



Presentation from
**2015 World Water
Week in Stockholm**

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Agenda Setting for Sustainable Water Services by 2025

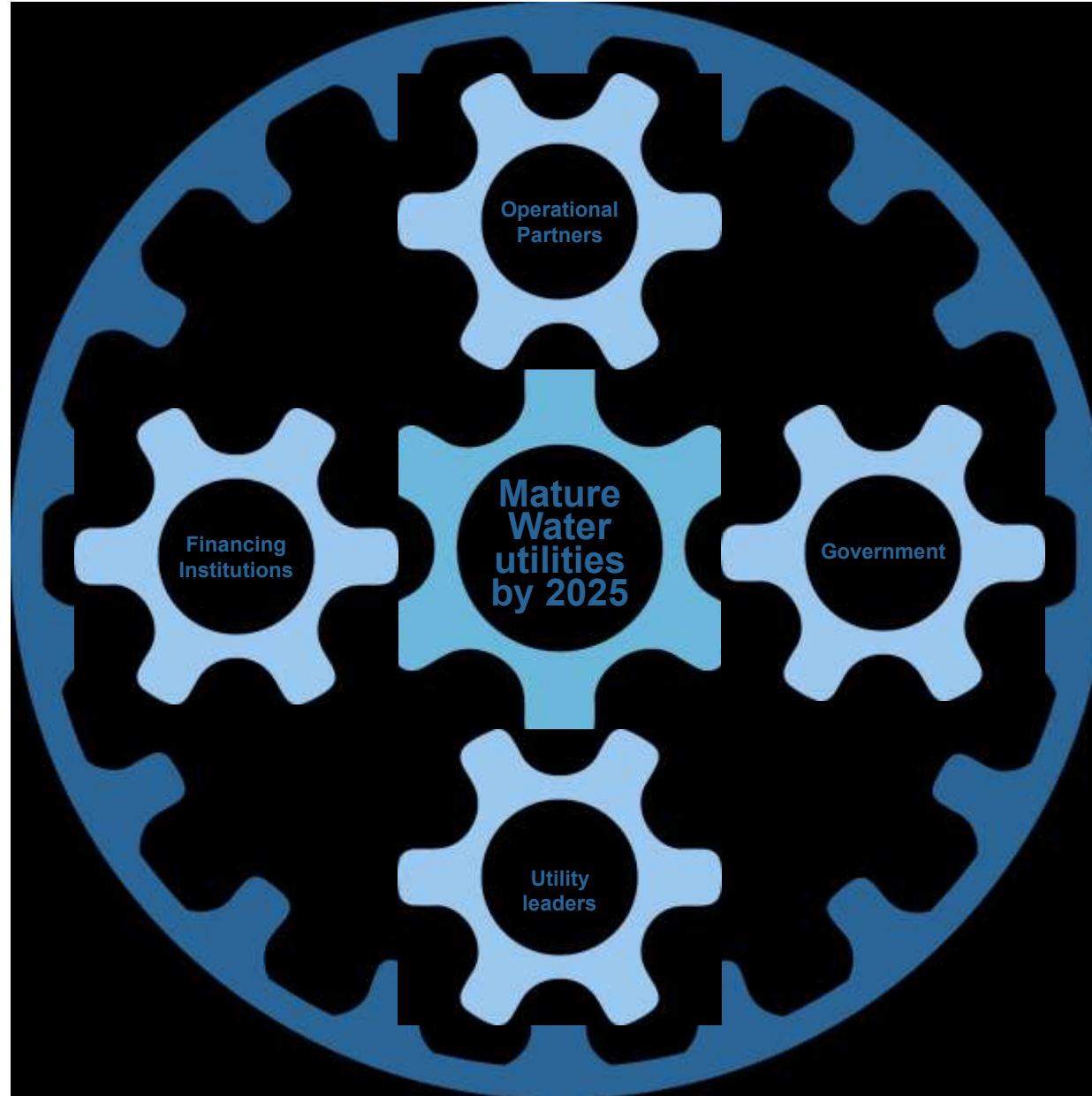
NL Pillar Hall

09.00 – 10.30 hrs

Vitens Evides International as promotor of Water Operator Partnerships



Agenda Towards 2025



Programme of the session

09.00 Welcome by Marco Schouten Vitens Evides International, Netherlands

09.05 Programme facilitator, Prof. Kenneth Irvine, UNESCO-IHE

09.10 Four key speakers presenting themselves and their pitches

09.10 Kebede Gerba, State Minister of Water, Irrigation and Energy, Ethiopia

09.30 Malinne Blomberg, African Development Bank, Ivory Coast

09.50 James Sano, Director Water and Sanitation Corporation, Rwanda

10.10 Riksta Zwart, Director Water Company Groningen, Netherlands

10.30 Closure of session by Marco Schouten



Kebede Gerba, State Minister Ethiopia

1. Provision of WASH services to low income areas is a public interest and corporate responsibility of utilities

2. Competition is highly appreciated as mechanism to drive utilities and go for performance improvement



Malinne Blomberg, African Development Bank

3. Shift accountability for water services and results from government to utilities

- It enables recruitment of qualified managers & staff
- It provides opportunity for performance management based on KPIs (this also applies for service delivery partners – performance based contracts)
- It treats utility management as mature entity (autonomy) and triggers them to seek finance on their own
- Financers may provide institutional support and direct lending opportunities to utilities that are dedicated to improve their performance



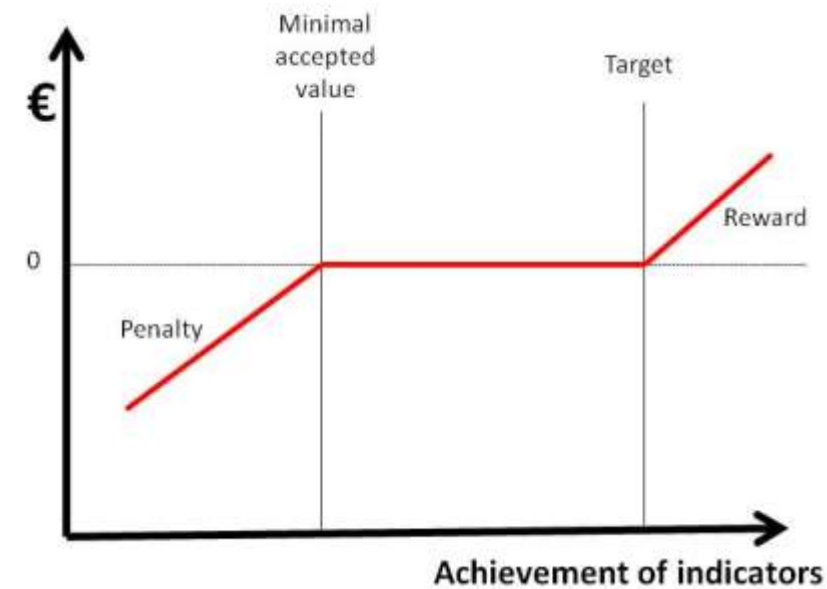
Utilities to grow in maturity

Malinne Blomberg, African Development Bank

4. Utilise and mobilise power of civil society to monitor service delivery, utility performance (and performance based contracts)

5. Demand for proven operational improvements within utilities before providing investment funds

- Demonstrate serious commitment to and results in business improvement (cash collection, expenditure budgets, staffing level, or institutional reform)
- Financiers may
 - promote accountability through benchmarking and/or utility ranking (an African Index)
 - align funding allocation methods to be truly demand driven
 - Align financing modalities not on internal KPIs (disbursement rate) but transfer them into result based modalities



James Sano, Director Water and Sanitation Corporation Rwanda

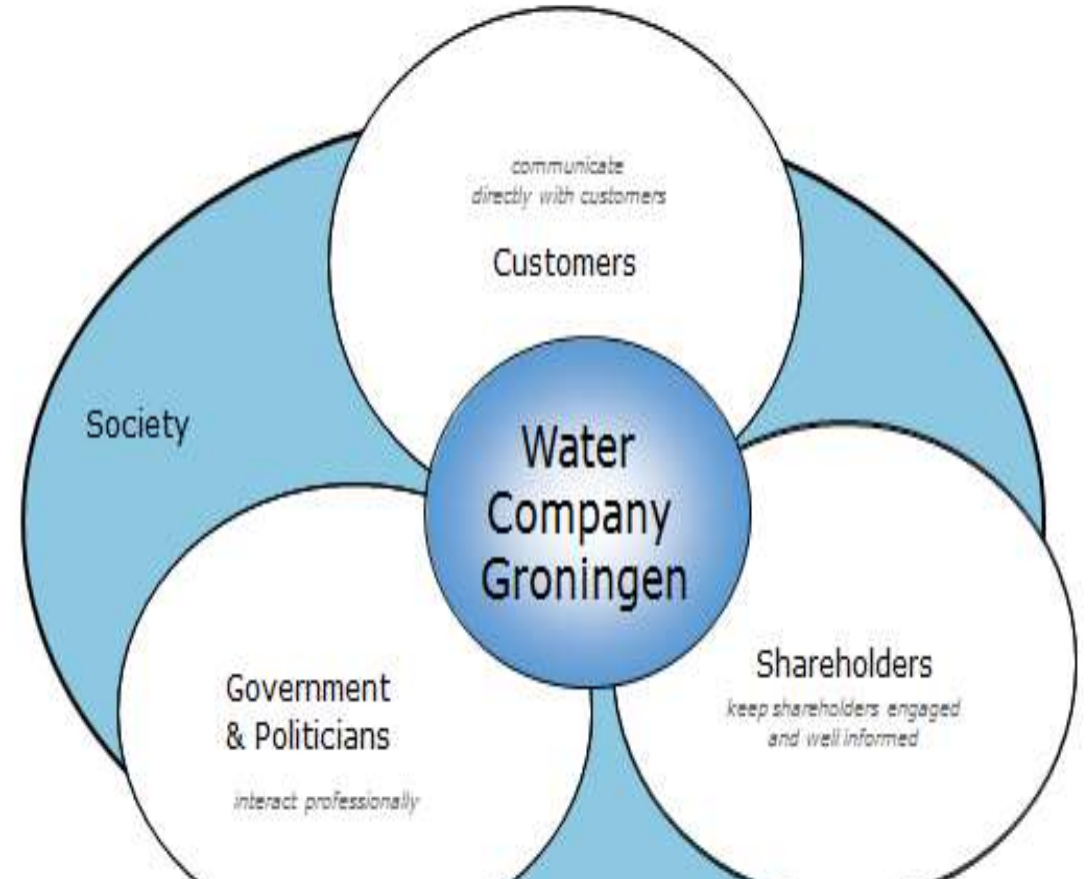
6. Incorporation of Asset Management principles implies taking more responsibility for full life cycle costing for existing infrastructure

7. Low NRW is THE indicator for a water utility that is “*in control*” over its people, its business processes, and its customers



Riksta Zwart, CEO Water Company Groningen

8. Utilities that know their customers well perform the best



Riksta Zwart, CEO Water Company Groningen

9. The War for Talent: by appreciation and attention everything/everybody grows

- Employees are key asset of any water utility
- More attention be given to working conditions, career opportunity and development, safety, and delegated responsibility
- Managers who actively support employees in these will make the difference in the War for Real Talent



Riksta Zwart, CEO Water Company Groningen

10. Utility partnerships are instrumental to share, exchange and replicate best practices and improve upon corporate culture and performance



**Do step into an
operational
partnership**

Agenda Towards 2025

