

Designing and Implementing Successful Water Utility Reform In-Person Training

Course overview

Many water supply and sanitation utilities are locked in a vicious spiral of weak performance, insufficient funding for maintenance leading to a deterioration of assets, institutional discrepancies, and high incidences of political interference. This is largely the consequence of poor governance, ineffective and misdirected policies, and the monopolistic nature of the sector.

This in-person training is designed to be innovative and interactive which examines the core issues that confront management of utilities on a daily basis. Through lectures, case studies, and interactive discussion, you will gain the knowledge to understand, identify and enable transformational change within your utility. You will explore new and integrated perspectives, tools and strategies for effective utility reform and lessons learned which can be applied to your utility.

Target audience

This program is designed for executives and senior level management of utilities, and senior government officials involved in decision making in water who are motivated to create a sustainable utility.

Course structure

The course is divided into five major themes in regards to utilities performance as shown in the below diagram.

Key topics include:



- Understand the political economy surrounding the water and sanitation sector and how it influences decision making
- Diagnose performance gaps, develop and implement functional and organizational strategies for your utility
- Understand your consumer base and align services to meet their demands
- Determine the stages of reform
- Explore the ladder of financial sustainability
- Internalize the art of tariff design
- Identify risks related to asset management and non-revenue water
- Develop and implement an effective public relations campaign to deliver your strategy

For more information

If you have any questions about the course please feel free to contact Imran Ali at (iali3@worldbank.org).

For announcements on e-learning courses, please check out our website at <http://wbi.worldbank.org/wbi/topic/urban-development> or use our QR-Code.



e-Learning Course

Course overview

World Bank Institute's e-learning course on "Designing and Implementing Successful Water Utility Reform" is designed to provide you with the knowledge, skills, and tools you need to initiate sustainable reforms in water and sanitation service provision. Through a series of modules, the course will help you develop a clear understanding of key challenges in water supply and sanitation, identify solutions to overcome those challenges, and package these solutions into a successful reform plan. You will also have the opportunity to engage with others working on similar issues in different cities and countries through the online discussion forum, enabling you to share valuable hands-on knowledge and experience.

Target audience

This course is ideally suited for government officials engaged in the water sector, water utility management and technical staff, and community leaders interested in improving water services.

Course structure

Each module uses a blend of media to present the key concepts, and provides opportunities to apply and discuss these new concepts. We also provide links to other important resources, and a list of readings to deepen your understanding of key issues. In addition, you can take assessments to gauge your comprehension of each topic. The modules are organized into four clusters shown below:

