

WSS SERVICES IN THE DANUBE REGION

REGIONAL UTILITY CAPACITY BUILDING

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

- ▶ Current Status and challenges
- ▶ IAWD's vision
- ▶ The way forward
- ▶ Timetable
- ▶ Questions for Discussion

CURRENT STATUS AND CHALLENGES

- ▶ 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.

CHALLENGES FOR “TRADITIONAL” CAPACITY BUILDING MODEL

- ▶ **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

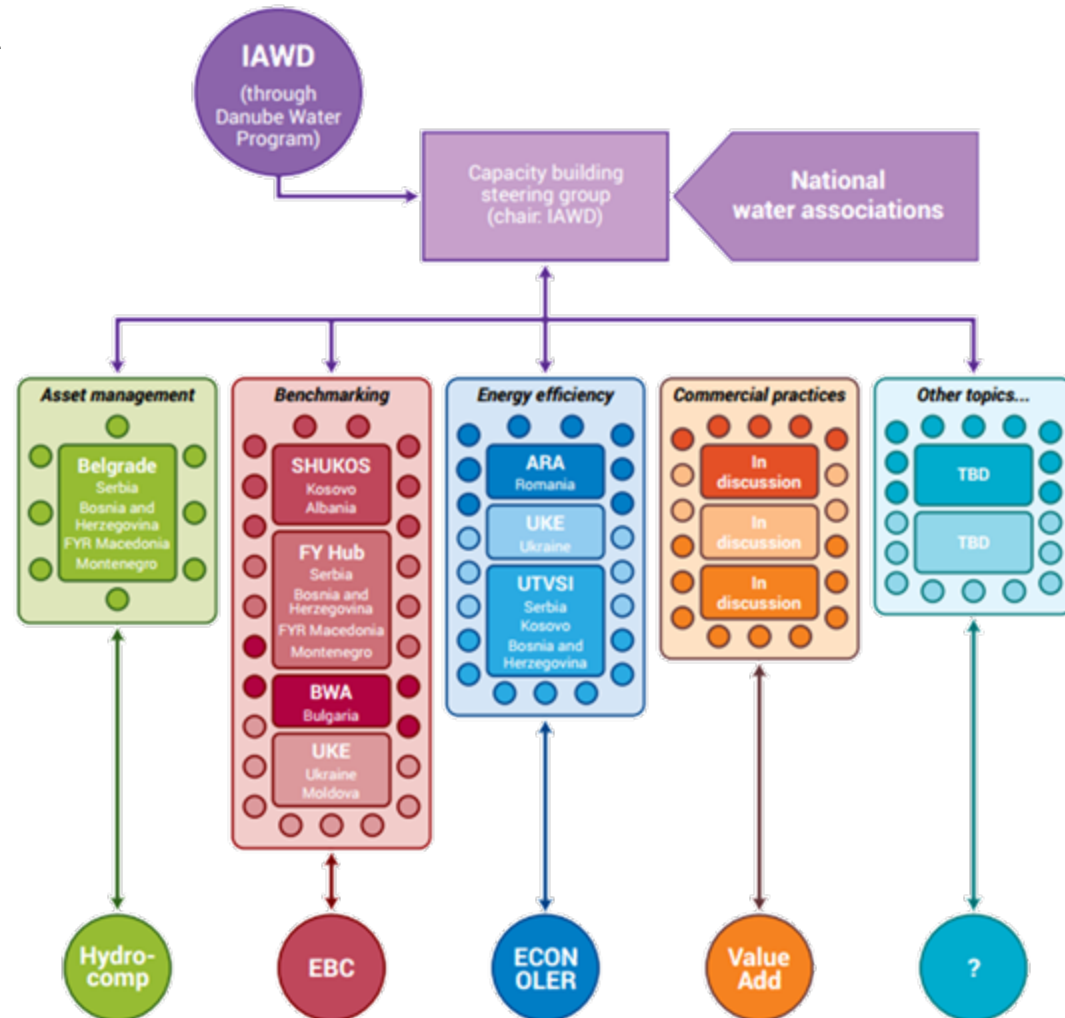
THE VISION

*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)...*

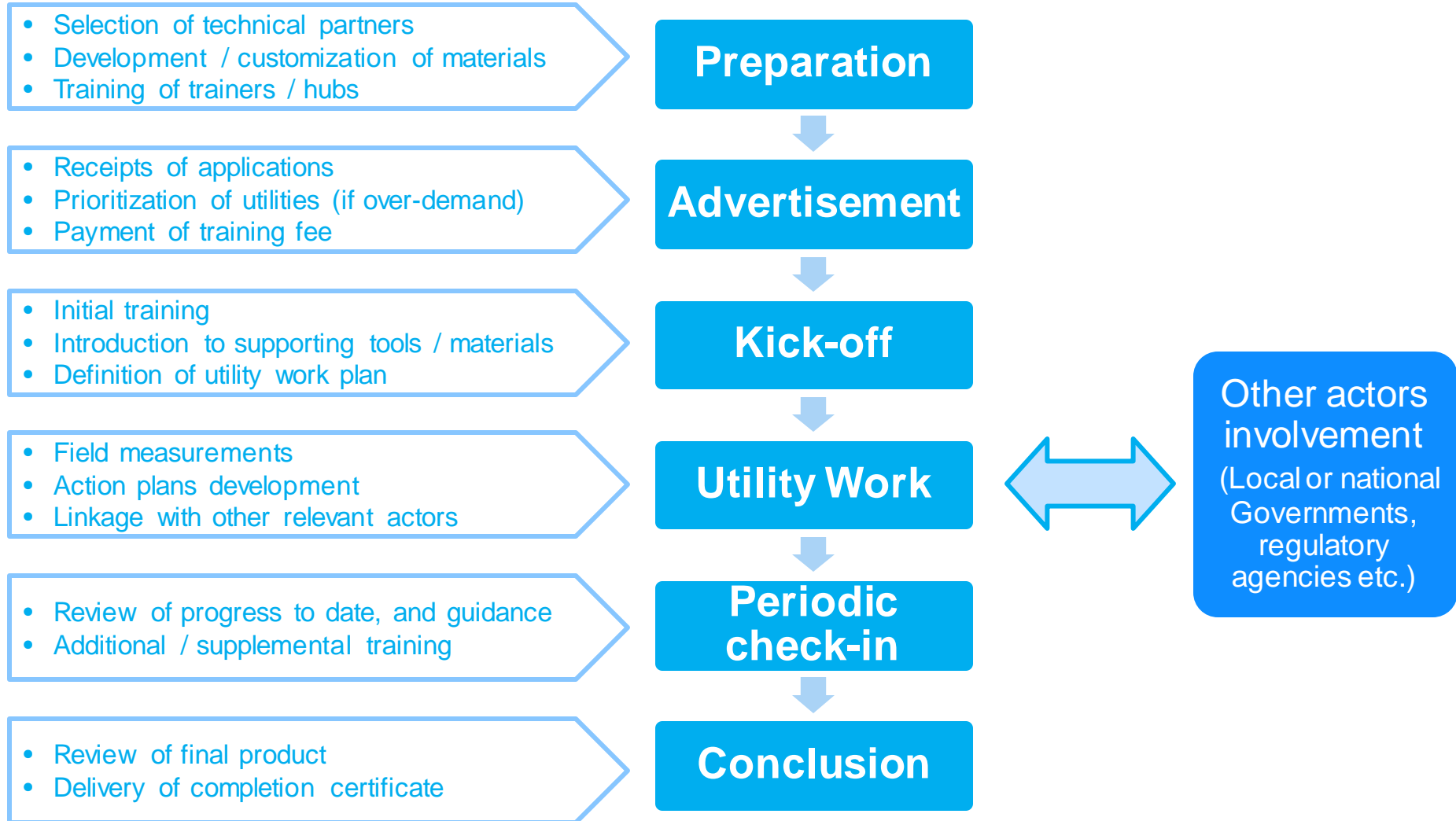
*With the help of technical
partners as needed*



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



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

- ▶ 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

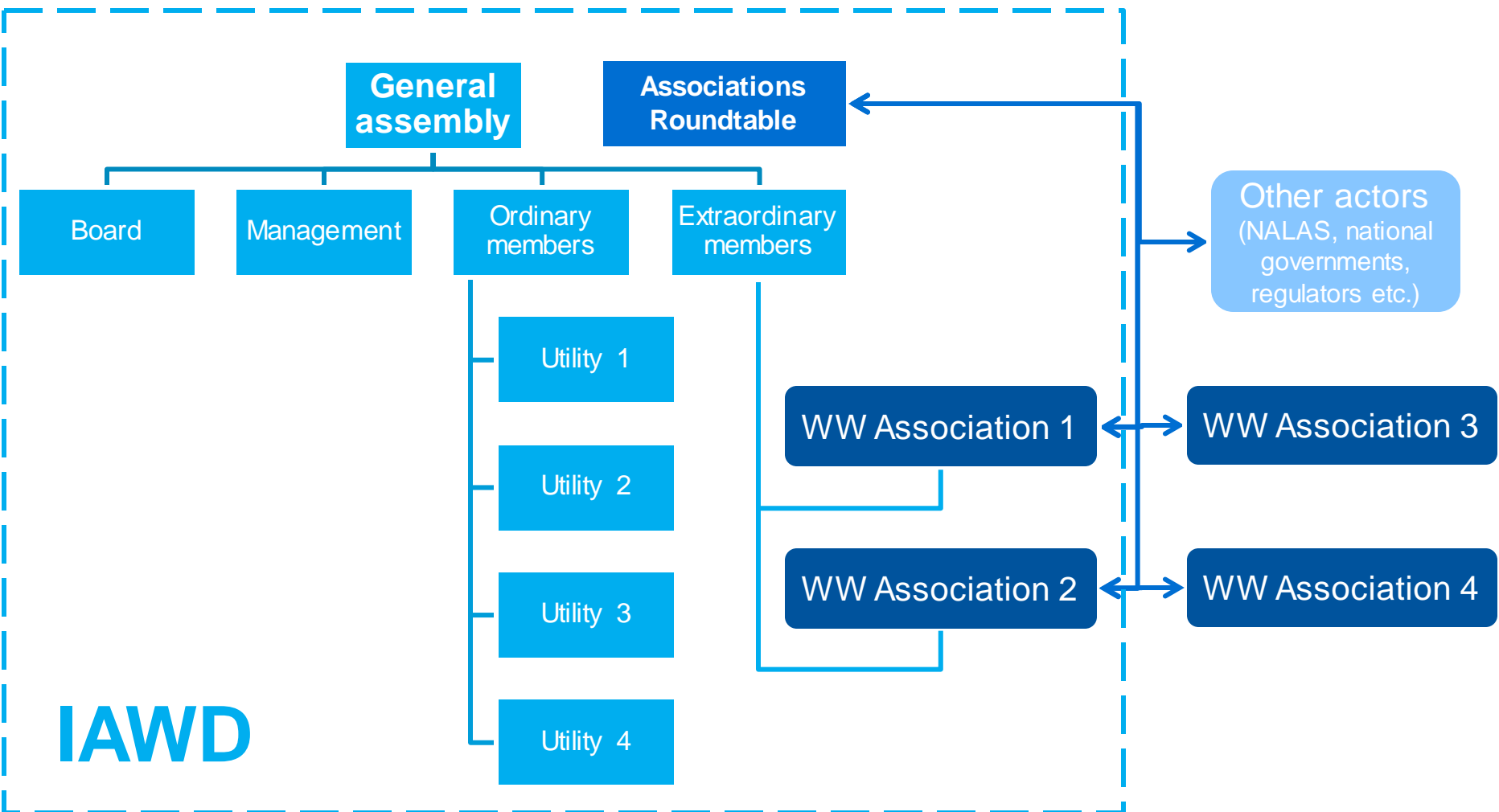
WHAT NEEDS TO HAPPEN

- ▶ 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

MOU IAWD + WW ASSOCIATIONS

- ▶ 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

IAWD AND WATER ASSOCIATIONS



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, OVG V, TZW
DWGV, DANUBIUS, GIZ/ORF, Others?

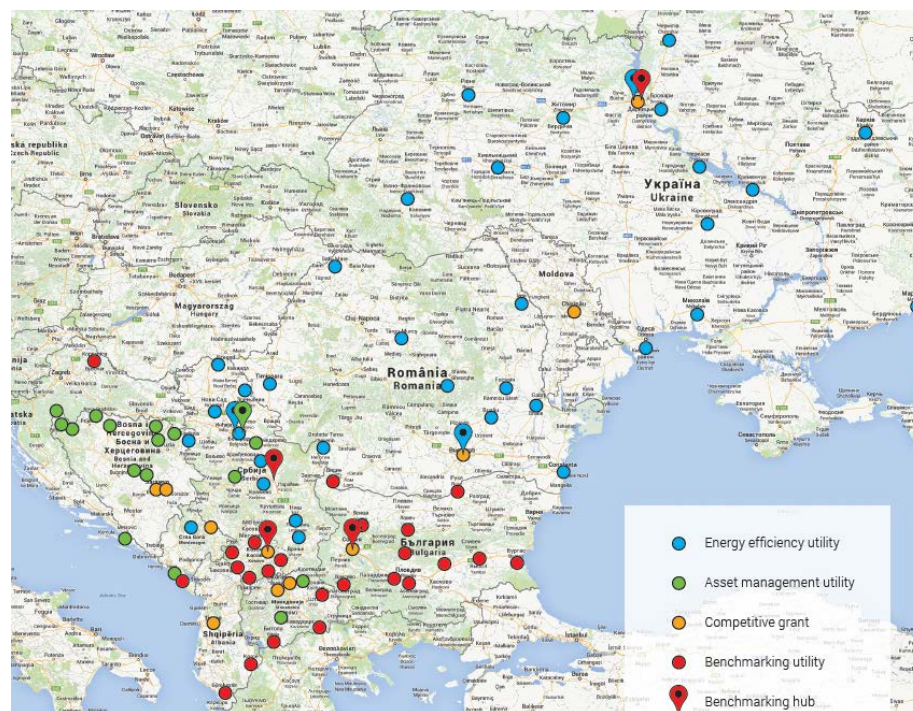
- ▶ **DWP's planned support :**
 - ▶ Specific support for WW associations to support Business Planning
 - ▶ Funding for initial Business Plans implementation
 - ▶ Continued exchanges among WW associations
 - ▶ Sharing of Utility Fees from CB

▶ **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



Asset Management	1 hub	17 utilities	4 countries	Mid-way
Energy Efficiency	3 hubs	21 utilities	6 countries	Mid-way
Utility benchmarking	4 hubs	35 utilities	8 countries	Mid-Way
Commercial Practices	4-5 hubs	Pending	Pending	Starting

EE AND AM CAPACITY BUILDING

 **AM HUB
INFRA@ASSET**



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



- ▶ 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

- ▶ 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?

WATERWORKS ASSOCIATION MEETING

DAY 2 – BLOCK DISCUSSION

TIRANA, FEBRUARY 18, 2015

- ▶ IAWD's role
- ▶ Audience and type of activities
- ▶ Formalization
- ▶ Financing
- ▶ Content
- ▶ Organization
- ▶ Next steps

- ▶ 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?

- ▶ 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



Smart policies, strong utilities, sustainable services

THANK YOU

www.danube-water-program.org