



WATER OPERATORS' PARTNERSHIP BETWEEN

**Office National de l'Eau et de l'Assainissement**  
(ONEA) Burkina Faso

**Office National de l'Électricité et de l'Eau Potable**  
(ONEE) Morocco

TARGETED IMPROVEMENTS ON

Protection of Raw Resources | Drinking Water Treatment  
Laboratory Analyses | Quality Monitoring

# MENTEE

## Office National de l'Eau et de l'Assainissement

(ONEA) Burkina Faso

National water and sanitation utility

# MENTOR

## Office National de l'Électricité et de l'Eau Potable

(ONEE) Morocco

National water, sanitation and electricity public utility

## GENERAL DATA

**233,965**

**WATER CONNECTIONS**

(83% coverage)



**1,592,000**

**WATER CONNECTIONS**

(94% coverage)

**927**

**SANITATION CONNECTIONS**

(27% coverage)



**738,000**

**SANITATION CONNECTIONS**

## MOTIVATIONS

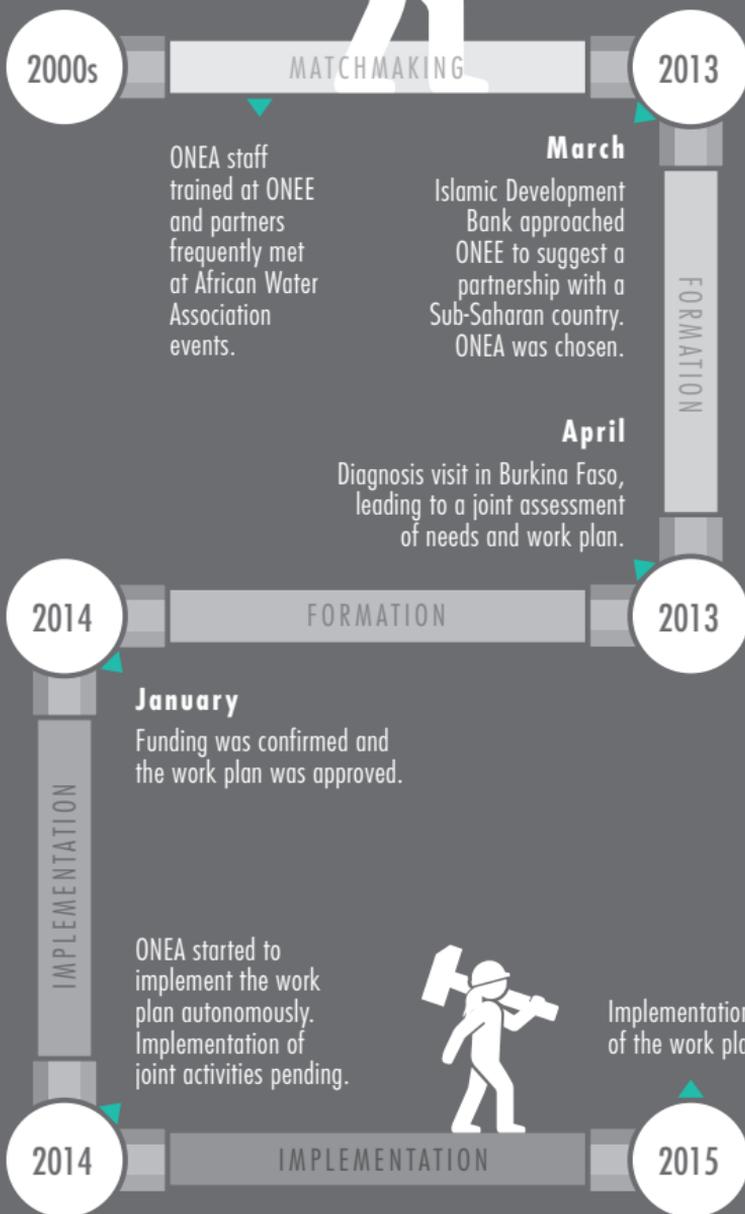
Strengthen technical skills  
Improve working methods  
Access new equipment

Be a leader in South-South cooperation  
Knowledge-sharing with  
Sub-Saharan countries  
Motivate staff

## SUPPORTING THIRD PARTY

The Islamic Development Bank initiated the WOP by encouraging a partnership between Morocco and a Southern partner. The Bank provided financial support, adopting an innovative strategy of tripartite cooperation. ONEA had received previous support from ONEE and was suggested. All parties contributed one third of the financing.

# TIMELINE



## COST



Innovative tripartite cost-sharing approach to WOP activities and related investment

**ISLAMIC DEVELOPMENT BANK**

US\$ 314,000

**MOROCCAN INTERNATIONAL COOPERATION AGENCY**

US\$ 325,000

**ONEA**

US\$ 300,000

— **US\$ 939,000** —

# APPROACH



The WOP aims to boost the technical and organizational capacity of ONEA through training and targeted operational assistance. A joint diagnosis of ONEA's operations identified priority gaps to be addressed in the support. Partners jointly developed a work plan, with objectives, activities, resource requirements and roles.

# IMPROVEMENT TRACKS



**Raw water:** reduce eutrophication in reservoirs near the capital and establish environmental control methods to reduce water treatment costs.

-  ONEA has purchased some of the necessary equipment to monitor water quality in the reservoirs (rubber boats, sampling instruments, etc).
-  Delimited buffer zones around the reservoirs and planted 200,000 trees to control pollution from the use of fertilizers and pesticides by farmers.
-  Built three new fish nursery ponds to introduce biological controls in the reservoirs.

**Treatment:** increase capacity and efficiency at two drinking water treatment plants servicing the capital city of Ouagadougou.

-  Implementation initiated and results forthcoming.

**Analysis:** build the capacity of the main laboratory to prepare detailed and reliable water analyses, using equipment efficiently and following regulatory controls.

-  Implementation initiated and results forthcoming.

**Piped water:** strengthen water quality monitoring for the supply network in Ouagadougou.

-  Implementation initiated and results forthcoming.

## CHALLENGES



**Dependency:** delays were experienced in release of funds to comply with the tripartite equal funding conditions.

**Donor conditionality:** the donor's requirement that the mentee contribute heavily to the cost of the WOP may be difficult to replicate.

## SUCCESS FACTORS



**Innovative financing:** the tri-partite cost-sharing approach helped create commitment and ownership amongst the partners.

**Trust:** the trust that was established between partners over time allowed for a more frank assessment of the mentee's strengths and weaknesses and the design of a fitting programme of support.

**Committed managers:** too much staff turn-over can hamper a WOP. Dedicated management with time to allocate to the WOP and clearly defined coordination roles helped foster stability in the process.

**Demand-driven:** partners decided to work on demand-driven improvement tracks that were all related to the main theme of water quality.

**Focused approach:** the WOP had one central theme (water quality) with several related improvement tracks that were elaborated in response to mentee demand. By focusing the improvement tracks, the likelihood of achieving results was heightened.

## WHAT THEY SAID



"There is nothing better than a strong manager who pushes you to obtain results."

**Kere Dakelgaba Francis, Head of the Water Quality Unit, ONEA**

"Choosing the right professionals within the utility to participate in the WOP is key to avoiding wasteful visits."

**Jawad Hilali, Manager of the Cooperation Division, ONEE**

"ONEA is also working to diffuse the knowledge it's gained internally by having those trained train others. Knowledge needs to be seized by people, if not it is useless."

**Moumouni Sawadogo, Director of Operations, ONEA**



**UNESCO-IHE**  
Institute for Water Education

## **WATER OPERATORS' PARTNERSHIPS**

WOPs are peer-support arrangements between two or more water and sanitation operators, carried out on a not-for-profit basis with the objective of strengthening operator capacity.

### **BEWOP**

Boosting the Effectiveness of Water Operators' Partnerships (BEWOP) is a 5-year research, operational support and outreach initiative aimed at boosting the effectiveness of Water Operators' Partnerships around the world.

Launched in September 2013, BEWOP is a collaboration between leading water sector capacity development institute, UNESCO-IHE, and UN-Habitat's Global Water Operators' Partnership Alliance, the organization leading the global WOPs movement.

This project has been made possible by the support of the Dutch Ministry of Foreign Affairs (DGIS).

This fact sheet is part of a series summarizing WOPs cases being studied in order to draw lessons and guide better practice.

### **FIND OUT MORE**

[BEWOP.org](http://BEWOP.org) | [#BEWOP](https://twitter.com/BEWOP)

[GWOPA.org](http://GWOPA.org)