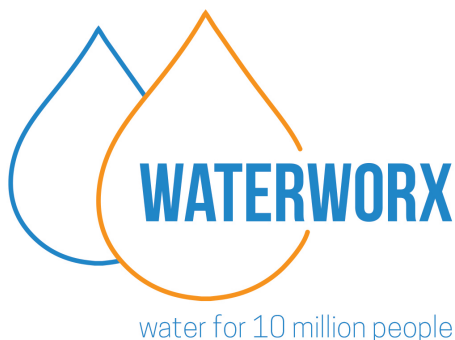


WHAT IS WATERWORX?

WaterWorX (WWX) is a long-term program of long-term Water Operator Partnerships (WOPs) between water utilities in the Netherlands and partner (water and sanitation) utilities in Africa, Asia and Latin America. The program is co-funded by the Ministry of Foreign Affairs of the Netherlands and all participating utilities. In line with the SDGs and the Dutch WASH strategy, the program started in 2017 and has a horizon up to 2030. In this period the program envisions to contribute to well-performing utilities that provide sustainable, inclusive and climate resilient water services to their current customers and to an additional 10 million people. This long-term strategy is divided in three phases, accompanying the growing ambition in improved performance and realization of SDG6.



WHERE ARE WE WORKING?

Currently, WaterWorX - a joint initiative of the 10 Dutch water companies - is present in 15 countries working with 40 different partner utilities. The majority of partners continued in the partnership program from phase I.

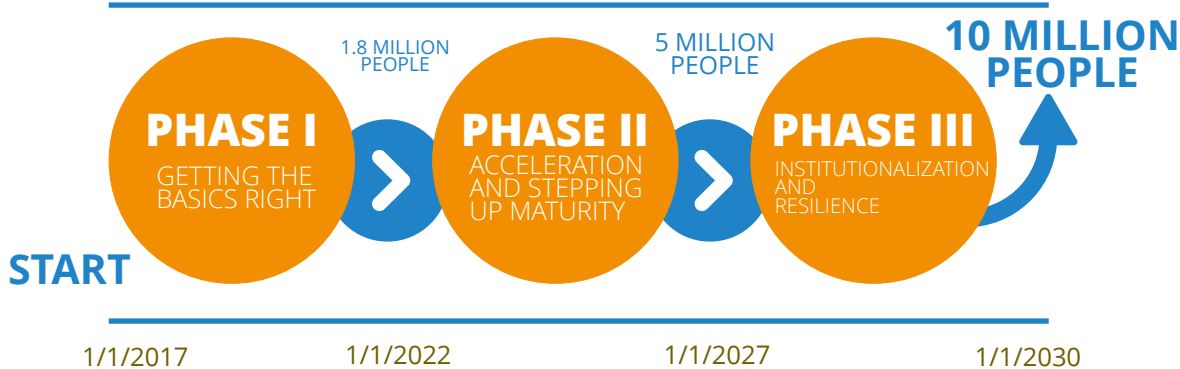


WHAT IS A WOP?

Water Operators' Partnerships (WOPs) are peer-support partnerships between water and sanitation service providers. WOPs work by harnessing the skills, knowledge and goodwill within a strong utility to build the capacity and improve the performance of another utility that needs assistance or guidance. Focus of a WOP is on building the capacity of (resident) operator staff rather than 'doing it for them', supported professional counterparts with hands-on experience in grappling with the day to day utility challenges. WOPs are carried out on a non-for-profit basis with no commercial purpose.

GWOPA (UN-Habitat) - Global Water Operator's Partnerships Alliance

PROGRAM TIME LINE



PHASE II WORK STREAMS

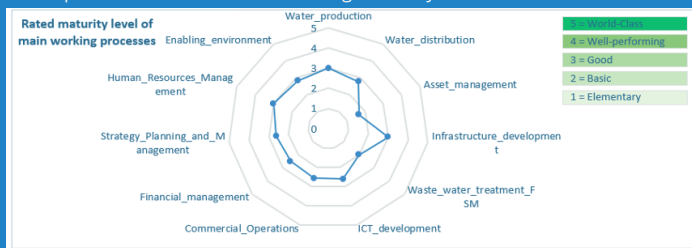
- 1 Utilities embark on a planned trajectory of performance improvement to improve technical, commercial, financial and organizational work processes.
- 2 Utilities reach financial close from different financiers to realize the pipeline of climate resilient investment proposals contributing to SDG6 realization.
- 3 Local actors take policy, contracting and oversight measures that facilitate the turnaround agenda. Utilities are organized to bring this change.



PERFORMANCE ASSESSMENT



Based on the Utilities of the Future (UoF) Framework and experiences of the Dutch water utilities, the working processes of a utility were split up into 11 main working processes reflecting the main areas of work of a water and sanitation utility. Each main process was in turn divided in key sub-processes and for each of these processes a list of 5 maturity levels was defined. The definition of the maturity levels, that were co-developed by the program together with a network of experts and practitioners, were critical in the development of the individual project plans and to monitor progress of our partner utilities in terms of change and beyond the realization of KPIs.



NETWORK OF (WOP) PRACTITIONERS

Communities of Practice (CoPs) in collaboration with UN-GWOPA, the program supports 10 Communities of Practice in relevant topics to water and sanitation utilities. More than 1000 individuals are members of the CoPs where they ask and interact with peers from across the world. Visit for more information: <https://gwopa.org/workplace/> A network of over 1000 experts representing Dutch and partner utilities in the Global South sourcing knowledge where relevant to answer the demands of the projects. WaterWorX works with experts from Dutch water utilities as well as a growing network of staff from partner utilities that have been engaged in WOPs over the years. This include a pool of young water professionals.



More information?

Visit www.WaterWorXprogramme.com