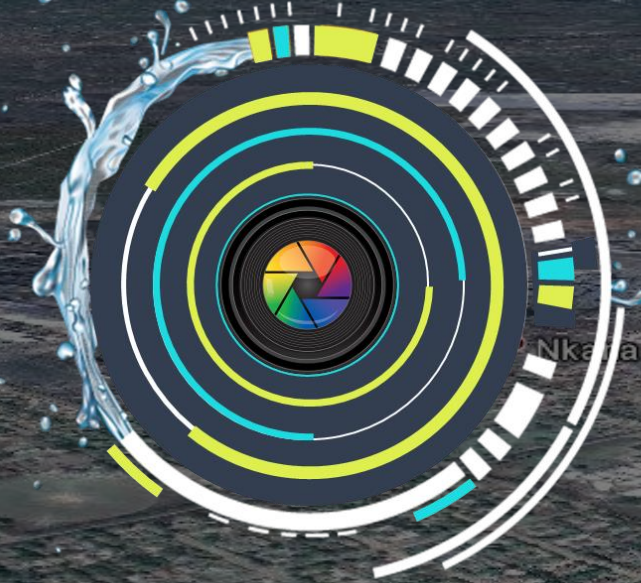


Wusakili

Nkaka West



# Utility of the FUTURE

[www.worldbank.org/uof](http://www.worldbank.org/uof)



WORLD BANK GROUP

Google



# The Challenge



How to contribute to  
Universal Access  
to water and sanitation from the  
utilities' perspective ?



# The Concept





Ignite  
transformation  
in water and sanitation utilities  
to reach universal access



# Strengthening in parallel..

Essential Processes  
to ensure efficiency  
and continuity

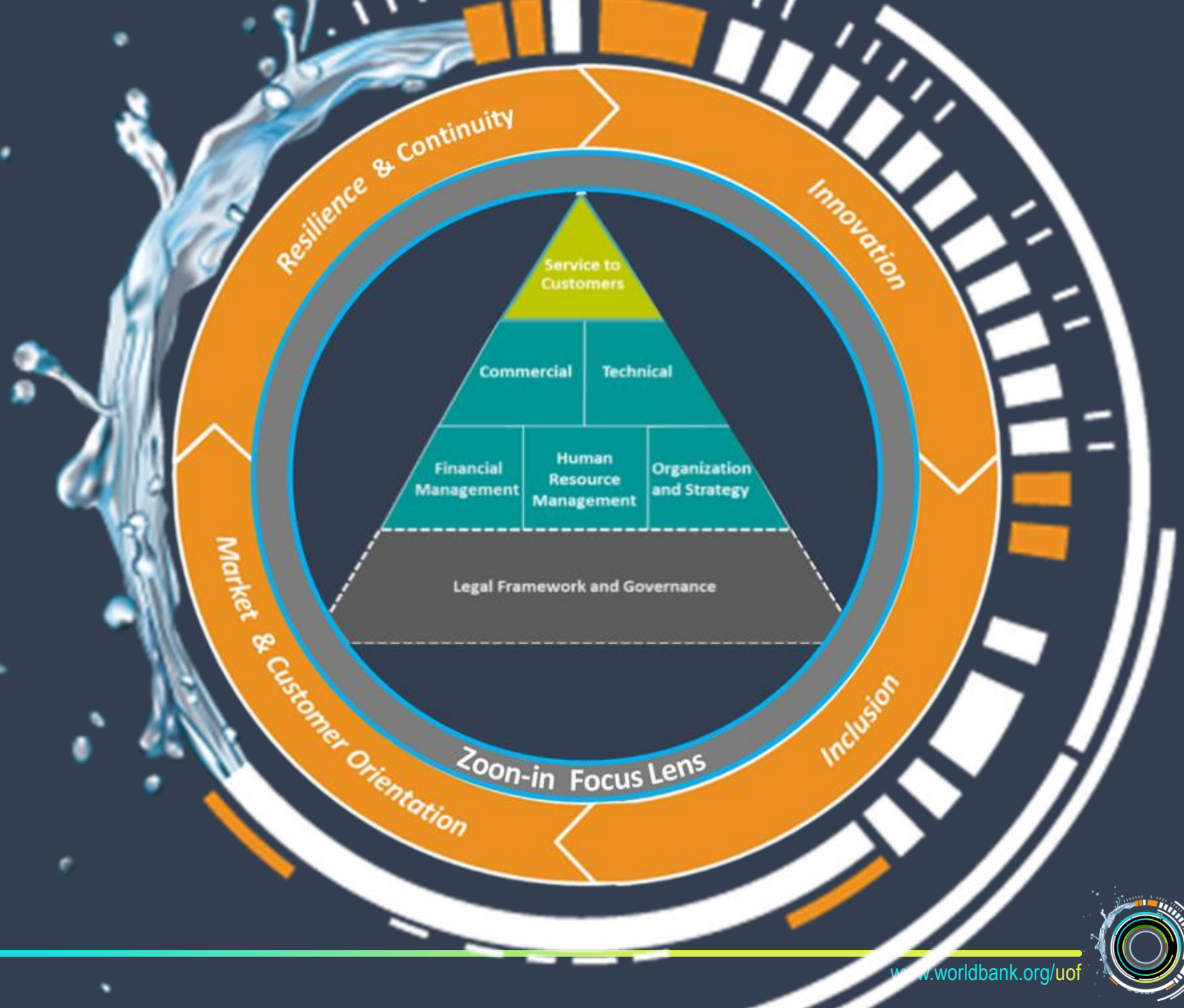


Future Readiness

Staying one step ahead in a  
rapid paced environment



# ... through a conceptual framework



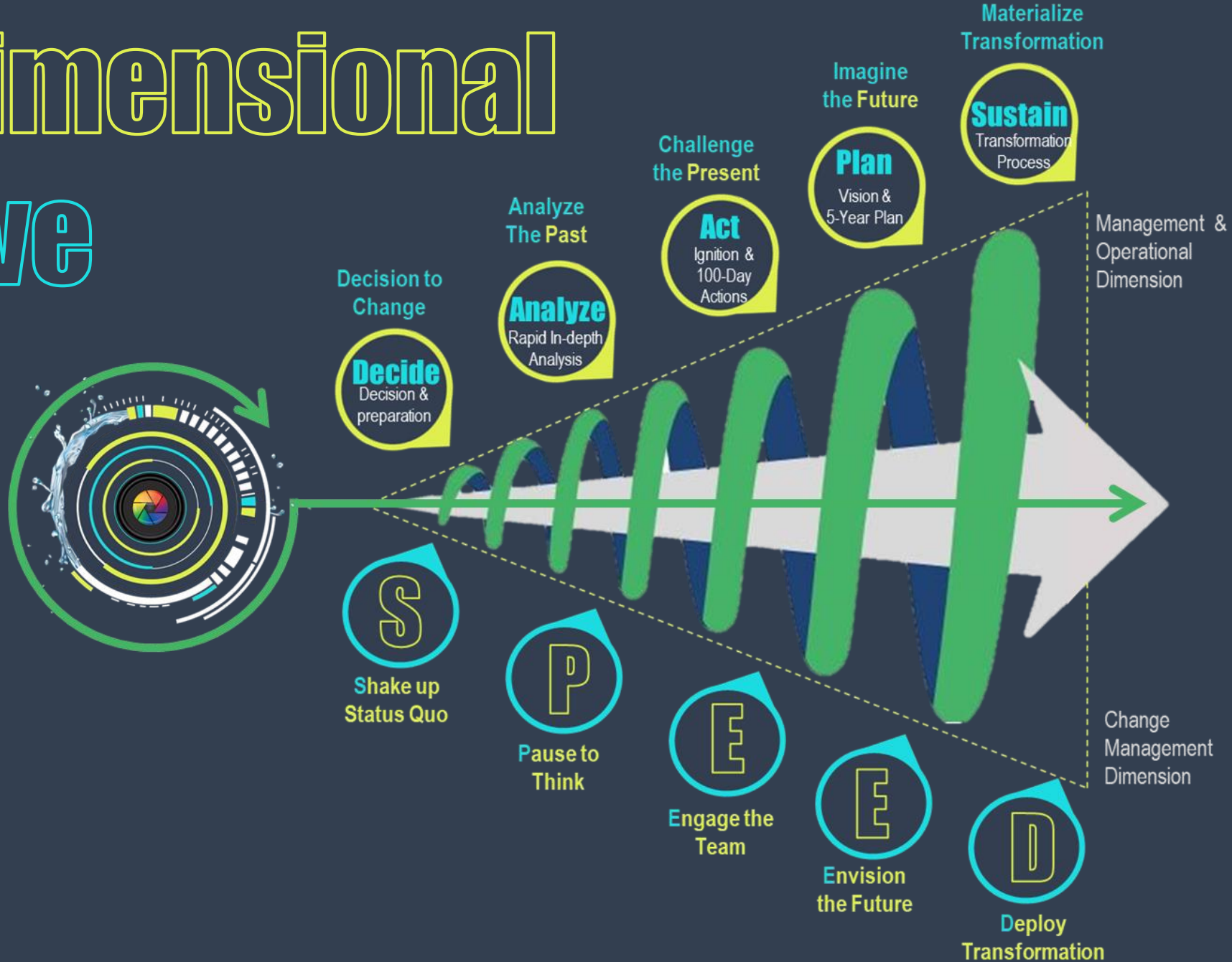
**Green Management**

**Energy Efficiency**

**Gender Balance**



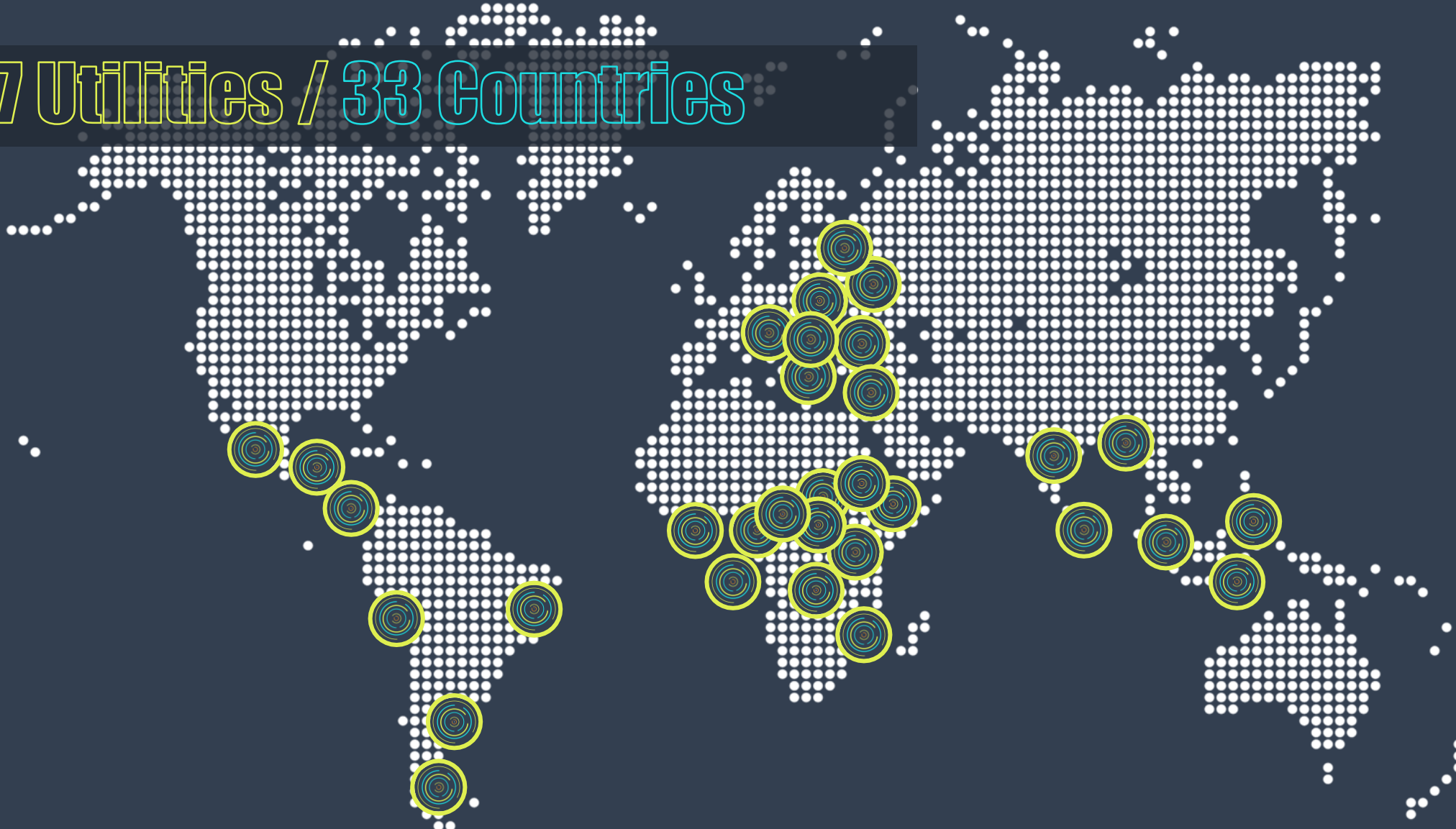
# With a bidimensional perspective





# Growing, learning, improving

87 Utilities / 33 Countries



1. Albania
2. Argentina \*
3. Bangladesh
4. Belarus
5. Bosnia and Herzegovina
6. Brazil \*
7. Burundi
8. Cambodia
9. Central Africa
10. DRC
11. El Salvador
12. Ethiopia
13. Ghana
14. Honduras
15. India \*
16. Indonesia
17. Kenya
18. Kosovo
19. Lebanon
20. Mexico
21. Moldova
22. Mozambique
23. Nigeria
24. Pakistan
25. Peru \*
26. Philippines
27. Poland
28. Rwanda \*
29. Sao Tome
30. Timor-Leste
31. Turkey
32. Uruguay
33. Zambia

(\*) Pre-pilot



# What's Next?







# UTILITY OF THE FUTURE

## CENTER OF EXCELLENCE

BOOSTING KNOWLEDGE AND  
INNOVATION TO ACCELERATE  
UNIVERSAL ACCESS



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra



Utility of the  
FUTURE



WORLD BANK GROUP  
Water

# Context

# Context



- 2.0 billion people without access to safely managed drinking water (159M ECA; 4M WB countries)
- 3.6 billion people without access to safely managed sanitation (147M ECA; 13.3M WB countries, 75%)



Utilities have a **key role** to play in **increasing access** and delivering safely managed water and sanitation services to all citizens, in line with **SDG 6**



# Joint Effort



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Confederation

Federal Department of Economic Affairs,  
Education and Research EAER  
**State Secretariat for Economic Affairs SECO**



**WORLD BANK GROUP**



UTILITY OF THE FUTURE  
CENTER OF EXCELLENCE

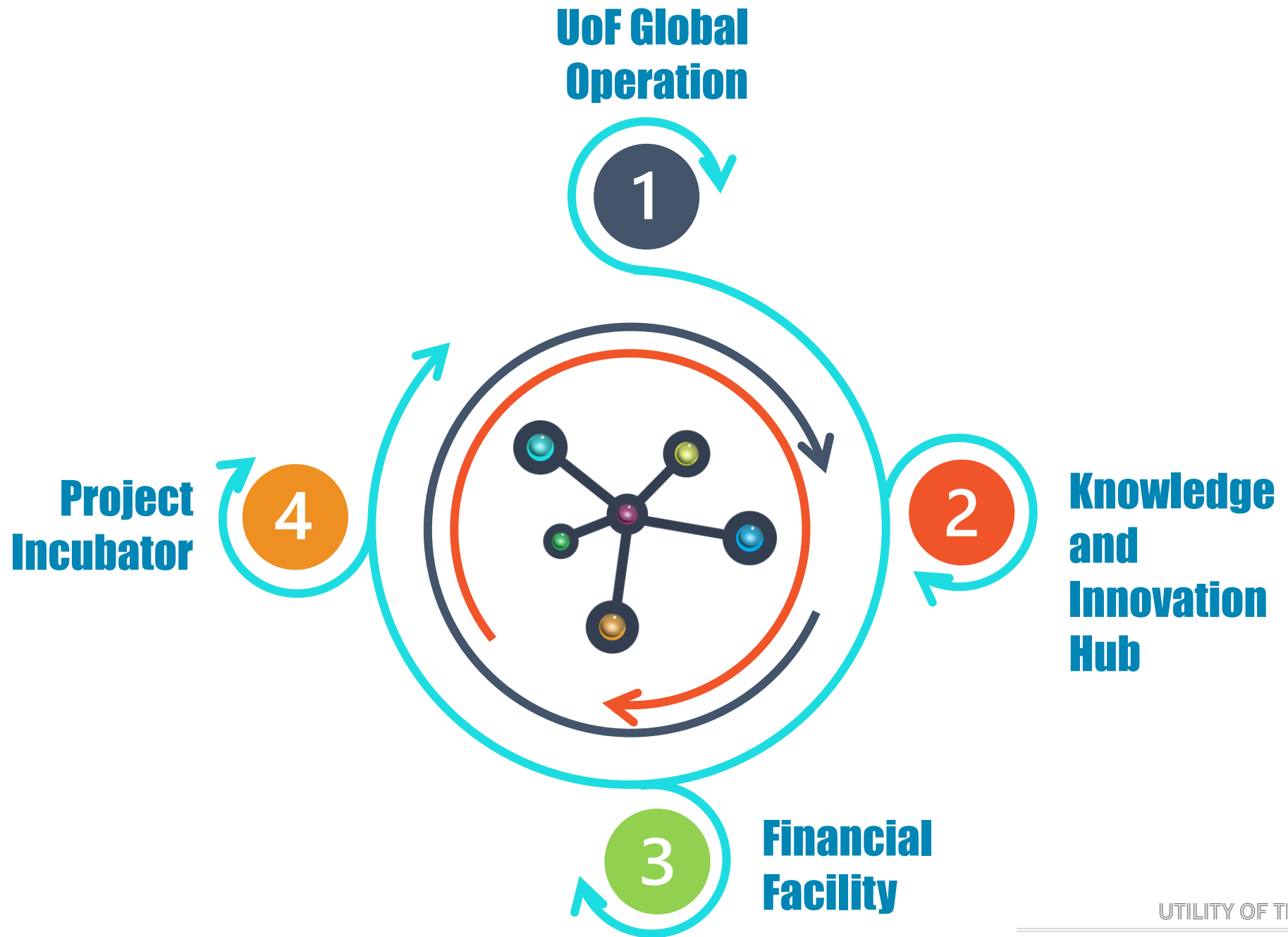
# Objective



THE PURPOSE OF THE UOF-  
COE IS TO UNLOCK THE FULL  
POTENTIAL OF WATER UTILITIES  
AND EMPOWER THEM TO  
BECOME THE DRIVING FORCE  
TO ACCELERATE UNIVERSAL  
ACCESS TO WATER AND  
SANITATION



# Components



# UoF-CoE Components



1

## UoF Global Operation

An operations center to manage and implement the UoF Global program and support water utilities worldwide

1. Management UoF Global Program
2. Support UoF implementation Worldwide
3. Training and development of local capabilities
4. Continue with the development of the UoF program and toolkit

# UoF-CoE Components



2

## Knowledge and Innovation Hub

A knowledge hub pushing knowledge frontiers on utility performance and service innovations, connecting utilities at local, regional, and global levels

1. Develop additional knowledge products and publications
2. Innovation Lab – prototype and scale-up innovation
3. Cross-fertilize utilities
4. Community of practices



# UoF-CoE Components



3

## Financial Facility

A financing facility giving comprehensive support to utilities in the Western Balkans as well as access to performance-based grants for 'quick-win' measures to improve performance and boost sustainability

1. Competitive mechanism to grant funding to up to 10 utilities for the implementation of key institutional measures and short-term improvements, based on level of commitment demonstrated during the first 100 days.
  - NRW Strategy; HR strategy and SOP's; Energy audit and energy transition strategy; Pilot for online payments; Training programs, Maintenance systems; Data management; among others.
2. Detailed assessments of the sectoral enabling environment (PIR)



# UoF-CoE Components



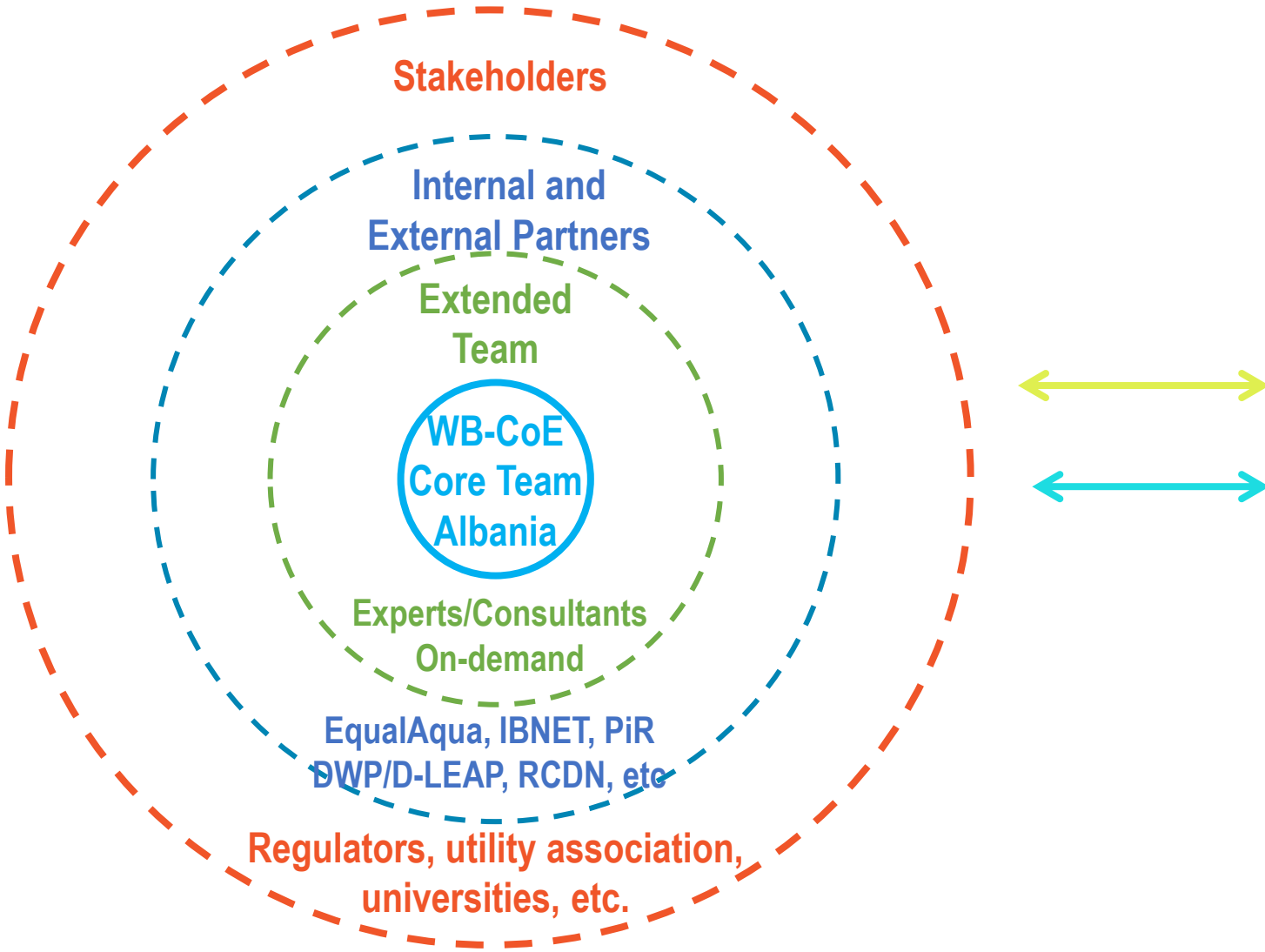
4

## Project Incubator

A project incubator to identify needs and opportunities for further support and to help utilities in the preparation of strategic investments

1. Business plans and/or roadmaps with clear investments plans
2. Detailed assessments of particular sub-sectors
3. Procurement support: inputs for technical specifications and terms of reference
4. High-level assessments of infrastructure options and pre-feasibility studies

# Implementation Arrangements

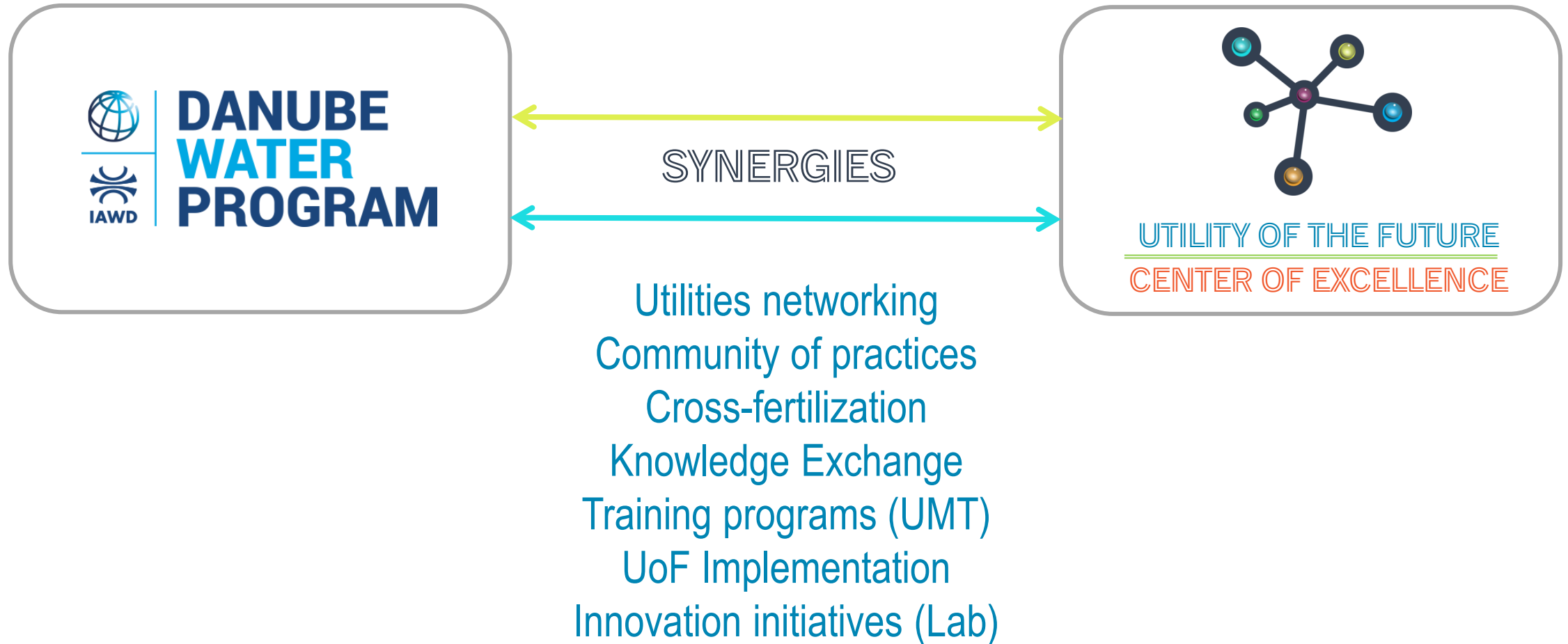


**50** Utilities to begin their transformation

**10** Leading Utilities for in-depth support

**1** Goal **Water for all**

# Implementation Arrangements





# How to participate?

**Register here:**



**If you are a utility from Albania, Bosnia-Herzegovina, Kosovo, Montenegro, North Macedonia, Serbia or Kosovo, and you want to be one of the 50 utilities that will be part of the UoF-CoE Program, please register here and we will send you information soon.**