

WATER OPERATORS' PARTNERSHIP BETWEEN

Mwanza Urban Water and Sewerage Authority

(MWAUWASA) Tanzania

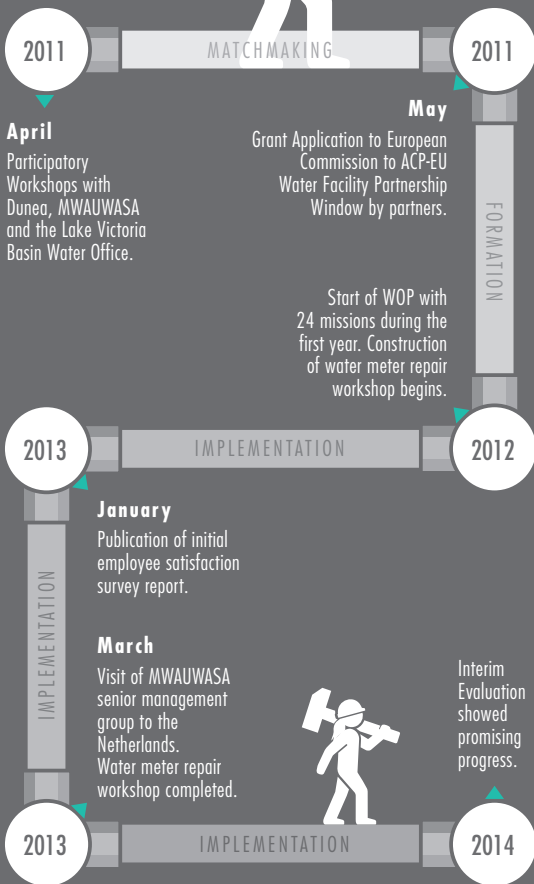
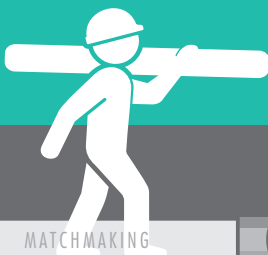
Dunea N.V.

Netherlands

TARGETED IMPROVEMENTS ON

Non-revenue water | Revenue collection | Staff performance | Water conservation

TIMELINE



COST



**European Union
(ACP-EU Water Facility)**

€964,000

**Dunea, the Water Board of Rijnland
and the Abvakabo trade union**

€413,000

— **€1.377 MILLION** —

APPROACH



Capacity-building, exchange visits, staff surveys, training, coaching and demonstration. In addition to the two utilities, the WOP involved staff trade unions and a local film institute.

IMPROVEMENT TRACKS



Results as of 2013

Non-revenue water: Reduce commercial losses via meter refurbishment and replacement programmes.

 New water meter repair workshop completed at low cost.


 By June 2013 non-revenue water was already down 10%.

Revenue collection: Improve billing and collection systems.

 Partners drafted and adopted the “Plan of Action for Improvement of Billing, Collection Systems and Procedures.”

 A video is being produced with the Kilimanjaro Film Institute to raise customers’ awareness on this issue.

Staff performance: Collaborate with trade union to gather employee suggestions.

 Survey results compiled into an action plan with 27 recommendations, including on organization of work, safety, training and participation.

Operations and maintenance: Boost efficiency of wastewater treatment plant by developing sewerage collection manuals and guidelines.

Water conservation: Build knowledge and skills on prevention and mitigation of eutrophication, water quality data management and the use of laboratory equipment for ISO certification.

CHALLENGES

Scaling up: Replication of WOP learnings in other urban water utilities in Tanzania now lies with Ministry of Water and Irrigation. The Lake Victoria Basin Water Office also has a role to play at the regional level.

SUCCESS FACTORS

Preparation: Objectives of the WOP, activities and costs were carefully thought through to meet the European Commission's requirements.

Multiple partners: The involvement of a variety of non-state actors is expected to be a strong point of this WOP.

In-country experience: The WOP mentor manager's extensive experience with MWAUWASA and the Mwanza region facilitated a smooth process.

WHAT THEY SAID

"From the start of the project onwards, the partner colleagues worked together on their assignments. The confidence between the partners increased rapidly and the basis was created for a fruitful cooperation"

Dunea report to European Commission, December 2012

MENTEE

**Mwanza Urban Water and
Sewerage Authority**
(MWAUWASA) Tanzania

Public water and wastewater utility servicing
the urban population of Mwanza

MENTOR

Dunea
(Dune & Water) N.V.
Netherlands

Drinking water utility, jointly owned
by 19 municipalities

COVERAGE

90%

WATER COVERAGE

estimation



600,000

WATER CONNECTIONS

276

EMPLOYEES



50

EMPLOYEES

774,00

POPULATION SERVED



1,200,000

POPULATION SERVED

MOTIVATIONS

Information unavailable

Staff motivation

SUPPORTING THIRD PARTY

The European Commission provided funding through the European Union Water Facility – Partnerships for Capacity Development in the Africa Caribbean Pacific Water and Sanitation Sector. Other implementing partners included: the Netherlands Water Board of Rijnland; Dutch public sector trade union Abvakabo – FNV; water quality testing and research organization Het Waterlaboratorium; Tanzania's Lake Victoria Basin Water Office; the Tanzanian Trade Union of Government and Health Employees; and the Kilimanjaro Film Institute.



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

FIND OUT MORE

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

GWOPA.org



Ministry of Foreign Affairs of the
Netherlands