

WaterLinks

Partnerships for Better Water and Sanitation Services in Asian Cities

Paul Violette
Chief of Party
USAID Environmental Cooperation – Asia
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about **WATERLINKS**

- Regional partnership network dedicated to facilitating and promoting twinning or water operator partnerships (WOPs) in the Asia-Pacific
- Founded by ADB, IWA and USAID in 2008
- Mission: *to catalyze measurable change in the delivery of safe water and sustainable sanitation services to urban residents through partnerships*
- Work with urban water and wastewater service providers across Asia-Pacific
- Cooperating with ESC since inception



network ACTIVITIES

WOPs



TRAINING & TOOLKITS



**The Manager's
Non-Revenue Water Handbook**

A Guide to Understanding Water Losses



WATERLINKS AWARD



ANNUAL FORUM



KNOWLEDGE MANAGEMENT

WaterLinks
LINKING WATER OPERATORS THROUGHOUT ASIA

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WHO WE ARE | WHO WE WORK WITH | WHAT WE DO | PARTNERSHIPS | NEWS & EVENTS | EXCHANGE

Partnerships?
Partnerships between water and wastewater utilities build capacity on issues such as water quality, non-revenue water, continuous water supply, wastewater treatment, and hygiene promotion.
[Learn More](#)

RECENT NEWS
WaterLinks Partnership Program Expanded in India
23 Jul 2010
WaterLinks Presents Water Operators Partnership Awards
12 May 2010
WaterLinks Newsletter Launched
3 May 2010
Indian Water Operators Initiate Partnership to Replicate Successful Model for Continuous Water Supply
30 Apr 2010
[more News](#)

UPCOMING EVENTS
Water Crisis and Choices - ADB and Partners Conference 2010
11 Oct 2010 - 15 Oct 2010
ADB Headquarters, Manila, Philippines
Water Crisis and Choices Workshop - Water Operators Partnerships: Helping Water Operators Meet the MDGs
15 Oct 2010
ADB Headquarters, Manila, Philippines
The IWA Water Safety Conference 2010
2 Nov 2010 - 4 Nov 2010
Borneo Convention Centre, Kuching, Malaysia
[more Events](#)

ANNOUNCEMENT
Water Crisis and Choices
ADB and Partners Conference 2010
WaterLinks partners are organizing a half-day workshop to take place on the final day of the Water Crisis and Choices Conference 2010 at ADB Headquarters in Manila on October 11-15. >>>Read More

SPOTLIGHT
Indian Utility Provides Continuous Water
Through its water operator partnership with Ranhill Utilities, Indian state utility Maharashtra Jeevan Pradhikaran provided 64,000 residents with continuously running water supply. >>>Read More

WOP MAP
Water Operators' Map & Profiles
To help operators interested in participating in WOPs find suitable partners, we've created a database of the profiles of existing participating operators. To browse the profiles in either list or map form, click here.

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wop FOCUS AREAS

- Key focus areas
 - Water quality management
 - Water loss reduction
 - Continuous water supply
 - Piped water for the urban poor
 - Asset management
 - Septage/wastewater management
 - Services promotion
 - Climate change adaptation
 - Energy efficiency



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PRINCIPLES

- **Not-for-Profit** – WOPs operate on a non-profit basis
- **Counterpart Exchange** – practitioner-to-practitioner cooperation
- **Demand Driven** – WOPs reflect partner interest and needs
- **Reciprocal Benefits** – benefits are mutual though not equal
- **Results** – WOPs result in measureable outcomes and impacts
- **Scale up and Replication** – WOPs transfer proven innovation
- **Cost sharing** – partners contribute in-kind or direct funding

waterlinks **RESULTS**

- **50** partnerships facilitated across the Asia-Pacific
- **1,000, 000** people with improved WATSAN services
- **100,000** low-income residents with first time WATSAN services
- **2,500** staff from service providers with new skills
- **150** practical innovations demonstrated and adopted.
- **\$10,000,000** capital and capacity investments by services providers.
- Mentors: Australia, Cambodia, India, Korea, Macao, Malaysia, Maldives, New Zealand, Philippines, Singapore, Taiwan, U.S.
- Recipients: Cambodia, China, India, Indonesia, Laos, Pacific Islands, Pakistan, Philippines, Sri Lanka, Thailand, Uzbekistan, Vietnam

water supply

URBAN POOR CONNECTION (examples)

- Maynilad Water (PH) & PDAM Tirtanadi (IN)
 - Community engagement and partnerships
 - Piped water service delivery models, NGO support
 - 17,500 low income residents with new water service
- Manila Water (PH) & PDAM Kota Surabaya (IN)
 - Master meter schemes
 - Customer surveys and outreach
 - Decentralized management system
 - Strengthened customer-PDAM relationship
 - 15,000 low income residents with new water service



water supply

CONTINUOUS SERVICE (examples)

- Ranhill Utilities (MY) & MJP (IN)
 - Maharashtra state - Badlapur, Amravati, Yavatmal
 - NRW management approach - DMA, leak reduction, pressure control, hydraulic modeling
 - 36,000 HHs with improved and continuous supply
 - MJP mentoring other providers in Rajasthan
- Penang Water (MY) & PDAM Palembang (ID)
 - NRW management approach
 - 25,000 HHs with improved supply
 - PERPAMSI and Penang Water sign agreement on training for other PDAMs
 - Palembang becoming mentor for other PDAMs



water supply

WATER QUALITY MANAGEMENT (examples)

- Macao Water (PRC) & Khanh Hoa Water (VN)
 - WTP optimization, laboratory operations, sampling and monitoring, residuals chlorine management
 - Khanh Hoa invested in new chlorine booster, reservoir cleaning operations, and sampling equipments
 - 6,000 HHs with safer water supply

- K-Water (KR) & PWA Khon Khaen (TH)
 - WTP optimization, residual chlorine management, SCADA, laboratory improvements
 - PWA invests USD500,000+ for upgrades
 - 20,000 HHs with improved piped water quality
 - Secondment of K-Water staff at PWA for 1 year



sanitation

SEPTAGE MANAGEMENT (examples)

- Partnerships
 - Indah Water Konsortium (MY) & Haiphong Sewerage and Drainage (VN)
 - IWK/Maynilad & Baliwag & Cabanatuan WD (PH)
 - IWK & PD PAL Jaya/PDAM Kota Bandung (ID)
- Activities and Outcomes
 - Desludging program - business planning, data management, collection/treatment optimization, SOPs, awareness raising
 - Expanded service for 6,000 HHs in Vietnam
 - Targeting 20,000 HHs in Indonesia and the Philippines
 - Replication through local networks/agencies (PAWD, BAPPENAS programs)



climate **CHANGE**

- Adaptation to climate change impacts
 - Palm Beach County Water (US) & Manila Water/Maynilad Water (PH)
 - Integrating climate change adaptation into water resource and supply planning processes
 - Collaboration with US National Center for Atmospheric Research (NCAR)
- Greenhouse gas emissions mitigation
 - Las Vegas Valley Water (US) & Metro Cebu Water (PH)
 - Energy efficiency and use reduction
 - 5% reduction in energy use



lessons **LEARNED**

- Peer-to-peer knowledge sharing is an important catalyst for positive change.
- Effective facilitation and close coordination is central to successful partnerships.
- Success depends on the careful definition of partner priorities, contributions and responsibilities in a joint work program.
- Cost-sharing ensures ownership and tangible outcomes.
- Limiting timeframe (12-18 months) can improve results.

waterlinks **EXPANSION**

- Demand for partnerships increasing
- WaterLinks selected as regional network under Global WOP Alliance
- WaterLinks Center established in Manila in 2011
 - Matchmaking, facilitation
 - Organizing training and workshops
 - Toolkits, knowledge products
- Continuing assistance from founding partners, as well as support from new partners, including private sector partners
- WaterLinks continuing cooperation with networks, including ESC Initiative



FOR MORE INFORMATION:

www.waterlinks.org

secretariat@waterlinks.org

