Team ASK
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m-maji
We live in a world like this

Credit: Moore Landscaping
meet Salome
where infant mortality is three times the Nairobi average

and the second most costly cause of under-five mortality is diarrheal disease

Source: Crow (2009), Kyobutungi (2008); Image Credit: Chrissy Olson
people who buy water joke that they are **buying cholera**
rivers may look like this

Credit: Chrissy Olson
pipes look like this
and tap water may be scarce, costly, uncertain, and contaminated
every day, Salome looks for water
she looks for water on normal days
she looks for water on shortage days
this can take an hour
three hours
or a day
Salome is not alone
68% of Kibera residents rely on water kiosks

Source: Birongo and Le (2009); Image Credit: St. Aloysius Gonzaga High School Journalism Club
they need clean water to drink,
wash,
cook,
and do laundry
and they therefore face this problem every day.
meet Samuel
Samuel sells water in Kibera

Credit: Catherine Neumann
But he doesn't know when he'll have it. 40% of vendors in Kibera do not have a constant supply. 10% get water only once a week.

Source: Water and Sanitation Program; Photo Credit: AFP/ Getty Images/ Roberto Schmidt
people are **looking** for water and **waiting** for water

Credit: Ben Crow, Anthropology, UCSC
he needs a way to let people know that he has water

Credit: AP/Alixa Sharkey
So that he can attract customers who may not know about him.
or who don’t want to risk traveling to an empty tap
this problem is complex
but information can help
this problem is complex

but information can help
shortages are **common**, but not **predictable**
where is water today?
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Samuel

Salome

***: Mashimoni Community Tank @ 2.8 Ksh, ***: next to GLORY Food Kiosk @ 3 Ksh / rt turn from Gejam Video Hall @ 2.5 Ksh / near Frepals hosp. @ 2.7 Ksh
Samuel

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near Frepals hosp. @ 2.7 Ksh

Salome
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***: near Frepals hosp. @ 2.7 Ksh
**: Mashimoni Community Tank @ 2.8 Ksh / next to GLORY food kiosk @ 3 Ksh / rt turn from Geojam video hall @ 2.5 Ksh
If a vendor misrepresents availability or price, Salome can file a complaint.
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Samuel

Salome
We considered a range of different issues around coordinating information on water.
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User Interactions

- Usability
- Cost
- Format Limitations
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- SMS
- Flashing
- Voice
- USSD
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- SMS
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• Describing locations
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Markets, Politics

- Law of One Price
- Collective Action Problems
- Winners / Losers
- Gangs & Government
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User Interactions
- Usability
- Cost
- Format Limitations

Information Context
- Location
- Availability
- Price
- Quality

- SMS
- Flashing
- Voice
- USSD

• Describing locations
Next Steps...
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1. More Needs-finding
Next Steps...

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2. Build Local Partnerships
Next Steps...

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   - Maji Bora Kibera
   - KWAHO
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   - Maji Bora Kibera
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3. Run a Pilot
Pilot / Field Test
Pilot / Field Test
Pilot / Field Test
User Feedback
Lower Water Prices?
Converge to Truthfulness?
Reduced Travel Costs?
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