Water Operators Partnerships – WOPs

UNDESA capacity building workshop on partnerships of water utilities in the Asia-Pacific region

Bangkok, 27 July 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

4. "subsystem"
   - Follow work progress & Financial status

6. "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

![Diagram of costless WOP](image)

**Mechanism: Operation**

- **Financed WOP**
  - To cover staff travel and salaries
  - Partners **rigorously validated** by the MU

![Diagram of financed WOP](image)
**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
  - Auditorship might be performed *in loco*

**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
  - Monthly 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
## Join WOP

Fields marked with an asterisk (*) are required

### Institution

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<thead>
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<th>Field</th>
<th>Value</th>
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### Contact in the Institution

(must be authorized by the head of the Institution to represent, or act in name of, the Institution)
Sign up page

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

Languages/Idioms
  *mother language: 
  *language for formal contact: [English] [Spanish]

WOP account
  *username: 
  *password: 
  *re-type password: 

Verify your registration
  *enter the code shown below: 
  This helps to prevent automated registrations
Sign up page

Terms of service

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

Printable version

To the extent that any delay, omissions, error or other information from the Service concerning companies, stock quotes, investments or securities, please read the above Sections 17 and 18 again. They go doubly for you. In addition, for this type of information particularly, the above

I AGREE
(sign me up)

I DO NOT AGREE
(cancel)

Add/edit an offer (or request)

Add or edit a request

Engineering and technology aspects

Water

- catchment
  A short description of need:
  Seasonal blooming of green algae

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

- 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

**b) Sewerage**
- Branch sewers
  - A short description of need:

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
### 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:

### Billing and collection aspects

- **quality of services management**
  - A short description of need:

- **Billing and collection aspects**
  - **meter reading and billing**
    - A short description of need:

  - **revenue losses**
    - A short description of need:
      - Outdated software resulting in high rate of unpaid bills

  - **customer registration**
    - A short description of need:
### 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:

### Geographic and environment aspects

- **✓** 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:

**Verify your offer**

*Enter the code shown below:

**Terms of service**

Please review the following terms and indicate your Institution’s
### Matching engine (e.g.)

**Matching engine**

Filter offers:  
- ○ use keywords in description
- ☒ don’t use keywords in description (default)

**apply**

**country:** all

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<td>&lt;&lt;&lt; perfect match &gt;&gt;&gt;</td>
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<tr>
<td>Sewerage</td>
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<tr>
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<tr>
<td>Geographic &amp; Environment</td>
<td>JW/South Africa</td>
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<tr>
<td>Institutional relationships</td>
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