

WATER MARK

E-newsletter to keep WOPs utilities in touch and informed.

Editor: Cherry Ann Santos

Twins win at First Regional Forum

Cherry Ann Santos

Twinning is winning! This statement captures the results achieved so far in the ADB twinning program.

It is also the resounding message in the First Twinning Regional Forum held from 10 to 13 February at the K Water Academy in scenic Daejeon, Korea. For the first time, twinning utilities met to discuss twinning progress and processes and learn from each others' best practices.

Despite delays in the start up phase of various twinning partnerships significant results are being achieved. By setting up a DMA under the guidance of expert twin Jamshedpur Utilities and Services Company Ltd., the National Water Supply and Drainage Board of Sri Lanka saves 900,000 rupees (approximately US\$8,000) in a month from reduced booster pumping of water.

Philippines' Davao City has reduced non revenue water (NRW) by 10% (from 31% to 28%) learning from twin Ranhill on applying an holistic approach that involves the whole organization. Cebu City also from the Philippines has applied advice from its twinning partner City West Water Australia with remarkable early results. They have exceeded their 15% NRW reduction target in a pilot zone by cutting the level from 39% in September 2008 to 12% in January 2009.



First Twinning Regional Forum, Daejeon, Korea

Following Maldives' Malé Water and Sewerage Company Pvt. Ltd. advice, Thimphu City Corporation of Bhutan has minimized illegal connections and increased revenue with detection of unbilled connections. Vietnam's Danang Water Supply Company has introduced reforms in

management systems and in their leak detection program in close collaboration with expert twin Haiphong Water Supply One Member Company, Ltd.

After visiting their expert twin Phnom Penh Water Supply Authority, Binh Duong Water Supply Sewerage Environment Company realized the need for a systematic training of their staff and quickly established a new training department.

Both expert and recipient twins appreciate ADB's initiative on twinning and the assistance continuously provided during implementation. As Director Nguyen Truong Anh of Danang quips "in an integrated world, experiences sharing through twinning is the shortest route to success."

ADB is now working on improving the twinning process based on the discussions at the Forum and recommendations made by the utility twins.

This regional forum was the first activity organized by ADB under the WaterLinks initiative, which is a regional network that promotes "twinning" partnerships. WaterLinks is supported by ADB, USAid and International Water Association (IWA).

USAid participated in the Forum together with two of its recipient twins under its ECO Asia program - Provincial Waterworks Authority in Thailand and Maharashtra Jeevan Pradhikaran in India.

CIB progresses in Punjab

Bryn Campbell

In September 2008 Bryn Campbell CIB Facilitator, visited Rawalpindi and Faisalabad Water and Sanitation Authorities (WASA) to launch their Continuous Improvement and Benchmarking (CIB) programs. A training session was held at both WASAs and their four CIB service teams given periodic assignments that could be completed using CIB documentation and remote support by Bryn.

Targeted services were leak detection and leak repair for Rawalpindi and unauthorized consumers and sewerage blockage removal for Faisalabad. A CIB facilitator was appointed in both utilities.

Subsequent communications have been by e-mail and this has proved effective. Seven assignments have been developed and reviewed, and expected deliverables completed. Deliverables included service definitions, process maps, performance measures and actual results, and root cause analysis. The teams are now in the process of re-designing their services using a process map, gap analysis and an implementation plan with a resource budget. To justify their recommendations the teams are also defining future performance targets.

Some of the root causes of service weaknesses are:

- Lack of education on consumers' role and responsibility in water and sewerage service delivery;
- Lack of incentives for citizens to report pilferage;
- Poor information and lack of up-to-date network maps;
- No active surveillance program to detect illegal connections;

- Property development not reported to the WASAs;
- Shortage of vehicles and equipment;
- No metering of domestic users;
- Weakness in staff skills and capacity;
- No documentation of approved policies and procedures; and
- Weak network condition monitoring and a lack of proactive rehabilitation and replacement.

These causes of weak performance are not unique to Rawalpindi and Faisalabad. They are often seen across the sector in many countries.

A key feature that boosts CIB progress in Pakistan is the support of the WASAs' managing directors; the Urban Unit, a division within the Urban Sector Policy and Management Unit of the Punjab Government; and the Water and Sanitation Program.

SEAWUN Leaders meet at Forum in Lao PDR

Nina Narciso



Lao delegates, during the break-out session.

Experts among water utilities in Southeast Asia gathered in Luang Prabang, Lao PDR for the SEAWUN Leadership Forum held from October 27 to 28, 2008. Over the two-day period, participants gained a better understanding of what makes for a successful utility operation. Also discussed were notable institutional reforms, strategies for replicating experiences of successful utilities, and guidelines for improving overall service delivery.

Similar Leadership events are being considered for SAWUN and CASCWUA.

2nd Non Revenue Water Workshop in Malaysia

Nina Narciso

The second of three series of Non Revenue Water (NRW) workshops was held on 10-14 November 2008 in Kota Kinabalu, Malaysia. Eleven water utilities from the first NRW workshop continued and were joined by five utilities from India, Indonesia, Malaysia and Viet Nam. Participants shared their experiences in developing water balance assessments. Perbadanan Bekalan Air Palau Pinang from Malaysia and Vientiane Capital City Water Supply State Enterprise from Lao PDR presented case studies on how they managed and addressed their NRW.

Participants were shown how to prepare physical and commercial loss reduction programs and design a District Metered Area (DMA). They are expected to set up their first trial DMAs and submit progress report by end March 2009.



We would like to hear from you. Please share your memorable stories, ideas, best practices, etc. to fellow WOPS utilities. Please email us and we will feature your article on our next Watermark issue.

WOPs Team

Paul van Klaveren pvanklaveren@adb.org
Bryn Campbell bryncamp@iprimus.com.au
Cherry Santos casantos@adb.org
Mai Flor mflor@adb.org
Niña Narciso mrcnarciso@adb.org
Robert Hood rhood@adb.org