

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

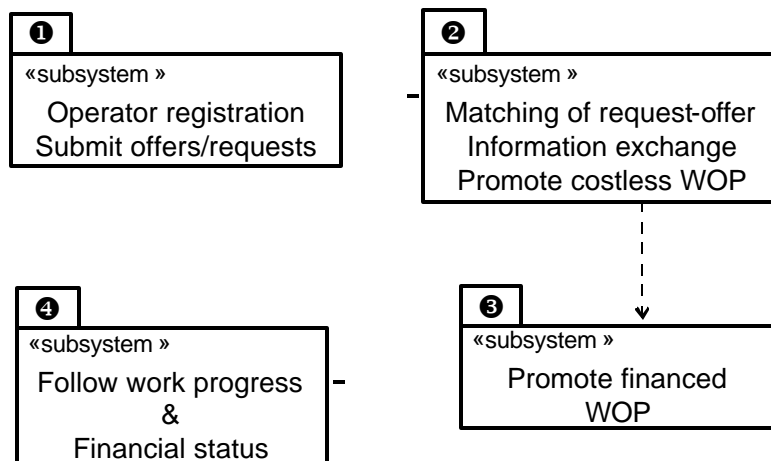
Principles of a global mechanism to promote WOPs

- 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

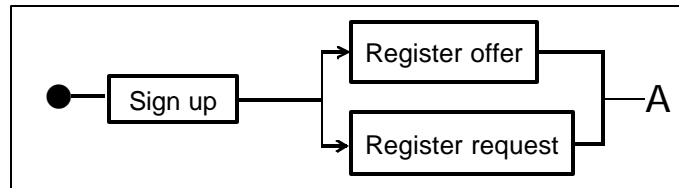
- Management Unit (MU)
 - ✓ Constituted to operate WOPs
 - ✓ Hosted by an appropriate organization, or set of organizations

Mechanism: Operation



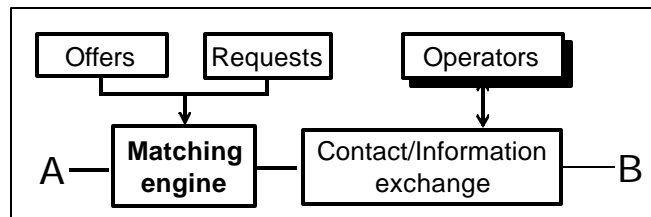
Mechanism: Operation

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



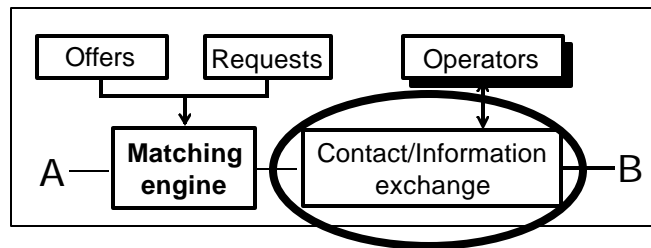
Mechanism: Operation

- 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



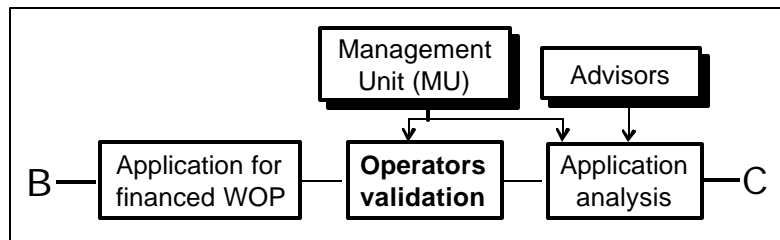
Mechanism: Operation

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



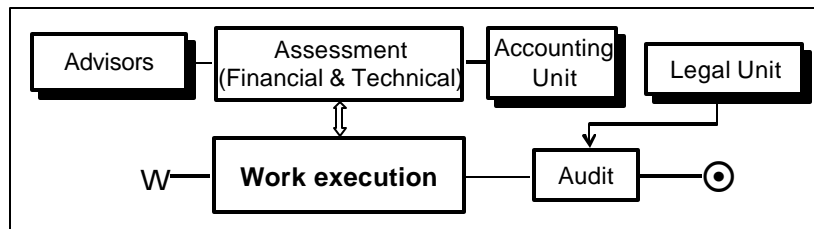
Mechanism: Operation

- 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
 - ✓ 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**

WOP – Main page

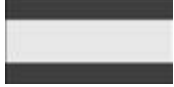
Resolution: 640x480

Home (UN) Help


Water Operators Partnership (WOP)




English



Español



Français



???

No. of visitors since *date*: *no*. Last update: *date*

False colours (for presentation only)

English main page

Resolution: 640x480

Home (UN) Help

Water Operators Partnership (WOP)

Not a member yet? [Join WOP now](#)

Logotype
or
Organisation
Advertisement

Username:

Password:

[Forgot your username or password?](#)

Problems? [contact our webmaster](#)

[Learn more about WOP](#)

[statistics](#) No. of visitors since *date*: *no*. Last update: *date*

False colours (for presentation only)

Sign up page

Resolution: 640x480

Home Help

Join WOP

Fields marked with an asterisk (*) are required Clear form

1 Institution

*name of the Institution:

*head of the Institution:

*first name:

middle names:

*surname:

*position or job title:

*email:

*re-type email:

*under control of:

False colours (for presentation only)

Sign up page

Resolution: 640x480

*street address (please, no P.O. Box):

*city or town:

state or county:

*postcode:

*country:

web site:

*no. of cities and towns in grid :

*no. of water connections:

2 Contact in the Institution
(must be authorized by the head of the Institution to represent, or act in name of, the Institution)

False colours (for presentation only)

Sign up page

Resolution: 640x480

False colours (for presentation only)

*person for contact:

Mr. ▼

*first name:

middle names:

*surname:

*position or job title:

*email:

*re-type email:

alternative email:

③ Languages/Idioms

*mother language:

*language for formal contact:

English ▼

Spanish ▼

Sign up page

Resolution: 640x480

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④ WOP account

*username:

*password:

*re-type password:

⑤ Verify your registration

*enter the code shown below:



This helps to prevent automated registrations

Sign up page

Resolution: 640x480

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⑥ Terms of service

Please review the following terms and indicate your Institution's agreement below [Printable version](#)

receive or request any news, messages, alerts 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 phrase

I AGREE
(sign me up)

I DO NOT AGREE
(cancel)

Add/edit an offer (or request)

Resolution: 640x480

False colours (for presentation only)

[Home \(My page\)](#)

[Sign out](#) [Help](#)

Add or edit a request

Clear form

① Engineering and technology aspects

a) 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)

Resolution: 640x480

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- pipelining

A short description of need:

- treatment

A short description of need:

- distribution system

A short description of need:

b) Sewerage

- branch sewers

A short description of need:

Add/edit an offer (or request)

Resolution: 640x480

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- 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:

Add/edit an offer (or request)

Resolution: 640x480
False colours (for presentation only)

② 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)

Resolution: 640x480
False colours (for presentation only)

quality of services management
A short description of need:

③ 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:

Add/edit an offer (or request)

Resolution: 640x480

False colours (for presentation only)

④ Social aspects

- customer services
A short description of need:
- water sanitation & environmental education
A short description of need:
- popular mobilization
A short description of need:

Add/edit an offer (or request)

Resolution: 640x480

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social responsibility
A short description of need:

⑤ Geographic and environment aspects

- plain
A short description of need:
- mountain
A short description of need:
- desert
A short description of need:

Add/edit an offer (or request)

Resolution: 640x480

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- swamp

A short description of need:

- environmentally sensitive area

A short description of need:

- low-income settlements

A short description of need:

⑥ Institutional relationships aspects

- social control and popular participation mechanisms

A short description of need:

Add/edit an offer (or request)

Resolution: 640x480

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- relationship among stakeholders

A short description of need:

⑦ Verify your offer

*enter the code shown below:



⑧ Terms of service

Please review the following terms and indicate your Institution's

Add/edit an offer (or request)

Resolution: 640x480

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agreement below [Printable version](#)

receive or request any news, messages, articles 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 phrase

User's page

Resolution: 640x480

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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](#)
[requests](#)
[members](#)

Your offer: [add or edit](#)
[browse](#)
[remove](#)
[history](#)

Your request: [add or edit](#)
[browse](#)
[remove](#)
[history](#)

Matching engine (e.g.)

Resolution: 640x480

Home (My page) [Sign out](#) [Help](#)

Matching engine

Filter offers: use keywords in description
 don't use keywords in description (default)

country:

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

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