Water Operators Partnerships (WOPs) on Water and Sanitation

UN Secretary-General’s Advisory Board on Water and Sanitation
Outline

- Introduction to WOPs
- Principles
- Management
- Screens
Introduction to WOP (1/2)

• What is WOPs?
  ✓ Component of the UNSGAB “Compendium of Actions”, announced at the WWF4 Opening Ceremony;
  ✓ Partnerships, on a not-for-profit basis, designed to stimulate sharing of experience and expertise between water and sanitation operators.

• Why WOPs?
  ✗ To strengthen local services, in order to achieve internationally agreed targets.
Introduction to WOP (2/2)

• Who will take part on WOPs?
  ✓ On the receiving part, only public operators. On the offering part, mostly public operators, but also private operators, NGOs and others, always on a not-for-profit basis.

• Why focus on public operators?
  ✓ More than 90% of world piped population are served by public providers, and MDGs are to be accomplished.
Principles

1. Not-for-profit cooperation
2. Legitimacy and credibility
3. Gradually grown, self-improved, system
4. Diffusion of the knowledge
5. Simplicity and feasibility
6. Accountability
7. Transparency (rules, criteria and reports)
WOP - Management (1/2)

• UN Water will coordinate support from among UN agencies.

• UNSGAB will develop an Action Programme and will propose institutional arrangements for WOPs.
WOP - Operation (1/6)

1. «subsystem»
   Operator registration
   Submit offers/requests

2. «subsystem»
   Matching of request-offer
   Information exchange
   Promote costless WOP

3. «subsystem»
   Follow work progress
   & Financial status

4. «subsystem»
   Promote financed
   WOP

Dependence
PUP - Operation (2/6)

- Application through Internet
  - Identification of the operator
  - Problems specification
  - Offers specification
• Costless PUP
  ✓ Simple exchange of information (email, fax etc.)
  ✓ UN will not certify legitimacy of members
  ✓ Members stimulated to keep MU informed of progress

![Diagram of PUP operation process]

- Requests
- Matching engine
- Offers
- Operators
- Contact/Information exchange
- Financial support?
  yes
  no
• Financed PUP
  ✓ Cover stall travels and salaries
  ✓ Partners rigorously validated by the MU
• Follow-up and control of a PUP
  ✓ Consultant is responsible for the assessment of work progress
  ✓ Auditorship might be performed *in loco*
PUP - Operation (6/6)

• Funding
  ✓Percentage of the annual investment budget for water supply and sanitation
  ✓Donors

• Management of the fund
  ✓MU shall manage the fund
  ✓Monthly reports made to the Committee
  ✓Permanent auditorship on the amounts delivered by the fund
Wrap-up

☑️ WOPs are a **feasible approach** to meet MDGs on water and sanitation

☑️ Approach proposed is to **improve** public providers **performance** worldwide through mutual cooperation

☑️ Not-for-profit cooperation, transparency (rules, criteria & reports), accountability etc., are vital to ensure **legitimacy and credibility**

☑️ Free collaboration does not imply public access to information and knowledge
Annexes

- Timetable
- Operation of PUP
- Web Site (draft)
<table>
<thead>
<tr>
<th>No</th>
<th>Activity</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Definition of institutional fitting</td>
<td>☑</td>
</tr>
<tr>
<td>2</td>
<td>Publicity about the project and system spin off</td>
<td>☑</td>
</tr>
<tr>
<td>3</td>
<td>Predict the demand of use</td>
<td>☑</td>
</tr>
<tr>
<td>4</td>
<td>Evaluation of the project and scope definition</td>
<td>☑</td>
</tr>
</tbody>
</table>
## Timetable (2/3)

<table>
<thead>
<tr>
<th>No</th>
<th>Activity</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Negotiation of financial support</td>
<td>![1, 2, 3, 4, 5, 6]</td>
</tr>
<tr>
<td>6</td>
<td>Management Unit (MU) setup</td>
<td>![4, 5, 6]</td>
</tr>
<tr>
<td>7</td>
<td>Cost estimation</td>
<td>![1, 2, 3, 4, 5, 6]</td>
</tr>
<tr>
<td>8</td>
<td>Implement the flow of financial assistance</td>
<td>![1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12]</td>
</tr>
<tr>
<td>No</td>
<td>Activity</td>
<td>Month</td>
</tr>
<tr>
<td>----</td>
<td>---------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 2 3</td>
</tr>
<tr>
<td>9</td>
<td>Personnel employment and acquisition of materials</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Software development</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Consultant pool composition</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Final touches to start operation</td>
<td></td>
</tr>
</tbody>
</table>
PUP – Operation (1/5)

1. «subsystem»
   Operator registration
   Submit offers/requests

2. «subsystem»
   Matching of request-offer
   Information exchange
   Promote costless PUP

3. «subsystem»
   Follow work progress
   & Financial status

4. «subsystem»
   Promote financed PUP

Database
PUP – Operation (2/5)

Sign up/Registration

Sign in

Register offer

Register request
PUP – Operation (3/5)

1. Requests
   Matching engine
     Offers

2. «subsystem»

3. Operators
   Contact/Information exchange
   Financial support?

   yes
   no
PUP – Operation (4/5)

Application for financed PUP → Operators validation

Operators valid?

yes → Application analysis

no → Application approved?

Application approved?

yes → Consultants

no → Operators validation

Operators valid?

no → Management Unit (MU)

yes → Operators validation

Application for financed PUP
PUP – Operation (5/5)

1. Work execution
2. Financial & Technical supervision
3. Audit
4. Legal Unit
5. Consultant
6. Assessment

Flowchart:
- Work execution → Financial & Technical supervision → Audit → Fail?
- If Fail? yes, go to Legal Unit; no, go to Assessment.
- Assessment → Consultant → yes, go to Financial & Technical supervision; no, go to Accounting Unit.
- Accounting Unit → yes, go to Legal Unit; no, return to Assessment.
PUP – Web Site Outline

- Web Site Considerations
- Matching Engine
- Main Page
- English Main Page
- Sign Up Page
- User’s Page
- Add/Edit an Offer
- Add/Edit a Request
- Apply for Financed PUP
- Matching Engine (e.g.)
- Browse All Offers (e.g.)
- Browse All Requests (e.g.)
- Browse All Members (e.g.)
- Watching an Offer (e.g.)
- Info About Member (e.g.)
- Sign in History (e.g.)
To take into account:

1. In the design of the Web site, it shall be assumed that the user has a slow 486-class PC, running Windows 95 (or Linux) with a 14” monochromatic monitor (max. resolution: 640x480), and a slow (28Kbps class) and unreliable connection to the Internet.

2. The design of the Web pages must be as clean as possible. As an example, the Web pages must follow the steps of www.google.com, instead of, for example, www.msn.com or www.yahoo.com

3. No image or colours for the background, use of colours only when they have enough contrast to be distinguished on a monochromatic monitor

4. No piece of software must be designed to run on the user side: no Macromedia’s Flash, Microsoft’s ActiveX, Java’s applet, JavaScript, etc
To take into account (cont):

5. Use of HTML only, and compatible with all browsers and OSes. E.g., Firefox, Netscape, Opera, Internet Explorer, etc.

6. Must use the least amount of images

7. Cookies should be used, if allowed be the user, to keep track of user’s activities until log off (or until a fixed time limit, e.g., 2 hours, expires) in such a way that the user might be able to continue the current activity (e.g., filling in a form) after reconnection to the Internet due to a connection loss

8. for security reason, all IP, hostname, and date and time of access must be logged
PUP – Matching Engine

- When does it work?
  1. After insertion of a new offer
  2. After update of an existing offer.
     The number of matches previously found for an operator might change due to update of an offer

- How does it work?
  1. Match the selections in both offer and request
  2. If no perfect match is found try a “best effort” approach. That is, matching of keywords in the “description” section of each activity
  3. An offerer will never be notified by email that a (possible) match for his offer was found. He will find this information after sign in, or after a contact by a requester
  4. A requester will only receive 4 emails about (possible) matching. After the 4th email he will have to sign in to find out about more matching
PUP – Web Help Pages

- All Web pages shall have an associated Help page with instructions about the current page.
- If the current page is a form, then the help page must explain the reason for the form, the meaning of each field or option, and provide at least one full example of a form filled in.
- All help pages must share a single design and be arranged in a hierarchy that contain links to all help pages available. This hierarchy must be available for download (either as a single RTF or PDF document, or even all HTML pages in a compressed file)\(^1\) so that a user can get to know PUP’s web site off-line and at his own pace.

\(^1\)Slow or out-dated class computers might not be able to install or run a PDF reader, hence it is important to always provide alternatives.
Water Operators Partnerships (WOPs)
WOPs – English Main Page

Water Operators Partnership (WOPs)

Not a member yet?  

Logotype or Organisation Advertisement

Username:  
Password:  
Sign in

Forgot your username or password?  
Problems?  contact our webmaster

Learn more about WOP

statistics

No. of visitors since *date*: *no*. Last update: *date*
Join WOPs (1/2)

Fields marked with an asterisk (*) are required

1. Institution

*name of the Institution: 
*head of the Institution: Mr.
*first name: 
middle names: 
*surname: 
*position or job title: President 
*email: 
*re-type email: 
*under control of: City council
WOPs – Sign Up Page (2/6)

Contact in the Institution

(must be authorized by the head of the Institution to represent, or act in name of, the Institution)

*street address (please, no P.O. Box):

*city or town:
state or county:
*postcode:
*country:
web site:

*no. of cities and towns in grid:

*no. of water connections:
WOPs – Sign Up Page (2/6)

*person for contact: [Mr.]
  *first name: 
middle names: 
  *surname: 
  *position or job title: 
  *email: 
  *re-type email: 
  alternative email: 

Languages/Idioms

*mother tongue: 
*language for formal contact: [English, Spanish]
WOP account

*username: 
*password: 
*re-type password: 

Verify your registration

*enter the code shown below: 

This helps PUP prevent automated registrations
Terms of service

Please review the following terms and indicate your Institution’s agreement below

I AGREE (sign me up)

I DO NOT AGREE (cancel)

Receive or request any news, messages, alerts or other information from the Service concerning companies, stock quotes, investments or securities, please read the above Sections 17 and 18 again. They go doubly for you. In addition, for this type of information particularly, the phrase...
Thank you for your time to fill in the registration form.

An email will be sent to you in a couple of minutes. It might take some time for it to reach your mailbox. Please, read it and follow the instruction to validate your email address.

Until you validate your email address, you will not be able to sign in.

The validation URL will expire in one week (7 days) after it has been created. If you miss this timeframe your account will be removed and you will have to register again.

Please, make it sure that you were authorised by the head of the Institution to create this account and to represent the Institution!

We hope you will envoy to the fullest your membership!

Go to WOP’s main page in English
Considerations:

- If the user agrees to join WOP an email will be sent to him/her with:
  1. full content of the “Terms of service”
  2. a URL to validate the sign up process. Something such as:

Welcome to WOP,
to activate your account and verify your email address, please click on the following link:

http://something.org/accounts/service=WOP&c=7437486398195638589&lang=en

If you have received this mail in error, you do not need to take any action to cancel the account. The account will not be activated, and you will not receive any further emails. If clicking the link above does not work, copy and paste the URL in a new browser window instead.

*Terms of Service here*

Thank you for joining WOP.
Welcome back *title* *surname*,

this is the *no* time you have signed in.
You have not registered any offer or request yet.

Our members need all help we can get. Would you like to offer any help? It might be anything in your area of expertise. A solution for a problem that you had, no matter how trivial it might appear to be, could represent a breakthrough for some of our members!

Click here to ADD/EDIT an OFFER
You have: *no* offer(s) matching some or all aspects of your request

*no* request’s aspects open

assisted our members *no* time(s)

been assisted by our members *no* time(s)

Your offer have been: emailed to *no* members

seen by other members *no* times

Browse: offers [username] go

requests [username] go

members [username] go

Your offer:

add or edit
browse
remove
history

Your request:

add or edit
browse
remove
history
Please, **help us to keep track of the effectiveness of WOP** by letting us know of a successful costless WOP:

- some or all aspects of your request were successfully dealt with by the following offer: [username] go
- some or all aspects of your offer successfully dealt with the following request: [username] go

Have you found an offerer and you both agree to the need of financial support to take the exchange to the next level?

**Get all information you need in Apply for financed WOP page.**

Have you got any suggestion to improve WOP’s operation or serious complaint (e.g., been harassed by another member)? [contact the Management Unit (MU)]

Have you got any problem or suggestion regarding PUP’s web site? [contact the Webmaster]
WOPs – Add/edit offer/request (1/6)

WOP – add or edit a request (1/6)

1 Engineering and technology aspects

a) Water
   - catchment
   - pumping station
   - pipelining
   - treatment
   - distribution system

A short description of expertise:
b) Sewerage
- branch sewers
- trunk sewers
- pumping station
- treatment
- final disposal (inc. environmental)

A short description of expertise:

Management and financial aspects
- human resources management
- patrimonial management
- administrative and financial management
WOP – add or edit a request (3/6)

- costs management
- quality of services management

A short description of expertise:

Billing and collection aspects

- meter reading and billing
- revenue losses
- customer registration

A short description of expertise:
### Social aspects

- customer services
- water sanitation & environmental education
- popular mobilization
- social responsibility

A short description of expertise:

### Geographic and environment aspects

- plain
- mountain
- desert
- swamp
- Environmentally sensitive area
- low-income settlements
A short description of expertise:

6 Institutional relationships aspects

- social control and popular participation mechanisms
- relationship among stakeholders

A short description of expertise:

7 Verify your offer

*enter the code shown below: [blank]
Terms of service

Please review the following terms and indicate your Institution’s agreement below

I AGREE
(add my offer)

I DO NOT AGREE
(cancel)
Thank you for your time to add an offer. We do appreciate you time and disposition to help other members.

Your offer has been recorded and at this very moment our servers are working hard to find matches for your offer.

What would you like to do:

• See most wanted requests
• See most offered solutions
• Return to your page
PUP – add or edit a request (1/2)

Engineering and technology aspects

a) Water
   - catchment
   - pumping station
   - pipelining
   - treatment
   - distribution system

A short description of the need:
b) Sewerage

- branch sewers
- trunk sewers
- pumping station
- treatment
- final disposal (inc. environmental)

A short description of the need:

Management and financial aspects

- human resources management
- patrimonial management
- administrative and financial management
PUP – Add/Edit a Request (3/8)

- costs management
- quality of services management

A short description of the need:

- Billing and collection aspects
  - meter reading and billing
  - revenue losses
  - customer registration

A short description of the need:
4 Social aspects

- customer services
- water sanitation & environmental education
- popular mobilization
- social responsibility

A short description of the need:

5 Geographic and environment aspects

- plain
- mountain
- desert
- swamp
- Environmentally sensitive area
- low-income settlements
6 Institutional relationships aspects

- social control and popular participation mechanisms
- relationship among stakeholders

A short description of the need:

7 Verify your offer

*enter the code shown below:
Terms of service

Please review the following terms and indicate your Institution’s agreement below.

I AGREE (add my offer)

I DO NOT AGREE (cancel)

(Printable version)
Thank you for using PUP.

Your request has been recorded and at this very moment our servers are working hard to find matches for your request.

You will be notified of any match found. We will send up to four (4) emails to you about matching for this request.

All matching found will be recorded on your page.

If you don’t receive any email it means that no matching was found, but don’t worry. Every time a new offer is added or modified, we will verify if it matches your request.

continue…
Our members need all help we can get. Would you like to offer any help? It might be anything in your area of expertise. A solution for a problem that you had, **no matter how trivial it might appear to be**, could represent a breakthrough for some of our members!

Click here to ADD/EDIT an OFFER
PUP – apply for financed PUP

- All information (guidelines and rules), forms and examples for a successful application for a financed PUP are available in a single compressed file.

- Choose the type of document you wish to deal with:
  - RTF format
  - PDF format
  - ASCII format

- What you need to send for evaluation:
  - general application form
  - description of the objectives and goals of the partnership
  - indicators and clear evidences of the need for the partnership
| indicators and clear evidences of the impossibility of self-funding the partnership |
| plan of action |
| specification of the stall that will generate expenses within the partnership |
| timeframe |
| budget |
| possible counterparts (this is not used as a criteria for prioritization) |
| any relevant annexes to support your application |
| “Term of Commitment” with UN signed by the Heads of the Institutions seeking the funding for the partnership |
### PUP – matching engine

**Filter offers:**
- Use keywords in description
- Don’t use keywords in description (default)

**Country:** all

<table>
<thead>
<tr>
<th>Aspects</th>
<th>Offers</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt;&lt; perfect match &gt;&gt;&gt;</td>
<td>n/a</td>
</tr>
<tr>
<td>Water</td>
<td>Stockholm Vatten/Sweden</td>
</tr>
<tr>
<td>Sewerage</td>
<td>NWSC/Uganda</td>
</tr>
<tr>
<td>Billing &amp; collection</td>
<td>NWSC/Uganda</td>
</tr>
<tr>
<td>Social</td>
<td>DMAE/Brazil</td>
</tr>
<tr>
<td>Geographic &amp; Environment</td>
<td></td>
</tr>
<tr>
<td>Institutional relationships</td>
<td>Sanear/Brazil</td>
</tr>
</tbody>
</table>
We have 455 offers from our members in the database.

Click on a table’s head item (Username, Country/City, Date) to change sorting order (increasing or decreasing). Due to the size of our database it might take a while to update the pages.

Filter offers:
- country: all
- aspect: all
- number of offers per page: 50

<table>
<thead>
<tr>
<th>Username</th>
<th>Country/City</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>SV</td>
<td>Stockholm/Sweden</td>
<td>10-Apr-2006</td>
</tr>
<tr>
<td>NWSC</td>
<td>Kampala/Uganda</td>
<td>29-Apr-2006</td>
</tr>
<tr>
<td>DMAE</td>
<td>Brazil/Porto Alegre</td>
<td>19-Apr-2006</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>
We have 2344 members

Click on a table’s head item (Username, Country/City, Date) to change sorting order (increasing or decreasing). Due to the size of our database it might take a while to update the pages.

Filter requests: country: all aspect: all number of requests per page: 50

<table>
<thead>
<tr>
<th>Username</th>
<th>Country/City</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compesa</td>
<td>Brazil/Recife</td>
<td>1-Dec-2005</td>
</tr>
<tr>
<td>SanREC</td>
<td>Brazil/Recife</td>
<td>20-Nov-2005</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>
We have 3455 offers from our members in the database.

Click on a table’s head item (Username, Country/City, Date) to change sorting order (increasing or decreasing). Due to the size of our database it might take a while to update the pages.

Filter members: country: all

number of members per page: 50

<table>
<thead>
<tr>
<th>Username</th>
<th>Country/City</th>
<th>Date</th>
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</thead>
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<tr>
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<td>19-Apr-2006</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>
PUP – view offer

Compesa – Brazil/Recife

Engineering and technology aspects

a) Water
- catchment
- pumping station
- pipelining
- treatment
- distribution system

A short description of expertise:

It would be nice to have something to say…
WOPs – information about a member

Institution:
DMAE -- Dept Municipal de Agua e Esgotos
Rua da Hidraulica, 222
Porto Alegre/RS - Brazil
50000-000
www.dmae.poa.rs.gov.br

Contact (offer & request)
Mr. Jose Silva
jsilva@dmae.poa.rs.gov.br
The information presented here is recorded for security reason.

Click on a table’s head item (IP, Hostname, Date and Time) to change sorting order (increasing or decreasing). Due to the size of our database it might take a while to update the pages.

### PUP – sign in history

<table>
<thead>
<tr>
<th>IP</th>
<th>Hostname</th>
<th>Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.0.0.1</td>
<td>machine.something.org</td>
<td>25-dec-2005 13:12.32</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>