WSS SERVICES IN THE DANUBE REGION

REGIONAL UTILITY CAPACITY BUILDING

DANUBE UTILITY ASSOCIATIONS MEETING, FEBRUARY 17-18, 2015 TIRANA
STRUCTURE

- Current Status and challenges
- IAWD’s vision
- The way forward
- Timetable
- Questions for Discussion
CURRENT STATUS AND CHALLENGES
CURRENT CAPACITY-BUILDING

- Current status (in most countries)
  - Specific TA by donors for respective utilities
  - No sector-wide training / capacity-building scheme
  - Limited exceptions (SHUKALB, ARA)

- Best practices internationally: waterworks take the lead, together with universities and specialist centers
  - German-speaking space: DVGW / SVGW / OeVGW
  - But also VEWIN, OIEAU, ANEAS etc.
Region challenges

- Relatively small countries
- Diversity of realities and languages
- No tradition to pay for Capacity Building

Waterworks associations challenges

- Waterworks associations of variable strength
- No organized way for WW association to meet and share

But also opportunities

- IAWD interest and WW assoc. agreement on regional cooperation
- Significant funding for regional CB available (DWP, ORF, USAID)
IAWD’S VISION
IAWD and WW associations setup a regional Capacity Building curriculum and training

focused primarily on complex utility challenges…

delivered by sub-regional hubs (WW associations)…

With the help of technical partners as needed
KEY PROPOSED PRINCIPLES

- **Quality.** Common quality standards
- **Partnership.** Training materials developed and capacities shared regionally
- **Customization.** Delivery by national associations (with technical partners) in local language and in-country (region)
- **Sustainability.** Recurrent costs covered by utilities
- **Results.** Capacity-building programs aiming at concrete outputs and outcomes
TYPICAL CB ACTIVITY STRUCTURE

**Preparation**
- Selection of technical partners
- Development / customization of materials
- Training of trainers / hubs

**Advertisement**
- Receipts of applications
- Prioritization of utilities (if over-demand)
- Payment of training fee

**Kick-off**
- Initial training
- Introduction to supporting tools / materials
- Definition of utility work plan

**Utility Work**
- Field measurements
- Action plans development
- Linkage with other relevant actors

**Periodic check-in**
- Review of progress to date, and guidance
- Additional / supplemental training

**Conclusion**
- Review of final product
- Delivery of completion certificate

Other actors involvement (Local or national Governments, regulatory agencies etc.)
ROLE OF NATIONAL ASSOCIATION

- Curriculum prepared in local language
- Assigning staff(s) to manage capacity building
- Recruiting participating utilities and collecting fee
- Workshop organized for introduction to curriculum
- Mechanism for ongoing assistance and support
- Workshops organized for feedback and interaction
- Final Assessment on completion
ROLE OF IAWD

- Organizing regular meetings of Utility Associations for decisions on common curriculum
- Develop regionally common curriculum and identify technical partners
- Provide assistance and support in delivering capacity building
- Organize regional events for interaction among utility participants
- Securing funding for regional capacity building
## BENEFITS

- **For participating utilities**
  - Seal of quality
  - Diversity of offers
  - Regional exchanges

- **For waterworks associations**
  - Efficiency of creating and managing training materials
  - Customization in-country (language)
  - Opportunity to exchange at regional level
  - Possible income source

- **For donors and IFIs**
  - Complementarity of targeted TA
  - Sustainability of capacity-building
THE WAY FORWARD
WHAT NEEDS TO HAPPEN

► Waterworks associations agree to develop common capacity building targeted at strengthening utilities

► Decision on Common Curriculum

► IAWD statutes and DWP funding facilitate regional exchange

► MoU to define commitments of waterworks associations and IAWD (Launch at DWC)

► Business Plan for regional curriculum
Joint Commitment to Carry Out Capacity Building

IAWD Commits Staff and Resources to Develop Common Curriculum and Manage CB including Business Plan

Association Commits to Manage CB at National Level (Staff, Utility Recruitment, Business Plan, Collection of Fees, Convening Training)

Financial Arrangements for Fees (WWA 80%/IAWD 20%)

Initial Capacity Building Plan 2015-2016 Agreed
EXISTING CURRICULUM TOPICS

- Asset Management
- Energy Efficiency
- Commercial Efficiency and Business Planning
- Utility Benchmarking
ADDITIONAL CURRICULUM TOPICS

- Non-Revenue Water
- Water Safety Plans
- Waste Water Treatment Plant Operation
- US AID Project materials, OVGV, TZW DWGV, DANUBIUS, GIZ/ORF, Others?
STRENGTHEN WW ASSOCIATIONS

DWP’s planned support:

- Specific support for WW associations to support Business Planning
- Funding for initial Business Plans implementation
- Continued exchanges among WW associations
- Sharing of Utility Fees from CB
EXISTING EXPERIENCE

Until now:

- Four utility CB programs already running (11 regional hubs, 70 utilities, 11 countries)
- Operating costs (partly) self-funded
- Curriculum developed and tested for AM, EE, CE, BP, and Utility Benchmarking
CAPACITY BUILDING

- Over 70+ utilities
  - Curriculum Developed
  - Training fee
  - Role of NWUA in managing

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Support utilities in learning from each other’s best practices and international benchmarks

Program Managed by European Benchmarking Foundation on behalf of IAWD (for Danube region) targeting 40 Utilities

3 HUBS (BWA, SHUKOS, and Former Yugoslavia) - Ukraine Water Utility Ass in progress
ADDITIONAL SUPPORT/SYNERGY

- DWP Phase 2 Commitment to expand number of Hubs
- Some (limited) DWP funding available for Water safety planning
- ORF/GIZ launching NRW training program
- Working Group on Training NALAS/IAWD and cooperation with Municipal Associations
- Other actors developing or have materials that could be added (USAID grant / SHUKALB, ORF/GIZ, DWGV, ÖWGV)
- Cooperation with IWA and EWA
TIMETABLE
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- February 18 - Commitment to Concept by WUA/IAWD
- April - Finalization of an MOU National WUA/IAWD
- March - Hiring of Information Management/Capacity Building Staff by IAWD
- April - Begin Preparation of a Concept and Business Plan for Regional Training Program
- May 2015 - Signing of MOU and Launch of Program Danube Water Conference
- June – Finalization of Business Plan including Funding Proposals to Donors to support the initiative
QUESTIONS FOR DISCUSSION
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- Should the existing models for CB (AM, EE, CE, and Utility Benchmarking) be used for a regional capacity building program?

- Are NWUA willing to commit to support and manage such a program (operate a Hub on selected topics)?

- Can IAWD provide the necessary management and facilitation for such a program? What resources are needed to secure this?

- What is the role and potential involvement of partner organizations (NALAS, LL SEE, IWA, EWA etc)?

- Can funding be secured to begin and establish?
QUESTIONS FOR DISCUSSION

What additional components can be considered?:

- Fact sheets on Capacity Building Themes
- Providing resources and information on DANUBIS
- Online training courses
- Peer to peer exchanges
- Annual/Semi-Annual Regional Meeting of Utility Managers

Should accreditation of utility managers and operators participating in capacity building be considered at regional or national level?

Can technical training be secured at national level or should regional technical training be considered?
STRUCTURE

▶ IAWD’s role
▶ Audience and type of activities
▶ Formalization
▶ Financing
▶ Content
▶ Organization
▶ Next steps
ROLE OF IAWD

- Organizing regular meetings of Utility Associations for decisions on common curriculum
- Develop regionally common curriculum and identify technical partners
- Provide assistance and support in delivering capacity building
- Organize regional events for interaction among utility participants
- Securing funding for regional capacity building
Beyond current utility-focused:

- Roundtables of CEOs?
- Individual trainings?
- E-learning?
“training system” at regional system?

Accreditation or certification of utilities or individuals?

Tests and assessments in addition to capacity-building?
FINANCING

- Upfront cost by DWP, recurring by utilities?
- Cost sharing between
  - “original” association
  - “delivering” association
  - Regional platform
- Fundraising through IAWD?
Marketplace vs. grocery store
What exists already?
Benchmarking as the basis?
What are the needs and interest beyond existing?
  Water Safety Plans?
  Access to financing?
  Others?
Governance?

- Technical group on content
- Managerial group

Partners in region and regionally?
NEXT STEPS

- MoU
- Business Plan
THANK YOU