Water Operator Partnerships (WOPs) A Tool for Improved Utility Operations

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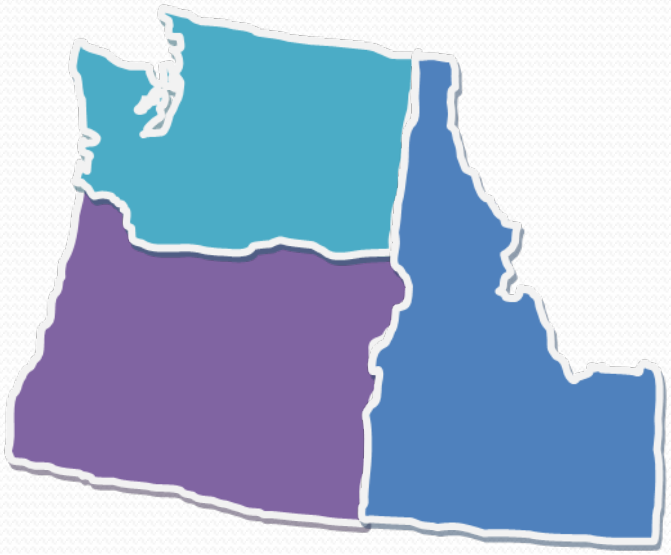
Today's Presentation

- What are Water Operator Partnerships (WOPs)?
- How do WOPs differ from the World Water Corps?
- Focus of WOPs
- Examples of Utility Relationships
- What is expected of "expert" utilities?

ID, OR and WA: As a "Country"



- Population: 12 million
  - 73rd most populous
- Area: 655 million km^2
  - 41st largest
- Economy: $360 Billion
  - 26th in terms of GDP

What are WOPs

- Water Operator (Utility) Partnership
- Purpose - Capacity Development
- Support for Public Sector Utilities
- Build Technical, Managerial, and Financial Capacity
- Not for Profit
- Not Just Utilities
  - Professional Organizations
  - Private Companies
  - Others

What is the World Water Corps

Ensures transparency and accountability in project implementation

- Scoping
- Baseline Assessment
- Monitoring
- Evaluation
- Special Projects

WOPs vs. World Water Corps

	WOPs	WWC
Focus:	Urban Utilities	Rural; Peri-Urban
Assignments:	Utility Capacity Development	•Scoping •Needs Assessment •Mapping •Evaluation
Duration:	Months to Years	7-14 days
Lead Organization(s):	ADB; IWA; Others	Water For People
Travel Expenses:	Outside/Utility Support	Volunteer Funded
Languages:	English; Russian; Spanish	Spanish; English; French

WOPs – A Brief History

- 2000 – Millennium Development Goals
- 2006 – Hashimoto Action Plan
- 2006/2008 – Regional WOPs (Asia, Africa, Latin America)
- 2009 – Foundation of the Global Water Operator Partnership Alliance

Utility Issues in Less Developed Countries

- Service is Poor
  - Water coverage is low
  - Water service is intermittent
  - Lack of customer service standards
  - Water quality is doubtful
- Sustainability is weak
  - Distribution system leakage is high
  - Asset management is questionable
  - Productivity is low

WOPs – Areas of Focus

- Asset Management
- Budgets/Rates/Finance
- Customer Service
- Distribution System Maintenance
- Energy Efficiency
- Human Resource Management
- Non-Revenue Water/Water Use Efficiency
- Water Quality

Utility "Twinning"

<u>Type of Partnerships</u>

- Informal
- Formal
- Simple
- Structured
  - Specific (Up to 1 year)
  - Comprehensive (3-4 years)
  - Special Purpose (Long-term)

“Twinning” Example

- Supporter: Jamshedpur Utilities and Service Company (India)
- Requestor: National Water and Drainage Board (Sri Lanka)
- Relationship: Structured
- Focus: Non-Revenue Water
- Relationship: 2008-Present

“Twinning” – Other Examples

Supporter	Requestor	Focus	Year
Korea Water (Daejon, Korea)	Dhaka Water Supply and Sewerage Authority (Dhaka, Bangladesh)	Water Quality	2009
City West Water (Melbourne, Australia)	Metropolitan Cebu Water District (Cebu, Philippines)	Non-Revenue Water	2009
Ranhill Utilities, Malaysia	Surabaya, Indonesia	Continuous Water Supply	2009
King County Wastewater Division (Seattle, WA)	Municipality of Krabi, Thailand	Treatment Plant O&M	2009
Portland Water Bureau	Khabarovsk, Russia	Water Quality, Asset Mngment	2005-2009

WOPs – "Expert" Utility Benefits

- Pride –
  - Sharing of best practices
- Employee Retention –
  - "Great experience for our staff." (Wally Bishop)
- Public Health Improvements –
  - Improved water quality and health
- Internal Capacity Development –
  - Learning from other utilities

Expert Utility Role

- Expert and Recipient - Action Plan
  - Jointly developed
  - Targeted areas of improvement
  - Schedule and performance indicators
- Types of Assistance
  - Personnel Exchange
  - On-the-job practical learning
  - Introduction to programs and technologies
  - Sharing operating procedures and processes

Facilitator Role

- Facilitator (ADB, AWWA, IWA, etc …)
  - Locate possible experts/expert utilities
  - Locate possible recipient utilities
  - Initial assessment of recipient utilities
  - Match experts and recipient utilities
  - Support cultural understanding
  - Facilitate agreement and action plan
  - Budget for travel costs and incidentals

For Additional Information

- International Water Association (IWA)
  - http://www.iwahq.org/Home/Development/Water_Operators_Partnerships/
  - Steen Bjerggaard – steen.bjerggaard@iwahq.org
- Asian Development Bank (ADB)
  - http://www.adb.org/water/wop/wop.asp
  - Paul van Kalveren – pvankalvaren@adb.org
- AWWA International Council
  - John Batten - jbatten@pirnie.com
  - Wally Bishop - wbishop@ccwater.com
- World Water Corps (Rural and Peri-urban Focus)
  - Andrew Britton - Abritton@waterforpeople.org
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Questions?

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