



Organized jointly by:
UN-Water Decade Programme on Capacity Development (UNW-DPC)
United Nations Human Settlements Programme (UN-HABITAT)

**In collaboration with: National Association of Water & Sanitation Utilities of Mexico (ANEAS) and
the Inter-American Development Bank (IDB)**

CAPACITY DEVELOPMENT FOR IMPROVING WATER EFFICIENCY:

**1st Regional Workshop on
Water Loss Reduction in Water & Sanitation Utilities
(Countries in the Latin American region)**

**2-4 November 2009
XXIII Annual Convention of ANEAS, Leon, Mexico**

SUMMARY REPORT

As a follow-up of the recommendations of the International Workshop on “Drinking Water Loss Reduction: Developing Capacity for Applying Solutions”, held on 3-5 September 2008 in Bonn, Germany, and in order to address the issue of water loss reduction at the regional level, UNW-DPC is organizing in cooperation with UN-HABITAT a series of regional workshops on Capacity Development for Improving Water Efficiency: „Water Loss Reduction in Water and Sanitation Utilities“.

The first regional workshop for Latin American Countries was co-organized by UNW-DPC and UN-HABITAT on 2-4 November 2009 on the occasion of the XXIII Annual Convention of ANEAS in Leon, Mexico, in collaboration with ANEAS and the Inter-American Development Bank (IDB). The second regional workshop on this topic for South East European Countries was held in Sofia, Bulgaria on 16-18 November 2009 and the third regional workshop for Arab Countries will be held in Rabat, Morocco on 20-21 January 2010.

More than 25 participants, including top and mid-level managers and professionals from water utilities, met in Leon to share their experiences and best practices regarding their water loss reduction programmes. Representatives from water operators from the following seven countries in Latin America participated in the workshop:

- **Brazil:**
 - São Paulo Water and Wastewater Company (SABESP)
 - National Water Agency of Brazil (ANA)

- **Chile:** Water Utility of Santiago - Aguas Andinas
- **Colombia:**
 - Water Utility of Bogota – Empresa de Acueducto y Alcantarillado de Bogota (EAAB)
 - Water Utility of Medellin - Empresas Públicas de Medellín (EPM)
- **Ecuador:**
 - Water Utility of Guayaquil – Interagua
 - Water Utility of Quito - Empresa Municipal de Alcantarillado y Agua Potable de Quito (EMAAP)
- **Mexico:** Water Utility of Guanajuato – Organismo Operador de Guanajuato
- **Nicaragua:** Water Utility of Managua - Empresa Nicaraguense de acueductos y Alcantarillados Sanitarios (ENACAL)
- **Uruguay:** Water Utility of Montevideo - Obras Sanitarias del Estado (OSE)

The main objective of this regional workshop was to document available know-how and best practices and to recommend new approaches for more efficient management in the field of water and sanitation with a focus on water loss reduction. This workshop also encouraged follow-up projects and the establishment of communication between the policy makers, water managers and researchers, but also with the providers of technical solutions. Finally, the outcomes of this activity will also provide the necessary feedback to the UN-Water members and partners to direct their efforts to further develop initiatives and programs on water efficiency, strengthening their mandates and workplans.

Opening Session

The welcoming addresses were made by Mr Roberto Olivares, Executive Director of ANEAS, Mr Roman Gomez Gonzalez, Programme Officer of UN-HABITAT and Mr Jose Luis Martin-Bordes, Programme Officer of UNW-DPC.

Workshop sessions

The workshop was introduced by a keynote presentation that provided an overview of the challenges and opportunities for an efficient management of water operators in Latin America. The structure of the workshop included three sessions with case study presentations and panel discussions addressing (I) technical solutions, (II) contextual conditions creating enabling environments: political, institutional and economic barriers and opportunities, (III) national and regional initiatives supporting the water and sanitation sector in the region; and one interactive session in working groups to discuss capacity development needs in the region and opportunities for exchange.



The panel discussions in the three sessions focused on the economic and political conditions for success in water loss reduction. Through the presentations of the case studies of the cities represented in the workshop, the participants exchanged their views on the efficiency of the methodologies and strategies that the water utilities are currently implementing to control and reduce water losses. Some of the case studies presented emphasized the importance of working and communicating with the representatives of the civil society and the community of users.



The closing session remarks were made by Mr Francisco Manjarres of IDB, Mr Roman Gomez Gonzalez of UN-HABITAT and Mr Jose Luis Martin Bordes of UNW-DPC

Suggestions for follow-up and recommendations

Based on the lessons learnt from this workshop, the participants made specific suggestions for possible follow-up activities and initiatives with the support of UN-Water and other regional actors. Some examples of these suggestions are the following:

- **Institutional:**
 - facilitating benchmarking between countries in the regions covered by these regional workshops, on themes related to water supply and sanitation, from the point of view of the users, state and operators, with the aim of sharing experience and guiding international indicators

- **Capacity building:**
 - facilitating the exchange of staff (including engineers and technicians) among the water utilities in the region, with the aim of enabling the direct sharing of experiences and lessons-learnt.
 - supporting capacity development oriented towards the integration of the activities and processes of the water utilities, in particular the need to integrate the commercial aspects with the technical aspects and investment projects.
 - establishing a communication platform for water operators in the region and around the world, such as a web-site for sharing information (courses, fora, experiences, documents) with other experts in the field of water loss reduction.
 - Establishing a forum (e-mail) to share information of and successful and less successful experiences and provide incentives to the participants of such forum.

- **Legislation:**

- facilitating benchmarking between countries in the regions covered by these regional workshops, on themes related to water supply and sanitation, from the point of view of the constitution, laws, regulation,...
- promoting that laws and legislation related to water would be further influenced by the concepts of the technical experts.

- **Research:**

- Carrying out a study or research project to produce a model (application or software) that would calculate with unified criteria the economic level of losses in the systems. This application would be available in a web page and could be consulted to unify criteria about water losses and their real requirements.

The final proceedings and the presentations made during this workshop will be soon disseminated and available in UNW-DPC's web-site: <http://www.unwater.unu.edu/>

