



WATER OPERATORS' PARTNERSHIP BETWEEN

**Empresa Municipal de Saneamiento Básico de Puno
Sociedad Anónima**

EMSAPUNO S.A. – Peru

Companhia de Saneamento de Minas Gerais

COPASA MG – Brazil

TARGETED IMPROVEMENTS ON

Water Safety Planning (WSP) | Water Quality Management

MENTEE

Empresa Municipal de
Saneamiento Básico de
Puno Sociedad Anónima
(EMSAPUNO S.A.) – Peru

Public Municipal Water and Sanitation Utility

MENTOR

Companhia de Saneamento
de Minas Gerais
(COPASA MG) – Brazil

Semi-public Regional Water and
Sanitation Utility

GENERAL DATA

36,600

WATER CONNECTIONS

(2014)



4,841,000

WATER CONNECTIONS

(2014)

33,800

SANITATION CONNECTIONS

(2014)



3,157,000

SANITATION CONNECTIONS

(2014)

MOTIVATIONS

Develop a plan to reduce/manage
risks related to water quality in Puno's
water supply system

Mobilize international financial support

Develop staff capacity and networking
opportunities

Exercise social responsibility

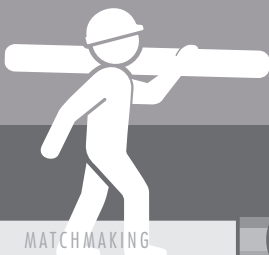
Expand international activities and
boost reputation

Increase staff motivation and internal
capacity on Water Safety Plans

SUPPORTING THIRD PARTY

This WOP was instigated and co-funded by GWOPA and Cap-Net who supported utility training on Water Safety Plans using WHO/IWA WSP toolkit. The WOP-LAC Secretariat helped pair the utilities and develop the MoU. An individual WSP expert from each country accompanied the WOP (Universidade Federal de Viçosa and the Peruvian government), intervening on training during the visits. The external expert on the mentee's side also provided motivation, technical support and advice in the development of the WSP.

TIMELINE



2012
Regional WSP workshop for LAC utilities held in Quito (GWOPA, Cap-Net, IWA).

Expression of interest from EMSAPUNO to take part in a WOP on WSP.

2013

FORMATION

March

MoU signed between EMSAPUNO and COPASA, with WOP-LAC, GWOPA and Cap-Net support.



2014

IMPLEMENTATION

2014

IMPLEMENTATION

April

Technical visit of EMSAPUNO to COPASA for WSP training.

May

EMSAPUNO internal workshop to select the WSP technical team.

September

Technical visit of COPASA to EMSAPUNO to review WSP progress and assess Puno's water system.

February

First WSP draft completed by EMSAPUNO for review by the mentor.



February

WOP evaluation visit to EMSAPUNO.



2015

EVALUATION

2015 ...

COST



EMSAPUNO estimated an additional US\$ 32,000 of staff time to design and implement the WSP over 8 months following the WOP.

GWOPA

CAP-NET

EMSAPUNO S.A.

COPASA

US\$ 14,000

US\$ 5,000

US\$ 7,500
(ESTIMATED IN-KIND VALUE OF STAFF TIME)

US\$ 7,350
(ESTIMATED IN-KIND VALUE OF STAFF TIME)

— DIRECT COST OF WOP US\$ 19,000 —

APPROACH






The partnership activities kicked-off with the initial visit of EMSAPUNO to COPASA, where the mentee received theoretical training on the WSP methodology. Following this initial visit, an internal workshop was organized to disseminate the training within EMSAPUNO and form a WSP technical team. The team then assessed the entire water supply system to understand and characterize potential hazards affecting water supply. When COPASA visited EMSAPUNO, the mentee team was able to present its progress on the WSP and obtain constructive recommendations to improve it.





IMPROVEMENT TRACKS



Design of Puno's WSP for the water supply system to improve EMSAPUNO's organizational efficiency and ensure qualitative and quantitative water supply.

-  Water Safety Plan document prepared (hazards and control measures identified, operational and monitoring management plans established, management and communication protocols in place).
-  Increased capacity on technical aspects and methodology of WSP.
-  New knowledge and working methods acquired.

Cross-Cutting

-  Increased staff awareness on water quality issues and health risk management.
-  WSP being used as a management and investment prioritization tool.
-  Increased managerial self-awareness (e.g. need for more staff training).
-  Acquisition of mentoring capacity and willingness to share knowledge.

CHALLENGES



Financing the implementation of the water safety plan:

although low-cost corrective measures have been undertaken based on the WSP, additional funding is required for its full implementation.

Time constraints and staff availability: tight training schedule during field trips; WOP activities added on top of regular daily workload for the mentee's staff.

SUCCESS FACTORS



Demand-driven and specific focus: The mentee actively pursued this partnership in order to develop a WSP. The small team committed to the design and development of the WSP facilitated cohesion, appropriation and planning.

Alignment with national reforms: The Ministry of Health's recent requirement for all water utilities in Peru to have in place a Plan de Control de Calidad (highly similar to a WSP) creates the institutional support and financing opportunities for the implementation of the WSP.

Cost-effectiveness: in terms of balancing the benefits of an international collaboration with those of minimizing the travel distance and costs for the utilities' visits.

WHAT THEY SAID



"It would have been difficult to produce the WSP without the WOP."

General Manager – EMSAPUNO

"We now have the will and method to do things well, understanding the importance of infrastructure and acknowledging that this affects the health of the population."

Head of the Operation and Maintenance Division – EMSAPUNO

"The WSP is very much about the identification of hazards associated with the water quality. However, through this process, we also identified hazards associated with the management of the utility."

Health Ministry of Peru (DIGESA), Facilitator and WSP consultant – EMSAPUNO



UNESCO-IHE
Institute for Water Education

WATER OPERATORS' PARTNERSHIPS

WOPs are peer-support arrangements between two or more water and sanitation operators, carried out on a not-for-profit basis with the objective of strengthening operator capacity.

BEWOP

Boosting the Effectiveness of Water Operators' Partnerships (BEWOP) is a 5-year research, operational support and outreach initiative aimed at boosting the effectiveness of Water Operators' Partnerships around the world.

Launched in September 2013, BEWOP is a collaboration between leading water sector capacity development institute, UNESCO-IHE, and UN-Habitat's Global Water Operators' Partnership Alliance, the organization leading the global WOPs movement.

This project has been made possible by the support of the Dutch Ministry of Foreign Affairs (DGIS).

This factsheet is part of a series summarizing WOPs cases being studied in order to draw lessons and guide better practice.

FIND OUT MORE

BEWOP.org | [#BEWOP](https://twitter.com/BEWOP)

GWOPA.org