

## How to Find Water and Sanitation Information on the Internet?

*Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information on it*<sup>1</sup>

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### Introduction

During the last few years much more information on water supply and sanitation in developing countries has become available on the Internet, not only from international development agencies but also from governmental and non-governmental organisations (NGOs) in developing countries. Generally most of this information can be viewed or downloaded free of charge.

Currently there are over 810 million Internet users worldwide<sup>2</sup> who can access billions and billions of WWW pages with information, either directly or via search engines, or through databases, often referred to as the “deep web”.

Taking the water sector people as target group in mind we will describe the most relevant search engines, gateways or portals and databases to start your search with. It is important to know what source works for which purpose, and how to use each source effectively. We will conclude with some search strategies for general subject searches, and for specific items<sup>3</sup>.

We hope this guide will make a difference between getting results and finding answers!

### Main search services

1. Search Engines
2. Water and Sanitation Portals or Subject Gateways
3. Specialised Water and Sanitation Databases
4. Fact sheets, technical briefs, and thematic overviews
5. Quick facts and figures
6. Discussion lists
7. Help desks

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<sup>1</sup> Samuel Johnson (1709 - 1784), The Quotations Page, <http://www.quotationspage.com/quote/26259.html>  
Retrieved from the web: 05 Nov 2004.

<sup>2</sup> Internet World Stats – Usage and Population Statistics, Updated on Sep 30, 2004,  
<http://www.internetworldstats.com/stats.htm>, Retrieved from the web: 03 Nov 2004

<sup>3</sup> See also the training module ‘Searching the Internet’, by Anna Feldman for the Association for Progressive Communications (APC), <http://www.itrainonline.org/itrainonline/mmtk/searching.shtml>  
Retrieved from the web: 03 Nov 2004.

## 1. Major Search Engines

Search engines work with “robots”, which are indexing full texts (or large parts of it) of internet documents. While doing a search this robot is retrieving data from the indexes. The search system looks for documents with the best resemblance to your search question, and sorts the results based on resemblance. This is called relevance ranking.

Most search engines are easy to use. Using the “best-match” method provides the best results. This method involves typing as many search terms related to your topic as possible.

Most of the search engines nowadays are searching default on ‘all of the terms’.

We have selected three search engines to support you in your searches: Google, Yahoo! and Teoma. See SearchEngineWatch for the latest developments on these and other search engines: <http://searchenginewatch.com/>

### **SEARCH TIPS FOR USING SEARCH ENGINES (Google, Yahoo! Teoma)**

- phrase searching is the most simple way to provide more accurate results.  
Example: “sustainable livelihoods”
- be aware that search engines search on ‘all of the terms’
- adding more terms should provide fewer results
- start with very specific search queries and then get more and more general <sup>4</sup>
- use – to exclude terms, i.e. school sanitation –unicef
- only a few pages of the same web site are shown (due to clustering of the results).  
Use ‘more results from this web site’ or ‘show omitted results’ to get the additional results
- use advanced search for more specific options (specific formats, specific domain searches, language documents or date of publications)
- refine your search with the option ‘search within results’

The advanced search option often provides more possibilities, for example searching for specific language documents, or for documents published after a certain date.

Special features, such as searching within a certain domain or web site; searching for a specific file type; searching for web sites that link to a specific site; looking for synonyms; possibility to handle boolean searches; search for stop words; and the use of diacritics, are listed in the table below.

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<sup>4</sup> This is what Tara Calishain calls "The Principle of Onions", in her book Web Search Garage (2004). Some sample material is available at <http://www.researchbuzz.com/web-search-garage.shtml>

| <b>SPECIAL FEATURES</b> <sup>5</sup>  |  |   |  |
|---|--|---|--|
| Overview of the commands to use when you want to do a specific search                                     |  |   |  |
|   | <b>Google</b>  | <b>Yahoo!</b>   | <b>Teoma</b>   |
| <b>Domain / site search</b><br>search within a certain domain or web site                                 | <b>site:</b><br>Example:<br>wastewater site:www.irc.nl   | <b>site:</b><br>Example:<br>wastewater site:www.irc.nl  | <b>site:</b><br>Example:<br>wastewater site:www.irc.nl   |
| <b>File type</b><br>search for a specific file type: pdf, doc, etc.                                       | <b>inurl:</b> or <b>filetype:</b><br>Example:<br>wastewater inurl:pdf  | <b>originurlextension:</b><br>Example:<br>wastewater<br>originurlextension:pdf  | Not available  |
| <b>Link domain</b><br>search for web sites that link to a specific site, e.g. your organisation' web site | <b>link:</b><br>Example:<br>link:www.irc.nl/source   | <b>linkdomain:</b><br>Example:<br>linkdomain:www.irc.nl<br><br>Yahoo! can also exclude sites, for example your own site.<br>Example:<br>linkdomain:www.irc.nl<br>NOT inurl:irc.nl | Not available  |
| <b>Synonyms</b><br>looking for synonyms   | ~<br>Example:<br>~toilet gives also results on 'loo', 'bathroom', 'plumbing'   | Not available   | Not available  |
| <b>Boolean search</b><br>can it deal with boolean searches?   | <b>- , OR</b>  | <b>AND, OR, NOT, ( ), -</b>   | <b>- , OR</b>  |
| <b>Stop words</b><br>can it search for stop words such as The, WHO, or single characters                  | <b>+</b> in front of stop word<br>Example 1:<br>vitamin +A<br>(without the +, the A will not be taken into account)<br><br>Example 2:<br><b>+WHO</b> guidelines<br>(without the +, who is seen as a 'stop word', and will not be taken into account) | Not available   | <b>+</b> in front of stop word<br>Example 1:<br>vitamin +A<br>(without the +, the A will not be taken into account)<br><br>Example 2:<br><b>+WHO</b> guidelines<br>(without the +, who is seen as a 'stop word', and will not be taken into account) |
| <b>Diacritics</b><br>use of diacritics  | Exact matching<br>Example:<br>é=é while e=e  | Exact matching on diacritics, both on plain.<br>Example:<br>é=é while e = é or è  | Not clear  |

<sup>5</sup> Taken from the Search Engines Features Chart on the "Search Engine Showdown, the users' guide to Web" - web site. This site provides information on searching, and compares and evaluates Internet search engines from the searcher's perspective. Maintained by [Greg R. Notess](http://www.searchengineshowdown.com/features/), <http://www.searchengineshowdown.com/features/> Retrieved from the web: 03 Nov 2004.

**Google,** <http://www.google.com>

Google has a large database, which is frequently refreshed. They claim to index 4 billion web pages<sup>6</sup>. It is user friendly with its simple and easy to use interface. It is fast and delivers relevant results: generally you get what you are searching for. Moreover, the most relevant results appear first, thanks to their fine ranking technology.

**SEARCH TIP**

See also Google guide, a good free guide on Google, <http://www.googleguide.com/>

**Yahoo!** <http://search.yahoo.com>

Yahoo! is one of the best known and most popular Internet portals. Originally just a subject directory, it now is a search engine, directory, and portal.<sup>7</sup> Since February 2004 Yahoo! has its own, very large, search engine database. To use Yahoo! Search (and not the directory or the portal), use the url: search.yahoo.com

**SEARCH TIP:**

For in-depth searches or searches that provide less results it's advisable to search both Yahoo! and Google. You may be surprised by the different results you get!

**Teoma,** <http://www.teoma.com>

Teoma is a good search engine for identifying metasites and communities, for research in new areas, and for topics you don't know yet who's involved. It helps you discover new sites. Quality, however, is mixed: sometimes very good, sometimes results of more than a year old.<sup>8</sup>

It indexes less web sites than Google or Yahoo! (about 2 billion English-only web documents<sup>9</sup>). The additional value can be found in the special way the search results are displayed.

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<sup>6</sup> Notess, G. R. (2004). Review of Google. Article at the "Search Engine Showdown, the users' guide to Web" - web site. This site provides information on searching, and compares and evaluates Internet search engines from the searcher's perspective. Maintained by [Greg R. Notess](#), <http://www.searchengineshowdown.com/features/google/review.html> Retrieved from the web: 03 Nov 2004.

<sup>7</sup> Notess, G. R. (2004). Review of Yahoo! Search. Article at the "Search Engine Showdown, the users' guide to Web" - web site. This site provides information on searching, and compares and evaluates Internet search engines from the searcher's perspective. Maintained by [Greg R. Notess](#), <http://www.searchengineshowdown.com/features/yahoo/review.html> Retrieved from the web: 05 Nov 2004.

<sup>8</sup> Notess, G. R. (2004). Review of Teoma. Article at the "Search Engine Showdown, the users' guide to Web" - web site. This site provides information on searching, and compares and evaluates Internet search engines from the searcher's perspective. Maintained by [Greg R. Notess](#), <http://www.searchengineshowdown.com/features/teoma/review.html> Retrieved from the web: 03 Nov 2004.

<sup>9</sup> April 2002, <http://static.wc.teoma.com/docs/teoma/about/searchwithauthority.html>

Teoma's results page shows a:

- list with regular results;
- section on "Related Pages", which Teoma finds by analysing link patterns;
- "Refine" section with suggestions how to narrow your search. For example: searching for "sanitation" leads to suggestions like "environmental sanitation"; "ecological sanitation"; and "food safety".
- "Resources" section with link collections from experts and enthusiasts.

### Limitations of a search engine

- Search engines **only index the first part of a web page**: Yahoo! indexes the first 500 KB of a web page, Google not more than 101KB<sup>10</sup>.
- Search engines are **databases of the past**. Latest additions / new items might not be indexed yet.
- A search engine will often not be able to search the so called '**invisible web**' or 'deep web'. This means that you will not find information:
  - stored in database records (libraries, yellow pages)
  - stored in pages that require login
  - stored in web pages not indexed by search engines, e.g. recent addition, or pages without links
  - hidden (deeply) in the site structure of a web site

## 2. Water Portals or Gateways

The Internet has been inundated with new gateways and portals on water over the last couple of years. De Jong, D. et al. (2003) define a water portal as a one-stop, client-oriented web site that offers visitors a broad array of interactive resources such as news, data bases, discussion forums, search options, space to collaborate online and links on water-related topics.<sup>11</sup>

### SEARCH TIP:

to search through all the pages of a specific water portal you can use the search option of the portal itself. If this doesn't help much, you may want to try the domain / site search feature of Google, Yahoo! or Teoma. For example for a search on wastewater: type in the search box:  
*site:www.irc.nl sshe*

<sup>10</sup> Notess, G. R. (2004). Review of Yahoo! Search. Article at the "Search Engine Showdown, the users' guide to Web" - web site. This site provides information on searching, and compares and evaluates Internet search engines from the searcher's perspective. Maintained by [Greg R. Notess](http://www.searchengineshowdown.com/features/yahoo/review.html), <http://www.searchengineshowdown.com/features/yahoo/review.html>. Retrieved from the web: 03 Nov 2004.

<sup>11</sup> Jong, D. et al. (2003). Flood of gateways and portals. Paper presented at the sixth Water Information Summit 9-12 September 2003, Delft, The Netherlands, PDF file [109 KB], [http://www.irc.nl/redir/content/download/7014/106683/file/Jong\\_09.pdf](http://www.irc.nl/redir/content/download/7014/106683/file/Jong_09.pdf)

A selection of portals or at least sites that claim to be a portal, which are relevant for the water and sanitation sector is included in annex 1. The web sites are divided into:

- Water supply and sanitation
- Water – general
- Water resources
- Other languages, multilingual
- Commercial

#### **SEARCH TIP FOR USING PORTALS / SUBJECT GATEWAYS**

Portals and subject gateways will be a good starting point<sup>12</sup> for:

- topics that are easily classified, i.e. looking for a government water department web site vs. looking for an article on sector wide approaches
- a topic that falls into a thematic area which is covered by a subject directory, i.e. ecological sanitation is a topic in the Sanitation Connection Portal (<http://www.sanicon.net/index.php3>)
- new information on a specific topic

### **3. Specialised Water and Sanitation Databases**

By using a search engine you might not be able to retrieve information stored in a database. Therefore it is good to check the databases separately when searching for specific information. We have selected some databases that provide free access to water and sanitation information, divided into:

- bibliographic databases
- organisation directories
- statistics
- legislation
- equipment or products

#### **SEARCH TIP FOR USING DATABASES**

Databases have the following advantages compared to search engines.

- They give access to specialised collections
- They provide advanced search options
- It implies quality control
- They give access to (part of the) “Invisible web”

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<sup>12</sup> Effective Internet Searching : The Itrain Network Student Manual and Instructor Manual (2000, updated version) , [http://www.bellanet.org/itrain/materials\\_en.cfm](http://www.bellanet.org/itrain/materials_en.cfm)

See annex 2 for more information on these databases, including links to the databases online.

There are also some **disadvantages in using databases**:

- Often the access to databases is slow(er), compared to HTML web sites
- Currency (update frequency), might be a problem
- Many databases have access restrictions (passwords, members only)
- Multi-database searching needs special software

#### **4. Fact sheets, technical briefs, and thematic overviews**

These resources provide in-depth information on a specific (technology) topic. A selection of fact sheets, technical briefs and thematic overview papers is included in the annex. We have compiled an overview including more than 40 topics. See annex 3 to get an overview of the topics, including links to the specific fact sheets.

#### **5. Quick facts and figures**

For presentations or articles you might need some quick facts to come up with, for example: “The simple act of washing hands with soap and water can reduce diarrhoeal disease by one-third”. In annex 4 you will find an overview of sources providing a quick start to these data. For more in-depth statistical information it is better to check the statistical databases listed under the water and sanitation databases.

#### **6. Discussion lists**

Discussion lists are useful to keep up to date in your field of interest, and if you have regular questions about certain topics you may find colleagues who are equally interested in your topic, and who like to share their experience. Going through all the messages can be very time-consuming. Luckily, many lists also offer the possibility to search the list archive. We have selected five lists. See annex 5 for subscription details.

- dialog-agua-l,  
<http://altair.ces.fau.edu/pipermail/dialog-aqua-l/>  
Public discussion list of the Inter-American Water Resources Network (IWRN). It provides a mechanism for the exchange of water-related information and expertise among a broad range of participants in the Western Hemisphere.
- right-to-water,  
<http://216.43.125.72/listarchive/index.cfm?id=87>  
List for sharing information on issues related to the right-to-water for meeting basic needs. It is for the posting of announcements, articles and news, not for debate. It is sponsored by the Water Observatory.
- water-and-san-applied-research,  
<http://www.jiscmail.ac.uk/archives/water-and-san-applied-research.html>  
List on research in the water and sanitation sector in developing countries.

- water forum,  
<http://groups.yahoo.com/group/waterforum/>  
Free and open forum for discussion of surface water and groundwater resources issues.
- water-L list serve,  
<http://www.iisd.ca/email/water-L.htm>  
A peer-to-peer moderated list for news and announcements related to water policy issues. Water-L is created by IISD, in collaboration with the Secretariat of the Third World Water Forum and the World Water Council.

If these lists do not bring what you are looking for, you can search for other lists using the following services:

- JISC mail, <http://www.jiscmail.ac.uk/> includes also (ongoing and finished) e-conference lists, e.g. on hygiene behaviour.
- Tile.net, <http://tile.net>
- Topica, <http://lists.topica.com/> Scroll down the page to go to the search box.
- Yahoo! Groups, <http://groups.yahoo.com>

All of them provide a search option to get an overview of discussion lists on your search term.

#### **SEARCH TIP:**

be very selective in subscribing yourself to a discussion list. Except for a few messages being supportive to your work, it is more likely that you receive lots of messages ready for the trash bin.

## **7. Help desks**

Help desks or enquiry services are another means to get an answer to your question. We have selected the following services:

- **Ask IRC**, <http://www.irc.nl/content/view/full/170>  
Question and answer service of IRC International Water and Sanitation Centre.
- **GATE question-answer service**, <http://www5.gtz.de/gate/gateid.afp>  
Focuses on appropriate technologies. Service is limited to enquirers from developing countries and non-profit organisations working in the development context.
- **ITDG technical enquiry service**, [http://www.itdg.org/html/technical\\_enquiries/tes.htm](http://www.itdg.org/html/technical_enquiries/tes.htm)  
Enquiries can be made through any of ITDG's offices. Service is limited to enquirers from developing countries.
- **WaterAid technical enquiry service**. The service is provided by engineering specialists who are available once a week. [Mailto:technicalenquiry@wateraid.org.uk](mailto:technicalenquiry@wateraid.org.uk)
- **WELL enquiry service**, <http://www.lboro.ac.uk/well/Activities/enquiry-service.htm>  
The WELL, Resource Centre Network for Water, Sanitation and Environmental Health offers technical assistance to DFID field staff and staff from a developing country government; an international finance institution; or a non-governmental organisation working in the water and sanitation sector in developing countries. Up to four days of technical advice can be provided per query free of charge.

## How to search

We would like to end with an example of a search strategy you may find useful. Karen Drabenstott, Professor at the School of Information, University of Michigan, looks at the number of elements a topic consists of to define the best strategy. The following table is a free adaptation of her search strategy guide<sup>13</sup>:

**Search strategy guidance table**

| What are you looking for?   | Search strategy   | Example   | Search service  | Search word(s)  |
|---|---|---|---|---|
| A unique concept or name  | Use one word and hope you are lucky ( <i>shot in the dark method</i> )  | NEWAH   | - Google<br>- Yahoo!<br>- Organisation directories<br>- Bibliographic databases   | NEWAH   |
| Specific programme, project, concept, organisation, device or idea  | If you know the exact words enclose quotes for phrases ( <i>bingo! Method</i> )   | Life Skills Approach                                      | - Google<br>- Yahoo!<br>- Bibliographic databases<br>- Fact sheets, technical briefs, and thematic overviews  | “Life Skills Approach”  |
| Particular viewpoint on a more general topic  | Enter many words and phrases for the first element. Evaluate the results and refine by doing the same for the second element ( <i>big bite method</i> )   | How to include children in school sanitation              | - Teoma<br>- Google<br>- Yahoo!   | “school sanitation” sshe<br>“hygiene education”   |
| Complex topic with lots of possible angles  | Enter many words and phrases for all elements at the same time ( <i>kitchen sink method</i> )   | Cost recovery<br>Water supply privatisation               | - Teoma<br>- Portals and gateways on water supply and sanitation<br>- Fact sheets, technical briefs, and thematic overviews<br>- Google<br>- Yahoo! | “Cost recovery” water supply<br>“financing mechanisms” tariffs<br>privatisation public sector<br>“community management” |
| Complex topic you are not familiar with (you cannot think of synonyms or related terms to use in your search) | Harvest additional terminology from related web pages: enter words and phrases for some or all elements at the same time; inspect results and use relevant terminology in retrieved relevant hits in subsequent queries ( <i>citation pearl growing method</i> )            | Hospital waste  | - Teoma<br>- Portals and gateways on water supply and sanitation<br>- Fact sheets, technical briefs, and thematic overviews<br>- Google<br>- Yahoo! | Hospital waste  |
| Specific topic related to water and sanitation, but only a general notion on what you are looking for         | Use a subject gateway or portal. When you don’t know how to phrase a query: choose a broad topic that represents the subject area; choose narrower topics as needed to arrive at a narrower subtopic that expresses your interests ( <i>help from your friends method</i> ) | Interaction of land and water; catchment areas; watershed | Portals and gateways on water resources, i.e. watershed window portal   | Not applicable  |

<sup>13</sup> Drabenstott, K.M. (2001). Web search strategy : strategy development. In: Online, vol. 25, no. 4, p. 18-27

## Conclusion

We feel that the core information to help you searching the internet for water and sanitation information is here. However, if you miss important sites, or relevant information, please let us know. We encourage everyone to send us their favourite sites, additional information, comments, remarks!

We started with a quote, we would also like to end with one:

*“Now that we have all this useful information, it would be nice to do something with it.”<sup>14</sup>*

----- END OF ARTICLE -----

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<sup>14</sup> Unix Programmer’s Manual, taken from The Quotations Page,  
<http://www.quotationspage.com/quote/22727.html>. Retrieved from the web: 05 Nov 2004.

## ANNEX 1. Water Portals / Subject Gateways

1. Water supply and sanitation
2. Water – general
3. Water resources
4. Other languages, multilingual
5. Commercial

### *1. Water supply and sanitation – portals and gateways*

#### **IRC International Water and Sanitation Centre, <http://www.irc.nl>**

Provides news and information (including advocacy/communication, publications, bibliographic database) on low-cost water supply and sanitation in developing countries. Hosts Source, a Water News Service; the InterWATER gateway to water and sanitation organisations; and World Water Day web sites.

#### **Lifewater Canada, <http://www.lifewater.ca/>**

Non profit organisation working with volunteers who train and equip people in under-developed countries and who provide on-going technical and financial support. (Trained crews then help their neighbours obtain safe drinking water.)

#### **Pan American Center for Sanitary Engineering and Environmental Sciences (CEPIS),**

<http://www.cepis.ops-oms.org/indexeng.html>

The leading provider of sector information on the web in Latin America, with quite a large virtual library of downloadable documents.

#### **Sanitation Connection, <http://www.sanicon.net/>**

An Internet-based resource that gives access to accurate, reliable and up-to-date information on technologies, institutions and financing of sanitation systems around the world. Institutions of international standing contribute to the information base by providing and maintaining a topic of their specialisation.

#### **UNICEF - Water, Environment and Sanitation, <http://www.unicef.org/wes/index.html>**

UNICEF has supported longer-term WES programming initiatives in some 90 countries in Asia, Africa and the Americas. The web site includes the online version of newsletter WATERfront and many publications available to download.

#### **Water, Engineering & Development Centre (WEDC),**

<http://info.lut.ac.uk/departments/cv/wedc/index.html>

WEDC forms the core of the Institute of Development Engineering. WEDC is concerned with education, training, research, and consultancy relating to planning, provision and management of physical infrastructure for development in low- and middle-income countries.

#### **WatsanWeb, <http://www.skat.ch/watsanweb/>**

Developed by SKAT, this site provides an overview of Internet links on water and sanitation in developing countries. It has sections on: online magazines and newsletters; online publications; technologies; events; training courses; networks; databases; discussion lists; and sector organisations.

**Water and Sanitation Program, WSP, <http://www.wsp.org>**

World Bank Partnership Program. WSP is an international partnership with four regional offices: Africa, Andean Region, East Asia & Pacific, South Asia.

**World Bank Water Supply and Sanitation, <http://www.worldbank.org/watsan>**

The World Bank Group's activities in water and sanitation include financial services; advice on sector policies and programmes; knowledge services; training.

**World Health Organization, Water, Sanitation and Health,**

[http://www.who.int/water\\_sanitation\\_health/en/](http://www.who.int/water_sanitation_health/en/)

Provides guidelines, training, tools, and databases on water, sanitation and health.

***2. Water – General – portals and gateways***

**BBC Water Portal - The Water Debate,**

[http://news.bbc.co.uk/2/hi/in\\_depth/world/2003/world\\_forum/water/default.stm](http://news.bbc.co.uk/2/hi/in_depth/world/2003/world_forum/water/default.stm)

Interactive site for the general public with video, audio, expert views, fact files and water stories. It also provides fun options such as online opinion polls and a water quiz.

***3. Water resources – portals and gateways***

**Development Gateway - Water Resources Management,**

<http://topics.developmentgateway.org/water>

The Development Gateway is an interactive portal for information and knowledge sharing on sustainable development and poverty reduction.

**FAO Water Portals**

The FAO - Water Resources, Development and Management Service has set up a number of portals including:

Water Information, <http://www.fao.org/waicent/faoinfo/agricult/agl/aglw/prtwat.htm>

Irrigation Portal, <http://www.fao.org/waicent/faoinfo/agricult/agl/aglw/prtirrig.htm>

**The Global Water Partnership (GWP), <http://www.gwpforum.org/>**

Supports integrated activities at country-level and, at the international level, to bring a global learning perspective to these activities. Main part of the site is the water forum, providing links to various databases, libraries and other web sites, discussion groups. The GWP web site also offers information on GWP's activities and projects, news, events; publications.

**UNEP.Net Freshwater Portal, <http://freshwater.unep.net>**

Provides information resources ranging from documents, to databases, to maps and graphics, covering the critical freshwater issues. There are key issue theme pages on: water scarcity, irrigated agriculture, water and sanitation (at present the database includes 219 items on this topic), water quality, groundwater, transboundary water management, water and ecosystems, floods and droughts, and urban water. The site is maintained by UNEP/GRID-Arendal in Norway, one of the United Nations Environment Programme's (UNEP) partner offices dealing with environmental information systems.

**UNESCO Water Portal, <http://www.unesco.org/water/>**

The site provides links to the current UNESCO programmes IHP and WWAP on freshwater and will serve as an interactive point for sharing, browsing and searching web sites of water-related

organisations, government bodies and NGOs, including a range of categories such as water links, water events, learning modules and other on-line resources.

**Watershed Window**, <http://www.watershedwindow.org/>

Resources for developing countries' watershed management. A web site hosted by the Michigan State University, in collaboration with the World Bank's Bank-Netherlands Water Partnership Program. It disseminates information and literature on watershed management in developing countries and aims to create a global community of watershed practitioners and scholars. Main emphasis is on the social, institutional and policy aspects of watershed management and development.

**The Water Page**, <http://www.thewaterpage.com>

Len Abrams of Water Policy International has established this page which incorporates the African Water Page. Topics include: water in developing countries, water policy and law, international water law, water in the UK, groundwater, water-related disasters, climate change, water conflicts, private sector engagement, and water facts (for school projects).

#### *4. Other languages, multilingual – portals and gateways*

**The International Office for Water (Office International de l'Eau)** ,

<http://www.oieau.fr/anglais/index.htm>

A non-profit-making Association under the French Law. Its objective is to gather public and private partners involved in water resources management and protection in France, Europe and in the world.

**Réseau Francophone sur l'Eau et l'Assainissement (RéFEA)**, <http://www.oieau.fr/ReFEA/>

This site is the result of collaborative effort between the Office International de l'Eau (OIEau), the Centre Régional pour l'Eau Potable et l'Assainissement à faible coût (CREPA), the Biosphère d'Environnement Canada and Programme Solidarité Eau (pS-Eau). It is a French-language resource for low-cost water supply and sanitation in developing countries. It includes sections on appropriate technologies; water-related organisations; background information on water supply; project management; aquatic ecosystems; and case studies.

**Saneamento Básico, o SITE**, <http://www.saneamentobasico.com.br>

Brazilian water and sanitation industry portal, provides product information, vacancies, daily news, studies, events, links, a chat facility, online bookstore and a water and sanitation directory.

#### *5. Commercial – portals and gateways*

**Waternunc.com - The Water Economy page**,

<http://www.waternunc.com/gb/indexgb.htm>

Sub title of the web site is called: The network for the Water business. It contains news, projects, business-to-business, resources and links from water companies and the European Commission DG in five languages. Is maintained in France and updated only irregularly.

**Water Online**,

<http://www.wateronline.com>

Market place for manufacturers in the water and wastewater industry. The web site is dealing with the basic operational elements of this industry: the resource management, supply, treatment and distribution of drinking water, and the collection, treatment and disposal of wastewater.

## ANNEX 2. Watsan Databases

[Bibliographic databases](#)

[Organisation directories](#)

[Statistics](#)

[Legislation](#)

[Equipment or products](#)

### *Bibliographic databases*

#### **Free**

- **CEPIS and REPIDISCA bibliographic databases,**  
<http://www.cepis.ops-oms.org/indexeng.html>  
CEPIS, the Pan American Center for Sanitary Engineering and Environmental Sciences, and REPIDISCA, the Pan American Information Network on Environmental Health, are based in Peru. Their bibliographic databases are part of the Virtual Library on Environmental Health (VLEH), <http://www.cepis.ops-oms.org/cepis/l/bvsa.html>  
VLEH provides access to all kinds of information sources, including: full text documents, educational material, journals, discussion lists, news, and videos.  
Search results are sorted according to these different information sources.
- **IRCDOC, library database** of the IRC International Water and Sanitation Centre, based in The Netherlands, <http://www.irc.nl/ircdoc>  
The library database IRCDOC contains many grey documents (without an ISBN number) not found elsewhere. More and more online available fulltext documents are included. Records are indexed manually by information specialists at IRC and its Southern partners [CINARA](#), Colombia and [CREPA](#), Burkina Faso.
- **WELL Document Catalogue,**  
<http://www.lboro.ac.uk/well/Activities/document-catalogue.htm>  
WELL is a resource centre network for water, sanitation and environmental health. The Document Catalogue contains library records of the Water, Engineering and Development Centre (WEDC), Loughborough University, and the London School of Hygiene & Tropical Medicine (LSHTM).

#### **Subscription-based**

- **NISC-Water Resources Abstracts,** Aquatic Sciences and Fisheries Abstracts,  
[http://www.nisc.com/Frame/NISC\\_products-f.htm](http://www.nisc.com/Frame/NISC_products-f.htm)  
The National Information Services Corporation (NISC) based in the USA, publishes information products for access through BiblioLine, a web search service. Relevant databases: **Water Resources Abstracts** (<http://www.nisc.com/factsheets/qwra.asp>); **Aquatic Biology, Aquaculture & Fisheries Resources** (<http://www.nisc.com/factsheets/qabf.asp>)

## Free search + pay-per-view

- **Ingenta**, <http://www.ingentaconnect.com/>  
About 16 million articles from 28 thousand publications.  
Search across a collection of multi-disciplinary academic and professional publications, e.g. Waterlines.
- **Scirus**, <http://www.scirus.com>  
Science-specific search engine, focusing only on web pages containing scientific, scholarly, technical and medical data. Scirus includes Elsevier's Science Direct, and Medline.
- **Amazon Search Inside the Book**, <http://www.amazon.com>  
Fulltext search option provided by Amazon Books. Free registration gives you access to the fulltext of the document (that is, if the publisher of the document has given permission for this to Amazon).  
More information about this service can be found in the list of Frequently Asked Questions:  
<http://www.amazon.com/exec/obidos/tg/browse/-/10197041/103-7567608-5454220>  
Comment: too little focus on watsan yet, but worth to keep track of in the near future.
- **DOAJ, directory of open access journals**, <http://www.doaj.org>  
The directory covers all open-access scientific journals that use an “appropriate” quality control system. Open-access means that they are free available on the Internet.  
Examples: Journal of Water and Environment Technology; Water SA; Bulletin of the World Health Organization; Asian Development Review  
Comment: too little focus on watsan yet, but worth to keep track of in the near future

## Organisation directories

- **InterWATER**,  
<http://www.irc.nl/interwater>  
Offers information about more than 650 organisations and networks in the water supply and sanitation sector, related to developing countries. It's a joint initiative of IRC International Water and Sanitation Centre and the Water Supply and Sanitation Collaborative Council.
- **pS-Eau directory**  
<http://www.pseau.org/PseauAsp/organismes/index.asp>  
This *Repertoire des personnes et organismes ressources du pS-Eau*, provides contact details of organisations and individuals in the water sector worldwide (in French).
- **The Utility Connection - Wastewater International Links**,  
[http://www.utilityconnection.com/page4b.html#WWW\\_int\\_util](http://www.utilityconnection.com/page4b.html#WWW_int_util)  
Includes web links to international utilities; regulation; international information and associations.
- **The-water-resource**,  
[http://www.the-water-resource.com/template.cfm?name=twr\\_search](http://www.the-water-resource.com/template.cfm?name=twr_search)  
Directory of the International Water Association. Includes details of hundreds of organisations around the world providing products and services to the water sector. Five

main categories can be searched: consultants; contractors; research & development; training / courses; and suppliers / manufacturers.

### *Statistics - databases*

- **Aquastat (FAO),**  
<http://www.fao.org/waicent/faoinfo/agricult/agl/aglw/aquastat/dbase/index.stm>  
Provides information on water and agriculture by countries organised by categories, including water resources, water use, drainage, and source of irrigation water.
- **Global Urban Indicators (UN-Habitat),**  
<http://www.unhabitat.org/programmes/guo/gui.asp>  
Provides a comprehensive picture of cities by selections based on indicators, including water consumption, median price of water, wastewater treated, solid waste disposal, and access to water.
- **Joint Monitoring Programme on water supply and sanitation (Unicef/WHO),**  
<http://www.wssinfo.org/en/welcome.html>  
Both general information and precise data pertaining to water supply and sanitation providing a picture of the situation worldwide at different scales (global, regional and country).
- **UN Statistics Division - Millennium Indicators Database,**  
[http://unstats.un.org/unsd/mi/mi\\_results.asp?crID=100](http://unstats.un.org/unsd/mi/mi_results.asp?crID=100)  
Presents 48 social and economic indicators and related series by country and year since 1985.

### *Legislation - databases*

- **Transboundary Freshwater Dispute Database,**  
<http://www.transboundarywaters.orst.edu/>  
Project of the Oregon State University, Department of Geosciences, to aid in the assessment of the process of water conflict prevention and resolution. Provides access to the *International Freshwater Treaties Database*,  
<http://www.transboundarywaters.orst.edu/projects/internationalDB.html>
- **Water Law and Standards,**  
<http://www.who.int/waterlaw/>  
Database of legislation on natural resources, and a database of national water quality standards (under construction). These databases are a joint project of the United Nations Food and Agriculture Organization (FAO) and the World Health Organization (WHO).
- **International Water Law Project,**  
<http://www.internationalwaterlaw.org>  
Web site provides information on international water law and policy and related topics. Specifically, it offers treaties, articles, news stories, case law, Internet links, and other relevant information. Many of the materials, such as treaties and articles, are offered in full text. IWLP is developed and maintained by Professor Gabriel Eckstein of the Texas Tech University School of Law.

### *Equipment, Products - databases*

- **UNICEF Supply Catalogue,**  
<http://www.supply.unicef.dk/Catalogue/index.htm>  
Contains the specifications of some 1,700 commodities. The identification of many items is facilitated by illustrations (photographs and line drawings). Only UNICEF offices and registered customers of Procurement Services can login to access indicative prices.
  
- **Water Online Buyer's Guide,**  
<http://www.wateronline.com/buyersguide/>  
Marketplace for industry professionals, providing an overview of product categories, i.e. pumps and related products; tanks, storage systems, cisterns and related products.

## ANNEX 3. Factsheets, Technical Briefs, and Thematic Overviews

### Topic index

advocacy [IRC]  
community participation [IRC]  
cost recovery [IRC]  
desalination [GATE; WELL TB]  
disposal : human excreta [GATE; USAID]  
disposal : solid waste [USAID; WELL FS]  
drinking water [Lenntech]  
ecological sanitation [ITDG]  
electric water level meter (design) [LifeWater]  
emergency sanitation [WELL TB]  
gravity schemes [WaterAid]  
ground water [USAID]  
hygiene education / behaviour / promotion [IRC; WaterAid; WELL FS]  
latrines [WELL TB LT]  
power systems [LT]  
project appraisal [IRC]  
public private partnerships [WELL FS]  
pumps [ITDG; LifeWater; WaterAid; WELL TB LT]  
rainwater harvesting [ITDG; WaterAid; WELL FS LT]  
recycling [GATE]  
sanitation policies [IRC]  
scaling up [IRC]  
school sanitation [WELL FS GOI]  
sewerage system [IRC LT]  
software (modelling software) [SKAT]  
solar distillation [ITDG]  
storage and distribution [LT]  
spring protection [WaterAid LT]  
subsurface dams / water [WaterAid LT]  
surface water [USAID LT]  
technology selection [IRC; WaterAid LT]  
waste and wastewater treatment [GATE; WELL TB]  
waste stabilisation ponds [IRC]  
water and health : diseases [IRC; Lenntech; USAID; WaterAid; WELL FS; WHO]  
water chemistry [Lenntech]  
water cycle [Lenntech]  
water distribution [USAID]  
water hyacinths [ITDG]  
water pollution [Lenntech]  
water purification [Lenntech]  
water quality [Lenntech]  
water resource development [WaterAid]  
water storage [USAID]  
water treatment [IRC; LifeWater; USAID; WaterAid; WELL FS LT]  
water usage / productive use [IRC; Lenntech]  
wells [LifeWater; WaterAid; WELL TB LT]

## List of web sites providing fact sheets, technical briefs, and thematic overviews

### **GATE watsan technical briefs,**

<http://www5.gtz.de/gate/id/Publications.htm>

by the German Appropriate Technology and Ecoefficiency Programme of GTZ, Germany. Select the category 'water supply and sanitation', and select the option 'Technical Briefs' next to the search box. Click on OK. Topics include: waste and wastewater treatment; human excreta disposal; desalination; recycling.

### **Indian Department of Drinking Water Supply - FAQs, [http://ddws.nic.in/DDWS\\_Faq.htm](http://ddws.nic.in/DDWS_Faq.htm)**

Frequently asked questions and their answers on school sanitation and hygiene education; faqs on the Leach Pit Toilet; and faqs related to India's Total Sanitation Campaign and its beneficiaries. Published by the Department of Drinking Water Supply, Ministry of Rural Development of the Government of India.

### **IRC FAQ sheets,**

<http://www.irc.nl/content/view/full/8027>

Thematically based sheets, mainly written by Southern partners of IRC International Water and Sanitation Centre, providing responses to questions these partners have received. Topics include: project appraisal; promote measures to prevent water-borne diseases; household water treatment; non-conventional sewerage system; waste stabilisation ponds; community participation; efficient use of water; technology selection.

### **IRC Thematic Overview Papers (TOPs),**

<http://www.irc.nl/content/view/full/3271>

Web-based documents, reviewed by recognised experts. They combine a concise digest of recent experiences, expert opinions and foreseeable trends with links to the most informative publications and web sites. Each TOP contains enough immediate information to give a grounding in the topic concerned, with direct access to more detailed coverage of your own special interests, plus contact details of resource centres or individuals who can give help.

### **ITDG Technical Briefs,**

[http://www.itdg.org/index.html?html/technical\\_enquiries/technical\\_briefs.htm~mainFrame](http://www.itdg.org/index.html?html/technical_enquiries/technical_briefs.htm~mainFrame)

Introductory factsheets and basic practical information on water and sanitation issues, such as: compost toilet; handpumps; hydraulic ram pumps; rainwater harvesting; solar distillation; solar (PV) water-pumping; water hyacinths; water supply and sanitation; windpumps.

### **Lenntech Water FAQ Frequently Asked Questions,**

<http://www.lenntech.com/Water-FAQ.htm>

The question library on water related issues, including: water chemistry, drinking water, water cycle, water quality, water pollution, water purification, water usage, water and health. Lenntech Water purification and Air Treatment Holding b.v., was created in 1993 by Alumini from the Technical University of Delft, the Netherlands.

### **LifeWater technical bulletins,**

<http://www.lifewater.ca/ndexman.htm>

Links to technical bulletins and to well drilling manuals. Topics include: drilling and handpump construction; making water safe to drink; make an an electric water level meter; methods for grouting casing; bush pump.

**Linking technology choice with operation and maintenance,**

[http://www.who.int/water\\_sanitation\\_health/hygiene/om/wsh9241562153/en/](http://www.who.int/water_sanitation_health/hygiene/om/wsh9241562153/en/)

Reference document, published by the World Health Organization and IRC. Contains 49 Fact Sheets related to low-cost water and sanitation technologies. It describes technologies related to rainwater, groundwater or surface water; water lifting devices; power systems; household and community water-treatment systems; storage and distribution; and sanitation, including dry systems and waterborne systems for human excreta disposal.

**SKAT modelling software,**

[http://www.skat-foundation.org/publications/pdf/wss\\_2002.pdf](http://www.skat-foundation.org/publications/pdf/wss_2002.pdf)

Fact sheets on 15 appropriate and commonly encountered computer programmes for the design and upkeep of drinking water distribution networks in developing countries: AquaNet; Archimede; Branch/Loop; Cross; Epanet 2.0; Eraclito; H2Onet/H2Omap; Helix delta-Q; Mike Net; Netis; OptiDesigner; Pipe2000; Stanet; Wadiso SA; and WaterCAD 5.0.  
In: SKAT (2002). Review of modelling software for piped distribution networks. St. Gallen, Switzerland, SKAT (Working papers on water supply and environmental sanitation; no. 3). 17 p.

**USAID technical notes,** <http://www.lifewater.org/wfw/wfwindex.htm>

*Water For The World*, a series of US AID technical notes covering all aspects of rural water supply and sanitation, made available online by Lifewater International. A bit old (1982), but some might still be very useful.

Topics include: activities and methods related to: surface water; ground water; water treatment; water distribution; water storage; excreta and washwater disposal; solid waste disposal; watsan and disease.

**WaterAid Technology Notes,**

[http://www.wateraid.org.uk/in\\_depth/technology\\_notes/default.asp](http://www.wateraid.org.uk/in_depth/technology_notes/default.asp)

Provides outlines of the technologies used by WaterAid on long-term development projects in Africa and Asia, and shows alternatives which might be appropriate in different circumstances. [date of publishing unknown]

Topics include: considerations before design; hygiene education; water resource development; gravity schemes; hand dug wells; tubewells and boreholes; hand pumps; spring protection; rainwater harvesting; subsurface dams; sanitation; disinfection; treatment of water.

**WELL Fact Sheets,**

<http://www.lboro.ac.uk/well/resources/fact-sheets/fact-sheets.htm>

The WELL, Resource Centre Network for Water, Sanitation and Environmental Health, provides services and resources for the Department for International Development (DFID) of the British government and partner agencies.

Topics include: arsenic in drinking water; rainwater harvesting; HIV/AIDS and watsan; hygiene promotion; public private partnerships; school sanitation; solid waste disposal; sustaining hygiene behaviour.

**WELL Technical Briefs,**

<http://www.lboro.ac.uk/well/resources/technical-briefs/technical-briefs.htm>

The Technical Briefs are prepared by Rod Shaw, Design and Production Editor of WEDC publications, in association with leading authors in the field, each short brief concludes with useful sources of further information.

Topics include: hand pumps; wells; desalination; emergency sanitation; latrine pits; on plot sanitation; wastewater treatment.

**WHO water-related diseases fact sheets,**

[http://www.who.int/water\\_sanitation\\_health/diseases/diseasefact/en/](http://www.who.int/water_sanitation_health/diseases/diseasefact/en/)

Topics include: arsenicosis; cholera; diarrhoea; fluorosis; guinea-worm disease; schistosomiasis; trachoma.

## ANNEX 4. Quick Facts and Figures

### **Environment Canada - Freshwater Web site – Quickfacts,**

[http://www.ec.gc.ca/water/en/e\\_quickfacts.htm](http://www.ec.gc.ca/water/en/e_quickfacts.htm)

Includes general facts on freshwater with special focus on Canada.

Examples: “Approximately 295.000 litres of water is required to produce 910 kilograms of paper”; and “Of the total world's freshwater supply, about one third is found underground.”

### **IDRC - Facts & Figures on Fresh Water,**

[http://web.idrc.ca/en/ev-34502-201-1-DO\\_TOPIC.html](http://web.idrc.ca/en/ev-34502-201-1-DO_TOPIC.html)

Compiled by International Development Research Centre (Canada).

Topics include: the state of the planet's fresh water supply; options for the future; and lessons from IDRC-sponsored research. Updated Apr 2002.

### **International Year of Freshwater 2003 - Facts and Figures,**

[http://www.wateryear2003.org/ev.php?URL\\_ID=1462&URL\\_DO=DO\\_TOPIC&URL\\_SECTION=201](http://www.wateryear2003.org/ev.php?URL_ID=1462&URL_DO=DO_TOPIC&URL_SECTION=201)

Topics include: water as a basic human need, i.e. watsan; water and health; water use, i.e. ‘virtual water’, that is: water embedded in commodities; water-related risks; water and society, i.e. water and women; water and religion. [3 Mar 2003]

### **People and planet.net – people and water - factfiles,**

<http://www.peopleandplanet.net/section.php?section=14&topic=6>

Started in Dec 2000 by Planet 21, a UK-based independent non-profit company/registered charity.

Topics include: supply; demand; water use; water shortages; water pollution; conflict over water; irrigation; groundwater depletion and pollution; health and freshwater; degraded rivers worldwide; damaged by dams; wetlands shrinking; droughts and floods; lakes in danger; privatising water, and a way forward.

### **WASH Facts and Figures, [http://www.wsscc.org/load.cfm?edit\\_id=292](http://www.wsscc.org/load.cfm?edit_id=292)**

Compiled by Water Supply and Sanitation Collaborative Council (WSSCC) [3 Mar 2003]

Examples: “The simple act of washing hands with soap and water can reduce diarrhoeal disease by one-third”; “An estimated 25% of people in developing country cities use water vendors purchasing their water at significantly higher prices than piped water”; and “At any one time it is estimated that half of the world’s hospital beds are occupied by patients suffering from water-borne diseases.”

### **Water Basics, <http://www.thewaterpage.com/waterbasics.htm>**

Quick and basic facts on water, compiled by Len Abrams, The Water Page.

Topics include: water facts, i.e. “Only 1% of the earth's water is available for drinking; 2% is frozen”; chemical composition; water as ice; water as steam; water as precious resource. It also includes an illustration of the hydrological cycle.

### **WHO Facts and Figures, [http://www.who.int/water\\_sanitation\\_health/en/factsfigures04.pdf](http://www.who.int/water_sanitation_health/en/factsfigures04.pdf)**

Advocacy document of 2 pages. Topics include figures on diseases: diarrhoea; malaria; schistosomiasis; trachoma; intestinal helminths; Japanese encephalitis; hepatitis A; arsenic; fluorosis. It also provides some information on access to water supply and sanitation, and on the global response (MDGs). Last updated: March 2004.

## ANNEX 5. Discussion Lists

### **Dialog-agua-l**

Public discussion list of the Inter-American Water Resources Network (IWRN). It provides a mechanism for the exchange of water-related information and expertise among a broad range of participants in the Western Hemisphere.

Archive: <http://altair.ces.fau.edu/pipermail/dialog-aqua-l/>

*Subscription information:* Web site: <http://www.waterweb.org/subscribe/index.ihtml>

### **Right-to-water**

This Human Right-to-water Discussion List is for sharing information on issues related to the right-to-water for meeting basic needs. It is for the posting of announcements, articles and news, not for debate. It is sponsored by the Water Observatory.

Archive: <http://216.43.125.72/listarchive/index.cfm?id=87> ; select 'right-to-water' in the 'choose a list to browse' box

*Subscription information:*

Web site: <http://216.43.125.72/listarchive/subscriptions.cfm>

E-mail:

1. Send a message to: [listserv@iatp.org](mailto:listserv@iatp.org).
2. In the body of the message, type: subscribe right-to-water.

### **Water-and-san-applied-research**

Research in the water and sanitation sector in developing countries (320 subscribers). Archive: <http://www.jiscmail.ac.uk/archives/water-and-san-applied-research.html>

Search page:

<http://www.jiscmail.ac.uk/cgi-bin/webadmin?S1=water-and-san-applied-research>

*Subscription information:*

Web site: <http://www.jiscmail.ac.uk/cgi-bin/webadmin?SUBED1=water-and-san-applied-research&A=1>

E-mail: send the command *subscribe WATER-AND-SAN-APPLIED-RESEARCH* to [listserv@jiscmail.ac.uk](mailto:listserv@jiscmail.ac.uk)

### **Water Forum**

Free and open forum for discussion of surface water and groundwater resources issues including: drinking water, wetlands, wastewater, irrigation, recreational use, fisheries and wildlife use, aquaculture, coastal studies and oceanography, environmental and public health issues, contamination, computer modelling, and other relevant water resources topics (over 3,000 subscribers).

Please note: average amount of messages per month: 70 – 90

Introduction page: <http://groups.yahoo.com/group/waterforum/>

Archive: <http://groups.yahoo.com/group/waterforum/messages>

Search page: use the 'search archive' box on the archive page:

<http://groups.yahoo.com/group/waterforum/messages>

*Subscription information:*

Web site: click on 'join this group' at <http://groups.yahoo.com/group/waterforum/> If you are not registered with Yahoo! yet, you will have to do that first (free of charge).

E-mail: send a blank e-mail to: [waterforum-subscribe@yahoogroups.com](mailto:waterforum-subscribe@yahoogroups.com)

**Water-L listserv**

A peer-to-peer moderated list for news and announcements related to water policy issues. Water-L is created by IISD, in collaboration with the Secretariat of the Third World Water Forum and the World Water Council.

Water-L News, which is delivered through the Water-L listserv, is a comprehensive water news resource, containing all the latest news, scientific research findings, opinion pieces and speeches on water.

Introduction page: <http://www.iisd.ca/email/water-L.htm>

*Subscription information:* Web site: <http://www.iisd.ca/email/subscribe.htm>

Please check the WATER-L check box on this page.

**Looking for other lists:**

- **JISC mail**,  
<http://www.jiscmail.ac.uk/> includes also (ongoing and finished) e-conference lists, e.g. on hygiene behaviour.
- **Tile.net**,  
<http://tile.net>
- **Topica**,  
<http://lists.topica.com/> Scroll down the page to go to the search box.
- **Yahoo! Groups**,  
<http://groups.yahoo.com>

## ANNEX 6. Help Desks

- **Ask IRC,**  
<http://www.irc.nl/content/view/full/170>
- **GATE question-answer service,**  
<http://www5.gtz.de/gate/gateid.afp>
- **ITDG technical enquiry service,**  
[http://www.itdg.org/html/technical\\_enquiries/tes.htm](http://www.itdg.org/html/technical_enquiries/tes.htm)
- **WaterAid technical enquiry service,**  
<mailto:technicalenquiry@wateraid.org.uk>
- **WELL enquiry service,**  
<http://www.lboro.ac.uk/well/Activities/enquiry-service.htm>

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