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.)
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
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)
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ACTIVITIES

WOPs

TRAINING & TOOLKITS

WATERLINKS AWARD

ANNUAL FORUM

KNOWLEDGE MANAGEMENT
**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

**Identification**
- Identify interested operators
- Create operator profiles
- Determine preliminary interests and priorities

**Introduction**
- Match potential partners
- Develop WOP concept
- Facilitate WOP agreement

**Establishment**
- Verify partner priorities, needs, interests and contributions
- Develop joint work plan
- Formalize partnership (MoU)

**Implementation**
- Implement work plan
- Track progress and results
- Initiate scale-up preparations

**Expansion**
- Disseminate WOP achievement and lessons
- Support development and implementation of scale-up and/or replication
**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
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)
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
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.
**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

Or contact: forum2014@waterlinks.org
THANK YOU!

www.waterlinks.org

mflor@waterlinks.org