Indicators, Measures and Methods for Monitoring Climate Resilient WASH – Final Short List

March 6, 2026

Prepared for the World Health Organization and UNICEF by the University of Leeds

In collaboration with University of Technology Sydney: Institute for Sustainable Futures, The University of Bristol, and Oxford University

Indicators, Measures and Methods for Monitoring Climate Resilient WASH

List of objectives and candidate indicators (version 5.3)

March 2026

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Summary

This document summarizes a list of candidate indicators of climate-resilient water, sanitation and hygiene (WASH) services, developed by the WHO/UNICEF Joint Monitoring Programme for Water Supply, Sanitation and Hygiene (JMP) and the UN-Water Global Analysis and Assessment of Sanitation and Drinking Water (GLAAS), with support from a consortium of academic institutions (University of Leeds, University of Technology Sydney, University of Bristol and Oxford University), as well as a Technical Working Group. For more information on the process followed visit https://www.who.int/teams/environment-climate-change-and-health/water-sanitation-and-health/monitoring-and-evidence/monitoring-of-climate-resilience.

The set of indicators presented is version 5.3, which draws upon earlier sets, notably version 5.2 which was the subject of a public consultation in November 2025.

In many cases the candidate indicator would require further development before being operationalized, for instance to thoroughly document metadata, definitions, template question items, and analysis plans.

The indicators are organized into 22 conceptual framework elements, drawing on an overall framework shown in Figure 1 as well as in a background document. Blocks shown in grey are considered as out of scope for this review. Each candidate indicator is also mapped to an 'indicator objective' which briefly articulates the concept that the candidate indicator is designed to monitor.

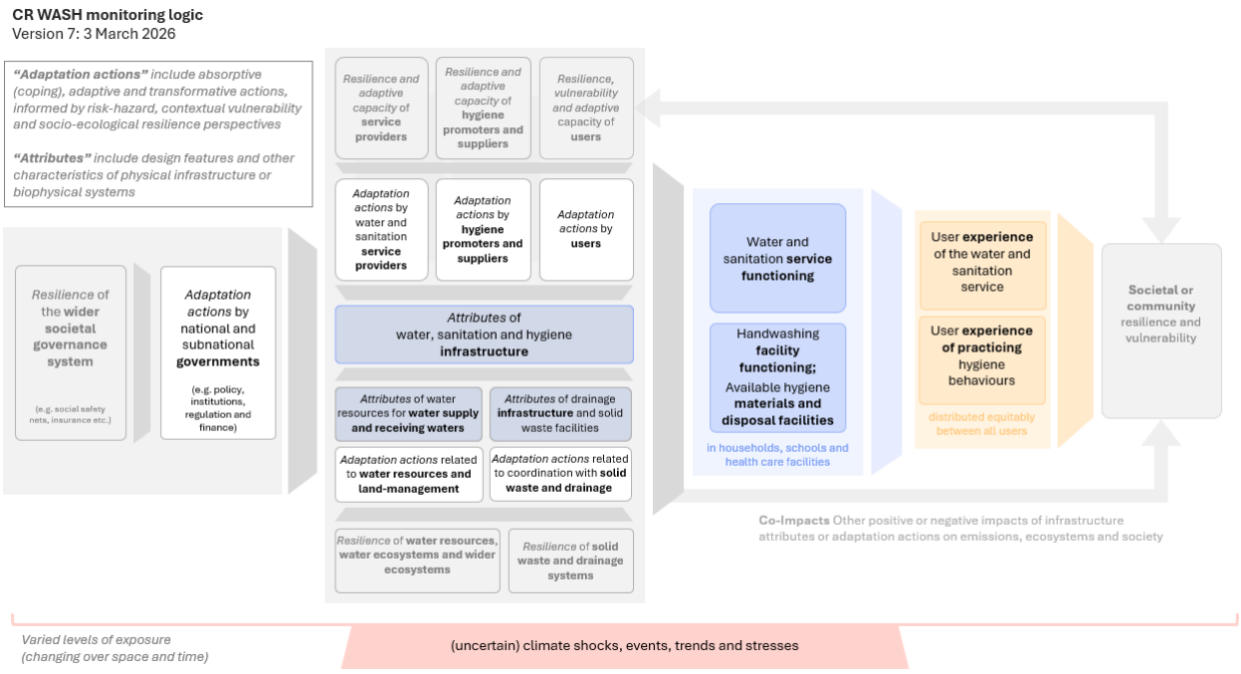

Figure 1: Conceptual framework for monitoring climate resilient WASH

The 5.3 list includes a total of 105 candidate indicators, which have been grouped into Set A (46 indicators) and Set B (59 indicators). Both sets derived from an extensive literature review and multiple consultations. Set A indicators are those that the JMP and GLAAS teams will commit to developing further so that they could eventually be used for global monitoring. Set B consists of candidate indicators that hold promise for future indicator development, but the JMP and GLAAS teams don't have the resources to develop these at this time. Some Set B indicators require more detail and context than are appropriate for global monitoring, and would be better suited for national or subnational monitoring.

Code: Each indicator in the version 5.3 shortlist has an updated unique reference number in the form CCDD where:

CC = framework component number (from 01 to 22)

DD = sequential reference for indicators within framework component

Tables are colour coded as follows:

Set A: candidate indicators prioritised for development for global monitoring	Set B: other candidate indicators with potential for further development
Water, sanitation and hygiene	Water, sanitation and hygiene
Water	Water
Sanitation	Sanitation
Hygiene	Hygiene

The Set A and Set B indicators are distributed among the 22 framework components as follows:

	Framework component	Set A	Set B	Total
1	Adaptation actions by national and subnational government – policy	5	2	7
2	Adaptation actions by national and subnational government – institutions	4	2	6
3	Adaptation actions by national and subnational government – regulation	3	1	4
4	Adaptation actions by national and subnational government – finance	2	3	5
5	Adaptation actions by hygiene promoters and supply chain actors	1	2	3
6	Adaptation actions by water supply service providers	3	7	10
7	Adaptation actions by sanitation service providers	3	5	8
8	Adaptation actions by water supply users	0	2	2
9	Adaptation actions by sanitation users	0	2	2
10	Adaptation actions by hygiene users	0	1	1
11	Adaptation actions related to water resources and land management	2	2	4
12	Adaptation actions related to coordination with solid waste management and drainage	1	3	4
13	Attributes of water resources for water supply and receiving waters	3	0	3
14	Attributes of water supply infrastructure	1	4	5
15	Attributes of sanitation infrastructure	1	3	4
16	Attributes of hygiene infrastructure	1	0	1
17	Water supply service functioning	3	5	8
18	Sanitation service functioning	3	5	8
19	Hygiene service functioning	4	1	5
20	User experience of water supply	2	4	6
21	User experience of sanitation	2	2	4
22	User experience of practicing hygiene behaviours	2	3	5
TOTAL		46	59	105

The following tables list the set A indicators, by framework component. Each indicator is shown with an indicator objective that it corresponds with, along with unique codes for the 5.3 list. Set B indicators are tabulated in Annex 1.

Set A: Indicators for Global Monitoring

1: Adaptation actions by national and subnational government – policy

5.3 code	Objective	Indicator
0101	WASH policies and planning incorporate current and future climate risk	WASH policies and plans integrate climate adaptation measures for households, schools and health care facilities and (i) identify current and future climate risks to WASH, (ii) identify at risk populations, (iii) include costed climate adaptation measures and (iv) mandate 'build-back-better' principles for post climate-event recovery (a) are in place; (b) align with national adaptation plans; and (c) are regularly revised using updated climate projections
0102	Management is appropriate to ensure and advance climate resilience	WASH policies or plans mandate the use of risk-based management approaches that take into account current and future climate for (a) water supply; (b) sanitation and wastewater
0103	National climate resilience planning incorporates climate resilient WASH	National adaptation plans include: (a) targeted WASH objectives for households, schools and health care facilities; (b) a strategy for WASH adaptation for households, schools and health care facilities; and (c) a costed strategy for WASH adaptation for households, schools and health care facilities
0104	Climate resilient WASH strategy is equitable	WASH plans include measures to ensure climate resilient WASH investments are focused on populations vulnerable to [and disproportionately affected by] climate change
0105	Emissions from WASH are minimized	National mitigation plans include: (a) a national protocol for measuring and reporting emissions from WASH; (b) an estimate of the contribution of WASH to nationally determined contributions (NDCs); (c) a strategy for mitigating emissions from WASH; and (d) a costed strategy for mitigating emissions from WASH

2: Adaptation actions by national and subnational government – institutions

5.3 code	Objective	Indicator
0201	Data are available for climate-resilient WASH planning	Climate data relevant for WASH service delivery are: (a) downscaled to a scale relevant for WASH service delivery; (b) accessible to WASH sector stakeholders; (c) reviewed and updated regularly; and (d) used to inform updates to WASH policies and plans
0202	Early warning systems in place that support actions to reduce impact of climate events	Multi-hazard early warning systems are: (a) accessible to WASH sector stakeholders; (b) includes information directly relevant to the delivery of WASH services; (c) are reviewed and updated regularly; and (d) are used to inform updates to WASH policies and plans
0203	National WASH monitoring systems collect information on the impacts of climate on WASH services	WASH monitoring systems collect data on the impact of climate on WASH services in households / schools / health care facilities
0204	Workforce is adequate for climate-resilient WASH systems	Human resources in place to design, implement, and monitor adaptation plans for the WASH sector to meet national targets

3: Adaptation actions by national and subnational government – regulation

5.3 code	Objective	Indicator
0301	Design and construction standards and guidance exist for climate-resilient WASH	Standards and regulations that take into account current and future climate are available to support the design and construction of resilient infrastructure for • water supply; • sanitation and wastewater
0302	Operations and maintenance standards and guidance exist for climate-resilient WASH	Standards and regulations that take into account current and future climate are available to support the operations and maintenance of resilient infrastructure for • water supply; • sanitation and wastewater
0303	Operations and maintenance standards and guidance exist for climate-resilient WASH	Standards and regulations exist for restoration of services during and following a climate event for • water supply; • sanitation and wastewater

4: Adaptation actions by national and subnational government – finance

5.3 code	Objective	Indicator
0401	Sufficient budget allocation for WASH climate adaptation	Ratio of total annual budget available (all sources) to total annual costs identified for WASH climate adaption
0402	Utilisation for WASH climate adaptation	Ratio of total expenditure (all sources) to total annual costs identified for WASH climate adaption

5: Adaptation actions by hygiene promoters and supply chain actors

5.3 code	Objective	Indicator
0501	Support to households provided to undertake actions for climate resilience / recovery	Proportion of population covered by event-specific preparedness plans which include hygiene measures: (a) education/messaging on hygiene behaviour; (b) stockpiling; (c) storing, and distribution of hygiene products

6: Adaptation actions by water supply service providers

5.3 code	Objective	Indicator
0601	Management is appropriate to ensure and advance climate resilience	Proportion of population / schools / health care facilities served by water supply service providers that implement risk management plans which consider current and future climate (for example climate-resilient water safety plans)
0602	Operations and maintenance standards for climate-resilient WASH are implemented	Proportion of population / schools / health care facilities served by water supply services that conform to national regulations and standards for operations and maintenance that take into account current and future climate
0603	User complaints / requests for assistance are dealt with in a timely manner	Total complaints per 1000 customers before, during, and following a climate event (a) received by drinking water service providers or regulators; (b) received and analysed by drinking water service providers or regulators; (c) received, analysed and acted upon by drinking water service providers or regulators

7: Adaptation actions by sanitation service providers

5.3 code	Objective	Indicator
0701	Management is appropriate to ensure and advance climate resilience	Proportion of population / schools / health care facilities served by sanitation service providers that implement risk management plans which consider climate variability and

		climate projections (for example flood and drought preparedness plans)
0702	Operation and maintenance standards for climate-resilient WASH are implemented	Proportion of population / schools/ health care facilities served by sanitation service providers that conform to national regulations and standards for operations and maintenance that take into account current and future climate
0703	User complaints / requests for assistance are dealt with in a timely manner	Total complaints per 1000 customers before, during, and following a climate event (a) received by sanitation service providers or regulators (b) received and analysed by sanitation service providers or regulators (c) received, analysed and acted upon by sanitation service providers or regulators

8, 9 and 10: Adaptation actions by users

No set A indicators were identified for this framework component.

11: Adaptation actions related to water resources and land management

5.3 code	Objective	Indicator
1101	Coherence and cooperation between agencies to deliver climate-resilient WASH	Investment and operational plans for water resources management are referenced in investment and operational plans for (a) water supply; (b) sanitation and wastewater
1102	Coherence and cooperation between agencies to deliver climate-resilient WASH	Proportion of population in catchments where water resource management plans address climate risks to (a) water supply; (b) sanitation and wastewater

12: Adaptation actions related to coordination with solid waste management and drainage

5.3 code	Objective	Indicator
1201	Coherence and cooperation between agencies to deliver climate-resilient WASH	Investment and operational plans for (a) water supply; (b) sanitation and wastewater reference drainage investment and operational plan

13: Attributes of water resources for water supply and receiving waters

5.3 code	Objective	Indicator
1301	Water quantity is Maintained	Proportion of raw water intakes / boreholes which meet design production rates, disaggregated by groundwater / surface water
1302	Water quality is Maintained	Proportion of raw water intakes / boreholes which meet design quality standards, disaggregated by groundwater / surface water
1303	Water quality is Maintained	Number of incidents of water quality non-compliance downstream of a wastewater treatment plant

14: Attributes of water supply infrastructure

5.3 code	Objective	Indicator
1401	Construction and design standards for climate-resilient WASH are implemented	Proportion of population / schools / health care facilities served by water supplies that conform to national regulations and standards for design and construction that take into account current and future climate (a) water supply source; (b) water treatment; (c) storage and distribution

15: Attributes of sanitation infrastructure

5.3 code	Objective	Indicator
1501	Construction and design standards for climate-resilient WASH are implemented	Proportion of population / schools / health care facilities served by sanitation services that conform to national regulations and standards for design and construction that take into account current and future climate (a) capture and containment; (b) conveyance; (c) treatment

16: Attributes of hygiene infrastructure

5.3 code	Objective	Indicator
1601	Construction and design standards for climate-resilient WASH are implemented	Proportion of schools / health care facilities where hygiene services conform to national regulations and standards for design and construction that take into account current and future climate (a) hand hygiene; (b) menstrual hygiene

17: Water supply service functioning

5.3 code	Objective	Indicator
1701	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities whose domestic water supply infrastructure has been damaged due to a climate event in the last [reference period to be determined]
1702	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities reporting at least one period of disruption to water supply services due to a climate event in the last [reference period to be determined]
1703	Access to safely managed water supply is maintained	Proportion of population / schools/ health care facilities within nationally determined climate hazard zones using basic / safely managed drinking water services

18: Sanitation service functioning

5.3 code	Objective	Indicator
1801	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities whose sanitation infrastructure has been damaged due to a climate event in the last [reference period to be determined]
1802	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities reporting at least one period of disruption to sanitation services due to a climate event in the last [reference period to be determined]
1803	Access to safely managed sanitation is maintained	Proportion of population / schools / health care facilities within nationally determined climate hazard zones using basic / safely managed sanitation services

19: Hygiene service functioning

5.3 code	Objective	Indicator
1901	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities reporting at least one period of disruption to access to a handwashing facility with soap and water due to a climate event in the last [reference period to be determined]
1902	Access to a minimum service level is maintained	Proportion of women, girls, and menstruators reporting at least one period of disruption in access to safe, secure, and private facilities to practice menstrual hygiene in the home / school / health care facility due to a climate event in the last [reference period to be determined]
1903	Access to a minimum service level is maintained	Proportion of women, girls, and menstruators reporting at least one period of disruption in access to menstrual products in the home / school / health care facility when

		needed due to a climate event in the last [reference period to be determined]
1904	Access to basic hygiene facilities is maintained	Proportion of population / schools / health care facilities with access to soap and water at a handwashing facility within nationally determined climate hazard zones

20: User experience of water supply

5.3 code	Objective	Indicator
2001	Users are protected from distress related to water service disruptions	Proportion of population reporting that they worried about not having enough water for all household needs due to a climate event in the last [reference period to be determined]
2002	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities who report easy access to alternative water supply facilities that meet minimum national / local standards of service when needed during a period of disruption due a climate event

21: User experience of sanitation

5.3 code	Objective	Indicator
2101	Users are protected from distress related to sanitation service interruptions	Proportion of population who felt safe at the sanitation locations they used most before, during, and following a climate event
2102	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities who report easy access to alternative sanitation facilities that meet minimum national / local standards of service when needed during a period of disruption due a climate event

22: User experience of practicing hygiene behaviours

5.3 code	Objective	Indicator
2201	Access to hygiene materials is maintained	Proportion of women. girls, and menstruators that report having enough menstrual materials to change as often as wanted before, during, and following climate events
2202	Access to a minimum service level is maintained	Proportion of population that report having enough soap and water to practice hand hygiene behaviours as often as they wanted before, during, and following climate events

Annex 1: Set B indicators

The set B indicators are those that were considered valuable and with potential for future development, but were not prioritized for global monitoring by the JMP and GLAAS teams. Some Set B indicators require more detail and context than are appropriate for global monitoring, and would be better suited for national or subnational monitoring. Numbering in set B is sequential following on from the sequential numbers in set A.

1: Adaptation actions by national and subnational government – policy

5.3 code	Objective	Indicator
0106	Access to a minimum service level is maintained	Water resources regulations mandate that sufficient quantities of domestic water supply be provided as a priority before allocations to other water uses are made
0107	WASH policies and planning incorporate current and future climate risk	Proportion of population for whom (a) maps of areas at risk from climate hazards have been produced; (b) risk maps have been formally incorporated into WASH climate adaptation plans; and (c) maps have been updated within the last [reference period to be determined]

2: Adaptation actions by national and subnational government – institutions

5.3 code	Objective	Indicator
0205	Coherence and cooperation between agencies to deliver climate-resilient WASH	Multisectoral coordination mechanisms for climate adaptation processes (a) include the WASH sector; (b) include solid waste, drainage, water resources stakeholders; and (a) are subject to an MOU; (b) are subject to defined roles and responsibilities
0206	Workforce is adequate for climate-resilient WASH systems	Capacity development plans for climate-resilient WASH service delivery are (a) included in National Adaptation Plans (NAPs); (b) included and costed within NAPs; (c) a budget is formally allocated for implementation; and (d) expenditure is actually made on the planned activities

3: Adaptation actions by national and subnational government – regulation

5.3 code	Objective	Indicator
0304	Regulatory system supports climate resilience	Regulators allow / specify service providers to include the costs of becoming climate resilient in submissions for tariff reviews

4: Adaptation actions by national and subnational government – *finance*

5.3 code	Objective	Indicator
0403	Sufficient budget allocation/ expenditure for WASH climate adaptation	Financial incentives for water efficiency by service providers
0404	Sufficient budget allocation for WASH climate adaptation	Funds are allocated to support technical capacity of regulatory bodies on climate resilience of WASH
0405	Accessible finance available to support rapid recovery following a climate event	Value and-availability of emergency cash transfers for WASH response and recovery following climate events

5: Adaptation actions by hygiene promoters and supply chain actors

5.3 code	Objective	Indicator
0502	Emergency response protocols / plans / back-ups in place	Hygiene materials, equipment and resources are stockpiled and prepositioned to ensure rapid distribution when needed before, during and following a climate event
0503	Support to households provided to undertake actions for climate resilience / recovery	Proportion of population within nationally-defined climate hazard zones receiving education / messaging on hygiene behaviour, practice, and materials (in local language) relevant to climate events in the last 12 months

6: Adaptation actions by water supply service providers

5.3 code	Objective	Indicator
0604	Proactive plans and actions in place to prepare for the effects of climate events	Proportion of population / schools / health care facilities served by water supply service providers that monitor and report on climate impacts
0605	Redundancy is provided to reduce impacts of climate change	Proportion of the population / schools / health care facilities served by service providers with multiple or diverse water sources
0606	WASH planning incorporates current and future climate risk	Proportion of service providers that have climate resilience investment plans for • water supply; • sanitation and wastewater
0607	Water use efficiency improves	Water use efficiency programmes include measures to improve efficiency of water use for drinking water supply and sanitation
0608	Emergency response protocols / plans / back-ups in place	Proportion of population / schools / health care facilities served by alternative water service providers that meet minimum national standards when their primary water supply is disrupted due to a climate event.
0609	Emergency response protocols / plans / back-ups in place	Proportion of households served by water treatment facilities where service provider has a quick-restart plan in place for use following climate event

0610	Sufficient quality and quantity of workforce exists for climate-resilient WASH	Proportion of population served by water service providers that have received training that includes climate risk assessment and risk management in the last [reference period to be determined]

7: Adaptation actions by sanitation providers

5.3 code	Objective	Indicator
0704	Proactive plans and actions in place to prepare for the effects of climate events	Proportion of population / schools / health care facilities served by sanitation service providers that monitor and report climate impacts
0705	Management is appropriate to ensure and advance climate resilience	Proportion of sanitation service providers that have protocols and procedures in place for safe, appropriate and timely emptying of pits and tanks on receipt of early warning relating to a climate event
0706	Emergency response protocols / plans / back-ups in place	Proportion of the population / schools / health care facilities served by sanitation service providers who provide multiple or diverse sanitation options for use in emergencies
0707	Emergency response protocols / plans / back-ups in place	Proportion of sanitation service providers with construction materials, equipment and resources available to ensure robust re-construction and repair of sanitation infrastructure to maintain sanitation service delivery
0708	Emergency response protocols / plans / back-ups in place	Proportion of sanitation service providers with well-defined, event-specific action plans ready for execution on receiving early warnings

8, 9 and 10: Adaptation actions by users

5.3 code	Objective	Indicator
0801	Users respond to climate events by taking actions to secure water quantity and quality	Proportion of the population that have invested in improvements in their water supply system in the past [reference period to be determined] in response to climate information or hazards
0802	Users prepare themselves for climate events by securing household water storage	Proportion of population / schools / health care facilities with adequate water storage container on site that is secured against climate hazards
0901	Users provide themselves with redundancy to offset effects of service interruption / system failure	Proportion of population that have built or upgraded to climate-resilient toilets / latrines before a climate event
0902	Users build back better following a climate event	Proportion of population that have taken action to upgrade latrines following a climate event
1001	Users prepare for climate events by stockpiling essential hygiene items	Proportion of population that report that they have sufficient soap and menstrual products in the house to support future household hygiene needs for up to [reference period to be determined]

11: Adaptation actions related to water resources and land management

5.3 code	Objective	Indicator
1103	Early warning systems in place that support actions to reduce impact of climate events	Proportion of population covered by multi-hazard warning systems that include early warning for providers of domestic water and sanitation services
1104	Climate-related risk is managed in the catchment	Environmental regulations set appropriate limits on discharge quality from wastewater treatment plants that achieve established water quality standards taking account current and future climate scenarios

12: Adaptation actions related to coordination with Solid Waste Management and Drainage

5.3 code	Objective	Indicator
1202	Coherence and cooperation between agencies to deliver climate-resilient WASH	Sanitation investment and operational plans reference solid waste investment and operational plans
1203	Users receive messages that inform adaptation actions	Sanitation behaviour change campaigns include interventions to reduce risk of solid waste entering the sanitation system and causing climate-related failures
1204	Operations and management is appropriate to ensure and advance climate resilience	Standard operating procedures for sanitation workers include interventions to reduce risk of solid waste entering the sanitation system and causing climate-related failures

13: Attributes of water resources for water supply and receiving waters

No set B indicators were identified for this framework component.

14: Attributes of water supply infrastructure

5.3 code	Objective	Indicator
1402	Construction and design standards for climate-resilient WASH are implemented	Proportion of population / schools / health care facilities served by water source / collection point where infrastructure conforms to national regulations and standards for design and construction that take into account current and future climate
1403	Construction and design standards for climate-resilient WASH are implemented	Proportion of population / schools / health care facilities served by treatment facilities where infrastructure conforms to national regulations and standards for design and construction that take into account current and future climate
1404	Construction and design standards for climate-resilient WASH are implemented	Proportion of population / schools / health care facilities served by distribution network where critical infrastructure conforms to national regulations and standards for design and construction that take into account current and future climate

1405	Assets and systems have reduced sensitivity to climate shocks and stresses	Proportion of population / schools / health care facilities served by water supply system with backup power supply

15: Attributes of sanitation infrastructure

5.3 code	Objective	Indicator
1502	Construction and design standards for climate-resilient WASH are implemented	Proportion of population / schools / health care facilities served by latrines and containments that conform to national regulations and standards for design and construction that take into account current and future climate
1503	Construction and design standards for climate-resilient WASH are implemented	Proportion, by length of sewers, that conform to national regulations and standards for design and construction that take into account current and future climate
1504	Construction and design standards for climate-resilient WASH are implemented	Proportion of wastewater/faecal sludge treatment facilities that conform to national regulations and standards for design and construction that take into account current and future climate

16: Attributes of hygiene infrastructure

No set B indicators were identified for this framework component.

17: Water supply service functioning

5.3 code	Objective	Indicator
1704	Access to a minimum service level is maintained	Number of disruptions to a basic drinking water service before, during, and following a climate event (Modified UNDESA SENDAI indicator)
1705	Water quality is maintained	Proportion of the population / schools / health care facilities served by water supplies that meet national drinking water standards before during and following climate events
1706	Sufficient water quantity is supplied	Proportion of population / schools / health care facilities using groundwater-based water supplies where production falls below design minimum yield for [reference number of days to be determined] per year
1707	Water quality is maintained	Number of water treatment facilities out of service before, during, and following a climate event
1708	Time for services to be restored is minimised	Water supply services are restored to [defined level of service to be determined] within [reference time step period to be determined] to [reference % of the population to be determined] after a climate-change induced hazard event disaggregated by settings and by service levels

18: Sanitation service functioning

5.3 code	Objective	Indicator
1804	Access to a minimum service level is maintained	Number of disruptions to a basic sanitation service before, during, and following a climate event (UNDESA SENDAI indicator) disaggregated by settings and by service levels
1805	Access to a minimum service level is maintained	Proportion of population / schools / health care facilities where sanitation facilities have flooded or sewer connections have experienced backflow in the last year
1806	Sewer system continues to provide a minimum service	Number of households / schools / health care facilities reporting sewer backflows in the past year per number of sewer connections
1807	Road based FSM continues to provide a minimum service	Number of faecal sludge service providers reporting interruption to operations for a period of at least 7 days during the past year
1808	FS and WW treatment continues to provide a minimum service	Proportion of faecal sludge / wastewater treatment facilities not operating for a period of at least 7 days in the past year

19: Hygiene service functioning

5.3 code	Objective	Indicator
1905	Safe, secure, and preferred MHM facilities available during and following a climate event	Proportion of women, girls, and menstruators reporting a break in access to safe, secure, and private facilities to wash and dry menstrual products/cloths for at least one menstrual cycle due to a climate event disaggregated by settings

20: User experience of water supply

5.3 code	Objective	Indicator
2003	Users are protected from distress related to water service disruptions	Proportion of population who felt safe accessing water supplies during and following a climate event
2004	Access to water supply is maintained	Proportion of population whose water supply services were unavailable during and following a climate event who were able to access alternative water supply facility
2005	Financial impacts on users are minimised	Additional time spent collecting, treating and managing water supply before, during, and following a climate event disaggregated by gender
2006	User complaints / requests for assistance are dealt with in a timely manner	Time lapsed in redressal of customer complaints before, during, and following a climate event

21: User experience of sanitation

5.3 code	Objective	Indicator
2103	Access to sanitation is maintained	Proportion of population whose sanitation services were unavailable during or following a climate event who were able to access alternative sanitation facility
2104	Financial impacts on users are minimised	Value of financial losses due to damaged WASH infrastructure (centralised/system and household level)

22: User experience of practicing hygiene behaviours

5.3 code	Objective	Indicator
2203	Users are protected from distress related to practicing hygiene	Proportion of population reporting that they worried about meeting hygiene needs before, during, and following climate events
2204	Users are protected from distress related to practicing hygiene	Proportion of women, girls, and menstruators who reported that they felt safe while practicing menstrual hygiene management before, during, and following a climate event in the last [reference period to be determined]
2205	Users are protected from uncertainty related to managing menstrual hygiene	Proportion of women, girls, and menstruators who reported easy access to affordable menstrual materials due to market disruptions before, during, and following a climate event