

References

Asian Development Bank (1999) 'Policy Paper on Urban Sector Strategy'. Asian Development Bank, Manila.

Baharoglu, D. and Kessides, C. (2000) 'Urban poverty', Chapter 16: in *PRSP Sourcebook, Volume 2: Macro and Sectoral Issues*. World Bank, Washington DC. www.worldbank.org/poverty/strategies/sourctoc.htm

Banda, A.C., Coates, S., Mbawo, E. and Nyumbu I.L. (2003a) 'Services to Low Income Consumers Report 1: Situation Report of Peri-urban Section'. Lusaka Water and Sewerage Company, Zambia Final report, WUP/WSP.

Banda, A. C., Coates, S., Mbawo, E. and Nyumbu I. L. (2003b) 'Services to Low Income Consumers Report 3: Low-income consumers survey'. Peri-urban Section, Lusaka Water and Sewerage Company, Zambia Final report, WUP/WSP.

Brassington, F., and Pettitt, S. (2000) *Principles of Marketing*. Second edition, Financial Times / Prentice Hall, place?.

Caplan, K. (2001) *Perceptions of Partnership: Understanding what public, private and NGO partners may offer*. Practitioner Notes Series, Business Partners for Development, UK.

Coates, S., Sansom, K. and Kayaga, S., (2001) 'PREPP - Improving utility water and sanitation services to low income consumers'. Paper presented at 27th WEDC conference. Lusaka, 20-24 August 2001.

Coates, S., Sansom, K., Kayaga, S. (2001) *Customer Relations Management: Part A. Introduction for Urban Water and Sewerage Authorities in Developing Countries*. DFID WELL Planned Work Task 514. Water Engineering and Development Centre, Loughborough University, UK

Collingnon, B., and Vezina, M. (2000) *Independent water and sanitation providers in African cities*'. World Bank Water and Sanitation Program, Washington, DC.

Deverill, P., Bibby, S., Wedgewood, A. and Smout, I (2002) *Designing water supply and sanitation projects to meet demand in rural and peri-urban communities. Book 1. Concept, Principles and Practices*. Water Engineering and Development Centre, Loughborough University, UK.

Durban Metro Water web-site: <http://www.durban.gov.za/water/index.htm>

Eyatu Oriono, O.J., Sewanyana, S., Kazibwe, E. (2001) 'The use of the PREPP methodology with communities in Uganda small towns. A Case Study of Bushenyi and Soroti', WEDC, Loughborough University, UK. (unpublished)

Franceys, R.W.A., and Bos, A. (eds) (2002) *Incentives for Water Utilities to Serve the Urban Poor: With case studies from Bolivia, Chile, Ecuador, Nepal, South Africa, Uganda, and Zambia*.(FINAL DRAFT),October 2002. Institutional and Management Options Working Group, Water Supply and Sanitation Collaborative Council, place?.

Gupta, S.K. and Franceys, R. (2002) *Marketing Water Services in a Watsan Utility, Agra, India. Pricing and service differentiation of utility watsan for the poor*. DFID KAR, WEDC and IHE, place?.

Holland, J. and Blackburn, J. (eds) (1998) *Whose Voice? Participatory Research and Policy Change*. Intermediate Technology Publications, London.

Inocencio, A. (2002) 'Manila Water and Sewerage Concessions', in Weitz, A. and Franceys, R. *Beyond Boundaries: Extending services to the urban poor*. Asian Development Bank, 2002.

Jones, D. (2002) *Benefits to NGOs of tri-sector partnerships: Public, private and civil society partnerships providing water and sanitation to the poor*, Practitioner Notes Series, Business Partners for Development, place?.

Kayaga, S. and Sansom, K., (2004) *Serving all urban consumers — Book 5 — Sample Strategic Marketing Plan for Water Services in Kampala*. WEDC, Loughborough University,UK.

Kotler, P. and Zaltman, G. (1971) -Social marketing: An approach to planned social change' in *Journal of Marketing*, Vol.35, July, pp.3-12.

Lyonnais des Eaux, (now Ondo or Suez), (1998), *Alternative solutions for water and sanitation in areas with limited financial resources*, Paris.

McGee, R., et al[need full list of authors in biblio] (2001) *Poverty reduction strategies: A part for the poor?* Policy Briefing, Issue 13, April 2001. IDS
www.ids.ac.uk/ids/bookshop/briefs/brief13.html

Moser, C., Gatehouse, M., and Garcia, H. (1996) *Urban Poverty Research Sourcebook Module II: Indicators of Urban Poverty*. UMP Working Paper No.5, UNDP/UNCHS (Habitat)/World Bank.

Narender, A., Chary, S., and Sansom, K.R. (2002) *Serving all urban consumers — Book 6 — Sample Strategic Marketing Plan for Guntur*, WEDC, Loughborough, UK

REFERENCES

Njiru, C. and Sansom, K.R. (2004) *Serving all urban consumers — Book 4 — Sample Strategic Marketing Plan For water services in Mombasa & Coast Region*. Water, Engineering & Development Centre (WEDC), Institute of Development Engineering, Loughborough University, UK.

Parry-Jones, S. (1999) *Assessing demand for water supply and sanitation projects - optimising the selection of demand assessment techniques*. WELL, Task No.20, WEDC, Loughborough University, UK.

Pathak, P. (2000) *Urban Poverty in India - Background note for WB's Urban Sector Operational Strategy - India*.

Reed, B. (ed) (2003) *Infrastructure for all - A practical guide for engineers, technicians and project managers on how they can meet the needs of men and women in development projects*. Water Engineering and Development Centre, Loughborough University, UK

Robson, C. (1998) *Real World Research: A resource for social scientists and practitioner researchers*. Blackwell, Oxford, UK.

Sansom, K., Franceys, R., Njiru, C., Kayaga, S., Coates, S. and Chary, S. (2004) *Serving All Urban Consumers: A marketing approach to water services in low and middle income countries. Book 2: Guidance notes for managers and Book 1: Guidance for government's enabling role*. Water Engineering and Development Centre, Loughborough University, UK.

Skjonsberg, E (1989) *Change in an African Village: Kefa Speaks*. Kumarian Press, Hartford, Conn, USA.

UNCHS (2001) *Globalization, cities and the urban poor, The State Of The World's Cities Report 2001*. UNCHS, Nairobi.

Wedgwood A. and Sansom K.R. (2003) *Willingness to pay surveys - a streamlined approach - Guidance notes for small town water services*. WEDC, Loughborough University, Loughborough, UK.

Wilson, R.M. S., and Gilligan, C. (1998) *Strategic Marketing Management: Planning, implementation and control*. Second edition. The Chartered Institute of Marketing, Butterworth Heinemann, place?.

WSP (2003) www.wsp.org/english/focus/urban.html

WSP South Asia (2001) *'Serving Poor Consumers in South Asian Cities - Private Sector Participation in Water and Sanitation'*, Delhi, India

WSSCC (2003) www.wsscc.org

WUP/WSP/LWSC Peri-urban Section (2002)