



liswater Lisbon International
Centre for Water

Croatia Study Tour to Portugal

Water and Sanitation Services

**LIS-Water: Training and capacity
building on utilities' efficiency**



Jaime Baptista, President of LIS-Water





Lisbon International
Centre for Water



**International centre dedicated to public policies,
regulation and management of water services**



Ensuring the availability and sustainable management of water services for all is one of the 17 United Nations **Sustainable Development Goals for 2030**. The current situation reveals huge shortages in the most diverse regions of the world.

This goal will only be achieved with better water governance.



2 200 million people still do not have safe access to safe drinking water services



4 200 million people still do not have safe access to wastewater services



6 200 million people discharge wastewater into the environment and excrete without proper treatment

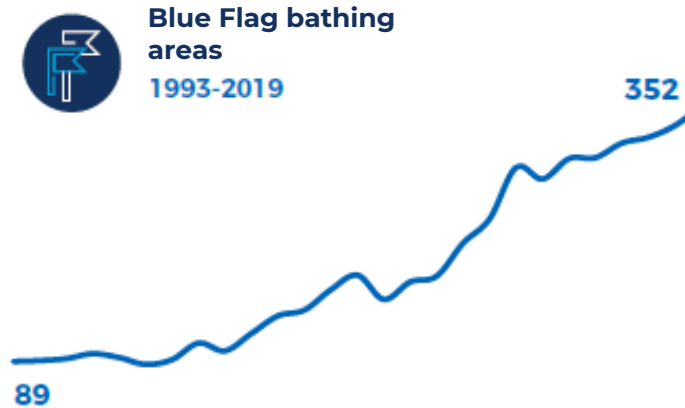
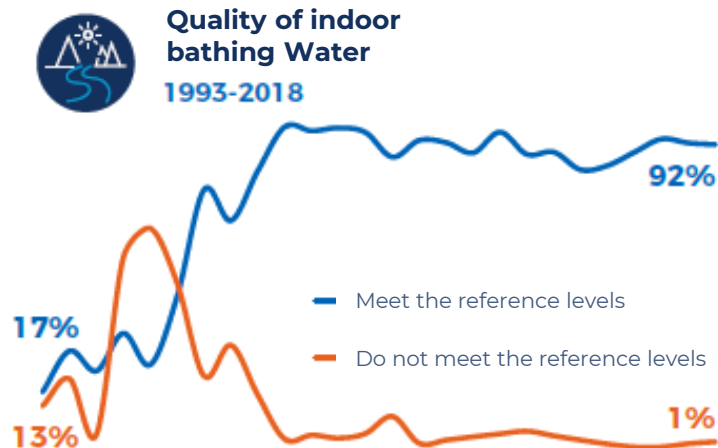
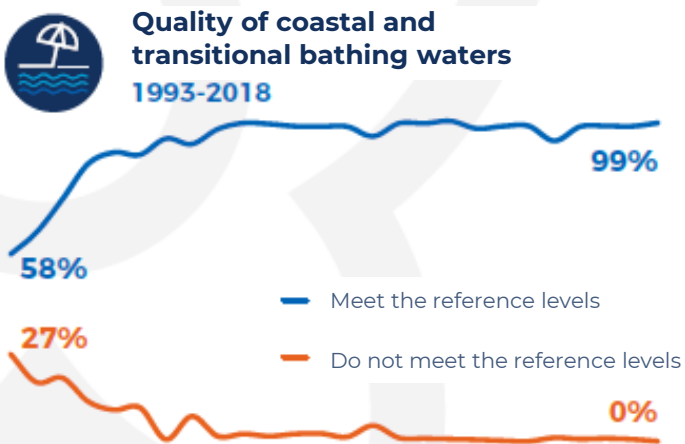
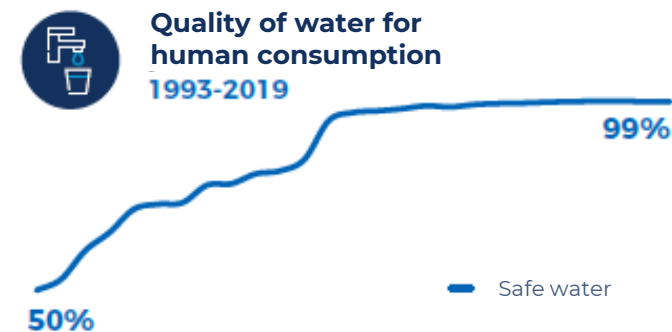
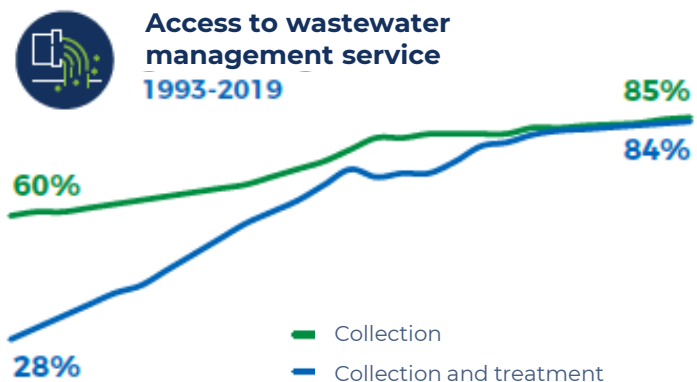


2 000 million people are affected by water stress, with a tendency to double by 2050

The water problem is mainly a governance problem.



Evolution of water services in Portugal



The **LIS-Water – Lisbon International Centre for Water** is an international non-profit centre aimed at better water governance.

It was formed by the main agents in the water sector in Portugal, with the support of more than 125 national, foreign and international entities.



Laboratório Nacional de Engenharia Civil (LNEC)

Instituição pública de investigação e desenvolvimento científico e tecnológico de Portugal, sendo um dos maiores laboratórios de engenharia civil do mundo.



Fundação para os Estudos e Formação nas Autarquias Locais (FEFAL)

Entidade sem fins lucrativos, constituída pela Associação Nacional de Municípios Portugueses, para a realização de ações de informação, formação, investigação, assessoria técnica, cooperação internacional em temáticas relevantes para as Autarquias Locais.



Associação das Empresas Portuguesas para o Sector do Ambiente (AEPESA)

Associação empresarial que representa e defende os interesses coletivos das empresas privadas com intervenção no setor do ambiente, constituindo-se como um interveniente dinamizador do desenvolvimento do mercado do setor do ambiente.



Parceria Portuguesa para a Água (PPA)

Rede de entidades que visa desenvolver sinergias e maximizar potencialidades para o desenvolvimento do sector da água no mundo, promovendo a alianças e parcerias entre as instituições nacionais e nações empenhadas no uso sustentável da água e na valorização dos recursos hídricos.



Grupo Águas de Portugal (AdP)

O Grupo AdP é responsável pela gestão integrada do ciclo urbano da água, prestando serviços aos Municípios, que são simultaneamente acionistas das empresas gestoras dos sistemas multimunicipais, e serve diretamente as populações através de sistemas municipais de abastecimento de água e de saneamento.



Our mission

Contribute to improving public policies, regulation and management of water services, thus promoting more effective, efficient and sustainable services for the benefit of society.



Our vision

Contribute to a better world through better water governance, within the framework of sustainable development goals.

We seek to **generate impact** internationally and, despite our youth, we have been developing projects in several regions of the **world**.



14

Completed or ongoing projects

26

Covered countries

14

Training programmes

47

Beneficiary regulators

+150

Beneficiary utilities beneficiadas

Our focus

We are dedicated to the urban water cycle



Water supply services



Wastewater management services



Stormwater management services

What we do

We promote an integrated approach to water governance based on three pillars



Public policy
The guiding needed to improve water services



Regulation
The driver needed to implement the public policy



Management of services
The operative needed to implement the public policy

Our areas of activity

We challenge knowledge and support to put it into practice



Knowledge and innovation

For the technical and scientific community



Assessment, brainstorm and strategic advice

For politicians and decision makers



Training and capacity building

For professionals and organizations of the sector



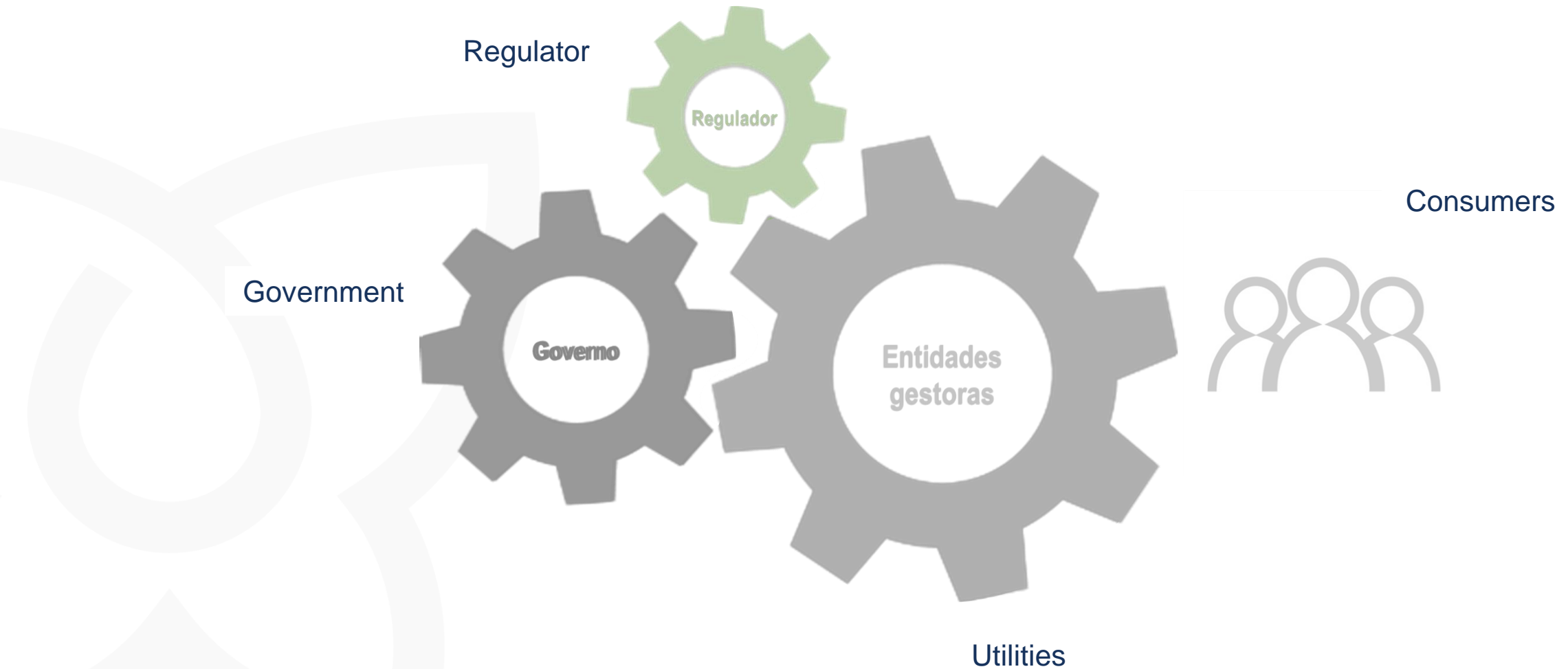
Business and startup development

For industry and startups



Communication, awareness and engagement

For the community (society in general)





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Knowledge and innovation



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WaterGov platform

Platform for assessment, benchmarking and improvement of public policies, regulation and management of water services.

A comprehensive and systematic way to assess the building blocks of policy, regulation and management of water services, based on models, processes, practices, indicators and information.

It aims to contribute to better water governance, in a multidisciplinary and integrated approach.



Public policy

Support **governments** in improving public policies, making them more effective and allowing for more informed decision-making, based on the best available knowledge



Regulation

Support **regulators** in improving both their internal organization and the regulatory model



Management of services

Support **utilities** in improving both their internal organization and the management of services



Assessment



Benchmarking



Opportunities for improvement



Best practices



Roadmap



Observatory



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Assessment, brainstorm and strategic advice



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Public policy



Assessment, reflection and strategic advice



Portugal



2020/2023



In course



Contact [Jaime Baptista](#)



PENSAARP 2030

Support for the development of the Strategic Plan for the Water Supply Sector and Wastewater and Rainwater Management 2021-2030

Presentation

Project to support the Government of Portugal in defining the strategic plan for the water supply and waste and rainwater management services sector for 2030.

Involves the diagnosis of the current situation, the definition of the sector's vision and objectives for the next decade and the definition of a detailed action plan with the measures and actions for achievement and incentive to be implemented. It also includes the estimation of investment needs and the economic and financial situation and the definition of the cost recovery and financing strategy and the governance and management mechanism of the plan.

Developing the strategy involves a plan wide mobilization of agents in the sector with the holding of dozens of discussion and reflection sessions and opinion surveys and collection of contributions.





Public policy



Regulation



Assessment, brainstorm
and strategic advice



Latin America and Caribbean



2020/2022



In progress



Contact [Rita Amaral](#)

RegWAS LAC

Program for the improvement of public policies and regulation of water and sanitation services in Latin America and the Caribbean

Program aimed at strengthening the framework and practice of public policies and regulation of water and sanitation services in Latin America and the Caribbean.

It brings together governments, regulators and other authorities with regulatory and supervisory functions, international organizations and experts for cooperation and joint action.

+30 regulators from 15 countries participate.

Promotors



Support



Promotores



Apoyo Institucional



Reguladores



Partidarios



Toolbox for regulators



WaterGov Platform

Evaluation, benchmarking and regulatory improvement



International Observatory of Regulation



Training and exchange platform



Series of publications and good practice documentation

Actions to support regulators



Evaluation, benchmarking and regulatory improvement



Strategic advice to regulators



Brainstorms and exchange of experiences between regulators



Training and capacity development of regulators

Mobilization, awareness and communication



Regulators



Governments



Utilities



User groups, press, etc.

4 areas and 16 subareas of evaluation of public policy

- Strategic planning

- Legal framework
- Institutional framework and articulation
- Market structure
- Operator governance
- Competition
- Quality of service
- Users and society

General strategy

Resources



Rules and actors

Support

- Infrastructure
- Tariff and tax policy
- Financing
- Human capital
- Environmental resources
- Information and technological resources

- Research and innovation
- Knowledge and capacity development

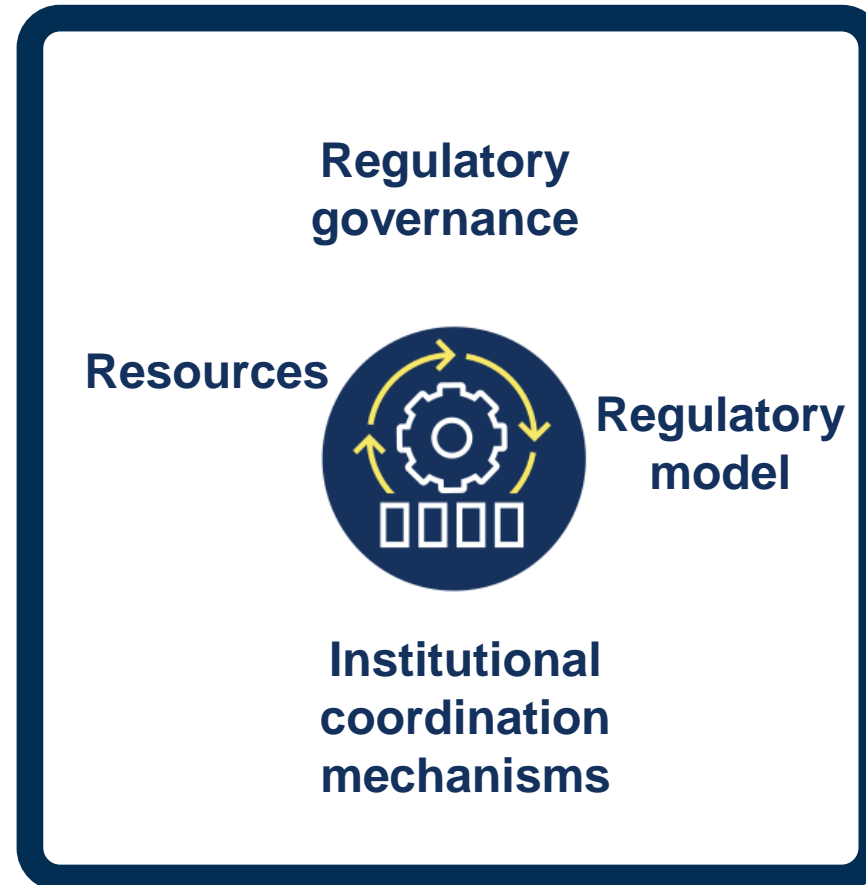
4 areas and 29 subareas of evaluation of regulation

- Mission and regulatory mandate
- Regulatory powers
- Regulatory scope
- Regulatory independence
- Responsibility
- Organization and management model
- Strategic planning

- Human Resources
- Financial resources
- Physical resources
- Technological resources

Articulation with authorities:

- Water resources
- Environmental
- Solid waste
- Health and quality of drinking water
- Consumer protection
- Competence



Structural regulation of the sector

Regulatory contribution to:

- industry rules
- industry organization
- Industry information
- capacity building

Regulation of behavior (conducts) of providers

- Legal and contractual regulation
- Economic regulation
- Regulation of quality of service
- Regulation of water quality
- Regulation of the user interface

Transversal mechanisms

- Pro-poor regulation
- Regulation of on-site and informal systems
- Supervision and surveillance



Assessment and preparation of a medium-term roadmap of the Honduran regulator

Regulator of Drinking Water and Sanitation Services (ERSAPS)



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Training and capacity building



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Management of services



Training and capacity building

Portugal

2019/2021

Concluded

Contact [Jaime Baptista](#)

ProAguas Portugal

Advanced training programme on management of water services 2019-2021

A general and comprehensive training to support better management of water utilities. 5 editions of the programme in different regions of the country, two in person and three online, were implemented. Each edition included 48 modules and a total duration of 72 hours of training.

285 decision makers and technicians from 130 water utilities have participated, involving more than 100 trainers and 20 sponsoring companies.

Promoter



Funding



Executors





Management of services



Training and capacity building



Cape Verde



2019/2021



Concluded



Contact [Jaime Baptista](#)

ProAguas Cabo Verde

Training program on management and regulation of water supply and wastewater and rainwater services in Cape Verde

Training program for top managers of public administration and utilities of water supply and sanitation services in Cape Verde (65 participants).

The training program lasted 20 days, totaling 80 hours of training. It also included technical visits.

It addressed issues of public policy, regulation, management of services, technical aspects, economic and financial aspects, legal aspects, social aspects, environmental aspects and new challenges.

Promotors



Ministério da Agricultura e Ambiente

Implementation



 **Public policy**

 **Regulation**

 **Training and capacity building**

 International

 2020  Concluded

 Contact [Rita Amaral](#)

Training programme on public policy and regulation for the World Bank

2-day online training program in public policy and regulation of water and sanitation services targeted to the specialists in water and sanitation at the World Bank throughout the world.

The LIS-Water team counted on the collaboration of high-level experts from regulators from different regions of the world, from countries such as Colombia, Hungary, Zambia, Mozambique, the Philippines and Portugal.

Promoters



Implementation





Public policy



Regulation



Assessment, brainstorm
and strategic advice



Latin America and Caribbean



2020/2022



In progress



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+30 regulators from 15 countries participate.

Promotors



Support





200
Participantes

42
Reguladores

20
Países



75
Formadores

15
Mentores

3
Continentes

ProAguas: Advanced water services management programme (5 days)

- Module #01: Introduction to water services and international framework
- Module #02: Paving the way for water services
- Module #03: Organization and global management of a water utility
- Module #04: Asset management of infrastructures
- Module #05: Water supply and distribution systems
- Module #06: Water treatment
- Module #07: Wastewater collection systems
- Module #08: Wastewater treatment
- Module #09: Design and construction
- Module #10: Operation and maintenance
- Module #11: Quality of water services
- Module #12: Quality of water for human consumption
- Module #13: Water efficiency in water systems
- Module #14: Energy efficiency in water systems
- Module #15: Metrology and automation
- Module #16: Accounting and tariffs
- Module #17: Analysis of investment and financing projects
- Module #18: Information management
- Module #19: Relationship between water utilities and users
- Module #20: Management of water resources and climate change





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Communication, awareness and engagement



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Global Coalition for Better Policies and Regulation of Water and Sanitation Services



International cooperation platform aimed at boosting the improvement of public policies and regulation of water and sanitation services in the world.



United Nations



UN 2023 Water Conference
22 – 24 Mar 2023, New York

The water-climate nexus: Governance as a key driver for climate resilient water and sanitation services

Do you want be part of this Global Coalition?

Contact us at the end of this session ...

... or contact us later to

rita.amaral@lis-water.org

HOW WILL IT BE ORGANISED?

It is foreseen that the Coalition will be composed by:

- Lead members**
Governments committed with the implementation of sound water and sanitation policies.
- Strategic members**
Regional networks of regulators and regulators that contribute to its implementation and operation.
- Sponsor members**
Development banks and other donors that contribute to funding and to promote its implementation and operation.
- Partners**
International organisations, knowledge organisations, civil society organisations and water utility networks, that contribute to the promotion of its implementation by exploring synergies and providing strategic advice.

The following bodies are foreseen to constitute the organizational structure of the Coalition:

- General Assembly**
Composed by the members of the Coalition.
- Steering Committee**
Composed by representatives from members.
- Technical Structure**
Hosted by LIS-Water.
- Consultative Body**
Composed by the partners of the Coalition.

Members

- Lead members: Governments, ministries, etc.
- Strategic members: Regional networks of regulators
- Sponsor members: Development banks and other donors
- General assembly (1 meeting/year)
- Regulators

Partners

- International organisations
- Knowledge organisations
- Civil society organisations
- Utility networks

Steering Committee
Governance body of the Coalition
Composed by representatives from lead members, strategic members and sponsor members (rotating representation)
3-4 Coordination meetings/year

Technical Structure
Hosted by LIS-Water and based in Lisbon
Role: Advisory to the governance body; implementation of the Coalition strategy and activities in collaboration with Members and Partners; Administrative management.

Consultative Body
(1 to 2 meetings/year)
to provide strategic advice and support implementation

The Coalition will define in detail its Governance Structure and an Action Plan - RegWAS Global Agenda 2030 - with concrete actions and specific targets to be achieved for a period of 7 years, with greater level of detail for the first years, and a funding scheme to enable its implementation.

PLEDGING FOR IMPACT AT SCALE

By 2030 the Coalition seeks to:

- Operate an **international observatory** of regulation of water and sanitation services, compiling the situation of regulation in the world and showcasing good practices.
- Establish a **technical assistance hub** for Governments and regulators on policy and regulation, based on a large repository of good regulatory practices, supporting tools and a network of key organisations and experts.
- Develop **capacity building** programs on public policies and regulation, through practical oriented training.
- Have **impacts** in a considerable number of countries and regulators or authorities with supervisory functions.

For more information, please contact: rita.amaral@lis-water.org

Logos at the bottom: REPUBLICA PORTUGUESA, MINISTERIO DO AMBIENTE E CLIMA, LIS-WATER, IDB, SAWAS, and other partners.



Regwas

Seguimos trabajando juntos.
Continuamos a trabalhar em conjunto.
We follow working together.