

WATER OPERATORS' PARTNERSHIPS

Each one teach one

2 NOVEMBER 2011
AMSTERDAM, THE NETHERLANDS

Second announcement and invitation to register

INTRODUCTION

From October 29 to November 4, the city of Amsterdam will host the first International Water Week in the Netherlands (IWW). The IWW highlights integrated solutions covering the entire water cycle. One of the conferences that will be organized during the week of the event is the conference Water Operators' Partnerships, Each One Teach One. Realizing the Millennium Development Goals on water and sanitation (MDG 7c) is a huge challenge, in a great part of the world. Public water utilities can play a significant role in order to achieve those MDGs, by sharing their know-how and experiences with colleagues in a deprived situation.

The Netherlands is one of the countries with a long tradition of sharing know-how on solving water related problems by international peer to peer twinning on a solidarity basis. This type of peer to peer cooperation between water utilities was later named Water Operators' Partnerships (WOPs).

The former UN Secretary General, Kofi Annan, and the Chair of UNSGAB, His Royal Highness the Prince of Orange, initiated the founding of the Global Waters Operators' Partnerships Alliance (GWOPA) to promote and to support Water Operators' Partnerships world wide. GWOPA was launched in January 2009.

The concept of WOPs is based on exchanging know-how on the daily routine of integrated water management, aiming at capacity development on a not-for-profit basis. Through capacity development water utilities are able to develop themselves into well performing water operators. This means, water operators are capable of supplying drinking water and sanitary provisions to all the people in their concession area in a safe water environment. The ultimate goal is to develop these utilities into excellent performing water operators, competent and willing to share their know-how with other utilities in the region. Creating champions, will result in the cascading effect of "Each One Teach One".

This conference offers the opportunity to reflect on the experiences with Water Operators' Partnerships. What do the supported partners value in this collaboration? Do they perceive this type of partnerships as an effective mean to improve the drinking water and sanitation situation in their countries? Are WOPs considered the most effective and sustainable way of achieving MDGs?

Let us listen to each other, generate debate and learn!



WELCOME BY THE IWW CONFERENCE PRESIDENT

Dear delegates,

The International Water Week In Amsterdam will be a promising event for those who want to learn from the gained experience on Water Operators' Partnerships (WOP) in several parts of the world and for those who want to contribute to further develop or innovate this concept for capacity development of water operators in a deprived situation.

The "Each One Teach One" WOP conference is also an opportunity for those who are interested in beginning a new WOP with partners in the North or partners in the South. Or perhaps you are interested to come on board of an existing WOP. It will be an interesting meeting point for policy makers and water operators on capacity development for our ultimate goal: Universal access to drinking water and sanitation in a safe environment.

This is the reason that the Steering Committee of the Global Water Operators' Partners Alliance (GWOPA), supported by UNHABITAT, will meet during this event in Amsterdam. Climate change and the related water stress in the world are demanding more and more for integrated approaches and integrated solutions. Managing a shortage of water and managing a surplus of water at the same time in the same region. Managing ground water, surface water, polluted water, sweet water, salt water, storm water, drinking water, wastewater etc. in order to create a safe water environment. An environment in which all people have access to safe drinking water, adequate sanitation and in which people are protected against flooding and in which sufficient water is provided for food and industry.

Sharing cross border water resources need more and more to be justified through international dialogues, international cooperation and international coordination. Cross border water resources are a source for conflicts. A multi party WOP around a common cross border water resource, like the Nile for example, could contribute to common understanding and common capacity development.

Adequate infrastructure for solid waste, reuse of water and reuse of solid waste, energy from (waste) water and energy from solid waste are all aspects that relate to proper water cycle management. Actually all these infrastructural aspects must fit in a total spatial planning. And what about disasters like tsunamis? Is there a role for global water operators to join forces to provide emergency aid and rehabilitation of water works?

I think there are enough items to discuss and to learn from each other in the "Each One Teach One" WOP Conference. I am looking forward to meeting you here in Amsterdam.



Gerard Rundberg
President of the
Conference
Director World Waternet
Member of Steering
Committee GWOPA

SCOPE AND TOPICS

This call for proposals seeks to find case studies, scientific papers or general review papers that elaborate on WOP experiences. Four different topics will be discussed during the conference:

1. WOPs and Finance, WOPs a precondition for future investment programs.

Various modalities for water operators' partnerships have been developed over time. What are critical factors to transform water utilities into efficient and financially sound water operators? Performance based incentive schemes may provide focus and yield desired results, making partnerships more "bankable". Recently McKinsey reported that an organizations health—the elements that enable it to adapt to the present and shape the future—is every bit as important as its near-term (financial) performance. The vital signs of organizational health and their underlying drivers, prove that excellence in those areas is strongly tied to higher -and sustainable- performance. How does this work out for water operators?

2. WOPs and MDGs. WOPs the only sustainable way to achieve MDGs.

In 2000, all 193 United Nations member states agreed to join efforts and encourage development by improving social and economic conditions in the world's poorest countries. The Millennium Development Goals (MDG's) were stated: an ambitious list of eight international development goals and strong commitment from the international community. The deadline of the year 2015 is now coming close. A lot has been achieved, but much is still to be done.

WOP's are an effective manner to reach sustainable development in the water and sanitation sector. Working with local water utilities ensures improvements are to be embedded in the specific context. Capacitating and strengthening organizations enables them to run a proper water 'business' themselves and make them more effective in their core activity, providing water and sanitation for all in a safe water environment. During the workshop on 'WOP and MDG's', we will take a close look at the impact of several WOPs on reaching the MDG's. Mr. Christiaan Rebergen, the

Dutch ambassador of the MDG's, will be present to inform us on the actual state of performance and discuss the constraints encountered. With the example of a case study at hand, the workshop continues to elaborate on the ingredients for better MDG-performance. Financing institutes like the World Bank and others will give their find opinion on reaching the MDG's through water operators' partnerships

3. WOPs and Economical spin off belong together!

WOPs and its Motivations: Enlightened Self-Interest for the Common Good

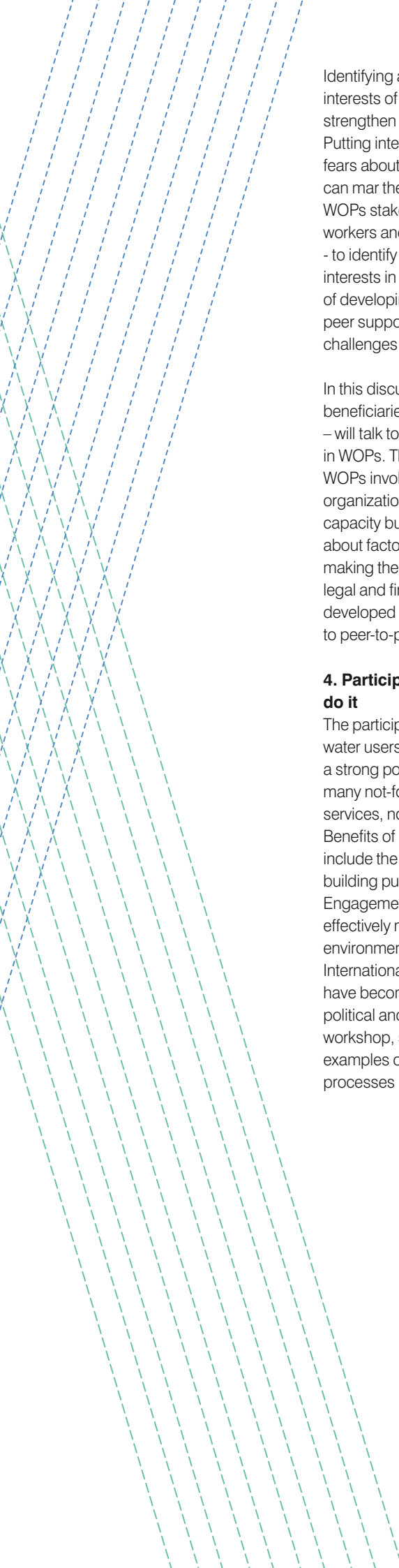
Organizer: UN-HABITAT

WOPs are – by definition – not-for-profit exchanges. But their non-profit nature does not mean that the mentor contribution is strictly charitable. To the contrary, WOPs are explicitly 'mutually beneficial' for parties in the collaboration, and indeed recognizing the enlightened self-interest of both parties may be key to them working well.

Benefits for 'recipient' partners are widely recognized. A well formulated and implemented WOP can enable a recipient to progressively strengthen its capacity to operate more efficiently and, ultimately, extend service to the poor. These outcomes carry positive economic, social and environmental spinoffs.

But for mentor partners, WOPs also offer significant advantages. For the utility itself, WOPs can be a savvy way to attract and retain skilled employees that might otherwise be bored by the relatively staid environment of their own facility. Some utilities see the advantages of WOPs through the lens of Corporate Social Responsibility or Corporate Shared Value perspectives. For the mentoring country, there may be countless additional spin-offs, as WOPs creates demand for increased production and distribution capacity. WOPs can also provide the opportunity for the NGO and private sectors to research and pilot technologies.

For financial institutions, WOPs offer a practical complement to investment projects. Results-oriented, and cost-effective, WOPs can be a satisfying choice for IFIs wishing to ensure the success of their projects. An increasing number of IFIs are seeing the hands-on, peer to peer, relationship-based WOPs approach as offering a more sustainable and effective form of capacity building than typical consultancies or other one-off technical assistance approaches. Utilities having undergone a WOPs partnership may have tackled key efficiency or management challenges, making them more attractive candidates for investment.



Identifying and elaborating on the respective interests of participating WOPs stakeholders can strengthen the potential for WOPs success. Putting interests on the table can help assuage fears about the other party's "hidden agenda" that can mar the trust essential to a WOP. Allowing WOPs stakeholders – politicians, management, workers and citizens on all sides of the partnership - to identify and communicate their various interests in WOPs can also be an important means of developing broad-based support to enter into a peer support relationship, and sustain it through challenges over the long-term.

In this discussion session, WOPs implementers – beneficiaries, mentors and support organizations – will talk to one another about what's in it for them in WOPs. The economic and other spin-offs of WOPs involvement will be highlighted by organizations that have chosen WOPs as their capacity building tool of choice. We will also hear about factors that help tip the scales for WOPs, making the desirable possible. These include the legal and financial support mechanisms in the developed world that enable utilities to apply funds to peer-to-peer support.

4. Participation in WOPs - Why and How to do it

The participation of labour unions, embassies, water users and other civil society actors has made a strong positive contribution to the success of many not-for-profit partnerships in WATSAN services, not the least in developing countries. Benefits of successful stakeholder participation include the mobilising of local knowledge and building public support for the partnership project. Engagement with local stakeholders will help more effectively meet the technical, social and environmental objectives of WOP projects. Internationally, moreover, NGOs and labour unions have become key allies in developing greater political and financial support for WOPs. In this workshop, speakers will present concrete examples of how to create successful participation processes in WOP projects.

SPONSOR WATERPROEF

Foundation Waterproef is a modern lab analysing surface water, swimming water, ground water, waste-water, soil water and ground and sludge.

Waterproef has access to a state of the art lab, motivated personnel who are committed to the environment by gaining samples and high quality analysis.

Waterproef pays a lot of attention to the level of quality. To ensure the level of quality, Waterproef has build its own quality-monitoring system in cooperation with all of its employees. Waterproef has the ambition to be the leader in analysis en research of water and soil. That's why Waterproef integrates innovation in it's daily processes. Not only by using state-of-the-art technology, but also by accessing and using the latest tools and techniques which are available in science.

In cooperation with the University of Amsterdam Waterproef made it possible to do post-doctoral research on site. For example, at this moment we are doing research to more effective techniques to get samples for macro-fauna.

CALL FOR POSTERS

Proposals should be submitted in the form of an outline abstract, within the scope of the conference limited to two A4 pages (including figures and tables), typewritten in English and must contain adequate information to allow a sound referee review.

The following information must be included in submissions:

- Author's name and affiliation
- Title of poster
- Email address and postal address
- Telephone and fax numbers

Submissions should be send to the secretariat of the conference by email (WOP@moorga.com). Submissions of posters are welcome till 24 October 2011. If selected a full manuscript can be submitted on schedule for inclusion in the conference proceedings (cd-rom).

PROGRAMME
“WATER OPERATORS’ PARTNERSHIPS”
EACH ONE TEACH ONE
WEDNESDAY 2 NOVEMBER 2011

- 9.00 – 09.30 **Registration**
- 09.30 – 09:40 **Opening and Welcome** by Mrs. Natasja van den Berg (Chair WOP-conference)
by Mr. Johan de Bondt (Director Water Board Amstel, Gooi and Vecht)
- 09:40 – 09:55 **Global Water Operators’ Partnerships Alliance (GWOPA) and WOPs**
by Mr. Faraj El-Awar (GWOPA program manager, UN-HABITAT)
- 09:55 – 10:10 **The Integrated Approach** by Mr. Gerard Rundberg (CEO World Waternet)
- 10.10 – 10:30 **Keynote Address:** Mrs. Anne le Strat (President, Aqua Publica Europea /
President, Eau de Paris / Deputy Mayor of Paris responsible for water)
- 10.30 – 10:45 **Case studies of 3 WOPs in Asia** – Key Findings by Mrs. Julie Perkins (UN-Habitat)
- 10.45 – 11:15 **Coffee break**
- 11.15 - 12.15 **WOP-Experience**
- Mr. Steven Alfaisi (CEO FOB Suriname)
 - Mr. Samir Bensaid (CEO Office National de l'Eau Potable, Morocco)
 - Mr. Luis Babiano (Asociación Estatal de Operadores Públicos de Agua y Saneamiento-
AEOPAS-Public Operators Association of State Water and Sanitation)
 - Prof. Dr. Hassan Warda (Alexandria university, Egypt)
 - Mr. Subekti (CEO Permansi Banten, Indonesia)
- 12:15 - 13.15 **Lunch**
- 13.15 - 14.30 **Workshop 1; WOPs: a precondition for future investment programs.**
- Mr. Siemen Veenstra (Vitens-Evides International, the Netherlands)
 - Mr. Boniface Gondwe and S.Mwandira (Ministry of Irrigation and Water Development,
Malawi)
 - Mr. M. Shephard (JOAD, South Africa)
 - Mr. Frederik Claasen (Micowaterfacility, The Netherlands)
 - Dr. K. Schwartz and M. Rusca (Unesco IHE, The Netherlands)
- 13.15 - 14.30 **Workshop 2; WOPs: the only sustainable way to achieve MDGs**
- Mr. Koen Maathuis (World Waternet, the Netherlands)
 - Mr. Christiaan Rebergen (MDG Ambassador, the Netherlands)
 - Mr. Manodj Hindori (Chair of Water Board MCP, Nickerie, Suriname)
 - Mr. Emanuele Lobina (Public Services International Research Unit,
University of Greenwich, United Kingdom)
 - Mr. Sam Parker (CEO WSUP, water & sanitation for the Urban Poor)
 - Mr. Sjeff Ernes ((CEO Aqua for All & BOP innovation center)
- 14:30– 15:00 **Coffee break**

15:00 - 16.15

Workshop 3; WOPs and Economical spin off belong together!

- Mr. Faraj El-Awar (GWOPA program manager, UN-HABITAT)
- Mr. Nabil Mosleh (Office National de l'Eau Potable, Marocco)
- Mr. Gerard Rundberg (CEO World Waternet, the Netherlands)
- Mr. Christophe Nuttall (Director Hub for Innovative Partnerships, UNDP Office in Geveva)
- Mr. Maurice Bernard (AfD) tentative
- Mr. Gerard Payen (Veolia Foundation, AquaFed)

15:00 - 16.15

Workshop 4, Participation in WOPs: Why and How to do it

- Mrs. Satoko Kishimoto (Transnational Institute)
- Mrs. Julie Perkins (GWOPA, UN-HABITAT)
- Mrs. Adriana Marquisio (Uruguay State Water Company OSE, Uruguay)
- Mr. Meindert van den Berg (Abvakabo FNV, the Netherlands)
- Mrs. Marcera Olivera (Platform for public community partnerships, Bolivia)
- Mrs. Anne le Strat (Eau de Paris, France)
- Mr. Luis Babiano (Asociación Estatal de Operadores Públicos de Agua y Saneamiento- AEOPAS-Public Operators Association of State Water and Sanitation)

16.15 - 17.15

Discussion

- Mr. Gerhard van den Top (VEI)
- Mr. Bert Diphooorn (UN-Habitat)
- Mr. David Boys (Public Services International, UN Secretary General's Advisory Board on Water and Sanitation (UNSGAB)),
- Mr. Christophe Nuttall (Director Hub for Innovative Partnerships, UNDP Office in Geveva)
- Mrs. Marcera Olivera (Platform for public community partnerships, Bolivia)
- Paul Reiter (IWA),
- Mrs. Anne le Strat (President, Aqua Publica Europea / President, Eau de Paris / Deputy Mayor of Paris responsible for water)
- Leonardo Manus (Department of Water Affairs, South Africa)
- Theo Schmitz (VEWIN)

REGISTRATION VIA WWW.INTERNATIONALWATERWEEK.COM

The conference fee covers attendance at the conference sessions, conference documentation, conference dinner on Tuesday 1 November or Thursday 3 November, morning and afternoon coffee/teas and lunch, attendance at RAI exhibition. Below prices are excl. of 19% VAT.

Categories	Early bird rate (before 1st September)	Normal rate (after 1st September)
Conference fee	€ 356,-	€ 395,-
Student	€ 150,-	€ 200,-
Passe-partout for all conferences	€ 896,-	€ 995,-
Technical visit	€ 60,-	€ 60,-
Conference dinner ticket	€ 100,-	€ 100,-

The online registration form is available at www.internationalwaterweek.com. After we have received your registration we will send you an invoice with the information how to pay the fee. All remittances should be made in Euro's. Above prices are exclusive of the prevailing Goods & Services TAX (as a guide to delegates the current exchange rate of Euro € 1,- = US \$ 1,28). The organising committee of the conference will confirm registrations after receipt of the payment.

Early Bird Discount:

For registrations confirmed and paid before the 1th of September.

Cancellation:

Before the 1st September 2011, a total refund minus a € 100,- administration fee will be issued. Between the 1st September – 15th September 2011 a 50% refund will be issued.

After the 15th September 2011, no refund will be made for cancellation.

Refunds of registration after must be applied for in writing and will be settled after the conference.

CONFERENCE VENUE

Waternet head office stands at a bend in the River Amstel in Amsterdam and is designed by Architectuurstudio Herman Hertzberger.

The open workplace, social space, the building as urban object, the building's capacity to accept change, and Structuralism are themes found throughout Hertzberger's office designs. Waternet Double Tower illustrates these themes not just with the Waternet head office but additionally enlists the services of all other realized office buildings by Herman Hertzberger, the best known being Centraal Beheer in Apeldoorn and the Ministry of Social Welfare and Employment and the Benelux Trademarks Office, both in The Hague.

For registration please visit
www.internationalwaterweek.com

CONFERENCE DINNER

The conference dinner will take place on **Thursday 3 November**. The dinner will be in the centre of Amsterdam. The dinner is included in the conference fee. More information will be available later.

ACCOMPANYING PERSONS

Through the hotels a variety of touristic tours in Amsterdam and the surrounding cities are organized every day. accompanying persons are welcome to attend the conference dinner on Thursday 3 November. The fee for accompanying persons is € 100,-. Please mention this option on your registration form.

HOTEL RESERVATIONS

For hotel reservation please visit www.moorga.com and select your conference. You can find all information and bookings of the different hotels in Amsterdam near the RAI conference centre. On the website the organising committee made a selection of 4 hotels near the conference venue.

GENERAL INFORMATION

Conference venue

The conference will take place in Waternet, Korte Ouderkerkerdijk 7, 1090 GC Amsterdam, the Netherlands.

Transport

Transport from Amsterdam Schiphol Airport to RAI Conference centre:

- by train directly from the airport to Amsterdam RAI station; every 15 minutes (transfer time 15 minutes). From station RAI a 5 minute walk to the Conference centre.
- of course also taxi's are available at the Airport and Central station of Amsterdam.

Visa

Delegates should check if they require visa for entry to the Netherlands. If any delegate experiences difficulty obtaining a visa please contact the secretariat.

Climate

The Netherlands have a maritime climate. In November the average daily temperature is 9 degrees Celsius and generally mild. A raincoat is advisable.

Conference language

The conference language is English. Therefore, all papers and posters are written and presented in English. There will be no translation facilities.

Insurance

Participants are advised to check whether they are insured during their stay in the Netherlands. Although good care will be taken of the participants, the organisers cannot be held responsible for any loss, damage or personal harm.

Publication

The papers and posters will be published on cd-rom.

SURPRISING AMSTERDAM

Unique city of water

Amsterdam's ties to water are inextricable. The city was not only founded on water, it continues to play a significant role. The Amsterdam Metropolitan Area is renowned for the major role water plays in daily life. It was during the Golden Age that Amsterdam developed into the most prosperous city in Europe on the heels of thriving transoceanic trade. The Dutch have also had to battle against – and ultimately prevailed over – water. With this rich tradition of working together to live with water, Amsterdam has developed into a bustling commercial centre, tourist destination and cultural stronghold.

Things to do and see in Amsterdam

A canal trip is the best way to see the most characteristic parts of Amsterdam. In November the canals are illuminated with thousands of lights. In the Vincent van Gogh museum, the Historic museum or the Municipal museum you will find a great collection of classic and modern art. The house where Rembrandt lived and worked is open to visitors.

Public events

During the week public events will be staged on different locations throughout the city of Amsterdam. These public events should increase the familiarity of residents and visitors with the various stories and images that are part of the unique features of this water city. It also highlights Amsterdam as an appealing economic, tourist and cultural destination and as a unique city with a rich history in which its people live on and near the water.

ORGANISING COMMITTEE

Roelof Kruize
Gerard Blom
Martien den Blanken
Peter de Jong
Monique Bekkenutte

Waternet, the Netherlands
Deltares, the Netherlands
PWN, the Netherlands
Witteveen + Bos, the Netherlands
Royal Netherlands Water Network (KNW), the Netherlands

PROGRAMME COMMITTEE

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Vitens-Evides Internationaal (VEI)
World Waternet
Aqua for all, the Netherlands
Ministry of Infrastructure and the environment
Ministry of Foreign Affairs, the Netherlands
Program Manager of UN Habitat Global Water Operators' Partnerships Alliance, GWOPA

All information can be obtained from:

Conference secretariat Moorga

Havenplein 5
1721 CA Broek op Langedijk
The Netherlands
T +31 226 34 44 78
E WOP@moorga.com
I www.internationalwaterweek.com
or www.moorga.com (latest news)

Conference location:

Waternet

Korte ouderkerkerdijk
1092 AD Amsterdam
The Netherlands

Partners conferences:



OVERALL PROGRAMME CONGRESSES

	CONGRESSES	EXCURSIONS
Monday 31-10-2011	Watercities in Transition (NEMO) Young Water Professionals (Waternet)	<ul style="list-style-type: none"> • Waste water plant Amsterdam West & Energy Plant Amsterdam • Amsterdam Water Management; a glance behind the stages • Flood protection in Amsterdam, a multi layer safety approach • Drinkwater winning area Leiduïn: a bike safari • History of the Amsterdam Watercycle: a boat tour
Tuesday 01-11-2011	Watercities in Transition (NEMO) Young Water Professionals (Waternet) Water related to sustainable energy (West Indisch House)	<ul style="list-style-type: none"> • Flood early warning in the Amsterdam area • Flood protection in Amsterdam, a multi layer safety approach
Wednesday 02-11-2011	Water Operator Partnership (Waternet) Water related to sustainable energy (West Indisch House) Young Water Professionals (RAI)	<ul style="list-style-type: none"> • WATERgraafsmeer • Zuidas, Amsterdam: urban densification • Amsterdam Water Management; a glance behind the stages • Drinkwater winning area Leiduïn: a bike safari
Thursday 03-11-2011	Water & Innovation : Watertechnology (RAI) International conference on Benchmarking (RAI) Young Water Professionals (RAI)	<ul style="list-style-type: none"> • Lake Ouderkerkerplas: cold retrieval and water-quality improvement • Amsterdam Water Management; a glance behind the stages • Technical visit HVC
Friday 04-11-2011	Water & Innovation: Watertechnology (RAI) International Conference on Benchmarking (Waternet) Young Water Professionals (RAI)	<ul style="list-style-type: none"> • IJburg, Amsterdam: building a neighbourhood in Lake IJmeer • Flood protection in Amsterdam, a multi layer safety approach • History of the Amsterdam Watercycle: a boat tour