

Completion report

WaterWorX Phase 1 (2017-2021)



Introduction to the WaterWorX programme

Late 2015, the Dutch minister for Foreign Trade and Development Cooperation stated that the Netherlands as a nation will ensure that by 2030, 30 million people will have sustainable access to drinking water and 50 million people will have access to proper sanitation.

This goal encompasses the Dutch contribution to the realisation of Sustainable Development Goal 6 of the United Nations. Through the WaterWorX programme, the 10 Dutch water utilities collectively and uniquely responded to this call. Together, they expressed their commitment to addressing global water issues caused by a growing population, urbanisation, economic growth and the impacts of climate change.

WaterWorX (WWX) is a partnership of public water utilities to improve and increase access to sustainable water services for 10 million people between 2017-2030. WaterWorX is co-funded and jointly implemented by the Dutch Ministry of Foreign Affairs, the 10 Dutch water utilities and local water utilities in Africa, Asia and Latin

America WaterWorX was officially launched during the Dutch celebration of World Water Day 2017 in The Hague. By working together in Water Operator Partnerships (WOPs), water utilities can improve operational, maintenance, financial and administrative processes. In doing so, the continued strength of WaterWorX stands out in building and strengthening the capacity of local counterparts to make lasting improvements that increase access to sustainable water services and generate viable pro-poor investment propositions.

This completion report focusses on phase 1 of the programme, whose central theme was 'getting the basics right'.

WaterWorX is committed to providing sustainable access to clean drinking water for 10 million people by 2030, by focusing on three pillars:

1 Pillar 1

Strengthening the financial, technical and social sustainability of the local partner water companies, thus enabling access to sustainable drinking water for 10 million people in developing and transitioning countries.

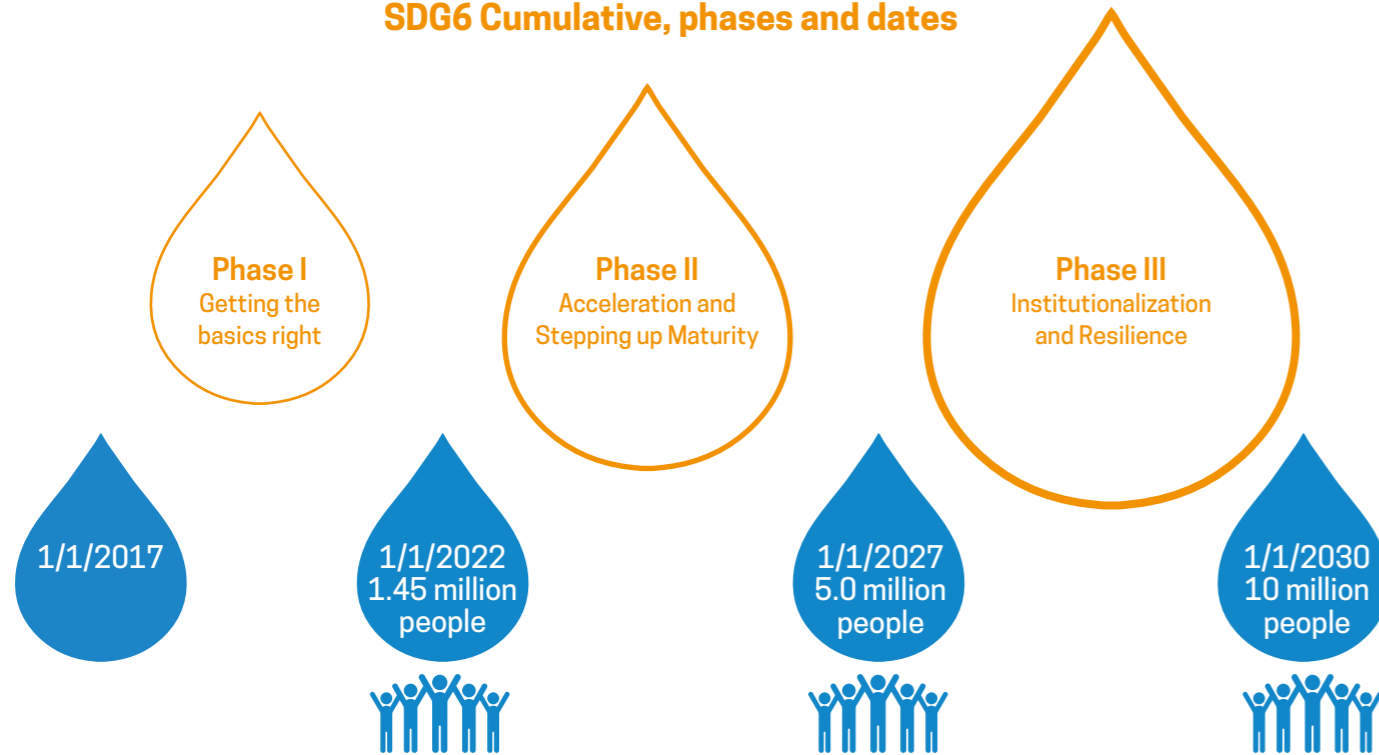
2 Pillar 2

Strengthening the institutional infrastructure of policy, legislation, regulations and funding, creating an environment in which water companies are encouraged to function and perform well.

3 Pillar 3

Improving access to investment funding in water infrastructure by developing investment proposals and establishing relationships with domestic and international funding institutions and banks.

SDG6 Cumulative, phases and dates



Phase 1: 2017-2021

In phase 1, a solid foundation of trusted partnerships with 39 water utilities in Africa, Asia and Latin America was built. In this phase, the WOPs focused on staff and organizational capacity development of the partner utilities in various performance areas, including low income customer services provision, revenue generation and long-term security of water supply. In addition, WaterWorX worked on the development of a pipeline of investments projects, supported enabling environment activities in Colombia, Ethiopia and Kenya, and established 9 Communities of Practice for knowledge management across the programme. The Covid pandemic affected the programme during 2020 and 2021, but also showed the resilience of WaterWorX and strength of the partnerships, which enabled the WOPs to reach most of their goals.



What is a WaterWorX WOP?

Water Operator Partnerships (WOPs) are long term, not-for-profit partnerships. In a WOP peer water and sanitation operators support with and exchange knowledge and experience to improve counterpart utilities' operations and extend their service. The areas of knowledge transfer range from technical expertise, such as maintenance of water distribution systems and reducing water losses, to organizational improvements, e.g. in the areas of leadership & management, financial planning, human resources and professional customer communication.

WaterWorX is a programme of WOPs. The programme invests in long term partnerships between water and sanitation utilities focusing on the transfer of knowledge to improve the access and quality of services, and building together a more inclusive, (climate) resilient and sustainable water sector. WaterWorX has the ambition to expand beyond the individual projects and strives to establish a network of water operators worldwide that want and can support each other in providing quality services in a sustainable manner.

During phase 1, the programme has supported several initiatives contributing towards solidifying a network of operators. As examples, the very well attended pro-poor coordinator meeting in Nairobi in 2019, and the well represented programme AfWA Congress in Kampala in February 2020. Through the Communities of Practice, WaterWorX generates and disseminates knowledge within this network, and has initiated exchange visits between partner utilities, contributing to the consolidation of the network beyond the individual projects. In phase 1 the programme twice hosted, in the Netherlands, representatives from all the partner utilities. During these meetings, partners share experiences and discuss issues common to utilities and reinforce partnerships within the respective region. To create a bigger network, Phase 1 has enabled exchange between utilities, knowledge management and partner meetings, etc; examples being WWX partners days (twice WWX-1), Kampala meeting, pro-poor coordinator meeting in Nairobi, local project coordinator meeting in Kampala, YEP and Communities of Practice, and exchange visits between Southern partners.





The story of:

Engineer Sikhumbuzo Mangisi Ncube

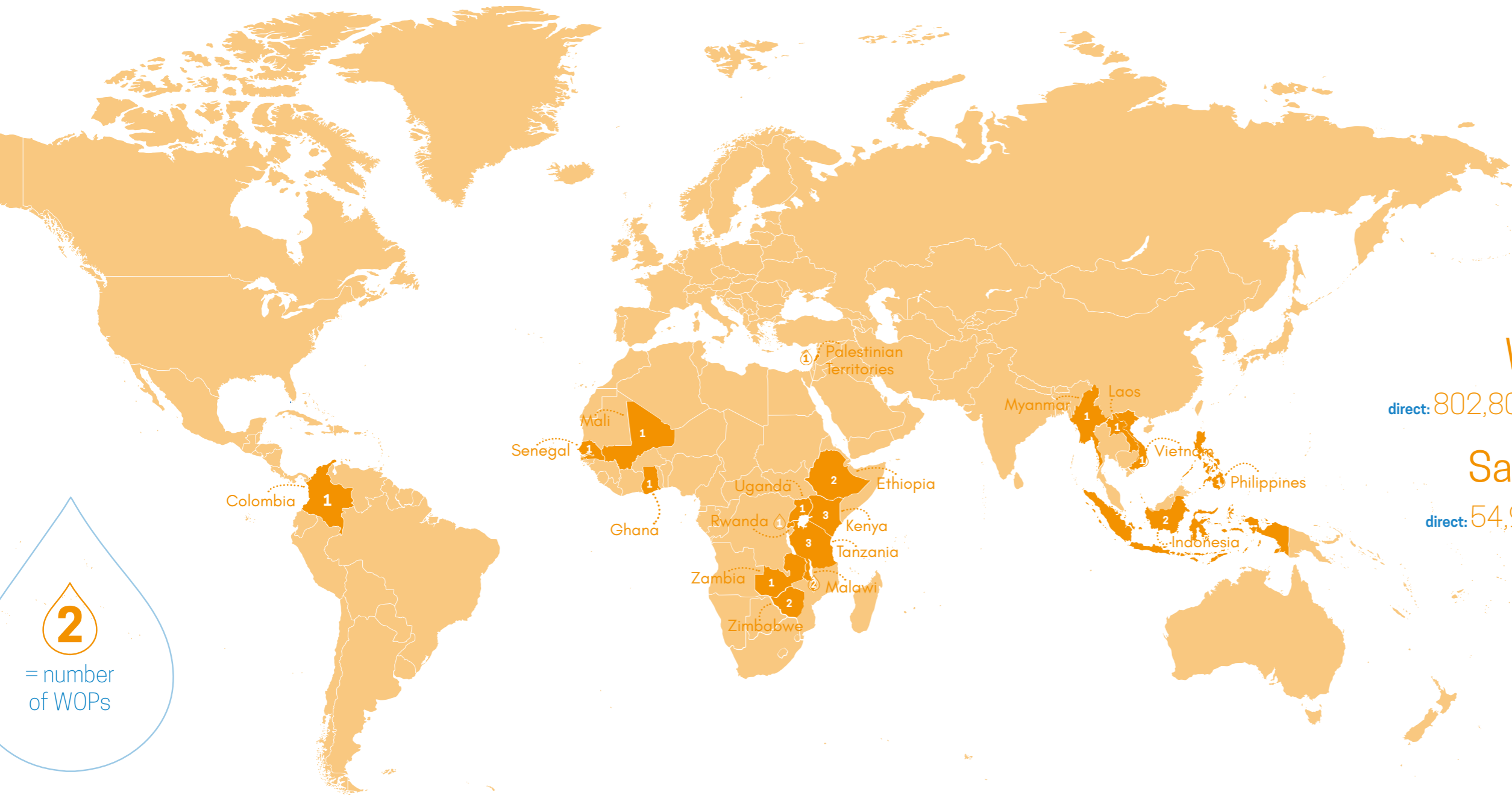
Acting Director of the Engineering Services Department

“As City of Bulawayo (Zimbabwe), we believe in the power of collaboration and knowledge sharing to improve the access to and quality of water and sanitation services. That’s why we were proud to be a part of Water Operator Partnerships (WOPs) and the WaterWorX programme, which invested in long-term partnerships between utilities to transfer knowledge and expertise. Through our participation in these initiatives, we were able to improve our own operations and extend our services to more of our community members. We also had the opportunity to learn from our peers in the water sector and contribute to building a more inclusive, resilient and sustainable water sector worldwide. We were committed to expanding beyond individual projects and solidifying a network of water operators who could support each other in providing quality services in a sustainable manner. Through our participation in initiatives such as the 2019 pro-poor coordinator meeting in Nairobi and the 2020 AfWA Congress in Kampala, as well as our exchange visits and Communities of Practice, we were able to generate and disseminate knowledge within the network and reinforce our partnerships within our region. We look forward to continuing to work with our partners to improve access to clean water and sanitation for all.

As the Project Coordinator for the WaterWorx WOP-1 in Bulawayo, I have experienced the added value of a long-term partnership with the programme. The opportunity to connect and learn from other WOP partners in Harare, Mutare, and other countries such as Uganda, Kenya, Malawi, Zambia and Tanzania has been invaluable. The meetings in the Netherlands provided a platform for global exchange of best practices and innovative solutions. The flexibility of the programme allowed us to request and secure additional funding for specific needs, ultimately leading to improved water services for our residents and staff. We are grateful for the support and knowledge gained through the WaterWorX program and look forward to continuing to work together towards a sustainable water sector.”



WaterWorX results phase 1 (2017 - 2021)



2
= number of WOPs



1,844,254

Water

direct: 802,809 Indirect: 980,427

Sanitation

direct: 54,918 Indirect: 6,100

partner utilities: 39



Total expenditures:

€ 54,612,562

The Netherlands Ministry of Foreign Affairs long-term commitment to sustainable water and sanitation services

In the first phase of WaterWorX, the Ministry took a unique role as implementing partner, next to their role of (co)financier. We asked Jopy Willems, Senior Policy Officer Water Sanitation Hygiene (WASH) with the Ministry to reflect on the WaterWorX programme, their role and Water Operator Partnerships.

“What do you consider to be the power of WaterWorX?” “What I appreciate about the WWX program, is that it takes WOPs to a next level. Most of the WOPs don't include 1 mentor and 1 mentee, but several mentors and mentees, which encourages learning between all these partners. Besides the peer-to-peer North-South learning that takes place in a WOP, it also encourages South-South learning where mentees in the long term partnership gradually become mentors and support their peers in the region. Other benefits are North-North learning, where utilities exchange different WOP modalities and lessons learned, and South-North learning that enriches the Northern utilities, in terms of flexibility, management style and ways of cooperation/collaboration. It's a win-win situation.”

“What is Foreign Affairs' most significant contribution of phase 1” “I am glad to experience that working in WOPs becomes more a common good in Europe. The EU WOP program has been formed and enables European utilities to experience the advantages of



working in WOPs. Furthermore, through increased European collaboration during the first phase of WaterWorX, we found a new partner in our German colleagues. Under their leadership, the Urban Water Catalyst Initiative will be launched at the UN Water Conference in March 2023. An important fund, that directly contributes to operation and maintenance investments, through which utilities will be able to scale up the number of people with access to drinking water and sanitation”.

“During the first phase of WaterWorX, the Ministry worked on improving the enabling environment of water utilities in certain countries. Why is this important to the Ministry?”

“Within our foreign development policy, we strive for a contribution to the sustainable development goals. Although sustainability could be explained by many definitions, alignment to national plans, policies and ambitions is a very important one. However, sometimes it's necessary to support organisations and institutions in strengthening their enabling environment of laws and regulations, financing and policies, so that water companies are encouraged to function properly and enhance their performance. Within the WWX program phase I, we took the lead in enabling environment activities aiming to improve the context utilities are working in.



Young Experts as Key Agents of Change

In WaterWorX phase 1, 43 local Young Experts joined a tailor made Young Expert Programme organised by the Netherlands Water Partnership (NWP). They participated in training sessions, joined masterclasses and received coaching for two years. The YEP training was well received; Young Experts play a vital role in a WOP. Most of the Young Experts were employed by -and continue their career in- the WOP partner utilities.

We asked three YEP alumni from WaterWorX phase 1, and the programme coordinator of the YEP programme questions on their experience with YEP. Daniela Gómez Martínez worked as a young expert in Colombia from 2018 to 2020, for the Environmental Management Department at Acuavalle S.A. E.S.P. Eyob Bekele started in the programme in 2020, working with VEI in Addis Ababa, Ethiopia. Under guidance of the WaterWorX WOP, he developed personal and professional skills to take a major role in the development of an Excel based commercial dashboard from customer billing data. This

helps to structure Non-Revenue Water (NRW) monitoring, water meter calibration and replacement, and reduce commercial losses. Bahati Munyi Juma started in 2017 as volunteer with Arusha Water & Sanitation Authority (AUWSA), Tanzania. He was recruited for the WWX project team and finalized his YEP training in 2020. After this, AUWSA appointed him as GIS engineer. Early 2022, he was promoted to acting Zone manager, being responsible for a team of 22 people supplying water to 16,300 customers.



What was the best of being part of the YEP and WaterWorX Programmes? How did this experience contribute to your personal and professional growth?

Daniela: The best thing is that both programmes give you tools to improve professionally, and allow you to learn and share experiences through an immense “network” that brings you closer to knowledge. And it’s a knowledge that goes beyond the technical and utilities’ aspects; you get it in a fascinating, multicultural space where you also find friends in your colleagues.

This experience contributed to my professional growth by improving my “soft skills”, working on my weaknesses and strengths, helping me to be more efficient in work and personal academic projects. I achieved this thanks to coaching and I consider that it

also impacted me immensely since I went through very difficult situations that my coach helped me to cope with.

Bahati: The meditation and conflict management training as well as the YEP leadership module provided me valuable skills needed to resolve issues and provide guidance to my team. I appreciate the WWX opportunities to boost my career and am ready to share experiences and best practices within the entire WWX peer community.

How would you describe WaterWorX YEPpers?

Vincent Cornelissen (Programme Coordinator YEP programmes): WaterWorX Young Experts are highly motivated and proactive, both during offline training and online. Large numbers of them participate in our

online courses; they are involved in YEP online meet-ups and ask questions that show they embrace the added value of YEP and do not just take it for granted. A very pleasant group to work with as programme bureau!

Eyob: “With the chances given to me by WaterWorX, I am excited and challenged to pursue my career path. I want to improve at all levels. This keeps me motivated. So far it is an incredible career journey filled with warmth, friendship, and support. I enjoy what I currently do, and I understand better how my strength can play a role to improve the utilities in Ethiopia. Next year I intend to actively take part in the Community of Practice on Commercial Operations and share my experiences within peers from all over Africa”.

Services in Low Income Areas

Serving low income communities is high on the agenda for WaterWorX because it is important for partner utilities to ensure availability and sustainable management of water and sanitation for all by 2030. Under WaterWorX we addressed the need to invest in access to water and sanitation leaving no one behind. Therefore we appointed pro-poor coordinators, developed proposals and reached 856,727 people in our WOPs that are now customers of water utilities and have sustainable access to water and or sanitation.

Within WaterWorX we did different activities varying from knowledge sharing among utilities until actual implementation of projects including developing of policies and guidelines, sanitation marketing and household's promotion for water connections, and infrastructure development.

A community of experts: Over the years, the programme has contributed to building a community of experts that regularly meets online to share knowledge about proposal writing, community involvement, or social connections. In 2018 the coordinators of LIAs in partner utilities got together in Nairobi for the first time. This meeting proved crucial in building good relationships and a real sense of expert community. The topic of expanding and sustaining services to Low Income Areas remains a field of exploration, where types of management arrangements, policies, or appropriate types of infrastructure is still a topic of discussion. During phase 1 the group also participated in international fora such as the AfWA Congress and the GWOPA WOP Congress, to contribute their experience in policy development and donor programmes.



Mike Carreon, Philippines: "WaterWorX has been instrumental in realizing the dreams of low-income families to have sustainable access to water here in Cebu and Negros islands. The Pro-poor aspect that is embedded in the partnership between VEI and the partner water districts introduced and fostered a vital aspect of the goal and commitment of the partner water districts as they partake in achieving universal access to water."



Zaituni Rehema, Kenya: "Experience sharing with other low income coordinators in different WOP's of WaterWorX has played a key role towards the journey vision to 2030 and SDG6. For example, in Nakuru [Kenya] we developed a social connection policy for water connections. This has been replicated by other WOP's in the WaterWorX program. The sanitation marketing using the diamond model has also been replicated in other WOP's. I therefore recommend knowledge sharing through the community of practice, WhatsApp group and one-on-one networks in all other WWX work packages to help us build our knowledge hub and not re-invent the wheel."



Sragen buddy system

"With Oasen we are using the COACHING System since January 2019. This system is based on a professional equal level relationship with our partner utility promoting ownership, resilience, and sustainability".



Semarang coaching system

Ardian Wiedilaksono, PDAM Kota Semarang:

"Coaching sessions allows us to keep in touch with the VEI Short Term Experts when we were separated by distance due to the pandemic. Every month, via a Teams meeting, we were coached by the VEI STEs on latest issues in our departments to get insights and recommendations. By doing this, we could learn new things and implement it directly in our work place."

COVID-19

The initial days of COVID-19 brought the regular practices of knowledge exchange through field visits and in-person trainings in a WOP to an abrupt hold. Despite the challenges, the WOP teams quickly adjusted to working online and inventing new formulas to remain in touch irrespective of the distance. In the WOP Sragen (Indonesia) long before COVID-19, they had established regular online coaching meetings, with periodic field missions. During the Covid pandemic the WWX Sragen project team was supplied with MS365 licenses such that the long-distance working conditions could be improved. The long-distance support has been intensified by regular Team meetings, webinars, inspiration sessions, etc. The Coach system proved itself during the pandemic as the activities could continue without taking excessive exceptional measures. In the WOP Semarang (Indonesia) a buddy system was similarly established by which all Dutch and Indonesian experts were coupled to each other, fostering the relationship among partners. In Morogoro, they established regular online sessions and since both partners were working more independently during COVID-19, more effort was put in building the relationship and establishing trust.



Leadership training

Establishing a cultural change within the water companies was identified during WaterWorX phase 1 as a critical success factor for the sustainable improvement of utility performance. A pre-requisite of a successful cultural change is the work done by different layers of leadership within a utility. During phase 1 over 20 utilities worked in different types and approaches of leadership programmes forming a core activity during this phase and building the basis to appropriately accommodate for and endorse other operational changes introduced by the project.

In the Philippines the project organized workshops with senior management to jointly determine the values, mission and visions of their utilities. In Mwanza (Tanzania) and Sragen (Indonesia), tailored-made trainings for management teams were designed to carry out self-assessments. In Vietnam, MDF implemented training on leadership and people management for middle management. In Ethiopia, WaterWorX initiated leadership training with 65 managers from Ambo, Nekemte, Modjo, Duken and Oromia water and energy bureau (OWEB). In turn, OWEB has replicated this training for the higher management of all water sectors in Ethiopia, showing a great snowball effect of a WaterWorX activity.

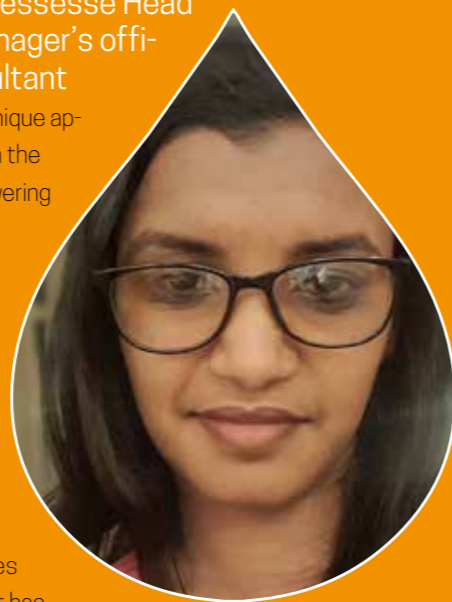
Under this focus there was intense exchange within Water WorX projects. Representatives from Ghana and Uganda participated in exposure visits and workshops within the region focusing on governance, organizational culture and change management. Staff from AAWSA (Addis Ababa) trained in Field Level Leadership (FLL) and trained peers from three partner utilities in Kenya (Nakuru County) on this approach.

Field Level Leadership

Field Level Leadership fosters a safe space for open dialogue across staff of all ranks of the organization. Individuals are encouraged to assemble informal groups of change leaders to define and take on self-assigned results' targets contributing to the organizational goals. In Addis Ababa (AAWSA) and Ghana (GWCL), in a joint effort between WWX and the World Bank, over 700 people were trained in this approach.

Meseret Assefa Gessesse Head of the General Manager's office and legal consultant

"The FLL Approach is a unique approach which focuses on the idea that through empowering the field level workers, change agents can be created with an impact on changing organizational culture and the service delivery as a whole. For AAWSA, FLL has created the opportunity for these change agents to find themselves and people like them that has the desire and the commitment to spark the change that is needed in the organization. It has shown a very different perspective in which employees were enabled to use their potential for innovation and has initiated the sense of contributing to a certain kind of change without the need for additional resource or a push from the top level management. It has created an environment where employees come together for a common goal with a strong sense of purpose to accomplish tasks irrespective of the existence of a favorable condition."



Non-Revenue Water

Communities of Practice were set up during WaterWorX Phase 1 to enhance the exchange of knowledge in crucial working processes of a water operator. The CoP on NRW reduction is one of the most active CoPs in WaterWorX. The CoP has been instrumental in the development of tools, positioning NRW within and beyond technical departments.

In Tanzania, the project team implemented an ambitious integral approach to Non-Revenue Water (NRW) acknowledging the key role played by operational staff in reacting effectively and promptly to the issues of billing inaccuracy or leakages, as great contributors to NRW. A household to household survey campaign was carried out to update the billing and customer databases. The project provided the plumbing teams with well-equipped vehicles. Trucks were reconditioned to transport materials such as pipes and valves to the field, and were equipped with dedicated repair toolkits, readily available when needed in the field, speeding up leakage repairs. Also, to foster quicker reaction to leakages, the project invested in a centralized leakage reporting system in GIS and the development of a real-time leakage Dashboard that allows teams to organize their fieldwork effectively.

These technical interventions were paired with creating continuous and increased recognition from management to the effort and commitment of individual field staff, especially that of a dedicated team of plumbers.



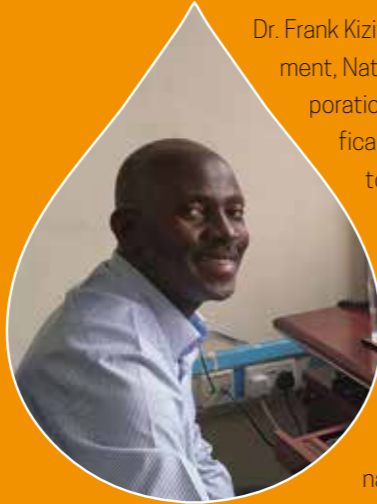
**840
staff
members
trained**

Asset Management

The Asset Management (AM) approach is crucial to reach the WaterWorX goal of working on long term sustainable water services. AM could be summarized by “the coordinated activity of an organization to realize value from assets”. For the projects in Phase 1, this was translated in a variety of topics related to operation, maintenance, the making of asset management plans or the development (or improvement) of a preventive maintenance plan.

The WOP in Homabay (Kenya) focused asset management activities on the production capacity of the utility production site in Kendu Bay. As part of the project a new set of maintenance plans and standard operating procedures were developed and implemented to sustain the performance of the recently rehabilitated production plant. The preventive maintenance plan played a crucial role in unearthing problematic customer lines and working on them before they developed problems and this greatly contributed to realizing the theory of change of our project. In other projects the asset management activities focused on the distribution network, and was often developed in coordination and contribution with the efforts of partner utilities to reduce physical losses in the system. In the WOP Uganda, the project focused on the introduction of a new software – Mapkit – to enhance the existing GIS asset database of NWSC with actual condition data of underground assets, and integrate it with other systems in the utility to optimize the organization and execution of their O&M activities.

**700
staff
members
trained**



Dr. Frank Kizito, Senior Manager Asset Management, National Water and Sewerage Corporation –Kampala Water: “Besides significantly improving response times to reported incidents through streamlined workflows, the system has enhanced individual accountability for work done. Furthermore, spatial historical data on network failures is now available for analysis to aid in strategic planning and operational decision-making.”



Robert Migai - Operations and Maintenance Manager Homawasco: “In WOP with Dunea we implemented a step-by-step model that led to a human-centred approach in designing and implementing increased water abstraction, supply consistency, treatment and distribution in the service area to realize our mission statement. This led to happy residents and we shook hands in hydraulic harmony resulting in customer satisfaction, because the two friends, Dunea and HOMA-WASCO, worked together in mutual trust”.



WaterWorX & investments

One important ambition of WaterWorX is to create financial leverage for infrastructure investments. This started during Phase 1 with the development of investment ideas and plans, and mobilization of external financing sources. 48 investment proposals were developed, which offered sufficient investment potential to meet the 10 million people target by 2030. However, targeted activities into finance mobilization are needed to ensure the viability of these proposals in the coming years. This pipeline of investments will be implemented in the subsequent phases 2 and 3 (2022 – 2030).

In Phase 1, WaterWorX established working relations with a network of potential financiers. Among the parties in this network are International Financial Institutions (IFIs), local and international commercial banks, international impact investors, philanthropists and bilateral donors. Working relations were formalized with 9 organizations: World Bank, European Investment Bank, UNICEF, FMO, RVO-DRIVE, RVO-D2B, Aqua for All, Water Financing Facility and Finish Mondial.

Developing a prioritized investment plan – case of Homa Bay, Kenya

In Homa Bay, with support of Royal Haskoning DHV and Dunea, Homawasco developed a water master plan. The aim was to produce a Homa Bay County Master Plan for 2040 including investment plans and explore financing options to ensure projects are funded. An asset and WASH baseline were developed, the future WASH demand was calculated and compared to the baseline to identify service gaps, and bankable projects were identified. Based on discussions with Homawasco staff, County Government & stakeholders a prioritized investment plan was developed, including last mile connectivity, network extensions, operational efficiency, sanitation and production. In phase 1 the plan was finalised, and in phase 2 the WOP will focus on linking investment opportunities with financiers.

Developing a DRIVE project – case of Mandalay, Myanmar

In Myanmar, a DRIVE project was developed aiming to provide 126,000 people in the low-income area of Pyi Gyi Ta Gon with access to safe drinking water. The WOP project manager dedicated time and budget to be a broker between the Mandalay City Development Committee's (MCDC) Water Supply Department (WSD) and the different financiers of the investment project. The project manager connected the dots, kept the communication ongoing and solved misunderstandings. The long lasting partnership made the WOP project manager a trustworthy broker, and critical to the success of the project. The Water Operator Partnership provided expertise and insights on the needs of the utility. The partnership enabled the WOP to present the needs and priorities of MCDC WSD and these were captured in the development and design of the investment project. To increase the sustainability and impact of the investment, the financier funded additional Technical Assistance to MCDC WSD. VEI was contracted to deliver this assistance. This TA builds upon the assistance already provided by the WOP and makes use of the expertise and partnership between VEI and MCDC WSD. Due to the coup d'état early 2021, the project is on hold (since July 2021).

48 investment proposals developed

5 in implementation

40 million Euro mobilized



Phase 2 (2022-2026): Acceleration and stepping up maturity

Phase 2 (2022-2026) builds on the partnerships, lessons learned and results of Phase 1. It seeks to further strengthen the performance of the partner utilities and accelerate on SDG6 impacts with the objective of reaching an additional 3.5 million people towards the 10 million target. Further intensification of knowledge management will enable current utility partners to share their gained knowledge and experience with colleague utilities in their country and region. Phase 2 has a stronger emphasis on the DGIS focus regions which has resulted in adding several new partner utilities and the phasing out of others.

Phase 2 seeks to:

1. Further strengthen the performance of the partner utilities with a focus on business continuity, (low income) customer growth, service levels and (climate) resilience. For this purpose, a new performance assessment framework is introduced as part of a redesigned Theory of Change - that will provide guidance to step wise improvements in maturity levels of utility working processes from 'elementary' towards 'well performing' or even 'world class'.
2. Accelerate on SDG-6 impacts with the target of reaching an additional 3.5 million people towards the 10 million target of WaterWorX. We will continue direct investments in basic services, and will establish an Operational Fund to create investment opportunities in safely managed services. The pipeline of 48 investment proposals will be further extended while lobbying for funds are continued.
3. Create more impact in the utilities' enabling environment. To this end, the program defines enabling environment activities in each WOP based on demands of the utility. Activities that will lead to tangible results are selected.
4. For countries in which WaterWorX is partnering with more than one utility, 'WOP country programs' are established that aim to have an overarching sector impact leveraging on the cumulative learnings, e.g. by working with utility associations or developing a joint lobby towards important sector stakeholders.
5. Activate current partner utilities to act as mentors in support of performance improvements in other water utilities in the same country or region.
6. Intensify on knowledge management: grow the current Communities of Practice with experts from the partner utilities, develop an overarching platform for WOP practitioners in collaboration with GWOPA and facilitate knowledge exchange across WOPs.

WaterWorX partners phase 1

| Country | Dutch partner | Local partner |
|-------------|---------------|---|
| Kenya | Dunea | Homa Bay County Water & Sanitation Company (HOMAWASCO) |
| Indonesia | Oasen | Tirto Negoro PDAM Sragen |
| Rwanda | PWN | Aquavirunga LTD and District of Rubavu |
| Senegal | PWN | Société d'Exploration d'Ouvrages Hydrauliques (SEOH SA) and Office des Fourages Ruraux (OFOR) |
| Colombia | VEI | Acuavalle, Aguas del Huila, Las Ceibas and Aguas del Magdalena |
| Ethiopia | VEI | Oromia Water Mines and Energy Bureau, Ambo Urban Water Supply and Sewerage Service Enterprise, Nekemte Town Water Supply and Sewerage Service Enterprise, Dukem Town Water Supply and Sewerage Service Enterprise Modjo Town Water Supply and Sewerage Service Enterprise |
| Malawi | VEI | Lilongwe Water Board |
| Malawi | VEI | Southern Region Water Board (Zomba) |
| Myanmar | VEI | Mandalay City Development Committee (MCDC) |
| Philippines | VEI | Bayawan Water District (BAWAD), Bogo Water District (BWD), Carcar Water District (CWD), Toledo City Water District (TCWD), Philippine Association of Water Districts, PAWD |
| Tanzania | VEI | Mwanza Urban Water Supply and Sanitation Authority (MWAUWASA) |
| Tanzania | VEI | Arusha Urban Water and Sanitation Authority (AUWSA) |
| Uganda | VEI | National Water and Sewerage Corporation (NWSC) |

| Country | Dutch partner | Local partner |
|-------------------------|----------------|--|
| Zambia | VEI | Southern Water and Sewerage Company (SWSC), Nkana Water and Sewerage Company (NWSC) |
| Zimbabwe | VEI | Engineering department of the City of Bulawayo (CoB), Water & Sanitation Department of the City of Harare (HWD) |
| Kenya | World Waternet | Nairobi City Water and Sewerage Company Ltd (NCWSC) |
| Laos | World Waternet | Luang Namtha provincial public water utility (Luang Namtha Nam Papa) |
| Mali | World Waternet | La Société Malienne de Gestion de l'Eau Potable (SOMAGEP-SA) Société Anonyme d'Etat |
| Tanzania | World Waternet | Morogoro Urban Water Supply and Sanitation Authority (MORUWASA) |
| Ethiopia | VEI | Addis Ababa Water and Sewerage Authority (AAWSA) Waterforum |
| Ghana | VEI | Greater Accra Region. Three districts: Amasaman, Adenta & Santor |
| Kenya | VEI | NAWASSCO, NAIVAWASS, NARUWASCO |
| Vietnam | VEI | Soc Trang, SOCTRANGWACO, Can Tho, CANTHOWASSCO, Can Tho, CANTHO2WASUCO, Hau Giang, HAWASUCO, Can Tho University – Dragon Institute |
| Indonesia | VEI | PDAM Tirta Moedal Kota Semarang |
| Palestinian Territories | World Waternet | Palestine Water Authority |

