

Water Operators' Partnerships in Asia

Case Study I

GWOPA
Global Water Operators' Partnerships Alliance

UN HABITAT
FOR A BETTER URBAN FUTURE



Metro-Cebu Water District
Cebu, Philippines

City West Water
Melbourne, Australia

Water Operators' Partnerships in Asia
Case Study I: Metro-Cebu Water District and City West Water

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Introduction

A water operators' partnership (WOP) is any kind of association between water or sanitation operators conducted on a non-profit basis with the aim of developing capacity. These partnerships are being promoted as a way of helping the world's public water and sanitation operators to sustainably deliver adequate water and sanitation for all.

This report presents three interesting Case Studies on water operators' partnerships in Asia. The aim is to provide readable and accessible reports on WOPs in practice – how they work, and what kind of difference they make. The authors have looked at how the partnerships were set up, implemented and monitored; the changes and improvements they brought about in the partner utilities; and their impact – both achieved and anticipated – on service delivery, future investment, and replication.

These studies were conducted for the Global Water Operators' Partnerships Alliance (GWOPA), hosted by UN-HABITAT, under our obligation as the United Nations city agency to help the world meet the water and sanitation target of the Millennium Development Goals.

As part of our World Urban Campaign for better cities, we consider the partners doing this excellent and vital work as city changers making a real difference on the ground for many, many households and in many countries.

It also forms part of our remit to share and promote knowledge and understanding of water operator partnerships. Together with GWOPA's growing online database of WOP profiles, the case studies help fill the huge knowledge gap around this important and high-potential practice. They aim to shed light on how the partnerships are currently carried out, what works, what doesn't, and how they can be improved for greater impact and wider adoption.

Indeed, the WOPs (including what some refer to as public-public partnerships) are being implemented by a growing number of organizations around the world, and they vary greatly in their scope, form and content.

Those presented here are not meant to be taken as prototypes or best practices, but as a sampling of the diversity of not-for-profit partnerships possible between water and sanitation operators.

It is our fervent hope that the excellent partnerships presented here will inspire more operators to take up the practice, learn some lessons, and also help financial supporters and facilitators build more effective partnerships.

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Key facts

Partners

City West Water – **Melbourne, Australia**
Metropolitan Cebu Water District – **Cebu, Philippines**

Facilitator

Asian Development Bank

Approx. cost

USD 127,000

Aim

Reducing non-revenue water and improving operational performance

Approach

Capacity building, exchange visits, training and demonstration

Key facts

12 months (initial WOP), plus 6 months (1st extension), and 12 months (2nd extension)

Duration

Non-Revenue Water reduced in pilot area, new techniques (e.g. for asset management) introduced

Results

Policy reform and reorganization requiring legal and political support

Long-term outlook

Continuation of partnership, Metro Cebu Water District engaging with other Water Districts in the Philippines, City West Water undertaking other Water Operators Partnerships

Success indicators


The background

Metro Cebu is the main urban centre in the province of Cebu in the Central Visayas islands group of the Philippines. Located along the central eastern portion of Cebu Island, it also includes the nearby island of Mactan with its industrial districts and international airport. Metro Cebu encompasses Cebu City, the oldest in the Philippines, and an additional seven cities and six municipalities.

The local public drinking water utility has insufficient water sources, uneven distribution of water supply (hours and pressure) and is constrained from extending service in part by its very low tariffs. Reducing non-revenue water is one

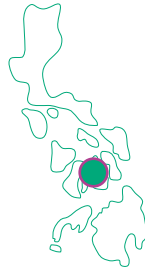
way of supplying more water to its customers and extending supply to those not currently connected. The utility has an ongoing PHP 87 million (approx. USD two million) seven-year non-revenue water reduction program of service connection replacement. Nearly all leaks (98 per cent) are from old failing polybutylene pipes. There is an overall need to replace water distribution mains which would mean very high capital investment.

The Asian Development Bank, headquartered in Metro Manila, has been active in investing in the water supply and sanitation sector in many Asian countries. For the last three years, ADB has had an active Water Operators Partnerships programme as part of the Waterlinks platform. By the end of 2009 there were 11 partnerships in progress. More are being added and a further six received the bank's support in 2011 ■



Detailed map of part of MCWD's distribution system

Metropolitan Cebu Water District



Location

Cebu, Philippines

Populations Served

1.8 million in an area of 677 km²

Ownership

Government Corporation

Service Area

Cebu City and 7 other adjacent cities

Services

water supply

Employees

900

Service Connections

120,300 service connections with about 800 km of distribution mains

Coverage

50-60%

Production

With a total annual production of 61 BcL

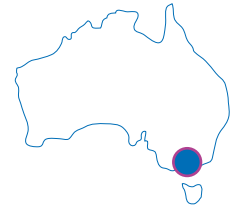
Challenges

NRW, water sources, uneven pressure, deteriorating infrastructure, incomplete network coverage

Source

103 deep wells and one surface water source

City West Water



Location

Melbourne, Australia

Population

4 million

Ownership

State of Victoria

Service Area

central business district and the inner and western suburbs of Melbourne

Services

water supply and wastewater services

Employees

300+ people

Volume

90BL/y drinking water annually

Assets

4,217 km² of water mains

Source

3 reservoirs managed by Melbourne Water and transfers 94% of sewage and wastewater collected to a Melbourne Water Sewage Treatment Plant (STP) for treatment and disposal

The partnership agreement

Metro Cebu Water District was introduced to the Asian Development Bank Water Operators' Programme during a training workshop on performance benchmarking for South East and South Asian water utilities in Bangkok in early 2008. The bank then approached the Water Services Association of Australia for a suitable mentor for the Filipino partner and City West Water was duly proposed. In June 2008, two City West managers conducted a survey of Cebu City. Together with the Metropolitan Cebu Water District managers, they developed a programme to improve Cebu's operational performance. At the end of the visit, an agreement was signed between Metropolitan Cebu Water District and City West Water to implement the programme.

The water operators partnership was to run initially from July 2008 to May 2009. It began in earnest in August 2008 and during implementation it was extended twice – first from June to December 2009, and second, from January to December 2010.



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