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LIFELINE & EVERFLOW AFRICA

At International Lifeline Fund (Lifeline), we are co-creating a world in which every being is afforded the opportunity to grow and thrive, both independently and in community - focusing on those most underserved. Lifeline began working in refugee and IDP camps, emergency settings, and emerging markets in 2006 to enable humans not just to survive, but to grow by achieving sustainable access to fuel-efficient cooking technologies and reliable safe water.

Our water, sanitation, and hygiene (WASH) program has been focused in the Apac and Kwanja districts of northern Uganda since 2013. To address challenges in both water access and pump functionality, in 2017 Lifeline developed and launched a social enterprise to provide professional maintenance and repair services called EverFlow Africa.

For a flat monthly rate, EverFlow delivers 4 promises to our customer communities:

1. Monthly preventive maintenance
2. Annual handpump overhaul
3. Emergency repair response within 24 hours
4. Toll-free hotline

At present, EverFlow serves over 25,000 people in 64 communities. After 2+ years of service, customers are enjoying an average up-time of 99.6% -- only 1.3 days of downtime per year.

COVID-19 RESPONSE

In the face of the COVID-19 pandemic, access to water and sanitation is now more critical than ever to protect our communal health and safety. As an early responder in this crisis, [EverFlow is a member of the Apac District COVID-19 Task Force](#) with a special movement permit for essential maintenance and repair activities.

To keep water flowing in Uganda's rural communities, Lifeline has taken into consideration EverFlow's critical and essential activities, our role in stopping the spread of the virus, as well as the relief needed for rural communities and handpump mechanics (HPMs). [As of March 30, 2020, we are implementing the following procedures in line with the Government of Uganda's mandates:](#)

- Suspend ongoing WASH activities that involve community gatherings and contact;
- Affect a moratorium on community fee collections for April;
- Suspend disconnections for communities that have defaulted on their fees;
- Halt routine maintenance operations for April;
- Continue operating the toll-free hotline and provide emergency repairs, taking additional measures to limit exposure and sanitize pumps before operations;
- Pay our contracted HPMs a relief salary in April, in spite of no fee collections; and,
- Communicate these updates by radio, phone, and letters to our customers, local government, handpump mechanics, and partners.



EverFlow mechanic Peter Elak wears a protective face mask and gloves while spraying disinfectant on the handpump in Anamoringo community before conducting a repair.

JOIN US

Lifeline's resources do not allow us to sustain these measures indefinitely or expand EverFlow's services in this time of need, but [by coming together with our partners we can collectively make an impact that is more valuable than ever.](#)

[We invite you to join our efforts today at www.lifelinefund.org/donate](http://www.lifelinefund.org/donate)

All funds will be directed to immediate relief services including emergency fee waivers, repair coverage for new communities, sanitation communications, distribution of sanitary goods, and strengthening of EverFlow and the sector's capacity to sustain functionality and respond to emergencies.