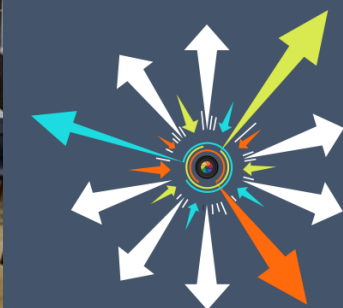
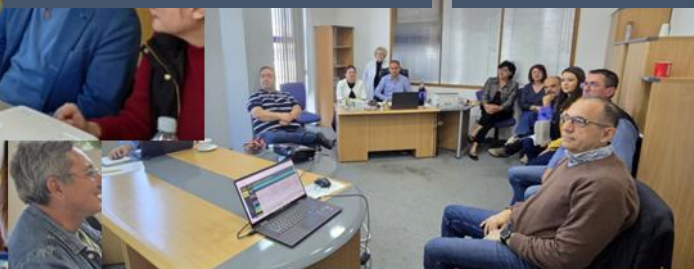




UTILITY OF THE FUTURE

HUMAN-CENTERED APPROACH

Version 4.1 | 2026

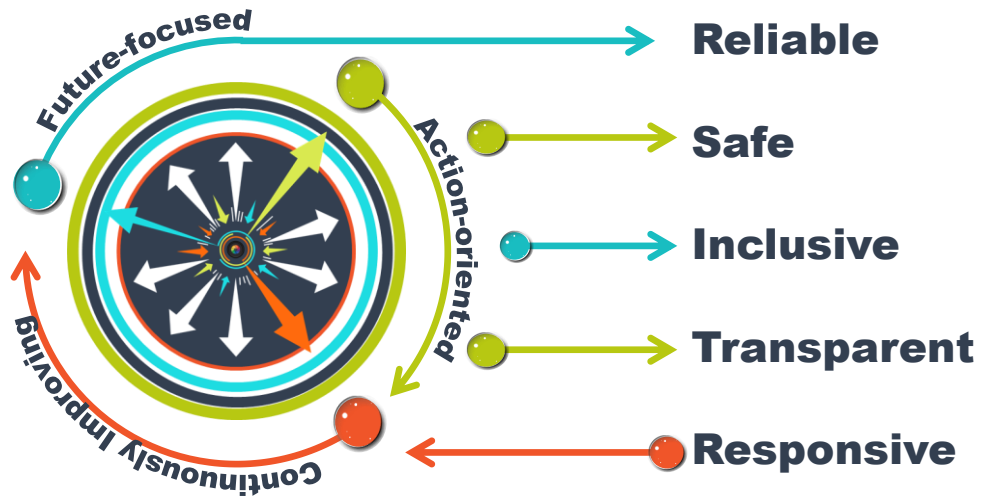


Utility of the Future objective



Ignite transformation in water
and sanitation utilities to reach
universal access

A Utility of the Future (UoF)

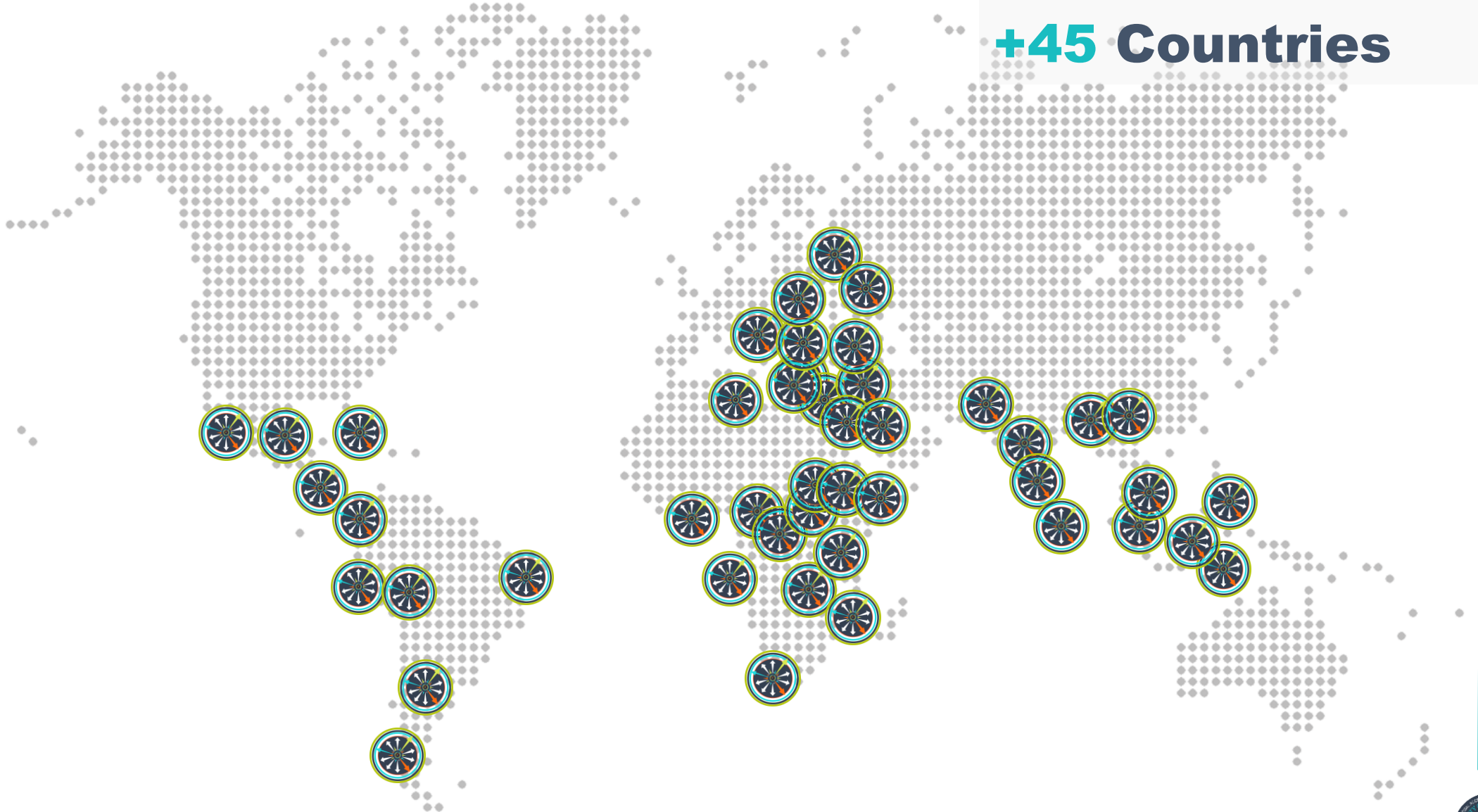


A Utility of the Future (UoF) is defined as a **future-focused**, **action-oriented**, and **continuously improving** utility that provides reliable, safe, inclusive, transparent, and responsive water supply and sanitation (WSS) services through best-fit practices that allow it to operate in a dynamic, efficient, resilient, adaptative, and sustainable manner.

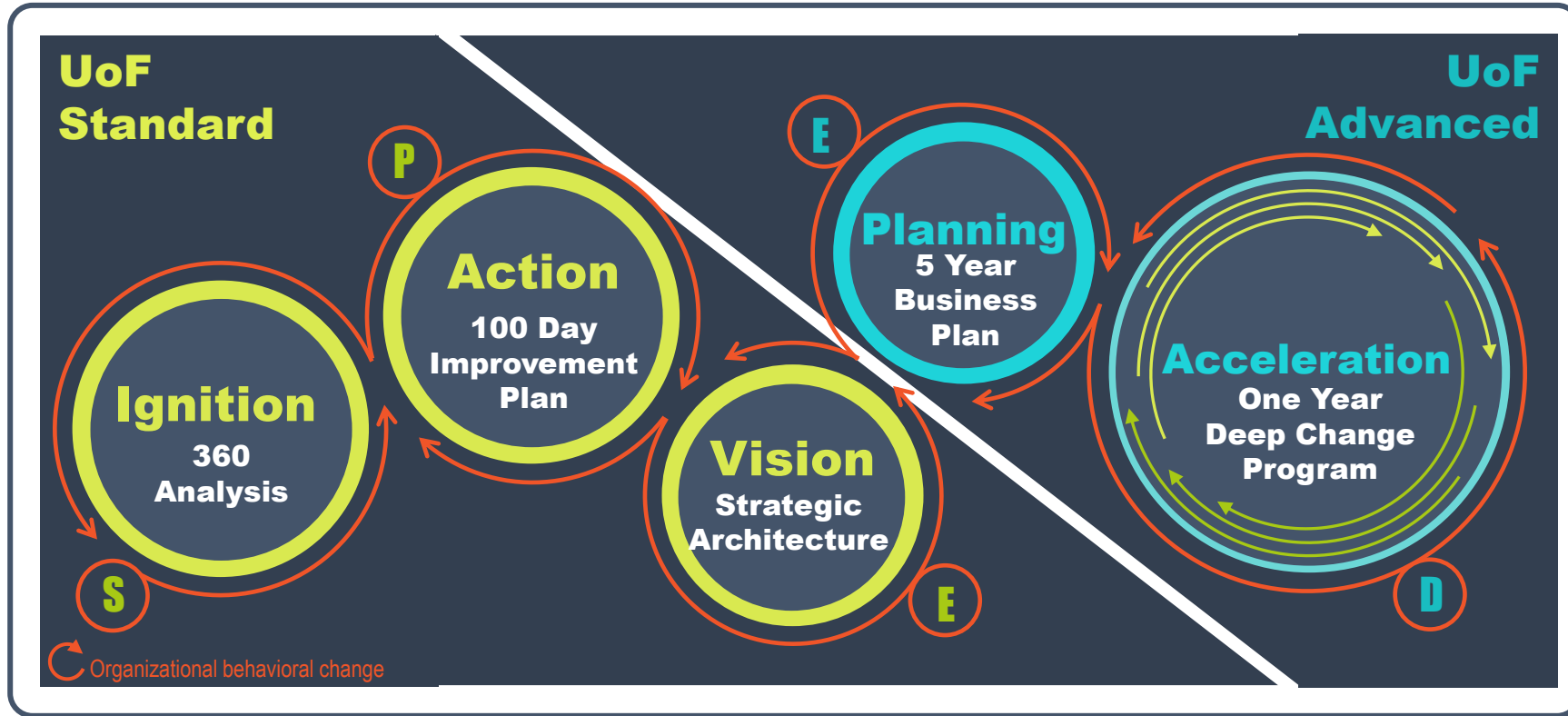
Presence worldwide

Albania
Argentina
Bangladesh
Belarus
Bosnia and Herzegovina
Brazil
Burundi
Cambodia
Central African Republic
Colombia
DRC
Egypt
El Salvador
Ethiopia
Ghana
Grenada
Honduras
India
Indonesia
Jamaica
Jordan
Kenya
Kosovo
Laos
Lebanon
Mauritius
Mexico
Moldova
Montenegro
Mozambique
Nepal
Nigeria
North Macedonia
Pakistan
Peru
Philippines
Poland
Rwanda
Sao Tome
Serbia
South Africa
Sri Lanka
Timor Leste
Turkey
Uruguay
Zambia
...

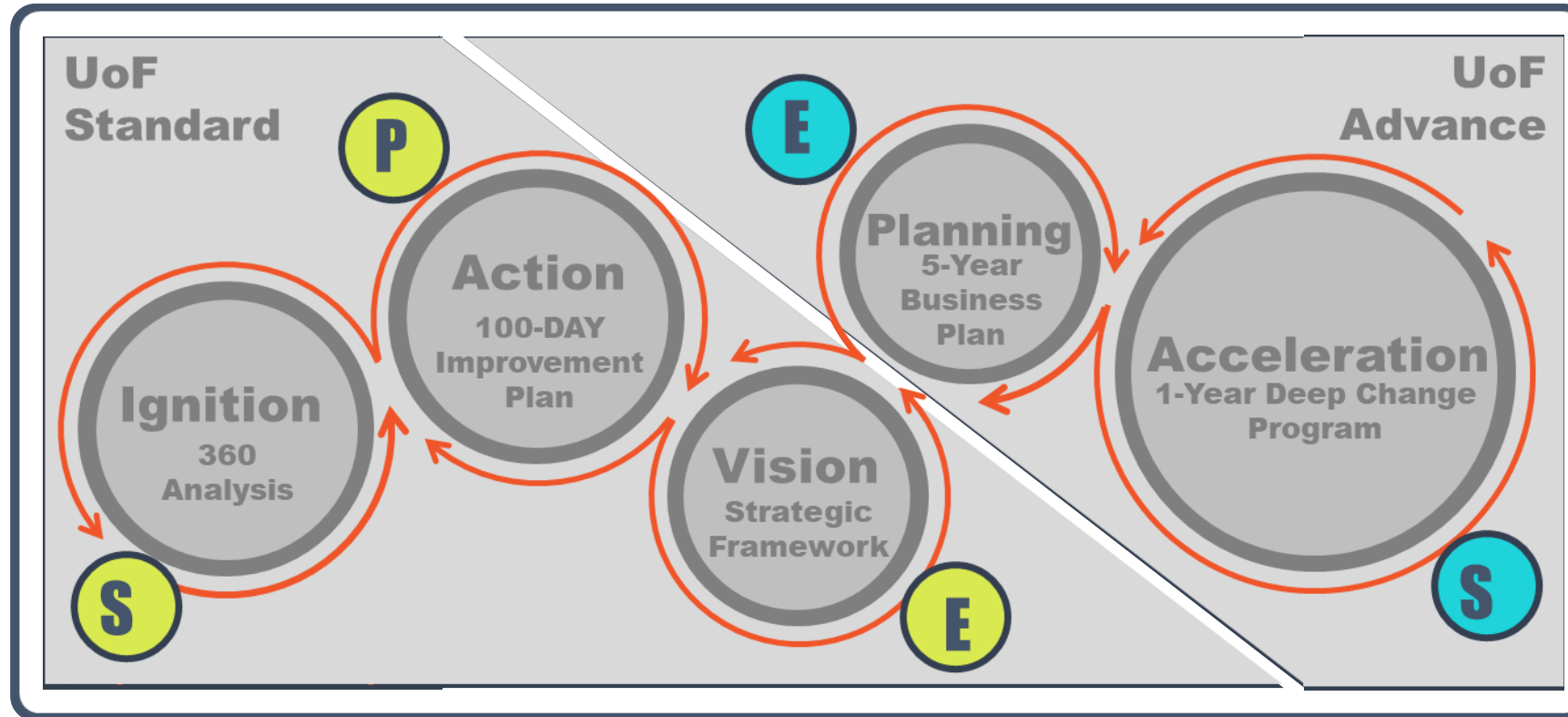
+150 Utilities
+45 Countries



UoF Process



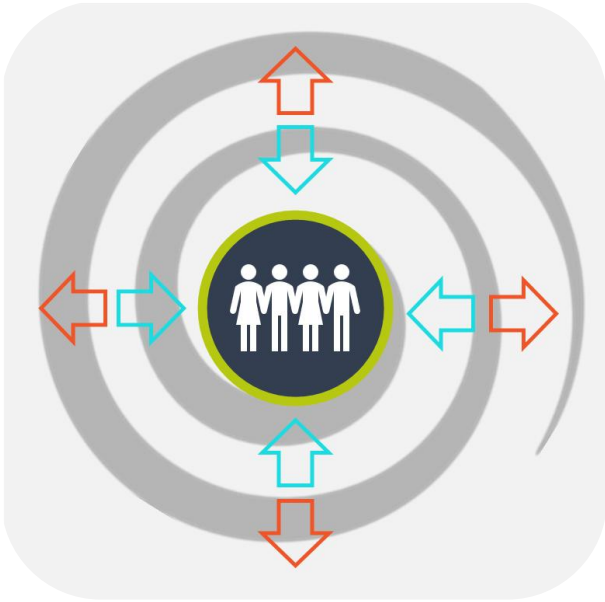
SPEED | Behavioral Change



In parallel to each phase of the UoF implementation, the UoF methodology incorporates a human-centered dimension called **SPEED** (Shake up, Pursue, Engage, Energize, Dynamize), which provides guidance on behavioral change, leadership, and teambuilding.



SPEED | Human Centered Approach



- S** **Shake up the Status Quo:** Disrupt the current situation within the utility by challenging existing practices and assumptions.
- P** **Pursue the Change:** Actively involve the utility team in the change process by motivating and engaging employees to take actionable steps toward transformation.
- E** **Envision the Future:** Actively involve utility staff in the process of shaping the future vision.
- E** **Energize Change:** Encourage staff to contribute meaningfully, identifying clear, actionable steps and fostering collaboration across departments.
- D** **Dynamize Actions:** Engage staff in self-reflection to identify personal barriers to improvement and to recognize their active role in the transformation process.

Ignition Week | **Shake Up the Status Quo**



Main Objective:

Engage senior leadership in disrupting the utility's inertia (business as usual) and take the utility out of its comfort zone.

Expected behavioral change

- **Leadership becoming agents of change.**
- **Managers embrace innovative thinking**
- **Managers are dedicated to actively engaging the entire utility staff**

Expected outputs

- **Top leaders convinced of the need for change.**
- **Utility internalizes decision to initiate a transformation process**

100-Day Plan | Pursue the Change



Main Objective:

Develop a motivated and enthusiastic team that is ready both to implement the defined actions and to involve more staff in the transformation process.

Expected behavioral change

- Staff are empowered to drive change
- Hierarchical barriers are eliminated, entire utility team has a voice
- Sense of pride in contributing to tangible change

Expected outputs

- The team is proud of the results it has achieved.
- Team is motivated to take the utility to the next level.
- Identification new leaders and high-potential staff.

Vision| Envision the Future



Main Objective:

Co-create the roadmap to becoming a Utility of the Future.

Expected behavioral change

- **Utility staff adopt a long-term vision and future thinking.**
- **Teamwork and collaboration co-create the desired future**
- **Utility staff are aligned with the new vision and mission**

Expected outputs

- **Strategic vision is communicated to the entire staff.**
- **Strategic framework is developed collaboratively.**
- **Continuous improvement becomes part of the organization's DNA**

Business Plan | Energize Change



Main Objective:

Develop a comprehensive business plan that effectively translates the utility's strategic vision into actionable and financially viable initiatives.

Expected behavioral change

- **Shift the mindset from day-to-day tasks to long-term vision.**
- **Strong sense of discipline emerges, turning ideas into actions**
- **Staff recognize their role as integral to the larger organization.**

Expected outputs

- **Staff members demonstrate a higher level of ownership for the BP**
- **Improved alignment across the organization.**
- **Recognition of staff who have shown exceptional engagement and leadership potential during the business plan**

1-Year Deep Change Program | **Dynamize Actions**



Main Objective:

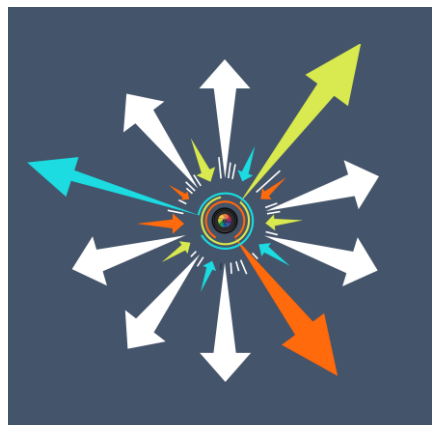
Cultivate a motivated and engaged team that actively participates in and drives the one-year transformation program, fostering widespread involvement and commitment to change

Expected behavioral change

- **The utility recognizes the critical importance of change management in driving successful transformation.**
- **The utility breaks down silos, encouraging collaboration and teamwork across all departments.**
- **A vision aligns staff efforts with the utility's long-term goals.**

Expected outputs

- **Teams take pride in their accomplishments and contributions**
- **Staff committed to advancing the utility's goals, with leadership acknowledging their efforts.**
- **Additional leaders and high-potential staff are identified and recognized.**



UTILITY OF THE FUTURE

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