

What is a WaterWorX WOP?



WaterWorX (WWX) is a long-term (2017-2030) programme of Water Operator's Partnerships (WOPs)* between Dutch water utilities and water and sanitation providers in Africa, Asia and Latin America. In a WOP collaboration, knowledge and experience on utility operations is exchanged and the partner utility is supported to improve its operations and extent its service.

A WaterWorX WOP is a partnership project that expands beyond the traditional collaboration between two partner utilities and consolidates access to a wider network of partners, knowledge and (financing) opportunities.

Building on the peer-to-peer collaboration within projects, WaterWorX has the ambition to strengthen the **collaboration** among water utilities worldwide, sourcing expertise from a wide pool of experts **matching** the right expertise with the demands of the partners, as well as fostering a network of partner utilities where assistance and **knowledge** is readily and easily accessible to its own network and to **(inter)national fora**. The programme also connects partners to a wider set of funding opportunities.

***Water Operators' Partnerships (WOPs)** are **peer-support partnerships** between water and sanitation service providers. WOPs are carried out on a non-for-profit basis with no commercial purpose. *GWOPA (UN-Habitat) – Global Water Operator's Partnerships Alliance*

In collaboration with GWOPA WaterWorX supports the development of **10 Communities of Practice (COPs) on Workplace**. In the COPs, partner utility staff join a network of 1000+ professionals available to answer technical and strategic questions about utility management, stakeholder management, and others.

Once every two years, all WWX partner utilities get together during **the WWX partner days**. These days are designed to strengthen the network across projects and discuss issues relevant to all individual projects. Representatives are encouraged to share best practices, and during these days the developments of the next two years are discussed.



Exchange and exposure visits, meetings and trainings take place between multiple utilities in the region. Experienced partner utilities gradually move from mentee to mentor, scaling the WOP approach.

A network of over 1000 experts representing over 40 utilities in the world with access to state-of-the-art knowledge with regards to operational improvement (Non-Revenue Reduction, Asset management, Water Production, etc.), Climate resilient services, access to Low Income Areas. For that WaterWorX sources expertise from Dutch utilities, as well as utilities in the region and from partner utilities

Mostly, WaterWorX partners with several utilities in one country. In **country WOPs** the programme can support partner utilities in a change process including other partners such as associations or regulators.

WaterWorX invests in the professional development of over **90 Young Water Expert (YEP) Professionals** as change agents in the water sector. These professionals follow intensive training courses in the Netherlands, in the region and on-location and are members of a wider network of Young Water Professionals.