

Presentation

Presentation from the 2009 World Water Week in Stockholm
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WORLD
in Stockholm,
August 16–22, 2009 **WATER**
WEEK

**AFRICAN WATER
ASSOCIATION AfWA & EAST
AND SOUTH AFRICAN
REGION IWA-ESAR**

RUNNING THE WOP Africa PROGRAMME

**WATER OPERATOR'S PARTNERSHIPS: SUCCESS
STORIES AND UP-SCALING
WORLD WATER WEEK STOCKHOLM**

MONDAY AUGUST 17 2009

Twinning and capacity building between utilities before WOP - AfWA main activity

Mentors Utilities :

- SDE Senegal (for most West African countries utilities)
- ONEP Morocco (for most west African countries utilities)
- SODECI Cote d'Ivoire (for most West African counties utilities)
- NWSC Kampala (for most East and Central African utilities)
- RAND WATER South Africa (for the southern region)

Date and venues of the meetings for the establishment of Water Operator Partnership and potential partnerships in Africa

A) Establishment Workshop :

- (1) Nairobi 06 to 08 December 2006 first workshop on WOP Africa more than 100 participants from more the 60 Utilities
- (2) Johannesburg 24 to 26 April 2007 creation if WOP Africa for the African Continent
- (3) Cotonou 25 to 28 February Launching of the WOP Africa during the African Water Association International 14th CONGRESS in Benin

Dates and venues of the meetings for the establishment of Water Operator Partnership and potential partnerships in Africa

- **B) Building Partnerships Workshop :**

(1) Kampala Uganda , June 19 & 20, 2008 **59 participants from 26 utilities** mainly from Eastern and Central Africa as well as partner institutions.

(2) Dakar Senegal September 17 & 18, 2008 **74 participants from 42 institutions** (utilities, asset holders or regulators) mainly from Western and Central Africa


(3) Maseru Lesotho october 8 to 9 2008 **75 participants from 33 institutions** (utilities, asset holders, regulators) mainly from Southern Africa as well as partner institutions
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A Total of **208 participants 101 Institutions participated in the various workshops** and more the **120 potential partnerships** were detected in various topics such as

- NRW , HR development , Billing Collection, Custom care , Mapping etc.

Dates and venues of the meetings for the establishment of Water Operator Partnership and potential partnerships in Africa

- C) WOP Africa Governance Workshop :
 - Dakar December 2008
 - WOP Africa guidelines
 - WOP Africa Code of conduct
 - WOP Africa coordinator job description
 - WOP Africa Partnership Preliminary Form

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- Financing of the WOP activities – Three year Business Plan amount : USD 4,351,000
 - UN HABITAT Conclude US \$ 137.000
 - US AID Conclude US \$ 1.500.000 (WOP Africa and the African Water Academy)
 - AfDB in discussion US 3.650.000
 - PPIAF just came on Board starting discussion



- **Recruitment of the WOP Africa Coordinator and hosting of the Secretariat**

- More than 45 applications all very brilliant. One pop up –
Dr KONE DOULAYE presently working in the *Department of Water and Sanitation in Developing Countries (Sandec), Switzerland as Senior Programme Officer* was chosen by a selection committee comprising AfWA, ESAR, WSP, GWOPA, UN-HABITAT - Taking office on October The 1st 2009
- The WOP Africa Secretariat will be hosted by RAND WATER in South Africa.

- Starting of activities --- Partnering Kisumu Water and Sewerage Company KIWASCO (Kenya) with NWSC (Uganda)

- HR Management policies, procedures and tools

- Labour productivity
- Reward and incentives
- Contractualization

- Operations effectiveness

- Reduction of NRW
- Leak Detection
- Technical losses

- Customer care and Revenue collection

- General customer care programme
- Communication strategies



Thank you for your attention