



# **EU—WOP PROGRAMME**

An overview of its  
Water Operators' Partnerships



Explore the map

**EU—WOP  
PROGRAMME**



## Capacity Development for Enhanced Water Services Delivery for Hargeisa Water Agency (CapDEWASH)

### Partnership

- **Beneficiary Partner(s):**  
Hargeisa Water Agency (HWA), Hargeisa, Somaliland, Somalia
- **Lead Partner:**  
National Water and Sewerage Corporation (NWSC), Kampala, Uganda



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all

### Project Budget

**Total project value:** \$ 654,780

**Counterpart contribution:**  
\$ 216,000

**EU-WOP grant:**  
\$ 438,780

**33%**

**67%**

### Project Overview Description

The WOP will support capacity development of Hargeisa Water Agency in the priority thematic areas

### Improvement Areas

- Water Production
- Water Distribution
- Infrastructure Development and Investments
- Customer Relations and Billing
- Low-income Area Management
- Climate Change Adaptation/Energy Efficiency
- Gender Mainstreaming and Social Inclusion
- WOP Project Management/Programme Support

### Objectives and Expected Results

**Improved management and coverage of water services in Hargeisa Water Agency (HWA)**

- Water produced (m3)
- Water supply coverage (%)

**Sustainable Operation and Maintenance of water supply infrastructure in HWA**

- Documented SOPs and O&M Manuals
- Maintenance Management System
- Compliance with National Standards of drinking parameters (%)

**Improved organizational performance with respect to performance accountability, revenue enhancement, financial sustainability and operational efficiency**

- Non-Revenue Water (%)

### Objectives and Expected Results

- Collection Efficiency (%)
- Progress of implementation of the Non-revenue Water Reduction Plan

**Improved capacity for stakeholder engagement and customer concerns solicitation and tracking systems**

- Documented Customer charter and service standards
- A system for soliciting and tracking customer complaints
- Customer satisfaction index


**Improved services provision to the urban poor and socially excluded groups in Low Income Areas of Hargeisa**

- Documented Pro-poor policy and performance measurement framework
- Increase in number of connections on subsidized tariff (Public Stand Posts) for urban poor and socially excluded groups in low-income areas (Nos)

### Outcomes

- Improved water resources and environment
- Improved Quality of service and customer orientation
- Improved Technical Operational Efficiency
- Improved Water quality and Public Health
- Improved Commercial Efficiency
- Pro-poor Orientation and social inclusion
- Improved infrastructure development

## Connecting communities through Sanitation and Water Operators Partnership - eThekwini-Bremen-Hamburg

Partnership	SDG6 Targets	Project Budget
<p>→ <b>Beneficiary Partner(s):</b> eThekwini water and sanitation, Durban Ethekwini, South Africa</p> <p>→ <b>Lead Partner:</b> HanseWasser Bremen GmbH, Bremen, Germany</p> <p>→ <b>Supporting Partner(s):</b> Hamburger Wasserwerke GmbH, Hamburg, Germany Viva con Agua de Sankt Pauli e.V., Hamburg, Germany Council for Scientific and Industrial Research, Pretoria, South Africa Open cities lab, Durban, South Africa</p>	 <p>→ <b>6.1</b> Universal and equitable access to safe and affordable drinking water for all</p> <p>→ <b>6.2</b> Access to adequate and equitable sanitation and hygiene for all</p> <p>→ <b>6.3</b> Improve water quality, wastewater treatment and safe reuse</p> <p>→ <b>6.4</b> Increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater</p>	<p><b>Total project value:</b> \$ 491,462</p> <p><b>Counterpart contribution:</b> \$ 114,452</p> <p><b>EU-WOP grant:</b> \$ 377,010</p> <p><b>23%</b> <span style="float: right;"><b>77%</b></span></p>

<p><b>Project Overview Description</b></p> <p>The joint WOP between Germany and South Africa will contribute to a number of SDGs, esp. 6,5, 11 and 17.</p> <p>The focus is laid on the improvement of water and sanitation services through a multistakeholder involvement. Capacity development in reducing NRW, improving water metering and sanitation efficiency will be at the core of the WOP. Non-traditional ways of addressing customers and women's empowerment among utility staff will complement a sound WOP project.</p>	<p><b>Objectives and Expected Results</b></p> <p><b>Contribution to SDG 11</b></p> <p>→ Planning instruments to support sustainable urbanization in place</p> <p><b>Contribution to SDG 17</b></p> <p>→ Total amount of foreign direct investment or official development assistance → Proportion of domestic budget funded by domestic taxes</p> <p><b>Outcomes</b></p> <p>→ Improved operational conditions for water supply and reduced water losses → Established technical base for the introduction of smart water metering → Improved sanitation and wastewater management at decision-making level → Improved financial sustainability of the provided water and sanitation services → Increased competitive strength to raise funds for innovation processes</p>
<p><b>Improvement Areas</b></p> <p>→ Water Distribution → Sanitation → Customer Relations and Billing → Gender Mainstreaming and Social Inclusion → Others: Organisational Development → WOP Project Management/Programme Support</p>	
<p><b>Objectives and Expected Results</b></p> <p><b>Improved services for water and sanitation in the eThekwini Municipality / Contribution to SDG 6</b></p> <p>→ Proportion of population using safely managed drinking water services → Change in water-use efficiency over time → Proportion of population using safely managed sanitation services</p> <p><b>Contribution to SDG 5</b></p> <p>→ Policy in place to promote, enforce and monitor equality and non-discrimination on the basis of sex → Proportion of women in managerial positions</p>	

Funding Window 1

## Desarrollo de Capacidades y Fortalecimiento Institucional en Saneamiento e Innovación Tecnológica

### Proyecto Sur Sur OSSE – ANDA

#### Partnership

- **Beneficiary Partner(s):**  
Administración Nacional de Acueductos y Alcantarillados, El Salvador
- **Lead Partner:**  
Obras Sanitarias Mar del Plata S.E. OSSE, Mar del Plata, Argentina
- **Supporting Partner(s):**  
WOP-LAC (Agua y Saneamientos Argentinos, AySA), Buenos Aires



#### SDG6 Targets

- **6.3** Improve water quality, wastewater treatment and safe reuse
- **6.6** Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes

#### Project Budget

**Total project value: \$ 588,364**

**Counterpart contribution:**  
\$ 324,000

**EU-WOP grant:**  
\$ 264,364

**55%**

**45%**

#### Project Overview Description

The WOP aims, through three phases (diagnosis, training and implementation), to respond to the needs of the beneficiary Partner, strengthening its capacities and generating sustainable results over time that contribute to a more efficient operation, with a positive impact on the staff, its clients and the population in general.

#### Improvement Areas

- Sanitation
- Customer relations and billing
- Other: Technological innovation

#### Objectives and Expected Results


Increase ANDA's governance through substantive improvements in wastewater treatment, which will improve people's quality of life and reduce the negative impact on the environment.

Number of WWTPs rehabilitated and in the process of rehabilitation, indicators of treated wastewater (percentage and quality), human resources trained in sanitation.

#### Outcomes

- Improved efficiency in the operation of WWTPs: rehabilitation and maintenance
- General evaluation of wastewater treatment systems - Submarine outfall
- Monitoring of pumping stations - Installation of SCADA system
- Improved quality of treated effluent
- Improve sludge treatment techniques
- Training of staff in sanitation issues
- Integration of communications and installation of IT tools for improved decision making
- Integration of communications and installation of IT tools to improve commercial management and customer relations.
- Incorporation of digital signature
- Training of staff in new technologies

## Enacting SGD6 - ENhancing mAnagement Capacities of waTer operators IN Gabes towards SDG6

Partnership		SDG6 Targets	Project Budget
<p>→ <b>Beneficiary Partner(s):</b> Société nationale d'exploitation et de distribution des eaux (SONEDE), Tunisia, Municipality of Gabes, Tunisia</p> <p>→ <b>Lead Partner:</b> MM Spa, Milan, Italy</p> <p>→ <b>Supporting Partner(s):</b> Municipality of Milan, Milan, Italy AVSI Foundation Union Tunisienne de Solidarité Sociale (UTSS)</p>		<p>→ <b>6.4</b> Increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater</p> <p>→ <b>6.5</b> Implement integrated water resources management at all levels</p>	<p><b>Total project value:</b> \$ 556,917</p> <p><b>Counterpart contribution:</b> \$ 157,287</p> <p><b>EU-WOP grant:</b> \$ 399,630</p> <p><b>28%</b> <span style="float: right;"><b>72%</b></span></p>

### Project Overview Description

ENACTING SDG6 aims at improving the operational, financial, social, environmental and cross-cutting capacity and performance of the water operators in Gabes, Tunisia. Through the WOP, SONEDE will manage more efficiently the water supply system (focusing on water loss), the Municipality of Gabes will increase its capacity to reduce water stress in the urban area and awareness of local communities in responsible water consumption will raise. MM Spa's expertise, the full engagement of the beneficiary partners, the complementary and key support of Municipalities of Milan and NGOs AVSI and UTSS ensure that results set by the proposal will be successfully reached.

### Improvement Areas

- Water Distribution
- Integrated Water Resources Management
- Enabling Environment/Governance
- WOP Project Management/Programme Support

### Objectives and Expected Results

To support the improvement the sustainable management of water resources in Tunisia

- SDG 6.4.1 Change in water-use efficiency over time
- SDG 6.5.1 Degree of integrated water resources management
- SDG 6.1.1 Proportion of population using safely managed drinking water services

#### Outcomes

- Increased the efficient management of water supply system in the Gabes municipality
- Reduced water stress in the Gabes area
- Local communities and private companies durable water consumption behavior enached due to an improved Municipality's governance

## Enhancing sewage network: operation, infrastructures and water maintenance management in Ramallah

### Partnership

#### → Beneficiary Partner(s):

Ramallah Municipality (RM), Ramallah, State of Palestine  
Jerusalem Water Undertaking (JWU), Ramallah, State of Palestine

#### → Lead Partner:

EMASESA Metropolitana de Abastecimiento y Saneamiento de Aguas de Sevilla (EMASESA), Seville, Spain



### SDG6 Targets

- **6.2** Access to adequate and equitable sanitation and hygiene for all
- **6.3** Improve water quality, wastewater treatment and safe reuse

### Project Budget

**Total project value:** \$ 731,655,1

**Counterpart contribution:**  
\$ 351,047

**EU-WOP grant:**  
\$ 380,608.1

**48%**

**52%**

### Project Overview Description

Ramallah Municipality currently has consolidated infrastructures and investment plans for its sanitation network to reach where it does not yet. However, due to its context, the development has been carried out in an unorganized manner and under different entities that manage drinking water, sanitation, and the subcontracting of treatment plants respectively. Thanks to this project, Ramallah will improve and standardize the sewage network, will learn how to do a preventive management and maintenance to reduce incidents, harmonize water management, and have the knowledge to unify the integral water cycle in a single entity in the near future.

### Improvement Areas

- Water Distribution
- Asset Management
- Infrastructure Development and Investments
- Customer Relations and Billing
- Financial Management
- Human Resources Management
- Emergency/Risks
- Climate Change Adaptation/Energy Efficiency
- Gender Mainstreaming and Social Inclusion

### Objectives and Expected Results

- Improve the environment (less energy consumption, less environmental impact, less loss of natural resources)
- Hydraulic efficiency of the network, pollutant load of its plants (COD, BOD, SS), energy efficiency of the facilities...
- Improve the water management capacity of RM and JWU
- Price per m3 of water in the supply network, volume of water in leaks, quality of drinking water, number of incidents in the distribution network and sanitation.
- Improving the quality of life of Ramallah's users
- Degree of end-user satisfaction, per capita income
- Ensuring the supply of quality water as a necessary good for humanity
- Number of end-user complaints
- Guarantee basic resources for poorest neighbourhoods in Ramallah (gender, socio-political issues...)
- Number of new supplies in poorest neighbourhoods

#### Outcomes

- Network system design and urban development planning
- Implementation of a supervisory control and data acquisition system (standards)
- New pump station design and tender definition
- Operation and maintenance contracts design
- Governance in the water cycle (complete water cycle)

## Enhancing Utility Performance for Increased Customer Satisfaction (EPICS)

### Partnership

- **Beneficiary Partner(s):**  
Eastern Umbrella of Water and Sanitation (EUWS), Mbale, Uganda
- **Lead Partner:**  
Dwr Cymru Welsh Water (DCWW), Cardiff, Wales
- **Supporting Partner(s):**  
WaterAid, Kampala, Uganda



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all
- **6.2** Access to adequate and equitable sanitation and hygiene for all

### Project Budget

**Total project value:** \$ 1,109,172

**Counterpart contribution:**  
\$ 702,046

**EU-WOP grant:**  
\$ 407,126

**63%**

**37%**

### Project Overview Description

Dwr Cymru Welsh Water will strengthen organisational capacity of three priority water supply schemes under management of the Eastern Umbrella of Water and Sanitation. The schemes will be supported in four broad thematic areas: Asset Management, Supply Availability and Reliability, Equity and Social Inclusion and Customer Centeredness. Through on-the-job training, on-line support and peer exchange visits, Welsh Water will offer technical assistance to support learning and joint action. The objective is to transform the three proposed schemes into model schemes in the region that will offer learning and benchmarking opportunities in best practices of water utility operations.

### Improvement Areas

- Water Production
- Water Distribution
- Asset Management
- Infrastructure Development and Investments
- Customer Relations and Billing
- Human Resources Management
- Low-income Area Management
- Emergency/Risks
- Climate Change Adaptation/Energy Efficiency
- Gender Mainstreaming and Social Inclusion
- WOP Project Management/Programme Support
- Sanitation

### Objectives and Expected Results

**Increase inclusive, sustainable, and universal access to safe, affordable water in Namutumba, Namayingo, and Buyende in the Eastern Region of Uganda by enhancing the capacity and performance of EUWS.**

- % population served by the EUWS managed water schemes in Namutumba, Namayingo, and Buyende

**Increase inclusive, sustainable, and universal access to public sanitation facilities in the Eastern Region of Uganda by enhancing the capacity and performance of EUWS.**

### Objectives and Expected Results


- Number of annual users of public sanitation facilities in Namutumba, Namayingo, and Buyende
- Functionality of Public Sanitation Facilities

### Outcomes

- 1.1 Improved data driven decision making & planning
- 1.2 Improved water supply level of service
- 1.3 Reduced NRW due to physical losses
- 2.1 Improved safety and acceptability of drinking water
- 2.2 Improved reliability of supply
- 2.3 Improved source resilience of the schemes
- 2.4 Increased access to water supply services
- 2.5 Reduced reliance on carbon-based fuels / reduced use of non-renewable energy
- 3.1 Increased access to affordable piped water services in Low-Income Areas
- 3.2 Women and other marginalised groups are represented and empowered to claim their rights to WASH
- 3.3 Utility staff from all backgrounds, genders, and roles represented in all WOP activities
- 4.1 Reduced NRW due to commercial losses
- 4.2 Increased understanding of customer base and improved customer relationships
- 4.3 Improved financial sustainability
- 4.4 Increased participation from community organisations/citizens in WASH service delivery decision making
- 4.5 Improved functionality, acceptability, and sustainability of public sanitation facilities
- 5.1 Enhanced utility resilience and business continuity
- 6.1 Change management programme instituted in EUWS
- 6.2 Learning from WOP embedded within EUWS
- 7.1 Commitment of partners to engage in future WOPs
- 7.2 Improved approaches for engaging in WOPs remotely
- 7.3 Improved WOP knowledge management (includes information, communication and learning management) at the local, EU WOP Programme, and global levels.
- 7.4 Improved effectiveness of the WOP project
- 7.5 Funding secured to scale-up WOP to include other schemes



## Godawari VAKIN WaterAid Partnership for Strengthened Institutional WASH Capacity

Partnership	SDG6 Targets	Project Budget		
<ul style="list-style-type: none"> <li>→ <b>Beneficiary Partner(s):</b> Godawari Municipality, Godawari, Nepal</li> <li>→ <b>Lead Partner:</b> Vatten Och Avfallskompetens I Norr AB (VAKIN), Umeå, Sweden</li> <li>→ <b>Supporting Partner(s):</b> WaterAid, Kathmandu, Nepal</li> </ul>	 <ul style="list-style-type: none"> <li>→ <b>6.1</b> Universal and equitable access to safe and affordable drinking water for all</li> <li>→ <b>6.2</b> Access to adequate and equitable sanitation and hygiene for all</li> </ul>	<p><b>Total project value:</b> \$ 879,179.2</p> <table border="0"> <tr> <td><b>Counterpart contribution:</b> \$ 471,527.2</td> <td style="text-align: right;"><b>EU-WOP grant:</b> \$ 407,652</td> </tr> </table> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 50%;"><b>54%</b></div> <div style="width: 50%;"><b>46%</b></div> </div>	<b>Counterpart contribution:</b> \$ 471,527.2	<b>EU-WOP grant:</b> \$ 407,652
<b>Counterpart contribution:</b> \$ 471,527.2	<b>EU-WOP grant:</b> \$ 407,652			

### Project Overview Description

In this WOP, VAKIN and WaterAid, will contribute towards improving WASH monitoring, technical and financial planning, and stakeholder engagement in Godawari Municipality. Through diverse remote and in-person learning activities supporting the Municipality, individual and institutional capacity will increase to continue improving water, sanitation and solid waste services to its populations. The WOP will assist the Municipality's to a) identify local gaps and inequalities in reaching SDG targets 6.1 and 6.2, b) utilize data to set priorities and approaches, including to cross-cutting issues in planning, c) design holistic budgets considering needs and expenditures d) establish more efficient internal and external communications.

### Improvement Areas

- Water Production
- Water Distribution
- Infrastructure Development and Investments
- Financial Management
- Integrated Water Resources Management
- Enabling Environment/Governance
- Gender Mainstreaming and Social Inclusion
- WOP Project Management/Programme Support

### Objectives and Expected Results

Improved local health, environmental, and economic conditions in Godawari Municipality as a result of improved access to quality, inclusive, sustainable WASH services

- Disease incidence such as diarrhoea, typhoid, malaria; ARI
- Water collection time or duration of availability
- Volume of fecal sludge safely treated instead of dumped raw in environment
- Volume of solid waste locally composted or recycled as opposed to landfilled
- Budget amounts (revenue, overall share of municipal budget) for municipality on WASH

### Objectives and Expected Results

#### Outcomes

- Godawari municipality has improved WASH data collection practices and tools across its 14 wards
- Godawari municipality has more comprehensive improved WASH finance/budget planning practices and increased understanding of resource mobilization approaches
- Godawari Municipality has improved processes and tools for developing higher quality WASH plans (ie across social inclusion, technical, financial, environmental areas)
- Godawari municipality has enhanced stakeholder coordination tools and approaches and increased effectiveness of internal and external communications on WASH projects, in line with governance and institutional mandates
- People (~750 households) of Lele of Godawari Municipality have increased access to safe, inclusive, sustainable drinking water supply
- People (~2800 households) of Godawari Municipality have increased access to and use of safe fecal sludge collection and management system
- People (~2700 households) of Godawari Municipality have increased access to and use of quality solid waste collection and management system
- WOP partners have increased capacity to engage in future WOPs and to share their WOP knowledge/experiences across the sector

Funding Window 1

## In-country Professionalization Support to South West Umbrella of Water and Sanitation (IN-SWUWS), Uganda

### Partnership

- **Beneficiary Partner(s):**  
South Western Umbrella of Water and Sanitation (SWUWS)  
Kabale, Uganda  
Ministry of Water and Environment (MWE) Kampala, Uganda
- **Lead Partner:**  
VEI B.V., Utrecht, The Netherlands
- **Supporting Partner(s):**  
National Water and Sewerage Corporation (NWSC) Kampala,  
Uganda



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all
- **6.4** Increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater

### Project Budget

Total project value: \$ 445,264

Counterpart contribution:  
\$ 108,900

EU-WOP grant:  
\$ 336,364

24%

76%

### Project Overview Description

In-country support by VEI and NWSC (co-mentors) to MWE in strengthening South-West Umbrella of Water and Sanitation (SWUWS) capacity in asset management and revenue enhancement of (semi-)rural schemes.

### Improvement Areas

- Water Production
- Water Distribution
- Asset Management (AM)
- Infrastructure Development and Investments
- Customer Relations and Billing
- Enabling Environment/Governance
- WOP Project Management/Programme Support

### Objectives and Expected Results

Increased access to sustainable water services in towns of Uganda through professionalized water service providers

- Total number of people with access to water (under SUWS)
- Increased customer satisfaction
- Improved operation ratio (operating cost coverage levels)

### Outcomes

- PO1a: Improved operational performance of scheme operations by SWUWS
- Improved network performance
- PO1b: Improved financial performance of scheme operations by SWUWS
- Enhanced billing and revenue collection
- PO2: Increased access to sustainable water services (SDG6)
- PO3: Strengthened Partner capacity to engage (peers in) other WOPs

## Pro-poor WASH Access in Kenya: Reducing Inequalities through Partnerships

Partnership		SDG6 Targets	Project Budget				
<p>→ <b>Beneficiary Partner(s):</b>            (KACUWASCO), Kakamega County, Kenya            (MOWASCO) Co. Ltd., Mombasa City, Kenya            Amatsi Water Water and Sewerage Co., Vihiga County, Kenya            Kiambu Water and Sewerage Co. Ltd (KWCL), Kiambu County, Kenya            Oololaiser Water and Sewerage Services Co. Ltd (OLWASCO), Kajiado County, Kenya</p> <p>→ <b>Lead Partner:</b>            Kisumu Water and Sanitation Co. Ltd (KIWASCO), Kisumu City, Kenyas</p> <p>→ <b>Supporting Partner(s):</b>            Water Services Providers Association of Kenya (WASPA), Nairobi, Kenya            Stichting Simavi, Amsterdam, The Netherlands</p>		<p>→ <b>6.1</b> Universal and equitable access to safe and affordable drinking water for all</p> <p>→ <b>6.2</b> Access to adequate and equitable sanitation and hygiene for al</p>	<p><b>Total project value:</b> \$ 752,676</p> <table border="0"> <tr> <td><b>Counterpart contribution:</b> \$ 355,049</td> <td><b>EU-WOP grant:</b> \$ 397,627</td> </tr> <tr> <td style="text-align: center;"><b>47%</b></td> <td style="text-align: center;"><b>53%</b></td> </tr> </table>		<b>Counterpart contribution:</b> \$ 355,049	<b>EU-WOP grant:</b> \$ 397,627	<b>47%</b>
<b>Counterpart contribution:</b> \$ 355,049	<b>EU-WOP grant:</b> \$ 397,627						
<b>47%</b>	<b>53%</b>						

<p><b>Project Overview Description</b></p>	<p>Realizing Human Right to Water, Sanitation and Hygiene (WASH) for approximately 250,000 people in Kenya's Low-income Areas</p>
<p><b>Improvement Areas</b></p>	<ul style="list-style-type: none"> <li>→ Water Distribution</li> <li>→ Low-income Area Management</li> <li>→ Enabling Environment/Governance</li> <li>→ Gender Mainstreaming and Social Inclusion</li> <li>→ WOP Project Management/Programme Support</li> </ul>

<p><b>Objectives and Expected Results</b></p>	<p>Improve Water and Sanitation services for approximately 250,000 underserved consumers in low-income areas of the 5 targeted WSPs in Kenya</p> <ul style="list-style-type: none"> <li>→ New connections through the Delegated Management model</li> <li>→ Number of households accessing Water Kiosks</li> <li>→ Increased participation of citizens living in Low Income Areas (LIAs) in joint monitoring of service delivery (i.e. through community consultations &amp; establishment of feedback mechanism)</li> <li>→ Increased customer satisfaction with the quality of services delivered in low-income area</li> </ul> <p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>→ Mentees have anchored benchmarking on pro-poor indicators in their operations</li> <li>→ Improved Mentee's internal governance to deliver pro-poor services</li> <li>→ Improved commercial viability</li> <li>→ Improved access to alternative financing and technical assistance (outside of WOP)</li> <li>→ Uptake of pro-poor benchmarking approaches amongst sector stakeholders</li> </ul>
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Funding Window 1

## Proyecto de colaboración (WOP) entre Sedapal y Canal de Isabel II para la puesta en valor del agua residual como herramienta eficaz en la lucha contra el cambio climático a través del agua regenerada y contra el coronavirus mediante su detección temprana en la red de saneamiento.

### Partnership

- **Beneficiary Partner(s):**  
Sedapal, Lima, Perú
- **Lead Partner:**  
Canal de Isabel II, Madrid, España



### SDG6 Targets

- **6.2** Access to adequate and equitable sanitation and hygiene for all
- **6.3** Improve water quality, wastewater treatment and safe reuse
- **6.6** Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes

### Project Budget

**Total project value:** \$ 1,060,842.3

**Counterpart contribution:**  
\$ 681,102.3

**EU-WOP grant:**  
\$ 379,740

**64%**

**36%**

### Project Overview Description

The project consists of the transfer of knowledge and skills by Canal in the early detection of the Sars-CoV-2 virus in wastewater and in the optimisation of the wastewater management model for the use of reclaimed water and waste generated, all supported and reinforced by a European benchmarking programme that will allow contrasting the capacities and performance of the project through dialogue on this platform.

### Improvement Areas

- Emergency/risks
- Climate change adaptation/energy efficiency
- WOP project management/Programme support

### Objectives and Expected Results

- Resilience to climate change and increased revenues from marketing recycled water and by-products
- Leadership in R&D&I for the detection and monitoring of water pathologies
- International positioning of the company
- Increase in the production of reclaimed water and in the amount invoiced for these services
- Visits received on the application website
- Strategic alliances established

### Outcomes

- The results affect the health system and Sedapal would contribute thanks to its leadership in R&D&I
- Compliance with the ART reuse percentage (National Environmental Plan)
- International positioning of the company

Funding Window 1

## RC-ONAS-21 Renforcement des capacités de l'ONAS du Sénégal

### Partnership

- **Beneficiary Partner(s):**  
ONAS, Dakar, Sénégal
- **Lead Partner:**  
ONEE, Rabat, Maroc



### SDG6 Targets

- **6.2** Access to adequate and equitable sanitation and hygiene for all
- **6.6** Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes

### Project Budget

**Total project value:** \$ 650,600

**Counterpart contribution:**  
\$ 359,300

**EU-WOP grant:**  
\$ 291,300

**55%**

**45%**

### Project Overview Description

Le projet consiste en actions de renforcement des capacités, de formation, coaching, accompagnement et visites de benchmarking dans les domaines :

- Diagnostic et inspection des réseaux d'assainissement
- Supervision et gestion technique des installations d'assainissement
- Organisation des services d'assainissement
- Assurance qualité des services d'assainissement

### Improvement Areas

- Human Resources Management
- Sanitation

### Objectives and Expected Results

**Efficient and high quality sanitation service provided**

- Number of customer complaints
- Number of incidents of malfunction
- Efficient organisation of work
- Achieving the objectives of the business units

#### Outcomes

- Improving the operation of the sewerage system through the use of diagnostic and inspection techniques and tools
- Efficient technical management of wastewater facilities
- Increased physical protection of personnel working on wastewater facilities
- Improved service delivery
- Increased adoption of CDR job descriptions for better work organisation
- Better targeting and identification of training needs and path

## Renforcement des capacités des ASUREP et Inter ASUREP du Kasai Oriental et du Maniema, RD Congo

### Partnership

#### → Beneficiary Partner(s):

(ASUREP R1 - Lubilanji, province du Kasai Oriental, Democratic Republic of the Congo  
ASUREP R7 - Katshimu, province du Kasai Oriental, Democratic Republic of the Congo  
Inter ASUREP Kasai Oriental Mbuji Mai, Democratic Republic of the Congo  
ASUREP R1 "RVA" – Kindu, Province du Maniema, Democratic Republic of the Congo  
ASUREP R4 "Big five" - Kindu, province du Maniema, Democratic Republic of the Congo

#### → Lead Partner:

Société Wallonne Des Eaux (SWDE), Verviers, Belgique

#### → Supporting Partner(s):

Le Forem, Office Public Wallon de l'Emploi et de la Formation Professionnelle - Charleroi, Belgique



### SDG6 Targets

→ **6.1** Universal and equitable access to safe and affordable drinking water for all

### Project Budget

Total project value: \$ 612,040

Counterpart contribution:  
\$ 188,646

EU-WOP grant:  
\$ 423,394

31%

69%

### Project Overview Description

The EU-WOP Water Operator Partnership programme between SWDE, FOREM, ASUREP and inter ASUREP, aims to improve the performance of these structures. Ultimately the project will improve access to safe drinking water (MDG 6.1).

By supporting the Inter ASUREPs, this project will also contribute to the impact and sustainability of Enabel's Water Programme (ProgEau). This programme implements the rehabilitation and construction of hydraulic works to improve the supply of drinking water in the provinces of Kasai Oriental, Maniema and South Kivu. 23 water networks are concerned and have a positive impact on more than 600,000 beneficiaries. All the networks are managed by Associations of Drinking Water Users (ASUREP). This project is a long-term support to existing structures.

### Improvement Areas

- Water production
- Water distribution
- Customer relations and billing
- Financial management
- Low-income area management
- Enabling environment/governance
- Emergency/Risks
- Climate Change Adaptation/Energy Efficiency
- Gender mainstreaming and social inclusion
- WOP Project Management/Programme Support

### Objectives and Expected Results

- The population benefits from a permanent water service
- The Asureps acquire financial autonomy
- The public water service is strengthened
- Waterborne diseases are prevented
  - Service rate
  - Rate of return
  - Sustainable implementation of the public service in the areas served
  - Occurrence and severity of waterborne diseases

#### Outcomes

- Operational efficiency of ASUREPs and Inter-ASUREPs
- Improvement of network performance
- Improvement of water quality
- Capacity building

## Strengthen LpWSSC's capacities to reduce non-revenue-water and extend service provision in Luapula province

### Partnership

- **Beneficiary Partner(s):**  
Luapula Water Supply and Sanitation Company, Zambia
- **Lead Partner:**  
Märkischer Abwasser- und Wasserzweckverband MAWW, Königs Wusterhausen, Deutschland
- **Supporting Partner(s):**  
Co-mentor: Dahme- Nuthe Wasser- und Abwasserbetriebsgesellschaft mbH (DNWAB mbH), Königs Wusterhausen, Deutschland  
Brandenburgische Wasserakademie (BWA) e.V., Königs Wusterhausen, Deutschland  
giz | Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, Eschborn, Deutschland



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all
- **6.2** Access to adequate and equitable sanitation and hygiene for all

### Project Budget

**Total project value:** \$ 683,701.2

**Counterpart contribution:**  
\$ 261,443.8

**EU-WOP grant:**  
\$ 422,257.4

**38%**

**62%**

### Project Overview Description

LpWSSC has identified capacity gaps that affect its performance in service provision. The WOP aims at addressing these gaps. LpWSSC is implementing an infrastructure improvement program to be completed by June 2022. The WOP intends to complement these infrastructure measures by institutional strengthening and capacity building activities in both technical and managerial areas. Areas of interest are reduction of non-revenue-water, operation and maintenance processes, asset management, customer relationship management as well as organisational development. Interventions will also focus on wastewater and faecal sludge management as these are new areas of operation for LpWSSC and therefore the added benefit of external mentoring is expected to be very high.

### Improvement Areas

- Water Production
- Water Distribution
- Asset Management
- Customer Relations and Billing
- Financial Management
- Human Resources Management
- Emergency/Risks
- Climate Change Adaptation/Energy Efficiency
- Gender Mainstreaming and Social Inclusion
- WOP Project Management/Programme Support
- Sanitation

### Objectives and Expected Results

- Increased financial viability of LpWSSC
- Share of LpWSSC's operational costs covered by revenues
- Improved provision of safe drinking water services to low income communities in urban and peri-urban areas of Luapula province (contributes to SDG 6.1)

### Objectives and Expected Results

- Achievement of the water supply related minimum service levels defined by regulator
- Improved provision of sanitation services in urban and peri-urban areas of Luapula province (contributes to SDG 6.2)
- Achievement of the sanitation-related minimum service levels defined by regulator
- Increased sanitation service coverage
- Improved wastewater and faecal sludge treatment in urban and peri-urban areas of Luapula province (contributes to SDG 6.3)
- Compliance with the national effluent discharge regulations

### Outcomes

- Performance Outcome 1: Leakage management is improved and physical network losses are reduced
- Performance Outcome 2: Asset management practices are improved and energy efficiency increased.
- Performance Outcome 3: LpWSSC's billing practices and customer relationship management are improved
- Performance Outcome 4: Sanitation services are extended and treatment of faecal sludge is improved
- Performance Outcome 5: Water Safety Planning (WSP) is improved and risk management strategies introduced
- Performance Outcome 6: Improved practices in HR management, financial management and business planning as well as gender mainstreaming are established

## Strengthening the Capability of PD PAL Banjarmasin, to Implement Sanitation Strategy on Wastewater Services for Kota Banjarmasin, Indonesia

### Partnership

- **Beneficiary Partner(s):**  
PD PAL Banjarmasin, Banjarmasin, South Kalimantan, Indonesia
- **Lead Partner:**  
Indah Water Konsortium, Kuala Lumpur, Malaysia
- **Supporting Partner(s):**  
Waterlinks, Pasig City, Philippines



### SDG6 Targets

- **6.2** Access to adequate and equitable sanitation and hygiene for all
- **6.6** Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes

### Project Budget

Total project value: \$ 482,931

Counterpart contribution:  
\$ 181,439

EU-WOP grant:  
\$ 301,492

38%

62%

### Project Overview Description

The WOP will assist PD PAL Banjarmasin improve current fecal sludge management and expand services. Banjarmasin is the capital city of South Kalimantan, Indonesia known as the "River City" given its mainly flat wetland area. It has a population of over 700,300 and covers 98,46km<sup>2</sup>. Wastewater service coverage is quite low and a great majority of the population still use septic tanks which mostly are non-standard types and not well maintained. The WOP will review current operational procedures and develop new SOPs for a more effective delivery of services. It will also result in the development of a desludging schedule for septic tanks and structured awareness program for the stakeholders and provide a long-term plan for Kota Banjarmasin to achieve its sanitation strategy objectives and targets to reduce pollution in river systems.

### Improvement Areas

- Human Resources Management
- Enabling Environment/Governance
- WOP Project Management/Programme Support
- Sanitation

### Objectives and Expected Results

- Improved overall management of sewerage system and optimization of septage collection and existing treatment facilities that will allow BP to access capital funds from Banjarmasin City for sanitation infrastructure development to achieve the city's sanitation strategy targets.
- Actual revised and/or new Standard Operating Procedures (SOPs) used by BP; long-term plans and programs of BP incorporating operational recommendations of Mentor.
- Increased overall public awareness on proper hygiene, health, sanitation and cleanliness. Reduced open defecation, increased willingness to avail of desludging services and connect to the sewer network, reduced use of "cubluku" (non-standard sanitation) in the pilot sites from baseline figures.
- Increased understanding and appreciation by BP and City government on the need to introduce more progressive tariff frameworks and policies that allows for automatic connection to sewer network and encourages ailment of desludging services. Recommendation by BP to City government to review and revise tariffs frameworks and policies.
- Increased confidence and pride of BP personnel in the work they do

### Objectives and Expected Results

- Manual on worker safety adopted and implemented by BP; professionalization of "dirty" jobs with BP providing periodic training on worker safety in the long-term
- Better understanding of the current competencies and gaps of BP staff to enable a targeted design and development of training programs
- Competency matrix and gap assessment report of Mentor accepted by BP and becomes the basis for the development of training programs of the WOP; agreement of BP to regularly update the same for use in the long-term
- Better appreciation of WOP as a capacity building tool and contribution to knowledge exchange with other mentee utilities
- Number of GWOPA learning events participated in by WOP partners; number of COP led by Mentor

### Outcomes

- BP staff are trained in efficient and effective operations from collection, treatment, and disposal of treated wastewater
- BP customers in pilot sites learn about proper hygiene, health, sanitation, and cleanliness
- BP will have a plan and desludging schedule that will contribute to improved customer experience and increase in ailment of desludging services
- BP staff will learn about reuse of treated wastewater and sludge and consider it in future plans
- BP management will have a better understanding of current staff competencies and needs and help its HRD develop more targeted training for staff
- BP staff especially those involved in collection and treatment of wastewater will be trained on worker safety and professionalization of the work thereby increasing confidence and pride in their work
- BP staff will be introduced to reuse options and will include it in its future plans
- BP and City government will be introduced to progressive tariff frameworks and policies that allow for automatic connection to sewer network and incorporates desludging every 5 years
- BP staff will benefit from a sustained capacity development program and achieve measurable results; as well as expand learning from other mentee utilities under the GWOPA COP and other learning events
- Mentor's staff will strengthen their skill in mentoring mentee-utilities through WOP



## Supporting OWSSB (India) in upgrading Capacities in Wastewater and fecal Sludge Management (SO-WOP)

### Partnership

- **Beneficiary Partner(s):**  
Odisha Water Supply and Sewerage Board (OWSSB)  
Odisha, State of Odisha, India
- **Lead Partner:**  
Società Metropolitana Acque Torino S.p.A. (SMAT) Turin, Italy
- **Supporting Partner(s):**  
WaterLinks, Pasig City, Philippines  
Politecnico of Turin, Turin, Italy (co-Mentor)  
Hydroaid – Water for Development Management Institute



### SDG6 Targets

- **6.2** Access to adequate and equitable sanitation and hygiene for all
- **6.3** Improve water quality, wastewater treatment and safe reuse

### Project Budget

**Total project value:** \$ 598,140

**Counterpart contribution:**  
\$ 186,066

**EU-WOP grant:**  
\$ 412,074

**31%**

**69%**

### Project Overview Description

The aim of the WOP is to improve the capacity of the mentee, OWSSB, to effectively manage wastewater and septage, improve wastewater treatment, introduce low-cost technologies, perform pilot interventions (i.e. analyze process flow models from a sample treatment plant), and explore reuse options for treated wastewater and sludge. The WOP adopts the "capacity development approach" as the basis for cooperation in all the technical fields in which SMAT operates.

Hydroaid and Politecnico of Turin will provide support in training programs and modeling. WaterLinks will provide facilitation support.

### Improvement Areas

- Gender Mainstreaming and Social Inclusion
- WOP Project Management/Programme Support
- Sanitation

### Objectives and Expected Results

Performance data of OWSSB per year (n. people served; quantity of wastewater recycled, economic efficiency, etc)  
N. of low cost technologies introduced and used by OWSSB in its plants

- OWSSB annual performance reports
- Technical reports on technologies use

Reduction in water-borne diseases reported annually in the pilot area  
N. of groups and people involved in management; number of treatment plants turned over to SHGs

- Health authorities reports on hygiene and health situation in pilot area
- Training materials and reports;
- OWSSB plants management reports

### Objectives and Expected Results

#### Overall progress and WOP achievement

Number of GWOPA learning events participated in by OWSSB;  
Number of COP exchanges led by Mentor and Supporting Partners  
Quantity and quality of communication material coming from the project to GWOPA

- STAPs updates for each of the Working Areas that monitor accomplishment of activities COP and other learning events reports and materials;
- GWOPA training sessions/materials; Meetings minutes

#### Outcomes

- OWSSB increases its capacity to manage its drainage system and its ability to react to excessive rainfall and for an adequate disposal of urban wastewater.
- OWSSB improves its capacity to manage septage and greywater treatment
- OWSSB increases sustainability of its operations through the implementation of reuse programs for treated wastewater and sludge
- Communities in Odisha State and Self-help women and transgender groups are more effective in middle-long term in practices of hygiene, wastewater disposal, treatment and reuse in agriculture and other purposes
- Lead and Supporting Partners sharpen and refine their skills in mentoring and facilitating effective capacity building programs and communicate/share expertise and experience in Europe and Asia and contribute to more effective WOPs

Funding Window 1

## Water Operators' Partnership for Performance Improvement of WASH Services in Bahir Dar

### Partnership

- **Beneficiary Partner(s):**
  - Bahir Dar Water Supply and Sewerage Service, Bahir Dar, Ethiopia
- **Lead Partner:**
  - Helsinki Region Environmental Services HSY, Helsinki, Finland
- **Supporting Partner(s):**
  - VEI B.V., Utrecht, The Netherlands



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all
- **6.4** Increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater

### Project Budget

Total project value: \$ 565,124

Counterpart contribution:  
\$ 157,140

EU-WOP grant:  
\$ 407,984

28%

72%

### Project Overview Description

The WOP in Bahir Dar will focus on capacity building of Bahir Dar water utility for increased access to reliable and sustainable water supply and improved sanitation services.

Based on existing assessments of the challenges in Bahir Dar, the prioritized target areas for this WOP are:

- Enhancement of revenues
- NRW reduction
- First steps in Asset Management
- Leadership and management capacity.

Moreover, opportunities will be explored to mobilize investment to provide access to potable water. The objective is to provide access to water for 2,500 people.

### Improvement Areas

- Water Distribution
- Asset Management
- Customer Relations and Billing
- Human Resources Management
- Low-income Area Management
- Enabling Environment/Governance


### Objectives and Expected Results

Improved water access and service delivery in Bahir Dar City  
# Number of people with access to water services

#### Outcomes

- Increased financial performance
- Improved operational performance (on zone/DMA level)
- Improved management practices

## Water Operators' Partnership between Budapest Waterworks and the water utilities of Lahore and Mardan, Pakistan

Partnership	SDG6 Targets	Project Budget
<p>→ <b>Beneficiary Partner(s):</b> Water and Sanitation Agency (WASA) Lahore- Lahore, Pakistan Water and Sanitation Services Company (WSSC) Mardan - Mardan, Pakistan</p> <p>→ <b>Lead Partner:</b> Budapest Waterworks- Budapest, Hungary</p>	 <p>→ <b>6.1</b> Universal and equitable access to safe and affordable drinking water for all</p> <p>→ <b>6.4</b> Increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater</p>	<p><b>Total project value:</b> \$ 577,333</p> <p><b>Counterpart contribution:</b> \$ 175,161</p> <p><b>EU-WOP grant:</b> \$ 402,172</p> <p><b>30%</b> <span style="float: right;"><b>70%</b></span></p>

<b>Project Overview Description</b>	Curating an efficiency increase and capacity building plan for specific focus areas in the beneficiaries
<b>Improvement Areas</b>	<ul style="list-style-type: none"> <li>→ Water Distribution</li> <li>→ Infrastructure Development and Investments</li> <li>→ Customer Relations and Billing</li> <li>→ Human Resources Management</li> <li>→ WOP Project Management/Programme Support</li> </ul>
<b>Objectives and Expected Results</b>	<ul style="list-style-type: none"> <li>→ Beneficiary utilities improve service standards by reducing non-revenue water and strengthening their capacity and infrastructure.</li> <li>→ Developing a strategy to improve customer relations, enhance platform management and increase the efficiency of the customer services teams.</li> <li>→ Integrating revenue and billing management systems to other customer facing departments via IT infrastructure to improve organization and efficiency. This will be coupled with a plan to increase revenue collection rates and decrease outstanding amounts.</li> <li>→ Developing a capacity building program to equip beneficiary staff with the necessary skills and tools required for implementing the changes recommended as part of the program.</li> <li>→ Reduction in NRW brought about by physical and commercial losses. This will be possible by purchasing relevant equipment, network monitoring, staff trainings and better metering and billing systems.</li> <li>→ Feasibility for SCADA implementation along with a plan on implementing it across key network operation areas. A pilot SCADA roll out will also be targeted.</li> <li>→ Enhancing IT systems to promote operational efficiency with regards to network management and utility processes</li> <li>→ Developing a plan for rolling out metered connections to maximum customers. Implementing a pilot of this program in a smaller area. Improvement of current metering practices.</li> </ul>

<b>Objectives and Expected Results</b>	<b>Outcomes</b>
	<ul style="list-style-type: none"> <li>→ Customer satisfaction rate will increase by 9-12% from the base year.</li> <li>→ Improvement in structure and performance of the customer service department internally to increase motivation and reward good performances.</li> <li>→ Improved Pressure at consumer end (Psi).</li> <li>→ Enhanced metering, revenue collection and billing strategy.</li> <li>→ Capacity Development.</li> <li>→ Improved Leak Detection and reduction in physical water losses/NRW.</li> <li>→ Implementation of SCADA controls across relevant areas shortlisted for the project.</li> <li>→ Implementing Integrated IT systems to facilitate inter departmental efficiency.</li> <li>→ Enhancing IT systems to promote operational efficiency with regards to network management and utility processes.</li> </ul>

Funding Window 2

## Improving water service delivery to low income urban communities through turning data into actionable insights!

### Partnership

- **Beneficiary Partner(s):**  
Guma Valley Water Company (GWVC), Freetown, Sierra Leone
- **Lead Partner:**  
Ghana Water Company Limited (GWCL), Accra, Ghana
- **Supporting Partner(s):**  
VEI B.V., Utrecht, The Netherlands



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all

### Project Budget

**Total project value:** \$ 440,572

**Counterpart contribution:**  
\$ 190,492

**EU-WOP grant:**  
\$ 250,080

**43%**

**57%**

### Project Overview Description

This EU WOP Call will support the transfer of knowledge and skills (capacity building) from GWCL Low Income Customer Support Unit to GWVC. Supporting the development of the GWVC pro-poor activities and elevating its position in the organisation will contribute greatly to the desired transformation of GWVC towards better service delivery (e.g. shift towards more private connections). Together with the assistance of VEI the aim is to make the unserved visible and build the capacity to engage and transform the unserved to be served in sustainable way.

### Improvement Areas

- Customer Relations and Billing
- Human Resources Management
- Low-income Area Management
- Enabling Environment/Governance
- Gender Mainstreaming and Social Inclusion
- WOP Project Management/Programme Support

### Objectives and Expected Results

**Establishment of a competent capable pro-poor team with departmental aspirations**

- The building blocks of a pro-poor department: structure (# departmental staff), strategy, systems, and skills.

#### Outcomes

Improved capacity and performance of the Beneficiary GWVC specifically in providing a more inclusive water services, through:

- 1. Data gathering, analysis & insights in LIUCs service delivery.
- 2. Strategy & Establishment Plan for a Pro Poor Department.
- 3. Skills & Policies that Enable a Pro Poor Department to Improve LIUCs service Delivery.

## Strengthening Equitable Water and Sanitation Services Provision in Nkana Water (SEWATSAN)

Partnership	SDG6 Targets	Project Budget
<p>→ <b>Beneficiary Partner(s):</b> Nkana Water Supply and Sanitation Company (NWSC-Zambia), Kitwe, Zambia</p> <p>→ <b>Lead Partner:</b> National Water and Sewerage Corporation (NWSC-Uganda), Kampala, Uganda</p>	<p>→ <b>6.1</b> Universal and equitable access to safe and affordable drinking water for all</p>	<p><b>Total project value:</b> \$ 622,500</p> <p><b>Counterpart contribution:</b> \$ 209,920</p> <p><b>EU-WOP grant:</b> \$ 412,580</p> <p><b>34%</b> <b>66%</b></p>

<b>Project Overview Description</b>	The WOP aims at capacity enhancement for improved WATSAN service provision in NWSC-Zambia with a focus on pro-poor.
<b>Improvement Areas</b>	<ul style="list-style-type: none"> <li>→ Water Distribution</li> <li>→ Infrastructure Development and Investments</li> <li>→ Customer Relations and Billing</li> <li>→ Low-income Area Management</li> <li>→ Climate Change Adaptation/Energy Efficiency</li> <li>→ Gender Mainstreaming and Social Inclusion</li> <li>→ WOP Project Management/Programme Support</li> </ul>
<b>Objectives and Expected Results</b>	<p><b>Improved NRW Management Capacity</b></p> <ul style="list-style-type: none"> <li>→ Non Revenue Water (%)</li> <li>→ Response time to Leakages and Bursts</li> <li>→ Billing (ZMW)</li> </ul> <p><b>Improved Revenue Collected</b></p> <ul style="list-style-type: none"> <li>→ Billing Efficiency; Collection Efficiency</li> <li>→ Customer Satisfaction Index (%)</li> </ul> <p><b>Sustainable Water and Sanitation Services to Low Income Communities (LICs)</b></p> <ul style="list-style-type: none"> <li>→ LICs Water and Sanitation Coverage (%)</li> <li>→ No of Community Engagements (No)</li> <li>→ No of New Connections and Toilets Installed in the LIC (No.)</li> </ul>

<b>Objectives and Expected Results</b>	<p><b>Improved Capacity for Performance Monitoring and Evaluation</b></p> <ul style="list-style-type: none"> <li>→ Documented and Approved Performance Management Framework (PMF)</li> </ul> <p><b>Cross Learning and Strengthened Delivery of Mentorship and Capacity Building Programs</b></p> <ul style="list-style-type: none"> <li>→ No of Training Sessions</li> <li>→ No of Experience Sharing Sessions</li> <li>→ No of COP Presentations Made</li> </ul> <p><b>Strengthened Capacity towards Improved Faecal Sludge Management</b></p> <ul style="list-style-type: none"> <li>→ Funding Proposals Made (No.)</li> <li>→ Customized FSM assesment tools</li> <li>→ No. of Work / Training Sessions Carried out</li> </ul> <p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>→ Improved Technical Operational Efficiency as a result of Effective Network Management</li> <li>→ Improved Commercial Operations Efficiency as a result of Effective Billing and Improved Customer Relations</li> <li>→ Improved Service Delivery to Low Income Communities</li> <li>→ Increased Sanitation Coverage in LIC</li> <li>→ Consideration of Women and Vulnerable groups in Water and Sanitation Activities</li> </ul>
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Funding Window 2

## Dhaka Water Supply and Sewerage Authority (DWASA), Dhaka, Bangladesh

### Partnership

- **Beneficiary Partner(s):**  
Dhaka Water Supply and Sewerage Authority (DWASA), Bangladesh
- **Lead Partner:**  
VEI B.V., Utrecht, The Netherlands
- **Supporting Partner(s):**  
IHE Delft Institute for Water Education, Delft, The Netherlands  
Eau et Vie, Nantes, France



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all
- **6.5** Implement integrated water resources management at all levels

### Project Budget

**Total project value:** \$ 638,969

**Counterpart contribution:**  
\$ 189,039

**EU-WOP grant:**  
\$ 449,930

**30%**

**70%**

### Project Overview Description

This WOP aims to improve the capacity and performance of Dhaka Water and Sewerage Authority (DWASA) in NRW management and water services delivery improvement in Low Income Areas. The WOP will also support DWASA in becoming a mentor to other water service providers in the region.

### Improvement Areas

- Water Distribution
- Infrastructure Development and Investments
- Low-income Area Management
- WOP Project Management/Programme Support

### Objectives and Expected Results

Improved capacity and performance of Dhaka Water and Sewerage Authority (DWASA) in water service delivery to its 14 million customers in Dhaka and Narayanganj with special focus on scaling of NRW reduction and service delivery in low income areas.

- # number of people with access to water services
- Non revenue water [L/connection/day]

DWASA enabled to become a mentor in NRW reduction and management to other water service providers

- # of exchange projects with DWASA in mentorship role

### Outcomes

- 1. Reduced non-revenue water levels in 6 (additional) MOD zones in Dhaka
- 2. Improved NRW planning and implementation capacity of DWASA field staff
- 3. Improved service to low income consumers in Dhaka
- 4. DWASA leading the way in improving regional utility performance in NRW reduction and management

## Capacity Building on Water and Sanitation Services in Magu and Misungwi

### Partnership

- **Beneficiary Partner(s):**  
Mwanza Water and Sanitation Authority (MWAUWASA), Tanzania
- **Lead Partner:**  
VEI B.V., Utrecht, The Netherlands
- **Supporting Partner(s):**  
HAMBURG WASSER Hamburg, Germany  
FINISH Mondial, represented by WASTE, The Hague, The Netherlands



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all
- **6.2** Access to adequate and equitable sanitation and hygiene for all
- **6.3** Improve water quality, wastewater treatment and safe reuse
- **6.6** Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes

### Project Budget

**Total project value: \$ 531,844**

**Counterpart contribution:**  
\$ 221,076

**EU-WOP grant:**  
\$ 310,768

**42%**

**58%**

### Project Overview Description

This WOP will improve MWAUWASA's utilization (SDG6 coverage) and O&M capacity of GoT/EIB/AFD co-funded water and sanitation infrastructure in Misungwi and Magu satellite towns, hereby leveraging TA (VEI - MWAUWASA WWX WOP targeting Mwanza city), water (VEI, HAMBURG WASSER) and faecal sludge management/finance (FINISH Mondial) expertise.

### Improvement Areas

- Water Production
- Water Distribution
- Asset Management
- Customer Relations and Billing
- Human Resources Management
- Low-income Area Management
- Sanitation
- Gender Mainstreaming and Social Inclusion
- WOP Project Management/Programme Support

### Objectives and Expected Results

**Improved operational and financial capacity of MWAUWASA to finance and sustain service coverage/level increments**

- Operational (technical, commercial) financial KPI trends MWAUWASA

**Leveraged international and local finance in expanding SDG6 coverage**

- New water connections, improved sanitation facilities and FSM services for low-income households in Misungwi and Magu satellite towns

**Engagement of MWAUWASA, VEI, HW, FM in Communities of Practice (COPs) and WOPs beyond this programme**

- Engagement of WOP Partner experts in CoPs and other WOPs

### Outcomes

- Improved operational performance of MWAUWASA zones Magu and Misungwi
- Improved financial performance of MWAUWASA zones Magu and Misungwi
- Increased access to water and sanitation services (SDG6) by low-income households through additional finance

Funding Window 2

## Djii Tiaman' Project (Bambara for 'More Water')

### Partnership

#### → Beneficiary Partner(s):

M Société Malienne de Gestion de l'Eau Potable SA (SOMAGEP SA), Bamako, Mali  
Société Malienne de Patrimoine de l'Eau Potable SA (SOMAPEP SA), Bamako, Mali

#### → Lead Partner:

World Waternet (WWh), Amsterdam, The Netherlands

#### → Supporting Partner(s):

Office National de l'Electricité et l'Eau potable (ONEE), Rabat, Morocco



### SDG6 Targets

- **6.1** Universal and equitable access to safe and affordable drinking water for all
- **6.4** Increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater

### Project Budget

Total project value: \$ 820,065

Counterpart contribution:  
\$ 393,720

EU-WOP grant:  
\$ 426,345

48%

52%

### Project Overview Description

Partnership to build capacity at SOMAGEP SA & SOMAPEP SA to attract co-funding for infrastructural investments, and reduce NRW in three cities in Mali, contributing to improving access to drinking water for 752.000 people, including 20.000 people with first access.

### Improvement Areas

- Water Distribution
- Infrastructure Development and Investments
- Customer Relations and Billing

### Objectives and Expected Results

Improved access to sustainable water supply services in secondary cities in Mali

- 295.310 people living in secondary cities (urban poor) with improved water supply services (of which around 50% female, and of which around 50% children)

#### Outcomes

- 1. Improved NRW management at organisational level at SOMAGEP
- 2. Reduced NRW levels in three (3) secondary cities (Kati, Koutiala and Sikasso)
- 3. SOMAPEP increased its external co-funding budget, enabling the organisation to acquire RVO's DRIVE funding programme





## EU—WOP PROGRAMME

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