet from so many others, and describing the hydro cycles – both natural and manmade and describing all the associated issues with bringing water to people, quality, pricing, and the struggles of organisations to achieve the right to water.

The day unfolds.....



Victor, as facilitator, gave the overview and the rules for the day - to be present, to listen, to prioritise and to reflect. The DVD was then used as the basis for the listening exercise...

Listening exercise



Listening is an art. Some people are natural listeners and some people have to practise. The listening exercise was to listen to each other – to really listen to each other. To try to tone down the voice in our own heads which comments and critiques what the other is saying whilst they are saying it, and thereby to help us see each others' work without immediately looking for faults, or trying to solve it.

In essence Victor explained that the art of listening has three aspects – listening with your head to the data coming through, listening with your heart to the feelings that the message invokes and listening with your feet to the intention behind what the person is saying i.e. what is the agenda of the person speaking.

He then ask the group to split into groups of three and to discuss the DVD with each person playing three different roles, alternately:

- the talker
- the listener who reflects back on what is heard
- the observer



Once the listening exercise was finished, everyone was ready to tackle the case studies with an idea of the importance of first listening.

The case studies

The case studies were used as the vehicles for reflecting on the strategies and tactics of the SA Water Caucus. Therefore the intention was to use the case studies in two different ways:

- Firstly: to understand what is happening *within* the case study, i.e. to share our work and hear what others are up to
- Secondly: to understand what can the case studies teach us collectively about the big picture – how are our interventions as civil society making a difference, what are the gaps, what are the contradictions

In plenary Victor asked everyone to read the first case study of three pages for the first round of discussions to make sure that participants were all working from the same platform. This too was an experiment to see if it helped to make the time available during the meeting for reading rather than expecting people to have read everything before they arrive. Our experience is that often good intentions to read meeting documentation do not happen in reality.

The brief to the presenters was to write a story of their experience of the case study. Therefore in each instance, the presenters were bringing only **one** perspective on a case study – theirs. Many of the delegates present at the workshop have also been involved in these interventions and would therefore have other insights and views to contribute to the discussion. It was emphasized that the intention was not to “correct” someone’s view, but to see how all the perspectives shed light on a complex intervention.

The participants were reminded whilst listening to the case study presentation to think about its success or failure in terms of how effective these interventions have been in:

- awareness raising
- relationship building
- improving services
- holding government to account
- strengthening civil society

After listening to the presentations, delegates were asked to turn to the person next to them and to discuss in pairs what their most important strategic questions and comments were. Then to pick one.

The case studies were presented and discussed in two rounds. In the first round, delegates attended either The Water Dialogues or the Phiri pre-paid water metres case study (an attempt was made to assign people randomly to one or other, but some people voted with their feet and made their own choice). In the second round after tea, the Citizen’s Voice Project and Masibambane ran in parallel.

For each of these the written case studies on which the presentations were based, are found in Annexes 2 to 5.

The Water Dialogues

Presenter: Jessica Wilson.

Facilitator: Sibusiso Khanyile

This case study provides an example of research, conversation and building relationships at the national and international levels simultaneously. Please refer to Annex 2 for the full case study as presented.



In her presentation Jessica emphasized that this is a multi-stakeholder process around the contentious issue of water privatisation. Its strength is that it is both national and international simultaneously, whilst local change is also possible. Participation has been beneficial for civil society since it has enabled access to good information and insights and therefore in particular has helped Jessica to anticipate future developments by hearing about the international trends.

She said that providing services to everyone is complex and we need multiple perspectives and views to be able to solve the problems. She emphasised that for someone to understand her views, she has had to be prepared to understand theirs. She has come to see that not all other stakeholders are driven by selfish motives and many of them are trying to solve problems, which differ from the problems civil society are trying to solve. For her, the space to dialogue and the manner of the process is linked to her understanding of participatory or deep democracy where the end is determined by the means.

Discussion

Civil society participation? It was clarified that there are no strings attached to the funding that enables civil society to participate. Initially Heinrich Böll Foundation supported civil society participation through EMG as their project partner; now Irish Aid who funds the full project pays for civil society members travel costs if they are unable to fund themselves, and will fund local meetings in the case study areas. A concern was raised about the effectiveness of civil society feedback – we need to improve this through the SAWC, and ensure that our media is about development.

How local is local? The case studies happen at a local level. There is no long term capacity building, e.g. on research skills, but communities that participate in the study are provided with key information to help in their own struggles for better services. Meetings will be held in each area to feedback the results of the research, and where possible a local dialogue will be convened to allow stakeholders to meet each other, share concerns and if possible agree on a way forward for improving services.

A local success? Sibusiso is a community researcher for The Water Dialogues. He explained that since the research, a local Councillor has taken the issue of poor sanitation very seriously and is working on a solution. The research gave him strength to sit people round the same table – private sector, councillor, water authority etc.

What scope is there to dialogue at local level? This question was raised given that the APF and City of Johannesburg have both withdrawn from the process, and Joburg is one of the contested areas.

Stakeholder differences. The problems are often between government departments – they don't know what others are doing so end up being contradictory or problematic.

Is it useful:

- Yes... because we will show what is happening in local municipalities – can't usually get this information.
- When its finished the question is whether it will be used or just gather dust
- “International is nice to havebut I'm interested in local”

Pre-paid Water Metres – The Case of Phiri

Presenters: Jennifer Makoatsane (Phiri Concerned Residents Forum) presented on the case study and Jabulile Mogane (APF) presented on the court case.

Facilitator: Victor Munnik

This case study provides an example of direct action, leading to litigation. Please refer to Annex 3 for the full case study.

According to Victor who facilitated, this was a remarkable session, and the conversation galloped along at full speed so more time would have been well spent. It's a very hot topic with the court case about to be heard in early December and the room was full. Two activists – Jennifer and Jabulile spoke from their direct experience, and from their well-written case study, which everyone could understand and relate to.



The nature of the case study was shocking as they talked about the violence from the police and the coordinated campaign from the authorities to deny the people of Phiri the right to consult and the right to resist, as well as ongoing interruptions with other services such as electricity.

The session was difficult for Victor to contain as people had a lot of questions and inputs to make, and emotions were strong. One of the mistakes that many participants made was to qualify their questions with an analysis that took up a lot of time. But everyone did have a chance to speak so there was a high degree of participation, and there was a strong sense of solidarity in the room.

Strategic questions and answers:

Of all the issues raised, Jennifer and Jabulile chose the following to answer more fully:

How do others assist? Any help is acceptable, but they specifically need funds for transport to court and for distributing pamphlets. They also need cellphones and airtime, access to media, access to computers, distributing press releases and sending emails. So the assistance that is needed is relatively inexpensive. There is an urgent need for a Struggle Support System!

Urgent need for
a Struggle
Support System!

Consultation? Councillors did not consult with the community. For them consultation means ward committee meetings. Jennifer and Jabulile said that even in mass meetings when the community raised their concerns they were not listened to or even suppressed.

Media? They said they try to release as many press statements as possible and they are using all the media avenues they can think of.

What is the future after the court case? Appeal to the Constitutional Court

Jennifer mentioned that being fully involved in participation is what is needed, and that some people have been afraid of being arrested which has killed the struggle.

The way local government takes decisions was another issues discussed by the group with the example given by Bongani that instead of Councillors naming a motion in a Council Meeting as “pre-paid metres” the motion would be put forward as a number, then “Motion No 247” would be approved, rather than naming it the motion for pre-paid metres. This was not at all transparent, and makes it hard for people to follow or argue against. Victor described this as the “tragedy of representative democracy at the local level.”

Other issues raised

- The way local government takes decisions
- The first intervention was physical resistance
- How can Phiri residents make greatest use of everyday weapons?
- Court case – what will happen if you win?
- How can local communities determine the direction of the struggle?
- How do residents decide to engage with the struggle?
- What are the impacts on other communities of what is happening in Phiri?
- How can we impact to the advantage of poor communities re the paradigm of profit making (cost recovery)?
- Can municipalities not be financially trapped without having to attack services?
- What are strategies for capacity building re constitutional rights and IDP participation?
- How will you publicise the outcomes of the court case?
- What will you do with a partial victory?
- What about free basic sanitation?

*“Now after
Apartheid you need
a crisis to start
struggling!”*

Masibambane Case Study

Presenter: Xola Mlandu, WC Masibambane Chairperson

Case study writer: Mpho Mathabathe

Facilitator: Victor Munnik

This case study provides an example of advocacy in implementation, with an emphasis on supporting local government. Mpho Mathabathe from Masibambane prepared the case study, which is included in Annex 4. At the last minute Mpho could not attend the meeting, and Xola Mlandu, the Western Cape Masibambane Chairperson accepted the invitation at very short notice to present on his behalf about a case study he had not written. This made the discussion more difficult.



Additionally, the Case Study that Mpho wrote was written contrary to the brief of writing a personal perspective and was more an impersonal description of Masibambane I and II – the Civil Society Support Programme. A number of people noted that this made it more difficult to read and the facilitator noted that having the case study properly written up was crucial for the process to succeed. One other problem was that some of the case study participants arrived late and missed the orientation of the day so it ended up more as a clarification and debate session rather than its original purpose of listening and reflecting.

As such the discussion was useful in updating people regarding the state of play of Masibambane until the next meeting on 6 November and some of the important changes such as Masibambane III agreeing to fund civil society organisations in advocacy work rather than just service provision work. It was useful as an “accountability session” between water caucus members and Xola, the Masibambane representative who engaged with the issues in a very open and fairly self-critical manner. Hamedá Deedat and Thabang Ngcozela both gave updates on the outcomes of the last SAWC BGM in Nelspruit regarding Masibambane and the issue of SAWC members providing service delivery in competition with the private sector. They used the session to get confirmation from Xola on various aspects of Masibambane. There was some discussion around the problems of Masibambane not spending their budgets and projects not being sustainable, and issues with the foreign funders being displeased with progress. Hamedá and Thabang spoke about the SAWC BGM in Nelspruit in 2006 where it was agreed that caucus members should not provide services as a business on a permanent basis because of the SAWC having an anti-privatisation principle.

However, none of the evaluating, listening and reflecting on the Masibambane case study was possible with the constraints mentioned above and the time available, so the facilitator decided to let it run as a normal NGO working meeting. The conversation was largely limited to just a few people who had prior knowledge, and it was difficult for others to participate.

Issues / questions / comments

- The problem is that local government doesn't understand what Masibambane is.
- Masibambane wants to support service providers in Civil Society but not research and advocacy.
- You are making us business people and we do not want to be.
- You are changing our status. We don't want to make profit.
- Policies in place are not friendly to civil society. We are not looking for tendering for any services but want money for advocacy work.
- We are expected to partner with government but they use civil society to do the dirty work – through co-option. An example mentioned was the implementation of pre-paid metres by civil society groups being problematic.
- Masibambane should give us money for advocacy to improve civil society involvement in services.
- Importance of including a monitoring and evaluation component in the proposals so that civil society can monitor that “what you say you are going to do, you do!”
- Problem with municipalities believing they are only accountable to DWAF with respect to Masibambane whereas they should be accountable to the project steering committees which includes civil society.

“You are making us business people and we do not want to be!”

Citizens' Voice Case Study

Presenters: Laila Smith (Mvula Trust) and Faldela de Vries (Citizen's Voice)

Facilitator: Jessica Wilson

This case study provided an example of education and awareness raising. This case study had two presenters who each wrote their personal experience of Citizen's Voice, which can be found in Annex 5a and 5b. Laila spoke about the importance of user platforms for continued engagement with Council. She said that civil society organisations had resisted having the Citizen's Voice Programme operate through them, hence they found it a home with the City Council. This has fortuitously made it more sustainable. The project has been very successful from users' perspectives, but the challenge remains on how to raise civil society involvement to policy level. Laila suggested that some of the resistance from civil society is due to the role of Community Development Workers (CDWs), and their relationship to civil society.

Faldela elaborated on the complexities of establishing and sustaining the user platforms. Some staff members will focus on these exclusively as they need lots of mentorship. Citizen's Voice has been recognised as an entity within the water services department of the City of Cape Town, which is an important development. It has been

given two new projects – education on water management devices and water pressure reduction in Du Noon.



Linking these projects with Citizen's voice proved to be quite controversial. Concerns were raised around the role of the community development workers and the question of whom they were actually working for – the communities they come from or the city, as it seemed they were mainly tasked with promoting the city's agenda. One example is that of persuading people to use water management devices (WMD) that are basically flow restrictors. Yet civil society as represented by the South African Water Caucus are in principle against flow restrictors. It is not clear what the primary reason is for installing these WMDs, although they are implemented in households with high debt. They are being promoted as being helpful to communities rather than as helpful to the City. Another example is the role of CDW's in Du Noon persuading the community to accept water of a lower pressure. In reality the role is less of a go-between the community and the city as was the original intention, but to "sell" the city's version of water management.

The main issue that emerged from discussion was that the original intention of Citizen's Voice seemed to be very good, but it has "been thrown into a complex political environment where it runs the risk of being 'captured' for other purposes". Faldela one of the two presenters said "we are the voice now in council for the communities". Not everyone is happy with this because they are replacing civil society's role but they are not autonomous – they are city employees. It confuses communities when what gets told as "education" is really persuasion.

On the positive side, the CDW's have a lot of energy and are very active in the communities. The City has been trying to hire representatives with good reputations, and the programme is to be rolled out in other provinces. Through the Citizen's Voice project they have done some very good work in informing communities about:

- what rights are
- what your water IDP says
- what local regulations are
- updating regarding changes
- budgeting, and
- the hydrological cycle.

Delegates were happy with the above as “legitimate outreach” with the proviso that they are not called civil society when they are not.

There have been problems between the City and members of the Western Cape Water Caucus (including EMG), with the City of Cape Town demonstrating reluctance to work with organised civil society who they regard as illegitimate. They only see civil society as potential service providers and state that the government is the legitimate representative of the people.

Issues / questions / comments

Other issues and questions raised:

- How to build an enabling environment for constructive dialogue in informal spaces
- Who do CDWs work for?
- Who owns the processes
- Is there still a need for Civil Society Organisations in our country?
- Are there disadvantages to Water Management Devices (WMD)
- What is the real reason EMG was unavailable to host the Citizen’s Voice?
- What is the difference between WMD and prepaid metres – the primary reason for installing them and benefits?
- Are WMDs linked to debt recovery for the City rather than citizen’s concerns about disconnections.
- Risk that municipalities capture the project to use as a PR exercise and to convey non-progressive information to civil society
- User platform- how are community facilitators selected and do they have guideline principles?



Reflection and discussion on all case studies

The first session after lunch was devoted to reflecting on the case studies that delegates attended – first as an individual exercise and then as a group exercise. Each group got a flip chart that asked the following questions:

Where do we seem to be effective?

How are we contributing to the bigger picture in terms of:

- Environmental / social justice?
- Ecological integrity
- Sustainable development
- Deep democracy

What is missing from civil society interventions? What are we not doing?

Each group answered in a different way and the results are combined below. They were represented by Setjele Mofokeng, Febbie Masango, Bryan Ashe and Thabang Ngcozela.

Where do we seem to be effective?

In the Phiri Case Study we have been effective with community mobilisation and support, as well as with marching, picketing and awareness raising. The mobilisation was seen as being effective throughout Gauteng. This case study was also seen as effective in citizens challenging injustices and that we could learn from this for future challenges. The one group hoped that the court case will be in favour of the community and therefore Phiri would be effective in holding government accountable.

The Water Dialogues has been effective in bringing activists together and putting water provision back on the agenda. It's a democratic process with full participation. Another group mentioned that it has been effective in building partnerships and bringing pressure to bear. It can give rise to future local dialogues and platforms with different institutions. Useful for a visioning exercise.

The Citizen's Voice Case Study could potentially be effective in giving inputs through the user platforms.

How are we contributing to the bigger picture?

The Phiri case study demonstrates civil society fighting for social justice and deepening democracy through involving communities in decisions. By taking the government to court, we are practising our constitutional rights.

In terms of the bigger picture the second group mentioned that we are getting an understanding of the full water cycle and the demands on it, and this leads to increased capacity. At the local level, the democratisation of discussions on issues that affect lives.

What is missing from civil society interventions? What are we not doing?

The Phiri example demonstrated a lack of both sustaining the struggle and engaging with government. In order for civil society to get strengthened we need effective and consistent communication amongst activists and CSOs.

Lessons learnt include the need for full public participation and involvement, and the need to hold government accountable through listening, responding timeously and implementing policies, which support the marginalized. Another lesson that was mentioned was that we seem to focus on service delivery and not questioning issues of commodification, commercialisation and privatisation of social services by the municipalities.

Two questions raised with respect to the water dialogues case study is how do we sustain and how do we monitor and evaluate whether the intervention has worked or not for the community.

One group raised a number of gaps including:

- Support for campaigns through skills, capacity, information, sharing strategies and solidarity
- Strategies and resources to use the media effectively is a challenge.
- Need for information and education and to make the mainstream media more receptive to our issues.
- Including Councillors as part of capacity building programmes
- Points of resistance - communities often engage when the policies are already implemented.



The same group highlighted the importance of being able to adapt to changing environments.

One of the missing aspects with respect Masibambane is that of no trust from advocacy CSOs and communities.

Funding is a gap. And with the Citizen's Voice Case Study there is a need for more monitoring and evaluation regarding its impact, and the need for coherence within the state for issues to be more appropriately absorbed.

Masibambane was noted as not being effective and not holding government accountable for service delivery - just pushing pre-paid metres. Concern was also raised by this group that the Water Dialogues reports needed to be disseminated and the Citizen's Voice potential for leading to government accountability or pushing the interests of government.

Evaluation of the day

From conversation with the facilitators of the Case studies:

The case studies need to be written up correctly according to the brief. The case studies need to start on time and the process needs to be "protected" so people should not participate if they have not been part of the orientation of the day.

Needs discipline for the reflection not to turn into a normal working meeting.

Great to see what can be done if caucus members are pushed into for example writing a personal case study.

Reflection by the group in plenary:

The use of case studies:

Participants really enjoyed the use of case studies, and they said that the diversity of case studies was a real “eye-opener” - ranging from Phiri, which has such a local focus to the internationally oriented Water Dialogues. They added that it very nice to learn from direct experiences. Participants liked being able to choose between different case studies.

The choice of case studies:

There was some discussion around the choice of case studies. Participants in particular felt that the Phiri case study was very effective and some felt that there should have been other community based case studies, as communities themselves are the ones who really need the action, and only the Phiri case study really related to the community experiences.

The selection of case studies seemed to have been based on what is currently happening in the SAWC. The choice could have been more thought through and based on the factors e.g. choosing a parliamentary experience. This might require more lead up time to choose and develop the case studies more analytically.

Two of the case studies – Masibambane and the Citizen’s Voice were much more controversial which lead to discussions around the content rather than the approach.

Problems with the Masibambane case study:

One of the participants raised concerns with the presentation of the Masibambane case study. He said that the presenter was not up to date and didn’t have the correct background. Another highlighted the fact that the presenter did not stay for the whole day, which he should have in order to answer questions. Jessica reminded the group that the presenter actually stood in for somebody else at very short notice, and we are grateful for that.

Using the case study approach for other meetings:

The question was raised whether we should use the case study approach for future meetings such as discussing the various water management type devices. This would help improve understanding of water devices and water conservation, especially in the context of water as a limited resource. It was agreed that it would be useful to see what the devices look like e.g. actually handling a trickler.

Use of the video “Water is Life”:

One of the facilitators felt that the video was a very useful starting point, and recommended that EMG took this further with the development of a booklet that goes with the video and explains the water cycle and the statistics.

Enjoyment of group work:

People enjoyed the group work and being able to discuss things together as they felt that it promoted participation by people who would otherwise not talk in plenary.

Reading time:

It was agreed that it was very useful to build in the reading time during the workshop itself, but people also wanted to have the documentation available the night before so they can have more time to read and to give justice to the issues, which are complex. Reading beforehand would have helped participants to know which case study they should attend. The facilitator agreed that the best combination was to combine reading during the workshop with documentation given the night before.

Facilitation:

The participants felt that the facilitation and guidance from both Victor and Jessica helped to orientate the group effectively, so that they understood to listen with their hearts and their minds, and not to think that it's just a normal working meeting. It made them think more deeply about the issues, but they needed a reminder in the afternoon when momentum was lost.

Courtesy versus speaking your mind:

One of the last items for the day was around the issue of listening with your heart, and therefore choosing not to say something that might have hurt one of the presenters even though it was a policy point that you felt strongly about. The facilitator after listening to the discussion felt that the person should have spoken out his opinion respectfully because actually by speaking you might influence and change the world for the better.

Thanks

A very big thank you to Sue Soal of CDRA who worked with Jessica Wilson to develop the agenda and process; to Liane Greeff for preparing an excellent DVD to ground the discussion, for taking notes and writing them up so beautifully; to Victor Munnik for bringing a fresh dynamic energy to the process facilitation; to all of the case study writers and presenters for sharing their stories – Jennifer Makaotsane, Jabulile Mogane, Jessica Wilson, Laila Smith, Faldela de Vries, Mpho Mathabathe, and Xola Mlandu; and to all the participants for their contributions and insights.

Finally, thanks to the Heinrich Böll Foundation who have a long history of supporting civil society water activists in South Africa, and who paid for the meeting.

Annexures

- Annex 1: Agenda
- Annex 2: Case study: The Water Dialogues, *Jessica Wilson*
- Annex 3: Case study: Pre-paid Water Metres – the case of Phiri, *Jennifer Mokoatsane*
- Annex 4: Case study: Masibambane, *Mpho Mathabathe*
- Annex 5a: Case study: Citizen's Voice, *Laila Smith*
- Annex 5b: Case study: Citizen's Voice, *Faldela de Vries*
- Annex 6: Participant list