Water Operators Partnerships – WOPs

UNDESA capacity building workshop on partnerships for improving the performance of water utilities in the African region

Nairobi, 8 December 2006

Outline

- Introduction to WOPs
- Principles
- Operational mechanism
Introduction to WOPs

• What is …
  ✓ PPP: Facilities; business; for profit.
  ✓ WOP: Institutional/operational improvement; co-operation, not-for-profit.
  ✓ sharing of experiences and expertise between water and sanitation operators, or between a public operator and a helping organization or institution

Introduction to WOPs

• Why WOPs?
  ✓ To meet the MDGs on water and sanitation, bringing together those in need and those willing to assist
  ✓ To fill an existing gap
  ✓ Extremely low-cost
WOPs: levels, participants

- Levels:
  - In-country
  - Regional
  - Global

- Participants:
  - Public and private operators
  - CSOs, NGOs
  - Academy, research institutions

Principles of a global mechanism to promote WOPs

1. Universal access
2. Not-for-profit cooperation
3. Legitimacy and credibility
4. Gradually grown, self-improved
5. Diffusion of knowledge
6. Simplicity and feasibility
7. Accountability
8. Transparency (rules, criteria and reports)
WOPs – Management

• Management Unit (MU)
  ✓ Constituted to operate WOPs
  ✓ Hosted by an appropriate organization, or
    set of organizations

Mechanism: Operation

1. «subsystem»
   Operator registration
   Submit offers/requests

2. «subsystem»
   Matching of request-offer
   Information exchange
   Promote costless WOP

3. «subsystem»
   Follow work progress
   &
   Financial status

4. «subsystem»
   Promote financed
   WOP
Mechanism: Operation

- Application via Internet
  - Identification of the operator
  - Problem specifications
  - Offer specifications

Mechanism: Operation

- Electronic matching (problems/offers)
  - Automatic searching to match problems with offers
  - Demanders will receive a list of possible offers
  - Demanders shall directly contact the other party
Mechanism: Operation

• “Costless” WOP
  ✓ Simplest form of WOP
  ✓ Simple exchange of information (email, fax, etc.)
  ✓ Participants must be encouraged to keep MU informed of progress

Mechanism: Operation

• Financed WOP
  ✓ To cover staff travel and salaries
  ✓ Partners rigorously validated by the MU
**Mechanism: Operation**

- Follow-up and control of a financed WOP
  - Advisors may assist the MU to assess (on the technical part) the progress of the work
  - Auditing might be performed *in loco*

![Mechanism Diagram]

**WOP – Operation**

- **Funding**
  - Percentage of the IFIs annual investment budget for water supply and sanitation
  - Donors

- **Management of the fund**
  - MU shall manage the fund
  - Reporting
  - Permanent auditing on the amounts delivered
Final remarks

- WOP as a feasible, low-cost approach to meet MDGs on water and sanitation
- WOPs are to improve public providers’ performance through not-for-profit, mutual co-operation
- Transparency (rules, criteria, reports) and accountability: vital to legitimacy and credibility

- Internet-based platform
Sign up page

*person for contact: [Dropdown]
  *first name: [Input]
  middle names: [Input]
  *surname: [Input]
  *position or job title: [Input]
  *email: [Input]
  *re-type email: [Input]
  alternative email: [Input]

Languages/Idioms

*mother language: [Input]
  *language for formal contact: [Dropdown]
  English
  Spanish

Terms of service

Please review the following terms and indicate your Institution’s agreement below

[Dropdown]

I AGREE (sign me up)  I DO NOT AGREE (cancel)
Add or edit a request

**Engineering and technology aspects**

a) Water
- [ ] catchment
  - A short description of need:
    - Seasonal blooming of green algae
- [ ] pumping station
  - A short description of need:

b) Sewerage
- [ ] branch sewers
  - A short description of need:

- [ ] pipelining
  - A short description of need:

- [ ] treatment
  - A short description of need:

- [ ] distribution system
  - A short description of need:
    - High number of leakage on fiberglass pipes
Add/edit an offer (or request)

- trunk sewers
  A short description of need:

- pumping station
  A short description of need:

- treatment
  A short description of need:

- final disposal (inc. environmental)
  A short description of need:
  Controversy about a new project for submarine disposal

Add/edit an offer (or request)

- Management and financial aspects
  - staff management
    A short description of need:
    Implementation of a bonus scheme based on performance

  - patrimonial management
    A short description of need:

  - administrative and financial management
    A short description of need:

  - costs management
    A short description of need:
Add/edit an offer (or request)

- Billing and collection aspects
  - meter reading and billing
    - A short description of need:
      - Outdated software resulting in high rate of unpaid bills
  - revenue losses
    - A short description of need:
      - Outdated software resulting in high rate of unpaid bills
  - customer registration
    - A short description of need:

Add/edit an offer (or request)

- Social aspects
  - customer services
    - A short description of need:
      - Implementation of decentralized offices
  - water sanitation & environmental education
    - A short description of need:
  - popular mobilization
    - A short description of need:
Add/edit an offer (or request)

- Geographically and environment aspects
  - Plain
    - A short description of need:
  - Mountain
    - A short description of need:
      - Expertise on integrated approach for sewerage and rain drainage
  - Desert
    - A short description of need:

Add/edit an offer (or request)

- Swamp
  - A short description of need:
- Environmentally sensitive area
  - A short description of need:
- Low-income settlements
  - A short description of need:

Institutional relationships aspects
- Social control and popular participation mechanisms
  - A short description of need:
User’s page

You have: 4 offer(s) matching some or all aspects of your request
3 request’s aspects open
assisted our members 0 time(s)
been assisted by our members 2 time(s)

Your offer have been: emailed to 3 members
seen by other members 35 times

Browse: offers [username] go
requests [username] go
members [username] go

Your offer: add or edit
browse
remove
history

Your request: add or edit
browse
remove
history

Matching engine (e.g.)

Matching engine

Filter offers: O use keywords in description
O don’t use keywords in description (default)
country: all

Aspects | Offers
--- | ---
<<< perfect match >>> | n/a
Water | JW/South Africa
Sewerage | n/a
Billing & collection | SV/Sweden,
Social | DMAE/Brazil
Geographic & Environment | JW/South Africa
Institutional relationships | n/a
Thank you