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MAINTENANCE  
EMERGENCY REPAIR  
HYGIENE & SANITATION

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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

After 2+ years of service, EverFlow customers are enjoying an average pump up-time of 99.6% -- that means **over 363 days of reliable water access per year.**

## COVID-19 RESPONSE: MAY 11, 2020 UPDATE

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 April 15, 2020, we are implementing the following procedures in line with the Government of Uganda's mandates:*

- Extend toll-free hotline to report pump breakdowns to the entire community of Apac and Kwanja Districts;
- Provide emergency repairs free of charge in Apac and Kwanja Districts;
- Waive monthly fees for customer communities in April and May;
- Suspend disconnections for communities that have defaulted on their fees;
- Halt routine maintenance operations for April and May;
- Continue additional safety measures to limit exposure and sanitize pumps before operations;
- Pay our contracted HPMs a relief salary in April and May, in spite of no fee collections; and,
- Host radio shows to promote positive hygiene messages and the toll-free hotline.

### SERVICE AREA EXPANSION

- March 15, 2020: 27,000 residents
- April 15, 2020: 340,000+ residents



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Extending EverFlow's toll-free hotline to report pump breakdowns has grown our customer base over 12x in the Lango Sub-region of Northern Uganda.

## JOIN US

Join our efforts today with a small monthly donation at [www.lifelinefund.org/donate](http://www.lifelinefund.org/donate)

All funds will be directed to immediate relief services including fee waivers, emergency pump repairs, health and hygiene communications, and strengthening of EverFlow and the sector's capacity to sustain functionality and respond to emergencies.