WaterLinks
Partnerships for Better Water and Sanitation Services in Asian Cities

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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

WATERLINKS AWARD

ANNUAL FORUM

KNOWLEDGE MANAGEMENT
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
**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
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.
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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:

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