

WaterLinks

Partnerships for Improved
Urban Water and Sanitation
Services in Asia and the Pacific

Mai Flor, WaterLinks
9 July 2014
Dushanbe, Tajikistan

water operator

PARTNERSHIPS

- Initiated by 1st Hashimoto Action Plan (2006)
*Calling for breakthroughs in vital areas of water services delivery, especially through water operator partnerships (**WOP**), to help reach MDGs*
- Range of donors and organizations support WOP globally
Global WOP Alliance (GWOPA) led by UN-Habitat; regional WOP networks in Latin America, Africa, and Asia
- Focus on practical knowledge sharing and twinning partnerships
Capacity building through twinning partnerships between water operators, training, and knowledge products (e.g. toolkits, guidelines, etc.)

about

WATERLINKS

- USAID, ADB and IWA joined hands to establish WaterLinks network in 2008
 - Regional network dedicated to facilitating and promoting twinning or WOPs in the Asia-Pacific region
 - USAID through its Environmental Cooperation – Asia project (2006-2012)
- **WaterLinks established as an independent entity (NGO) in the Philippines in 2011**
- Work with urban water/wastewater operators across the Asia-Pacific



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FOCUS AREAS

- **Mission:** *catalyze measurable change in the delivery of safe water and sustainable sanitation urban services*
- Key focus areas
 - Operational efficiency improvements (water loss, water quality, sanitation, etc)
 - Climate change adaptation and mitigation (planning, energy efficiency)
 - Service expansion (urban poor)

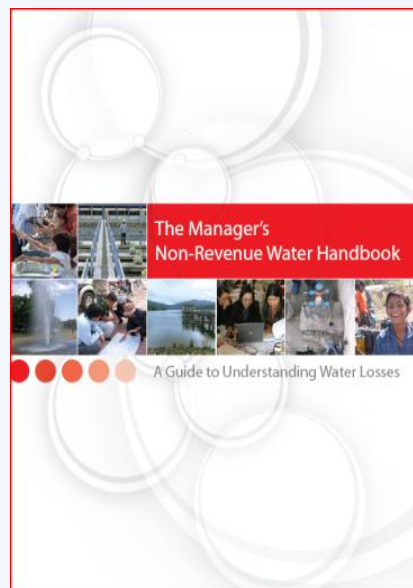


waterlinks ACTIVITIES

WOPs



TRAINING & TOOLKITS



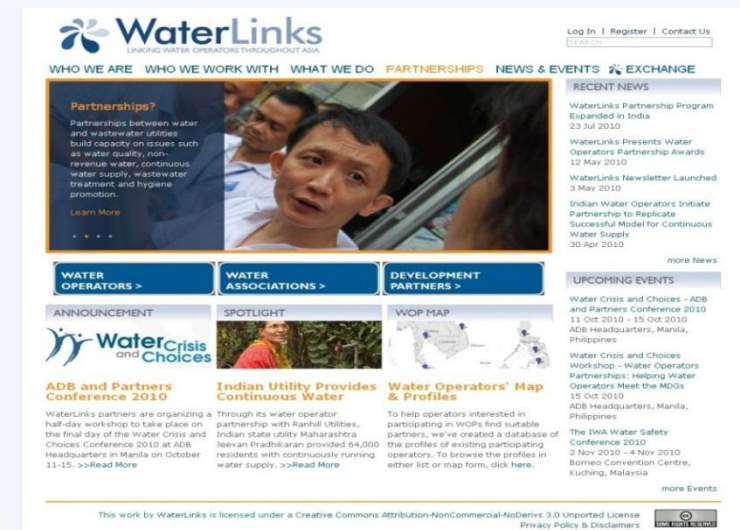
WATERLINKS AWARD



ANNUAL FORUM



KNOWLEDGE MANAGEMENT



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PRINCIPLES

Not-for-Profit – WOPs operate on a non-profit basis

Reciprocal

- Practitioner-to-practitioner
- Demand driven
- Mutual benefits though not necessarily equal

Results

- Measureable outcomes and impacts
- Partner contribution

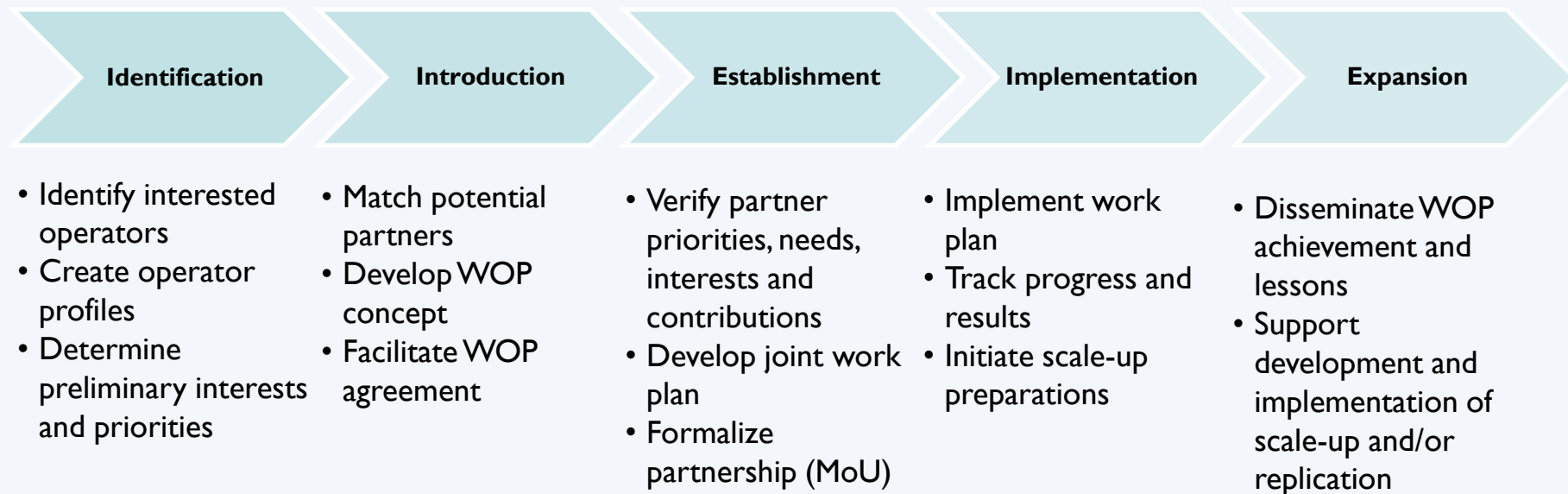
Replication

- Transfer proven innovation
- Scale-up and expansion



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FACILITATION PROCESS



example

PARTNERSHIPS

- Maynilad Water (Philippines) & PDAM Tirtanadi (Indonesia)
 - Community engagement and partnerships
 - Piped water service delivery models, NGO support
 - 17,500 low income residents with new service
- Ranhill Utilities (Malaysia) & MJP (India)
 - Maharashtra state - Badlapur, Amravati, Yavatmal
 - Water loss management approach - DMA, leak reduction, pressure control, hydraulic modeling
 - 40,000 HHs with improved and continuous supply
 - MJP mentoring other providers in state of Rajasthan



example

PARTNERSHIPS

- K-Water (South Korea) & PWA (Thailand)
 - Water quality management – treatment process optimization, residual chlorine management, SCADA and laboratory improvements
 - PWA investments USD500,000+ for upgrades
 - 100,000 people with improved piped water quality
 - Secondment of K-Water staff at PWA for 1 year
- Palm Beach County Water (USA) & Manila Water (Philippines)
 - Integrating climate change adaptation into water resource and supply planning processes
 - Climate-proofing, software, tools



example

PARTNERSHIPS

- Indah Water Konsortium (Malaysia) with: Haiphong Sewerage and Drainage (Vietnam); Baliwag Water District (Philippines); and PD PAL Jaya/PDAM Kota Bandung (Indonesia)
 - Septage desludging program - business planning, data management, collection/treatment optimization, SOPs, awareness raising
 - Expanded service for 6,000 HHs in Vietnam, improved operations for 20,000 HHs in Indonesia and Philippines
 - Service providers purchasing new tankers
 - Replication through local networks/agencies



Example

TRAINING PROGRAMS & TOOLKITS

- Master Class
 - 4 days on site at Mentor's facilities
 - 10-15 water utility managers
 - combination of classroom lectures and hands-on training
 - Indah Water Konsortium (Malaysia) on Septage Management
 - Maynilad Water Services, Inc. (Philippines) on NRW Management
- Toolkits
 - NRW Management Handbook with Ranhill Utilities (Malaysia)
 - 10-step toolkit on hygiene behaviour with Maynilad and IWK
 - Climate Change Management for Coastal City Utilities with Yarra Valley Water (Australia)

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RESULTS

- **75+** partnerships facilitated across the Asia-Pacific
- **1,000,000** people with improved WATSAN services
- **2,500** staff from service providers with new skills
- **150** practical innovations demonstrated and adopted.
- **\$10,000,000** capital and capacity investments by services providers
- Mentors: Australia, Cambodia, India, Korea, Macao, Malaysia, Maldives, New Zealand, Philippines, Singapore, Taiwan, U.S.
- Recipients: Cambodia, China, India, Indonesia, Laos, Pacific Islands, Philippines, Sri Lanka, Thailand, Vietnam

wop

LESSONS LEARNED

- Peer-to-peer knowledge sharing is key.
- Effective facilitation and close coordination is central to successful partnerships.
- Success - careful definition of partner priorities, contributions and responsibilities in a joint work program.
- Cost-sharing ensures ownership and tangible outcomes.
- Limiting timeframe (12-18 months) can improve results.



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ONGOING ACTIVITIES

WaterLinks Alliance (Regional)

- Leveraged partner and USAID support (2013-2015)
- 5 WOPs and regional training to strengthen institutional and technical capacity of WaterLinks and improve access to water services
- WaterLinks Forum 2014 (July 30-31 in Manila)

Be Secure Project (Philippines)

- USAID support (2013-2016)
- 9 WOPs to improve access to urban water services

GWOPA

- UN-Habitat support (2014-2015)
- Sri Lanka and Australian operator on building coastal climate resilience



**FORUM
2014**



**August
11-13**



**The
Crowne Plaza,
Ortigas,
Philippines**

For more details visit:

www.waterlinks.org/forum2014

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THANK YOU!

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