



WATER OPERATORS' PARTNERSHIP BETWEEN

Bulawayo City Council

(BCC) Zimbabwe

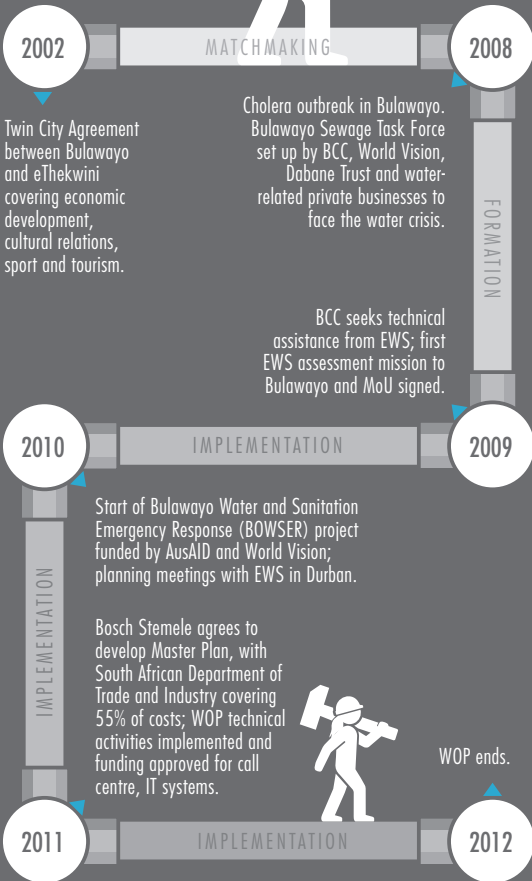
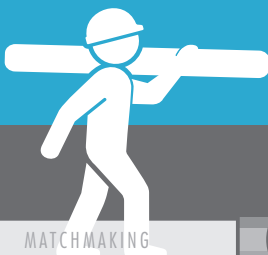
eThekweni Water and Sanitation

(EWS) South Africa

TARGETED IMPROVEMENTS ON

Sewerage | Water supply | Hygiene promotion | Customer relations |
Financial sustainability

TIMELINE



COST



Costs cited include significant infrastructure investments. Peer support activities represented only a small portion of total costs.

AUSAID

WORLD VISION

US\$ 7.22 MILLION

US\$ 1.11 MILLION

— US\$ 8.33 MILLION —

APPROACH

The WOP was a component of the Bulawayo Water and Sanitation Emergency Response (BOWSER) programme, a coordinated international effort following the 2008–09 cholera outbreak. The WOP supported Bulawayo City Council with technical training and advice and implementing hygiene education campaigns.

IMPROVEMENT TRACKS

Sewerage: Improve sanitation services.

 Eleven sewage pumping stations rehabilitated and sand traps/blockages cleared on west side of city to benefit low-income households.

 Inlet works completed at the Magwegwe North wastewater treatment facility.

Water supply: Extend network coverage and develop service level standards.

 Water and sewerage networks mapped and staff trained to use Geographic Information System.

Hygiene: Educate residents and BCC staff to improve water, sanitation and hygiene practices.

 Five participatory health and hygiene education tools developed.

 Trainers equipped to carry out education activities in churches, health centres and schools.

 Road-shows with popular artists, billboards erected on main roads in the worst affected areas.

Customer relations: Increase capacity to provide customer care.

 Customer call centre established and staff trained.

Financial sustainability: Better manage water demand and explore tariff-setting options.

 Hand-held meter readers supplied and staff trained, followed by steady increase in average monthly revenue.

 Master Plan drafted with short and longer term recommendations on operational and institutional management, technical guidelines and standards, tariff policy, billing and financial management.

CHALLENGES

Temporary solution: Successful WOP activities served to slow down the decline of assets and service provision levels in the city. Longer term WOP support would be needed to help BCC ensure good maintenance and manage expenditures efficiently.

Context: Political and economic environment was challenging and has an impact on access to investment.

SUCCESS FACTORS

Good match: EWS is also based in Southern Africa and thus shares a similar operating environment. This meant that some know-how was almost directly transferable.

Planning: The logical framework underlying BOWSER enabled the partners to balance short-term needs in face of the water crisis against mid- and long-term objectives of the utility.

Social change actors: NGOs added value to the WOP, helping capitalize on rehabilitated infrastructure to induce behavioural change with regard to sanitation, and by facilitating better relationships between BCC and the communities it serves.

WHAT THEY SAID

"The extensive use of exchanges with eThekweni Water Services were fundamental to success"

BCC Departmental Director, July 2013

"One really important result was that it brought groups of people together from the complete spectrum of water sector stakeholders to work together."

Stephen Hussey, Director, Dabane Trust, July 2013

"Although the partnerships included organizations with rather different ideas, it worked well because the roles were clear, the planning was done jointly with stakeholders and the communities were genuinely involved. That also gave a sense of ownership."

BCC staff in wrap-up meeting, July 2013

MENTEE

Bulawayo City Council

(BCC) Zimbabwe

BCC's Engineering Services Department provides water supply and sanitation services in the city

MENTOR

eThekweni Water and Sanitation

(EWS) South Africa

Public water and wastewater utility servicing the eThekweni municipality, including the city of Durban

COVERAGE

Data unavailable
WATER CONNECTIONS



480,854
WATER CONNECTIONS

NON-REVENUE WATER



24.54%
NON-REVENUE WATER

NETWORK LENGTH (KM)



12,654
NETWORK LENGTH (KM)

MOTIVATIONS

Resolve water crisis
Reduce water-borne diseases

Information unavailable

SUPPORTING THIRD PARTY

Funding was provided by the Australian Agency for International Development (AusAID), World Vision and Department of Trade and Industry, South Africa. Other implementing partners include Zimbabwean NGO Dabane Trust, South African engineering consultants Bosch Semele, and various Bulawayo businesses and community groups.



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