

The #EUWOP Programme

Helping water and sanitation service providers help one another reach the **SDGs**

Managed by
GWOPA
Global Water Operators Partnership Alliance
UN HABITAT
FOR A BETTER URBAN FUTURE

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Outline

1. Utility Challenges and the Role of Water Operators' Partnerships
2. The EU WOP Programme Objectives and Modalities
3. Phase I Interim results
4. Phase II Overview
5. EUD Benefits and Opportunities

Water and Sanitation Operators

- Front line basic service providers: est 300,000 worldwide
- Services: drinking water > sewerage > drainage > sanitation > ++
- Ownership: Vast majority publicly owned and managed with some private participation
- Scale: Municipal > Regional > National
- Finances: Mixed Revues (3Ts), Varying degrees of autonomy/corporatization,
- Common Challenges: financial management, water quality and losses, sanitation services lacking, aging infrastructure, rapidly growing (informal) urban settlements, growing climate risks

What are WOPs?

Water Operators' Partnerships (WOPs) are peer-support partnerships between water and sanitation service providers



They focus on **building capacity and performance** of resident operator staff, rather than “doing it for them”.

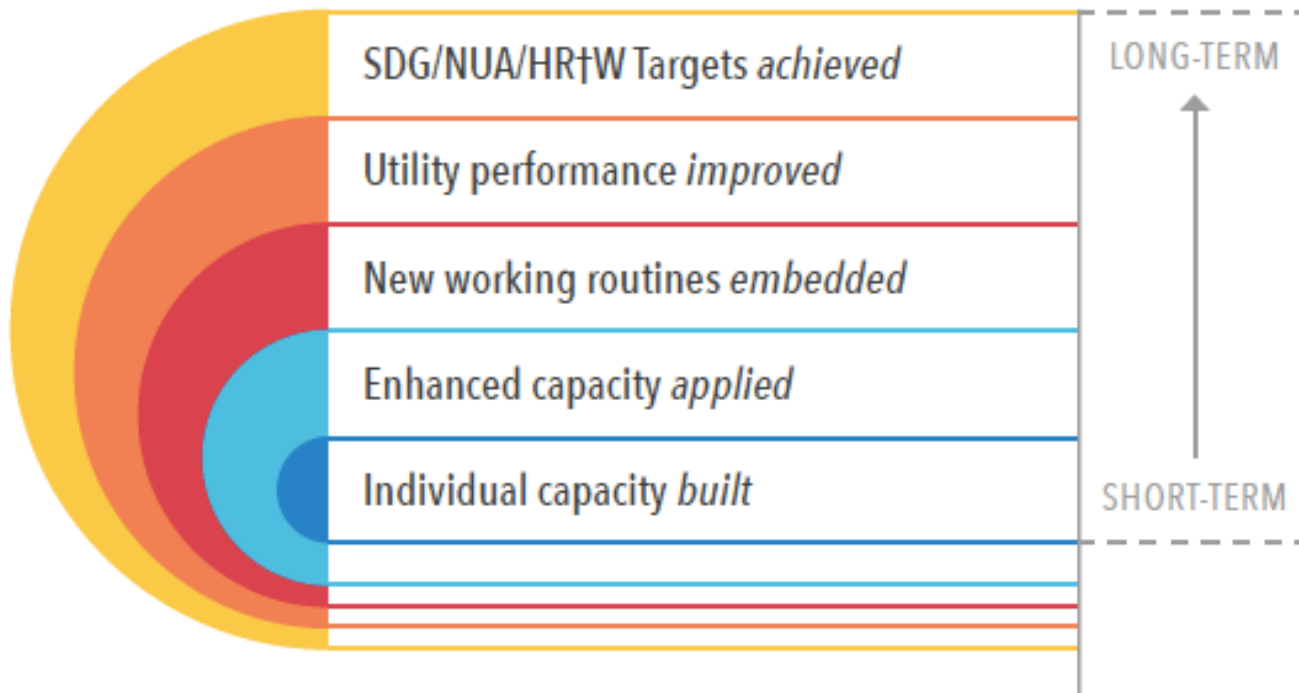


They are **peer partnerships**, meaning that the support comes from professional counterparts with hands-on experience.



WOPs are carried out on a **not-for-profit basis** for effectiveness and efficiency

WOPs Results



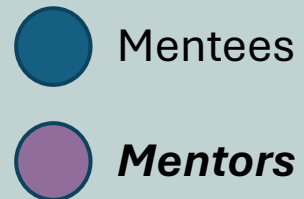
- Improving capacity and performance
- Attracting and sustaining investments
- Ripple Effect within and beyond utility



EU-WOP Programme Objectives

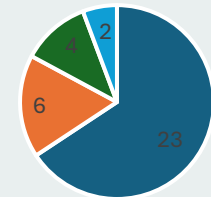
- **Strengthen the capacity and operational performance of beneficiary water and sanitation operators in DG INTPA partner countries**
- **Facilitate flows of needed investments towards beneficiary utilities**

Phase I EU-WOP Projects



- 22 WOPs involving over 50 partners (utilities +)
- Avg grant appx 350,000 Euros (+ 75% leverage)
- 36 months' implementation of WOPs

Mentee Utility Region



■ Africa ■ Asia Pacific ■ Arab Countries



Nkana WSC, Kitwe, Zambia

Mentor: NWSC Uganda

Key data: Duration: February 28, 2022 – February 27, 2025. Total Budget: \$622,500. EU Contribution (Cash): \$412,580. In-Kind Contributions \$209,920.

Focus areas: Water Distribution, Commercial Operations, Low-Income Area Management, Sanitation and Wastewater Treatment, Enabling Environment .

Key results so far: NRW reduced from 59.3% to 54.9%; metering efficiency improved from 81% to 78%; 56% leakage resolution achieved; revenue collections increased to ZMK 10.29 million; customer response to bill payments improved from 39% to 67%; IT connectivity enhanced from 81% to 73%; policy frameworks and debt management strategies implemented

Potential for Leverage in phase II



DWASA, Dhaka Bangladesh

Mentor: VEI, Netherlands

Key data: Duration: May 19, 2022 – May 18, 2025

Total Budget: \$638,969. EU Contribution (Cash): \$449,930, VEI Contribution (Cash): \$61,250, In-kind Contribution: \$127,789.

Focus areas: Asset Management, Water Distribution-Hydraulics Modelling, Infrastructure Development and Investments, Low Income Area Management, WOP Project Management, Organization and Strategy.

Key results so far: 919 staff trained in asset management, NRW reduction, and hydraulic modeling; 3 DMA pilots completed for NRW reduction and monitoring; 97 protected water connections installed in low-income areas; 95% infrastructure completed, including pipelines, reservoirs, and overhead tanks; 5 training modules developed with master trainers prepared for sustainability

Potential for Leverage in phase II



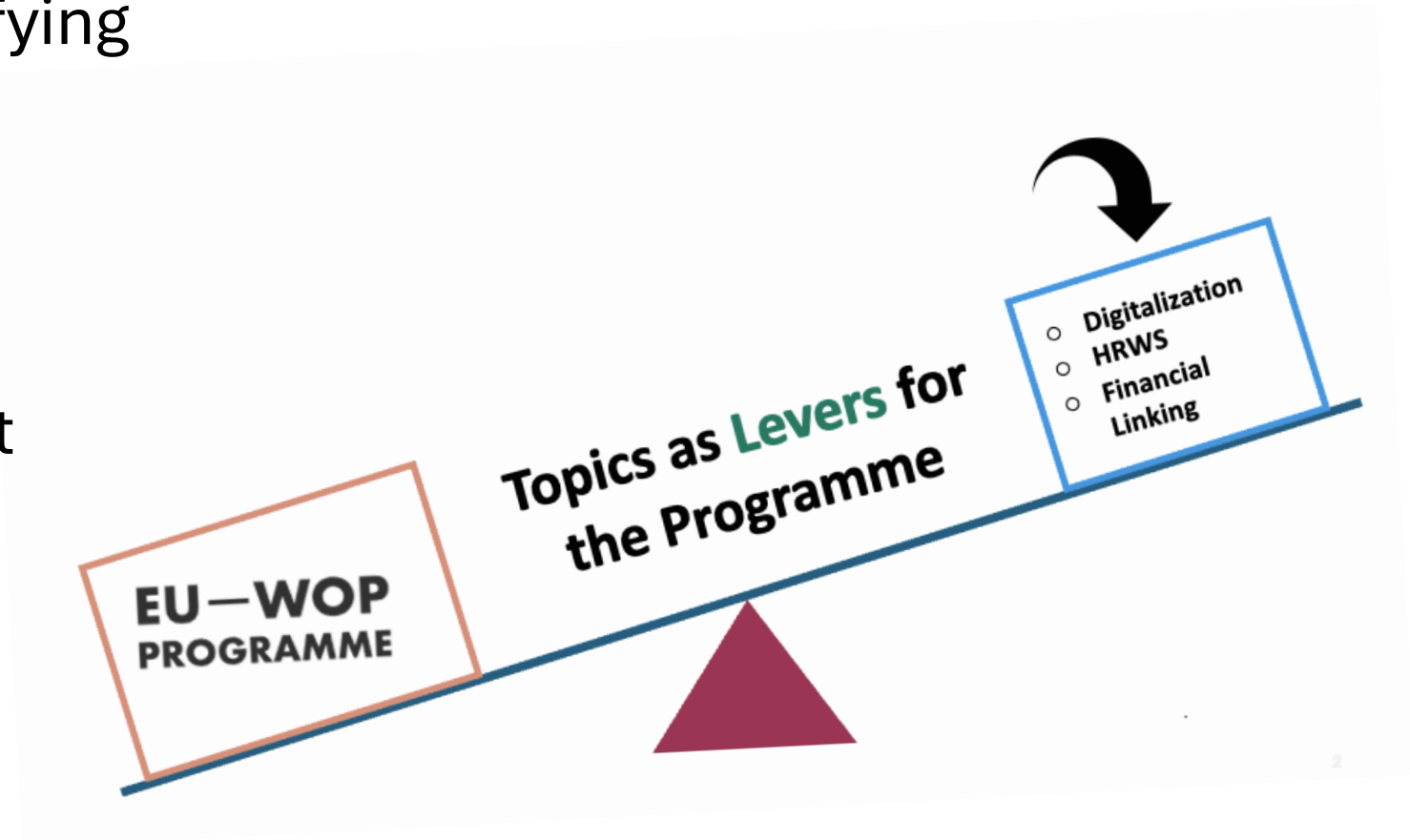
Phase II 2025-2030: What's New

- 14M Additional Euros in Programme Funds
- Adding 4-year partnership funding duration for appx 30 projects
- Building on phase I partnerships and opening new ones
- Eligible* countries in Africa (73%), Asia and Pacific (17%) and Latin America and the Caribbean (10%)



Phase II: Emphasis on ?

- Consolidating or amplifying change for improved performance
- Commitment from beneficiary utility and country-level alignment
- Association of a Lever: Finance, Digitalisation, Human Rights



EU WOP Lever: Financial linking



Improve Financial Efficiencies and Leverage Internal Resource (enhanced creditworthiness)



Mobilising external resource acquisition throughout the project



Synergising with parallel large investment programmes (from DFIs/others)

EU-WOP Lever: Human Rights to Water and Sanitation

Availability

- Water supply for each person must be continuous and enough for personal and domestic uses: including drinking water; personal sanitation; washing of clothes; food preparation; and personal and household hygiene, including menstrual hygiene. Likewise, enough sanitation facilities must be available.

Accessibility

- Water and sanitation services should be accessible to everyone within, or in the immediate vicinity of households; health and educational institutions; public institutions; public places; and workplaces, without discrimination.

Affordability

- The price of sanitation and water services must be affordable for all.

Quality

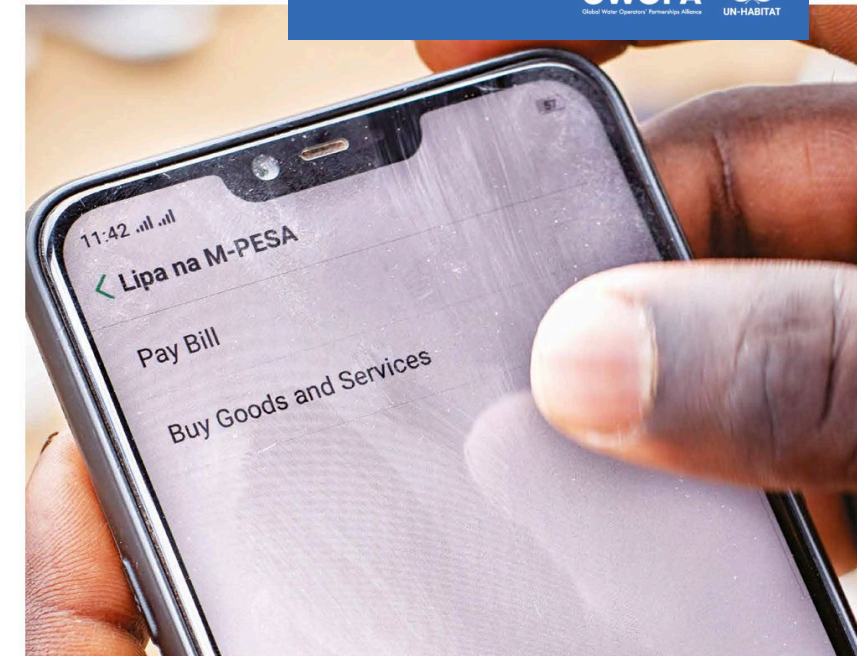
- Water should be safe for direct human consumption (such as for drinking water) and other personal or domestic uses, with no threat to human health. Sanitation facilities must ensure privacy and be hygienically and technically safe to use.

Sustainable

- Available access for present and future generations alike.

EU WOP Lever: Digitalisation

- Digitalisation as a **means to an end**
- **Human centric vision**: ensure that it serves people effectively, ethically and inclusively
- Attention to **the process** for adequate integration and application
- Analysis of **suitable** technology with criteria context and interoperability
- Awareness of the **risks** of deepening inequalities



WEBINAR & ONLINE WORKSHOP

Digitalization journeys of water and sanitation utilities in low- and middle-income settings

10 December 2024 | 13:00 CET



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Benefits and Opportunities of EU-WOPs for EUDs

BENEFITS

Strengthens EUD work: improved sustainability, anchorage of, or lever for policy dialogue

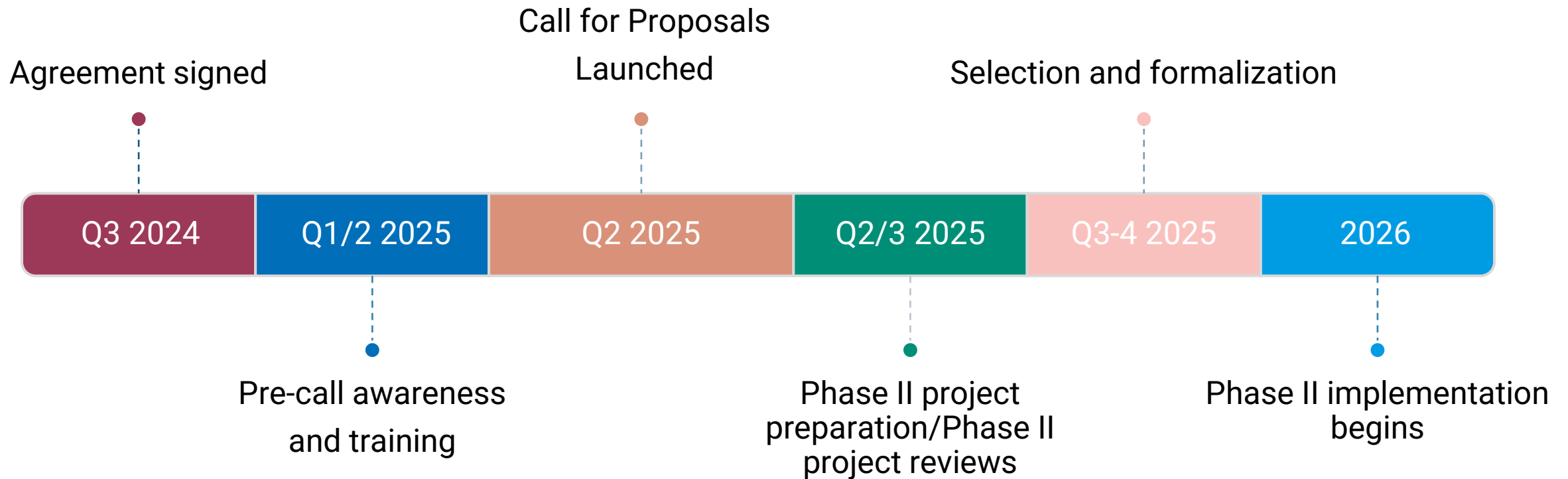
No funding or project monitoring required

OPPORTUNITIES

EUD interest and priorities as call for proposal criteria

Opportunity to input call design and project selection

Timeline for Phase II





Engaging EUDs in EU-WOPs

Info sessions:
Training,
Webinars

EUD Interest to
determine WOP
eligibility:
Feedback Form

EUD Feedback
on pre-selected
WOPs



Thank you



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