

Water Operators' Partnership Case Study

GWOPA
Global Water Operators' Partnerships Alliance

UN HABITAT
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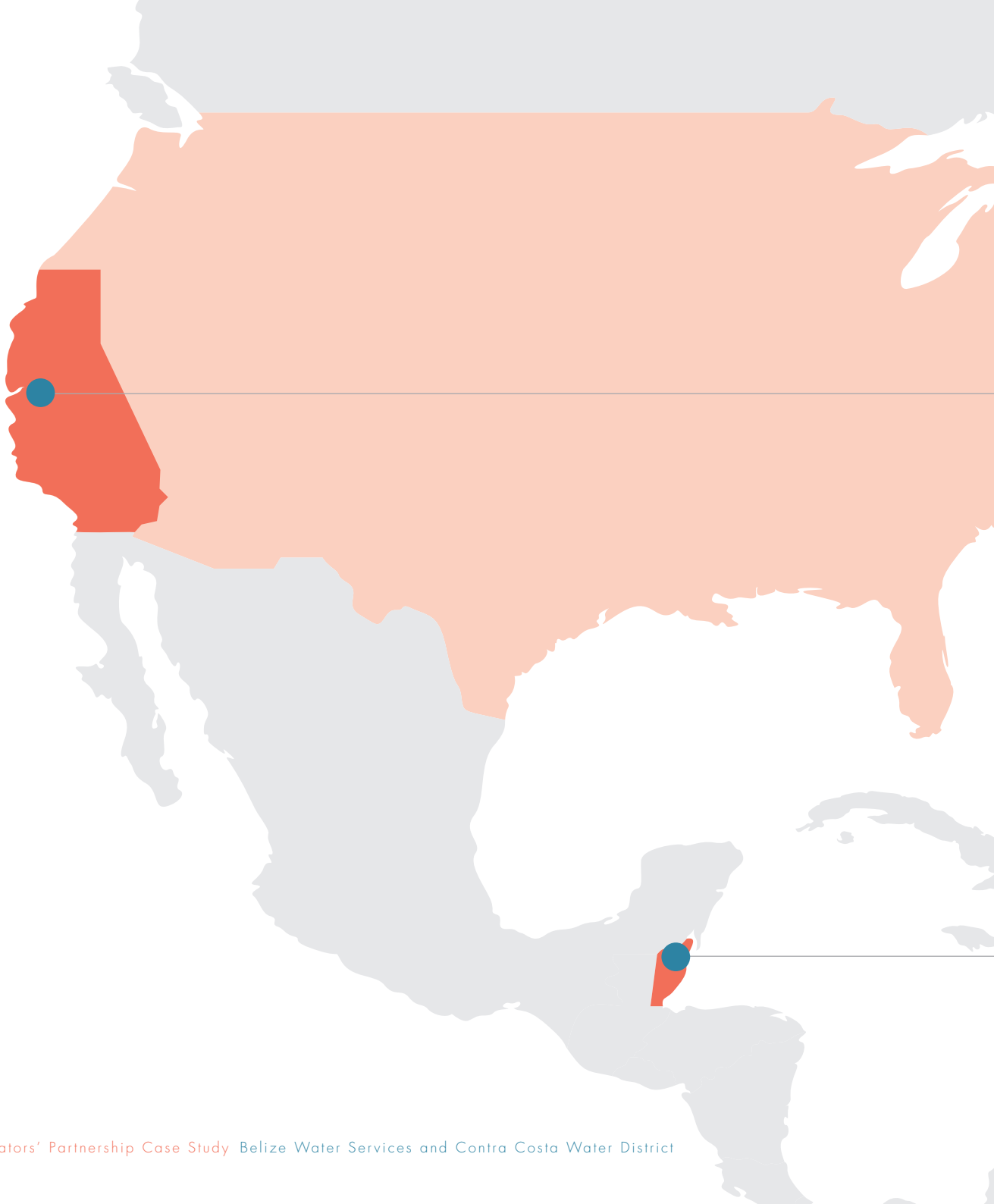
Contra Costa
Water District
USA

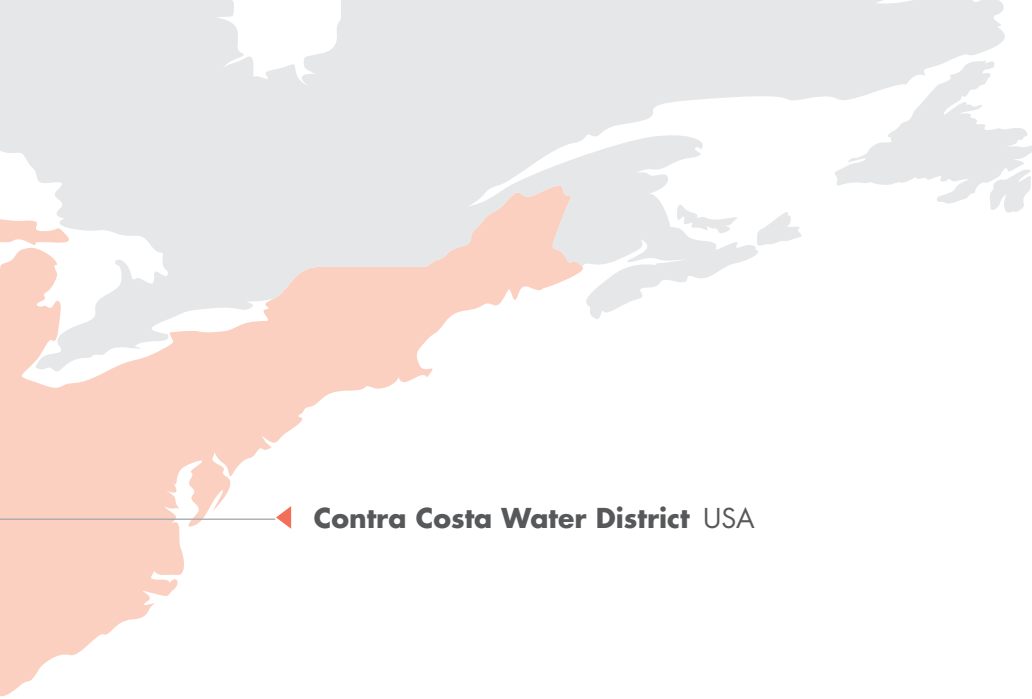
Belize Water
Services
Belize

BEWOP

Belize Water Services and Contra Costa Water District

Water Operators' Partnership Case Study





Contra Costa Water District USA



Belize Water Services Belize



Abstraction facility for the city of Belmopan

WATER OPERATORS' PARTNERSHIPS

Water operators are critical players in the effort to achieve sustainable and universal access to water and sanitation. But many operators struggle to provide adequate water services. They face a myriad of challenges including rapid urbanization, rising inequity, pressures on water resources, severe resource constraints and ineffective governance frameworks. There is a growing understanding that strong local capacity can provide the foundations to respond to emerging challenges with meaningful and lasting solutions. Supporting water operators in their organizational development efforts to manage effectively over the long-term is the purpose of Water Operators' Partnerships (WOPs). WOPs are peer-support arrangements between two or more water service providers, carried out on a not-for-profit basis with the objective of strengthening operator capacity. They are based on the understanding that capacity development supported by mentors can accelerate water operators' ability to meet the challenges facing the sector. They draw on the fact that much of the innovation and expertise to address water operators' challenges resides within utilities, and that a growing number of these successful operators are highly motivated to share their expertise and innovation with others.

as “mentors” on a solidarity basis. WOPs were identified as a high-potential solution by the UN Secretary General’s Advisory Board for Water and Sanitation in their 2006 Hashimoto Action Plan.

Boosting Effectiveness in Water Operators’ Partnerships (BEWOP)

BEWOP is a 5-year research and outreach initiative aimed at Boosting the Effectiveness of WOPs around the world. BEWOP, launched in September 2013, is a collaboration between UNESCO-IHE, the world’s foremost water sector capacity development institute, and UN-Habitat’s Global Water Operators’ Partnership Alliance (GWOPA), the organization leading the global WOPs movement. The program is funded by the Dutch Ministry of Foreign Affairs (via the Directorate-General for International Cooperation).

Objectives

BEWOP aims to address a potential obstacle of the WOPs approach: operators are uniquely placed to share their experience and technical expertise with their peers, yet they sometimes lack the capacity to effectively transfer their knowledge and the expertise to manage the partnership process. The goal of BEWOP is to strengthen knowledge transfer and change processes of WOPs in order to maximize the potential for operational

improvements of water operators. Over the long run, the BEWOP project should contribute to the enhancement of operators’ capacity to cope with emerging technical, financial and institutional issues, leading to better performance of water utilities and improved water and sanitation services.

Activity Areas

The BEWOP initiative is articulated into two major streams: research and operational guidance. Research on WOPs has focused on two main questions: how WOPs function, and the institutional conditions for their wider adoption. Research has involved documenting and analysing WOPs practice and conducting focussed thematic studies in collaboration with water and sanitation operators around the world. The operational component, building upon the knowledge acquired during the research phase, aims at developing supportive tools to overcome bottlenecks to WOPs take-up and specific guidance to address needs at various stages of a WOP: identification of partners, designing agreements, funding, and monitoring and evaluating. Ensuring that BEWOP products are accepted and applied widely in WOPs practice is of primary importance. Throughout the project, communication and outreach work to maximize uptake and is a major component of all activities.

KEY FACTS



Partners

Mentee: *Belize Water Services Limited (BWS)*
National water and sanitation utility of Belize

Mentor: *CContra Costa Water District (CCWD)*
Public urban water district in central and eastern Contra Costa County in Northern California



Duration

Phase 1 2010–2013

Phase 2 2013–2015

Collaboration between the operators still ongoing at time of print



Cost

Phase 1 US\$ 47,800 from GWOPA/
UN-Habitat and Inter-American Development
Bank (2010–2013)

Phase 2 US\$ 49,600 from GWOPA/
UN-Habitat and Public-Private Infrastructure
Advisory Facility (2013–2015)

Plus in-kind contributions for travel and staff time
from both partner operators



Aims

BWS Achieve measurable improvements in specific areas of the organization: safety, engineering, technical services, finance, information and technology, operations, human resources and public outreach; Adopt good practices, strengthen institutional capacity, implement new technology, reduce non-revenue water, increase productivity, and improve customer response time, public relations, tariff structures, and maintenance techniques

CCWD Gain experience, insight and understanding of non-local water district issues; Improve performance by teaching new skills and exposing partner utility to other administrative, technical and operating systems



Approach

The WOP was carried out in two phases, each one receiving funds from different sources and under two formal agreements. The first phase served to identify improvement tracks and develop an action plan, and begin working on it. The second phase built on the achievements of the first phase, furthered work along the improvement tracks and incorporated a number

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https://www.yunbaogao.cn/report/index/report?reportId=5_18446

