Delivery through Innovation: CSIR Research on Water Services Infrastructure Operation through Franchising

Why franchising should be an additional water services provider alternative:
- Cost-effective
- Existing water services institutions can focus on other settlements and other responsibilities
- Community participation
- SMME opportunities
- Black Economic Empowerment (BEE) opportunities

Franchisee receives business ‘know-how’ from the franchisor and provides services / products to customers;
Franchisor monitors quality of services / products to customers;
Customers pay the franchisee for services / products, and a percentage is passed back to the franchisor as a royalty payment.

Franchising is “being in business for yourself but not by yourself”