



WATERWORX

PHASE TWO

ANNUAL
REPORT

SUMMARY
2023

INTRODUCTION

ACCELERATING RESULTS

In 2023, the WaterWorX (WWX) programme continued to enhance the financial, technical, and social sustainability of partner water companies. The projects funded under the PriFund started executing studies and strengthening the relationships with potential financiers of infrastructure development projects. The programme is on track to achieving the envisioned results in areas of operational improvement that will result in visible changes in relevant key performance indicators (KPIs). In 2023, WWX directly provided clean water or sanitation to 385,446 people, contributing to a total of over 2.5 million reached in phase 2 (2022-2023). The programme is on course to meet its SDG targets, and particularly bringing water and sanitation services to more people in low-income areas.



WATERWORX


RESULTS 2023



WATER

DIRECT 169,031

INDIRECT 1,306,174



SANITATION

DIRECT 216,415

INDIRECT 316,560



OTHER

(PEOPLE EQUIVALENTS, ACCESS TO WATER AND SANITATION IN SCHOOLS AND PUBLIC INSTITUTIONS)

96,000



TOTAL EXPENDITURES

IN 2023 €17,944,381

SDG ACHIEVEMENTS 2023

FIRST-TIME ACCESS AND IMPROVED SERVICE LEVELS

In 2023, we finished harvesting the results of projects initiated during Phase 1. The results of long-standing partnerships with other programs such as Finish Mondial have materialized. Only in 2023, WaterWorX in collaboration with Finish Mondial, provided over 150,000 people with first-time access to sanitation services in Kenya



Furthermore, in 2023 the programme reaped the fruits of the long-term engagement in Ghana with Ghana Water Limited (GWL). Since 2018 GWL and VEI have collaborated to establish and develop the Low-Income Customer Support Department (LICSD) within GWL to provide universal clean water access to all Ghanaians. This collaboration enabled LICSD to attract and manage significant water infrastructure projects, benefiting 434,000 people. Key projects include the World Bank's GAMA Sanitation and Water Project, UNICEF's WASH Project, and UN-Habitat's Shukura initiative, all of which improved water services and living conditions for low-income communities.

WaterWorX aims to contributing to first-time access, while ensuring that those with existing access, sustain or even improve the level of service received by its main water provider. For that, WaterWorX invests in projects that improve the availability and quality of water to those already connected, as part of a crucial role water utilities continue to play in times of climate change. An example of that contribution is in PDAM Tirta Moedal Kota Semarang in Indonesia where the water provider provides piped water to 40% of Semarang's population, while others still rely on wells. An investment to reduce Non-Revenue Water (NRW) resulted in a water saving of 711,000 m³ (a NRW reduction of 15%). The volume that became available will supply 13,000 people that will benefit from a network extension. In Malawi, the Central Region Water Board (CRWB) supplies water to Dwangwa, outside of the city of Lilongwe. An assessment of chlorination practices and a corrected dosing procedure ensured the distribution of safe drinking water to 9,336 people.



OPERATIONAL IMPROVEMENT

OROMIA (ETHIOPIA), CEBU AND NEGROS ISLANDS (THE PHILIPPINES)

The WOP in Oromia, Ethiopia has achieved major results by establishing a solid foundation in asset management through the digitization of all utility assets, using (Q)GIS technology. This process involves recording the locations and attributes of key assets like boreholes, pipelines, reservoirs, and valves, including details on their condition, year of construction, and visual documentation. This establishes the first step to develop and continue improving the utilities' hydraulic modeling, which requires extensive data collection and analysis of pipe networks. To integrate this model into daily operations, utility staff underwent comprehensive training in EPANET, Water CAD, and Water GYMS software. This ensures they are equipped with the necessary skills to use these tools effectively. Additionally, in Modjo and Dukem, the project purchased and implemented a new groundwater monitoring technology that provides automated, frequent monitoring of water levels, enhancing the management and decision-making processes for water systems.



In 2023, the WOP in the Philippines, currently partnering with six utilities located on Cebu and Negros Islands, achieved significant progress in Water Production, mostly getting a better grip on energy efficiency and borehole management. The project focused on embedding technical interventions in a well-anchored leadership and change management approach, based on the 'Appreciative Inquiry' methodology. The utilities of Bayawan, Carcar and Toledo, partners already since 2018 (Phase 1) have demonstrated the most substantial progress. By fostering a leadership mindset, the project has helped utility leaders to develop a clear vision for future goals, articulate their needs, and organize their utilities effectively to sustain and build on the acquired knowledge. Tools like GIS and EPANET are being embedded into their operational strategies, ensuring that the results are not just short-term fixes but are anchored into the organization's long-term planning. This approach guarantees that the utilities can independently maintain and enhance their systems, driving a more sustainable and efficient water management future.



ENABLING ENVIRONMENT

FOR SUSTAINABLE RESULTS

In 2023 we continued to solidify developments with external actors to partner utilities that can play a pivotal role in the consolidation of changes within utilities, or that contribute to the development of the water sector as a whole. Here we highlight a selection of achievements of 2023 from individual projects.

The Ethiopian Urban Water & Sanitation Federation (EUWSF) is supported by the project in Ethiopia with providing manpower, hiring consulting firms for assessments, developing technological tools, and hosting peer learning events. Specifically, in 2023, the project developed a web-based MIS tool for data entry, analysis, and reporting, leading to the publication of the first performance evaluation report for 17 utilities and an exposure visit to Kenya for the Ministry of Water & Energy's team to share regulatory experiences with the Kenyan regulator WASREB. In Zambia, the project supports (in collaboration with GIZ) the development of a yearly agenda of the Water Utility Platform, where for example, the investments in the sector of USD 5.75 billion are discussed and harmonized. Other projects continued in 2023 to increase the exchange of knowledge in-country expanding the impact of their project and the programme to other utilities such as WOP Laos where the NRW approach to collect data of Luang Namtha was rolled out to an additional 10 utilities. In 2023, in Uganda, the project coordinated with other programs such as the professionalization of Umbrella's programme funded by the World Bank to continue enhancing the capacities of the staff at the Ministry of Water and Environment in Uganda. In Ghana, the project has leveraged its presence in the country with other programs such as Blue Deal or the EU WOP, the Red Cross, IHE Delft and Tensing. WOP Semarang organized a sector-wide workshops to address the issue of land subsidence and the impact of private groundwater abstractions to the utility operations.



KNOWLEDGE MANAGEMENT

IWA CONGRESS RWANDA

WaterWorX was present at the IWA World Congress and Exhibition 10-14 December and participated actively in various sessions and side events. This occasion was helpful to bring WWX professionals together for training and exchange of best practices, while also giving the opportunity to be visible at this well-attended conference. The programme brought together over 70 project representatives who engaged in different activities during the Conference, as well as in joint trainings ahead of the Conference.

A poster presentation on how WWX works was at display at the IWA Exhibition Hall highlighting the approach in raising maturity levels of working processes. During the congress a technical WWX session on climate adaptation to for resilience building in WOPs was organized where WWX utilities shared their experiences on this topic. A workshop on the future of WOPs was held with IHE and GWOPA as major side event of the IWA Development Congress.

In the slip-stream of the IWA Development Congress regional courses/workshops on Low Income Services and Asset Management were held in Kigali, Rwanda. Over 50 representatives from partner utilities in Africa and Asia attended this training and continue reinforcing the network of professionals working on expanding sustainable services in Low Income Areas. All participants reflected positive on this initiative and encourage the programme to continue supporting regional trainings.

INVESTMENT MOBILIZATION

FROM SMALL- TO LARGE-SCALE

We continue to work on intensifying the relationship with financiers like the World Bank, the EIB, the African Development Bank and the Asian Development Bank. This networking led to several successful results in 2023. The implementation of the PrIFund, a programme's fund earmarked to finance the support of leads to bring utility funding ideas closer to the needs and requirements of financiers also started bearing its fruits. In Blantyre, Malawi, a cooperation with the World Bank was set up, aligning the WOP programme and the investment programme and cooperating in progress meetings. In CRWB, Malawi, the EIB and VEI agreed to set up the PrIFund activity to align and prepare for a loan which is planned to be signed in 2024. In Zimbabwe a framework agreement was established, planned to be signed in 2024 for 600.000 euro's.



In 2023 the programme developed and launched the Operational Fund which focuses its attention on the importance of Operational Investments and to dedicate more funds to Operational Investments which are key to improving the operational performance of partner utilities. The total budget is 2.4 million Euro (50% from WWX budget, 50% by partner utilities or third-party financing). The Operational Fund was designed to primarily contribute to increasing revenue and/or decrease the (operational) costs of the water utility. A second consideration was the impact of the fund and contribution to the realization of the programme's SDG6 objectives (either in improving existing service levels or expanding coverage). Two projects in Asia were approved, four in South-West Africa and three in North-East Africa. These projects will be implemented in 2024 and 2025 vary in nature from NRW reduction operational investments (creation of DMAs), metering production sites or replacing and protecting pumping stations to secure service continuity.





WATERWORX

water for 10 million people

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