



Collaboration
Solidarity
Sustainability

The 1st
Global WOPs
Congress



GWOPA

2023 ANNUAL
REPORT

GWOPA Annual Report 2023

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GWOPA

2023 ANNUAL REPORT





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On-site innovation for desludging in a low income floating community in Banjarmasin, Indonesia supported by IWK Malaysia through the EU-WOP Programme.

Foreword

Amidst the global community's complex challenges, access to clean water and sanitation remains a fundamental human right and is a prerequisite for sustainable development, particularly in urban areas.

Michal Mlynár

UN Assistant Secretary-General and Acting Executive Director of UN-Habitat



The New Urban Agenda highlights the crucial role public water and sanitation utilities play in implementing sustainable water management systems, including sustainable maintenance of urban infrastructure services through capacity development. The goal is to eliminate inequalities and promote universal and equitable access to safe and affordable drinking, sanitation and hygiene for all, one of the goals set in the 2030 Sustainable Development Agenda.

Water Operators' Partnerships (WOPs) can be seen as Sustainable Development Goals (SDGs) accelerator tools that cost-effectively support and strengthen the work of water and sanitation utilities.

This annual report reflects the activities and achievements of the UN-Habitat-facilitated Global Water Operators' Partnerships Alliance (GWOPA) in 2023. The report exhibits the significant role that GWOPA and its global members and partners play in advancing the agenda of universal access to clean water and sanitation – a right that remains unattained for an alarming and growing number of people.

GWOPA's work has strengthened the linkages between local water and sanitation operators and their contribution to global development agendas. Through advocacy and awareness-raising, governments, financiers and decision-makers were continuously encouraged throughout 2023 to embrace and implement frameworks, policies and strategies that facilitate or enhance WOP practice.

During my first year with UN-Habitat, I attended the fifth Global Water Operators' Partnerships Congress in GWOPA's host city of Bonn, Germany, and could see the demand and potential of these peer-to-peer solidarity-based partnerships. UN-Habitat stands committed through GWOPA to scale up and expand the use of Water Operators' Partnerships in its country programmes and in partnership with many others to meet the pledge GWOPA made during the UN 2023 Water Conference to strengthen at a minimum an additional 100 utilities between now and 2030. This will benefit an estimated 100 million people, providing safer, more responsive, resilient and accessible basic services.

I extend my heartfelt gratitude to all who contributed to GWOPA's work throughout the year and hope this report inspires everyone to join UN-Habitat in scaling up and refining our global WOP efforts.

Developing capacities between water and sanitation service providers to address SDG 6



Reflecting on 2023, we saw renewed global commitment to provide water and sanitation access to all with the milestone United Nations 2023 Water Conference. Deliberations ranged from the urgency of the water crisis, including its role in forced migration, climate change and conflicts to stressing its critical link to good health, poverty reduction and food security.

While access to safe water, sanitation and hygiene is the most basic human need for health and well-being – and a declared human right – 2 billion people around the world still lack access to safe drinking water, and 40 per cent of the world's population are affected by water scarcity. Humanity's demand for water keeps growing, with pressure on freshwater projected to increase by more than 40 per cent by 2050.

Most important for us as an Alliance is the global attention given to solutions, including capacity development opportunities, the need for better data collection, enhanced governance systems and funding gaps in the water sector.



Åsa Jonsson
Head of GWOPA

At GWOPA, we are committed to increasing the capacities of water and sanitation utilities including expanding their institutional and financial sustainability and outreach through WOPs.

It is inspiring to see so many partner utility staff motivated in their work – as mentors and mentees in mutually benefiting exchanges on managerial and technological expertise to serve more customers, including in low-income areas. We are encouraged by the increased consideration by utilities in addressing climate challenges. Our annual results illustrate the value of these capacity development efforts as steps in achieving SDG 6.

Our achievements are possible through our members and partners, and we extend a special and warm welcome to new members of the year.

The year 2024 will call on our collective efforts to continue nurturing and scaling up Water Operators' Partnerships!

EU-WOP team explaining the nuances of the faecal sludge treatment plant operation to the visitors operated and managed by the transgender team.



TOP ACHIEVEMENTS IN

2023

Utility worker at Mumias Decentralization Treatment Facility in Kenya arranged by EU WOP partner KIWASCO



The Alliance initiated **24** Water Operators' Partnerships in **10** countries, advancing our commitment to strengthening **100** utilities through WOPs by 2030.



Empowered **70** utilities to enhance water and sanitation services.



Over **2,500** partners from **350** organizations attended **120** capacity-building events to support water utilities achieve water and sanitation SDGs.



Over **100** knowledge products and services produced.



Advanced USD **5.2** million towards WOP practices (GWOPA USD 3.2 million, counterpart funds from partners USD 2 million).



GWOPA's strategy 2020–2024 has two strategic objectives: that **WOPs are scaled up** and that WOPs are contributing to water and sanitation service providers' improved capacity and performance, and **local realization of the SDGs**, to the benefit of all, particularly the poor."

GWOPA Strategic Plan 2020–2024

THE YEAR IN REVIEW



LOCALIZING
THE SDGs

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1. ADVOCATING FOR AND NURTURING WATER OPERATORS' PARTNERSHIPS

2023 Highlights



© UN Photo/Rick Bajomas

Secretary-General Addresses Opening
of UN 2023 Water Conference.

Over **1,200** water and sanitation practitioners from **169** countries attended the **5th Global WOPs Congress**.

At the **UN 2023 Water Conference**, GWOPA pledged to the **Water Action Agenda**, focusing on localizing **SDG 6** through scaling WOPs to benefit **100** million people globally.

At the **2023 UN Climate Change Conference**, GWOPA advocated for **WOPs and SWOPs**, emphasizing their roles in climate adaptation and mitigation.

GWOPA advocates for the improvement of utilities and solidarity-based peer-support partnerships through policies, laws and frameworks at the local, national and international levels. In 2023, awareness was raised on numerous platforms globally on the role water and sanitation utilities play and the effectiveness of WOPs in strengthening their capacities. Global engagements included the UN 2023 Water Conference, the UN-Habitat Assembly, the 2023 UN Climate Change Conference (COP28) and a European WOP Enablers event on tapping the potential of operator solidarity for a water-secure world.

The 2023 Global WOPs Congress raised awareness of the multiple development benefits that WOPs generate, generously funded by the Federal Ministry for Economic Cooperation and Development (BMZ) and the German Federal Foreign Office (FFO). The benefits

include climate resilience, sanitation services, financial collaboration, digitalization, transparency, gender equality and sustainability.

A complementary strategy was produced to strengthen SWOPs with the support of the City-Wide Inclusive Sanitation project funded by the Bill & Melinda Gates Foundation. This commits to dedicating 35 per cent of new WOPs initiated through GWOPA programs to SWOPs, focusing on fundraising to pilot initiatives accelerating progress towards SDG 6.2 and enhancing climate resilience in water and sanitation.

Throughout 2023, WOPs were promoted as a systematic component of development cooperation programs and encouraged longer-duration WOPs connected with investment. Significant steps were taken to advance discussions on aligning WOPs with utility investments and mobilizing resources for WOPs projects and programs.

GWOPA expanded the pool of funds available for the WOPs practice worldwide by demonstrating documented and demonstrated WOPs' value for money, considering revenue gains as well as long-term sustainability benefits.



GWOPA's new complementary strategy on sanitation-focused WOPs (SWOPs)



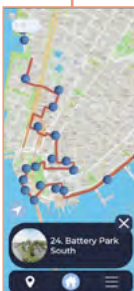
the UN 2023 Water Conference



The global alliance brought collective messages in support of Water Utilities and WOPs through a dedicated Task Force and pledged to the **Water Action Agenda** [#SDGAction50781](#), focusing on localizing SDG 6. This initiative aims to transform access to water by strengthening the capacity of operators closest to water provision, accelerating efforts to achieve SDG 6 and 11.1 at the local level through large-scale solidarity-based partnerships, ultimately benefiting an estimated 100 million people by improving health, livelihoods, water and food security, and wellbeing. The initiative pledges to accelerate GWOPA's approach to engage at least 100 public water and sanitation service providers across the globe to sign up for a set of criteria for peer exchange and support. Out of these, 35 are committed to being Sanitation-focused Water Operator Partnerships.

Related commitments by global WOP partners included [#SDGAction49903](#) *Accelerate access to potable water and rural sanitation through an innovative management model using WOPs partnerships and effective capacity building mentoring* (FESAN, Chile); [#SDGAction50591](#) *Fostering Knowledge Exchange for Capacity Development among Public Water Utilities* (Aqua Publica Europea) and [#SDGAction50774](#) *World Water and Sanitation Workforce Initiative* (Josh's Water Jobs).

The launch at the UN 2023 Water Conference of an interactive walking tour application, "Together We Walk," in collaboration with Arcadis, includes a segment on WOPs and highlights the potential for utilities in cities like New York to assist their peers.



the second UN-Habitat Assembly



Co-organizing an event titled "Partnerships for Localizing Multilateralism: Implications of the Water Action Agenda on Urban Development," attention was drawn to the political commitments needed to achieve SDG 6 and SDG 11 through solidarity-based partnerships.

GWOPA at ...

the Climate COP28



As a core partner of the Water Pavilion, GWOPA led the “Locally led Adaptation” day program, launched its Sanitation Strategy, and became a co-lead in the Resilient Utilities Sub-Working Group of the COP28 Presidency's new initiative: the Sharm El-Sheikh Adaptation Agenda on Urban Water Resilience.

Watch GWOPA's Ripple Effect on Global Water Solutions at COP 28.



Water treatment plant of EU-WOP partner KIWASCO, Kenya.



The 5th Global WOPs Congress

Bonn, Germany



In May 2023, the fifth edition of the Global WOPs Congress served as a platform for water professionals to exchange experiences, best practices and innovative solutions in water management. At the heart of WOPs Congresses lies the spirit of partnerships, where participants from various backgrounds come together to build meaningful collaborations, enabling the advancement of water-related goals on a local, regional and global scale.



500
in-person
participants
from

58
countries and
territories



1,200
online
participants
from

169
countries and
territories



440
organizations
represented

Key Congress messages:

- WOPs blend resilient and innovative approaches with inclusivity, ensuring commercial sustainability and universal access.
- WOPs are critical in building urban water and sanitation resilience against climate change. Addressing the challenges posed by rapid urbanization requires sustained efforts, increased investment and greater collaboration.
- SWOPs are crucial in advancing comprehensive and climate-resilient sanitation services by involving various stakeholders. .
- WOPs drive transformative change within utilities by collaborating with financial institutions to ensure the scalability and bankability of infrastructure projects.





Co-owned

A unique feature of the Congress was the number of organizations that came together in its design and implementation. In the spirit of collaboration, 117 Alliance member organizations convened 65 sessions and workshops.

Global participation

With the hybrid and multi-lingual modality, the fifth WOPs Congress made it possible to expand the discussions and knowledge exchange beyond borders and enabled the GWOPA membership and interested stakeholders of the sector to participate without needing to travel.

Practical meets political

A unique feature of this Congress was it bringing operational and political support for utilities and WOPs together. The WOPs Congress advocated for the role of WOPs in addressing various water and sanitation challenges, including climate resilience, sanitation services, financial collaboration, digitalization, transparency, gender equality and sustainability.

2

CO-CREATING AND USING KNOWLEDGE ON WATER OPERATORS' PARTNERSHIPS

2023 Highlights

The **Global WOP Community** comprises
1,500 participants representing more
than **700** utilities from **187** countries
that hosted over **30** online sessions.

The **Partnership Management Platform**
is being used by **36** WOPs to plan,
monitor and report projects globally on
152 Key Performance Indicators (KPIs).

The **Global WOPs Observatory**
features **474** WOPs profiles
for public access.



GWOPA has demonstrated its global thought leadership on WOPs through the production of case studies and a range of educational initiatives during the year through online, on-site and hybrid training sessions to enhance knowledge and capacity within the water and sanitation sector. Much of this work has been supported through the Boosting Effectiveness of WOPs (BEWOP) Programme, a collaborative effort between GWOPA and IHE-Delft, funded by the Dutch Directorate-General for International Cooperation (DGIS).

By 2023, the Global WOPs Community expanded to include over 1,500 members representing a 60 per cent increase in membership. The GWOPA Secretariat, in partnership with Dutch Water Operators (VEI)/WaterWorX, moderates the Thematic Communities, covering a wide spectrum of topics from Sanitation and Wastewater to services for low-income communities.

Usage of GWOPA's dedicated tool for monitoring WOPs results, the Partnership Management Platform (PMP), increased in 2023. Users included WOPs funded by international partners such as the European Commission, UNICEF, Inter-American Development Bank, and the Asian Development Bank. The PMP facilitates WOPs by enabling collaborative planning and enhancing communication among partners through an accessible platform. The PMP is a structured measurement framework encompassing self-assessments of capacity development and partnership quality, which is a crucial step towards achieving long-term outcomes.

The Global WOPs Observatory is a database managed by GWOPA and a platform that collects, analyzes and disseminates information and best practices related to WOPs worldwide, serving as a central hub for knowledge exchange and collaboration among water operators and their partners. It provides opportunities for matching water operators to new WOPs and exposure to WOPs practices.



The Global WOPs Community



In 2021, GWOPA introduced the Global WOPs Community as a networking, communication and collaboration platform for its growing membership. The GWOPA Secretariat, in partnership with VEI/ WaterWorX, ensures effective moderation and coherence within the community while fostering member synergies.



1,500+
individual members



369
monthly active users connected through



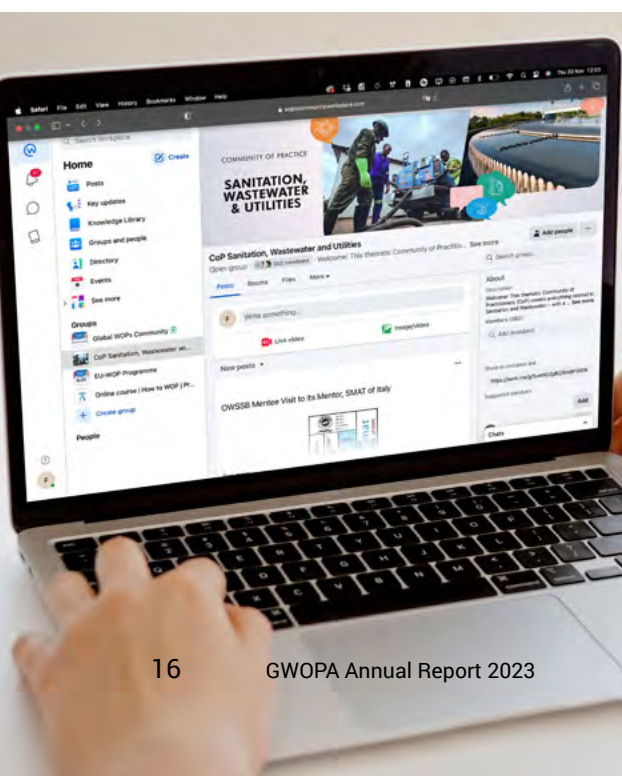
2,951
messages and



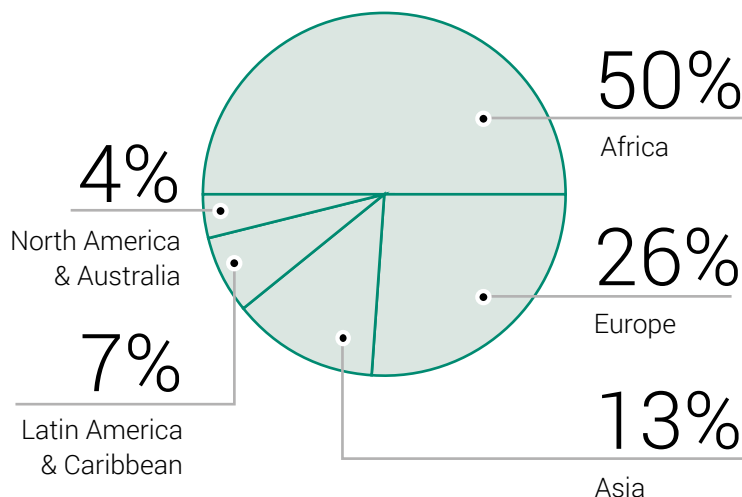
968
posts created

2/3 male,
1/3 female,
0.2%
non-binary

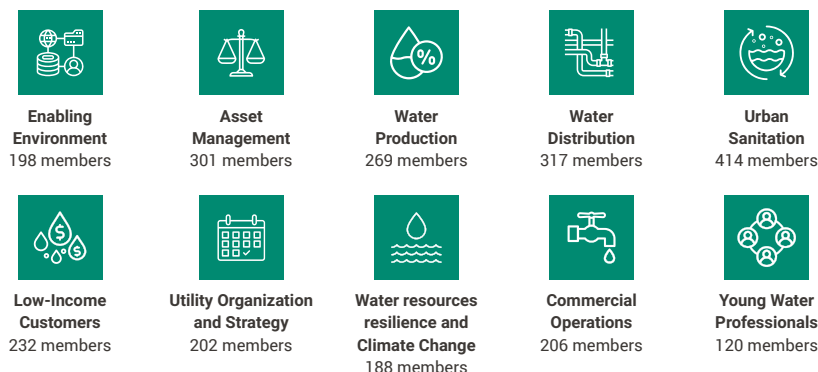
35%
young professionals



Regional allocation of membership:



Effective Communities of Practice (CoPs) moderation is a critical factor in ensuring the vibrancy of the community. Moderators supported the 10 CoPs throughout 2023 across the following topics:



The CoP is growing rapidly, with high engagement levels. More than 50 per cent rise in overall engagement was recorded in December 2023, compared to early 2023. The bi-annual CoP satisfaction surveys indicates that 90 per cent of members feel the community facilitates exchange of good practices and experience, and 41 per cent of respondents often make use of the CoP knowledge library.

“Attending webinars and engaging with peers on GWOPA’s Global WOPs Community has broadened my understanding and network in the global water and sanitation sector. Sharing experiences and best practices has been crucial in addressing common challenges in this sector. It stands out as the most effective platform for connecting water and sanitation operators worldwide.”

- Ahmed Tahir, Hargeisa Water Agency, EU-WOP Programme utility member

“We learn when we are young, we understand when we get old” is Malian proverb that suits perfectly the various Communities of Practice groups where we are both learning in discussions and understanding in case studies.”

- Aboubacar Diallo, SOMAGEP-Mali, EU-WOP Programme utility member and CoP moderator

GWOPA contributions to selected publications, trainings and webinars of 2023



Contributing to the **United Nations World Water Development Report 2023**, highlighting the transformative impact of WOPs on global water and sanitation services and the crucial role of partnerships in achieving sustainable water management.



In collaboration with WaterWorX, publishing **six case studies** showcasing the positive effects of WOPs on water utility operations across various regions. These studies delve into key aspects such as assessing local contexts, forming partnerships, project implementation, progress tracking, evaluation of effectiveness and overcoming challenges. With examples from Africa and Asia, these publications offer valuable insights for future WOP initiatives.



Partnering with the Sustainable Sanitation Alliance (SuSanA)/Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), the German Water Partnership, African Water and Sanitation Association (AfWASA), WaterWorX, and others, a webinar series kicked off on **Water Utility Engagement in Urban Sanitation**. This collaboration shared best practices on improving access to urban sanitation in Africa and saw participation from 190 attendees, including 40 percent women, representing over 40 utilities.

In collaboration with IHE Delft and WaterWorX, a specialized training program was organized titled "**Serving Low-income Customers in the Face of Climate Change**" in Kigali, Rwanda. The program focused on providing services to low-income populations and facilitated knowledge sharing on addressing pressing issues amidst climate change.

Participants of the 2nd Low-income Customers workshop



An **online instructor-led course**, co-developed with the World Health Organization (WHO) **on drinking-water safety planning** ran a second time after a successful round in 2022 with 20 training participants over 4 weeks, demonstrating an increased capacity to tackle water-related challenges.

“The training workshop was a very engaging one and a good platform to learn and share experiences from different countries. All the sessions were very informative. I got to know different perspective of African countries water utility companies working modality in providing service to the low-income customers.”

- Anita Bohara, Environmental Engineer at Godawari Municipality, Nepal

In collaboration with the European Commission Directorate-General for International Partnerships (DG IntPa), a short film was co-produced "**Water Generation - Young Professionals Shaping the Future**," emphasizing the importance of promoting young experts in the water and sanitation field.

Watch the short film here



3 IMPLEMENTING WATER OPERATORS' PARTNERSHIPS PROGRAMMES

2023 Highlights

The capacity of over **400** water and sanitation utility staff was strengthened through the EU-WOP Programme, resulting in enhancements across operational, financial, social and environmental efficiencies.

Through the WOP with UNICEF, three Ethiopian water and sanitation operators comprising close to **50** staff increased their skills and knowledge on crucial working areas to become modern well-performing utilities.

GWOPA's increased its involvement in sanitation and launched a strategy to expand SWOPs through the

Citywide Inclusive Sanitation (CWIS) project.



In 2023, several normative and operational WOP programmes were undertaken by GWOPA including capacity development within utilities.

The **EU-WOP programme**, funded by the European Union and managed by GWOPA, leverages the demonstrated capacity of utilities to help one another reach the SDGs. Midway through implementation, the 22 EU-WOP partnerships reported substantial advancements in 2023. Over 410 staff members received comprehensive training, encompassing operational, financial, social and environmental efficiencies. This training utilized various methods, including classroom sessions, on-the-job training, distance learning and exchange visits.

In partnership with UNICEF, GWOPA is implementing the project, **“Building the Capacity of Three Ethiopian Water Services Providers through Water Operators’ Partnerships.”** The project is piloting the WOP approach and integrating it into UNICEF’s broader capacity-building projects for utilities at the national level. In 2023, the programme improved services provided to 200,000 beneficiaries in Bidre, Bulle and Doyo Gena and Bahir Dar towns of Ethiopia through strengthened water and sanitation operators. It also set an ambitious goal to assist the Ethiopian Federation of Utilities establish a national WOP program, fostering sustainability and growth in the water sector.

In its global role in developing knowledge and norms for WOPs, GWOPA led a component of the **CWIS project**, funded by the Bill and Melinda Gates Foundation, to strengthen frameworks for increasing sanitation-focused WOPs. It also co-implemented, together with IHE-Delft, the **fourth phase of BEWOP** to manage knowledge aspects of the EU-WOP programme, with funding provided by DGIS (see under section 2).

EU—WOP PROGRAMME



EU-WOP results after first year of implementation

- Thirteen utilities demonstrated strengthened organizational capacity in at least 75 per cent of the targeted working areas.
- Improvements were noted in at least one KPI by 75 per cent of beneficiary utilities.
- Seven utilities reported reduced Non-Revenue Water (NRW) from an average baseline of 32 to 14.9 per cent.
- Six utilities increased billing and collection by an average of 66 per cent.
- Nine utilities reported improved revenue collection efficiency and operating ratio (expenses versus revenue comparison).
- Twelve utilities reported advancements in social KPIs, such as customer satisfaction and female employee representation in management roles.
- Improved partnership practice across working areas was reported by 82 per cent of the WOP projects.

Local WOP Snapshot 1

Lima Drinking Water and Sewer Service (SEDAPAL), Lima, Peru, with Canal de Isabel II, Madrid, Spain, and European Benchmarking Cooperation (EBC)

EU-WOP, 2022-2025

Supported by: European Commission DG INTPA



In Lima, the second largest desert city in the world, the average annual rainfall is less than 1 cm. With climate change affecting its already fragile hydrological regimes, Peru is considered one of the most water-insecure countries in the world. For SEDAPAL, the water and wastewater utility serving the Lima region, treated “waste” water represents an opportunity for a new non-potable water source, reducing freshwater demand, for example, from industry and municipal greening.

Wastewater is a big focus in the WOP project between Madrid’s Canal de Isabel II and Lima’s SEDAPAL, funded by the EU. In a project mission to Lima, peer professionals from the Spanish and Peruvian utilities conducted training on an early detection system for SARS-CoV-2 being established in Lima, similar to the Vigia system, the tracking, monitoring and early warning launched by Canal in the Region of Madrid during the pandemic, which is helping SEDAPAL master its wastewater system as it aims to develop its wastewater reuse potential. The WOP partners are also working to elaborate SEDAPAL’s strategy for reuse as they move towards a more circular economy.

**EU—WOP
PROGRAMME**



**Guma Valley Water Company Limited, Freetown,
Sierra Leone with Ghana Water Company
Limited, Accra, Ghana and Dutch Water
Operators—VEI**

EU-WOP, 2022–2025

Supported by: European Commission DG INTPA

In the dynamic landscape of water service delivery in Freetown, Sierra Leone, the EU-WOP project is a beacon of collaborative action driven by peer-to-peer support and shared expertise. At the heart of this partnership lies the development of the Guma Valley Water Company Limited (GVWC) pro-poor activities and the elevation of its position in the organization. This occurred in 2023 through the initiation of a Pro-Poor Strategic Plan. Leveraging peer-to-peer support, practitioners from Ghana Water Company Limited (GWCL) extend their knowledge and insights to counterparts at GVWC, fostering a culture of shared learning and collaboration. During the visit of partners to Freetown in August 2023, a series of meetings were held with the EU Mission and UNICEF, as well as low-income urban communities in Freetown, to collect inputs into the development of GVWC's pro-poor strategic plan.

The long-term goal of the establishment of a Pro-Poor Department within GVWC exemplifies the transformative power of peer-to-peer support in institutionalizing pro-poor initiatives.

**EU—WOP
PROGRAMME**



Ghana Water and Guma Valley Water Company
celebrating World Water Day

Local WOPs snapshot 3

**Bidre, Bulle Woreda and
Doyo Gena (Ethiopia)
with Wolaita Sodo and
Ambo, Ethiopia and
National Water and
Sewerage Company,
Kampala, Uganda**

UNICEF Ethiopia WOP

Duration: 2022–2024

Supported by: UNICEF



Following the development of short-term action plans, 48 staff from the three mentees were equipped with basic crucial skills and knowledge (Operations & Maintenance, Billing and Revenue Collection and Finance) through two on-site missions, co-led by the mentor National Water and Sewerage Corporation (NWSC) of Uganda and the local co-mentors. The staff was intensely trained on practical aspects of basic utility management and given clear instructions on how to implement new working routines. For example, the experts from NWSC and the two local mentors provided demos on maintenance of main electromechanics equipment and developed a pro-active maintenance plan, which will help in reducing leakages and malfunctioning of the pumps. The utilities learned how to keep proper accounting records, which is the basis of transparent finance management within a utility. They know now how to keep track of new customers,

and the customer databases developed is linked with the issuing of the bills, a huge progress towards income collection and increase.

The role of the local mentors is important, as they have a better understanding of the local context, use the same type of equipment and contribute extensively to the practical demonstrations and hands-on training. Talking the same language, Amharic or other local languages, they are instrumental in facilitating interactions between the mentees and the main mentor. They are mobilized on a daily basis for follow-up support and monitoring.

The project provides GWOPA with an opportunity to improve its guidance on the co-mentoring approach and develop guidelines on supporting national utilities' association for establishing the WOP platform. The Ethiopian Utility Federation is already closely associated with the three WOP projects.

Diagnostic Missions to Water Utilities of Ethiopia concluded as part of the First Phase of the project



Advancing Sanitation Access: Strengthening Sanitation Operators' Capacities – A Spotlight on SWOPs

Duration: 2022–2025

Support for normative work by: Bill & Melinda Gates Foundation

Support for SWOP implementation by:
European Commission DG IntPA

Local WOPs snapshot 4

**BILL & MELINDA
GATES foundation**

**EU – WOP
PROGRAMME**



Within the CWIS framework, GWOPA is committed to amplifying SWOPs' reach. From facilitating global knowledge exchange on pro-poor services to fostering on-the-ground peer learning initiatives on fecal sludge reuse, SWOPs address the full spectrum of challenges faced by operators.

In Nepal, the WOP partnership between VAKIN, Sweden and Godawari Municipality is centered

on providing technical guidance for designing Fecal Sludge Treatment Plants and enhancing solid waste management practices. In Kenya, the Kisumu Water and Sanitation Company Limited (KIWASCO) looked at improvising and establishing pro-poor units in four other mentee utilities along with WASPA and Simavi.

Meanwhile, in Odisha, India, Italian partners SMATORINO and HydroAid

offered technical expertise to enhance the treatment efficiency of septage treatment plants alongside training initiatives for women and transgender individuals involved in Self Help Groups on septage and fecal sludge sampling techniques. In Indonesia, Malaysian operator Indah Water Konsortium (IWK) is streamlining desludging procedures and developing Standard Operating Procedures (SOPs) for the PALD treatment plant in Banjarmasin.



Co-composting exercise under SWOP in Janati Municipality, India

© Cristine Jagan

4 ■ NURTURING A GLOBAL WATER PEER-SOLIDARITY NETWORK

2023 Highlights

National and regional WOP platforms facilitated **20** WOPs.

In 2023, **94** new institutional members from **44** countries joined GWOPA, the majority representing public water and sanitation utilities.

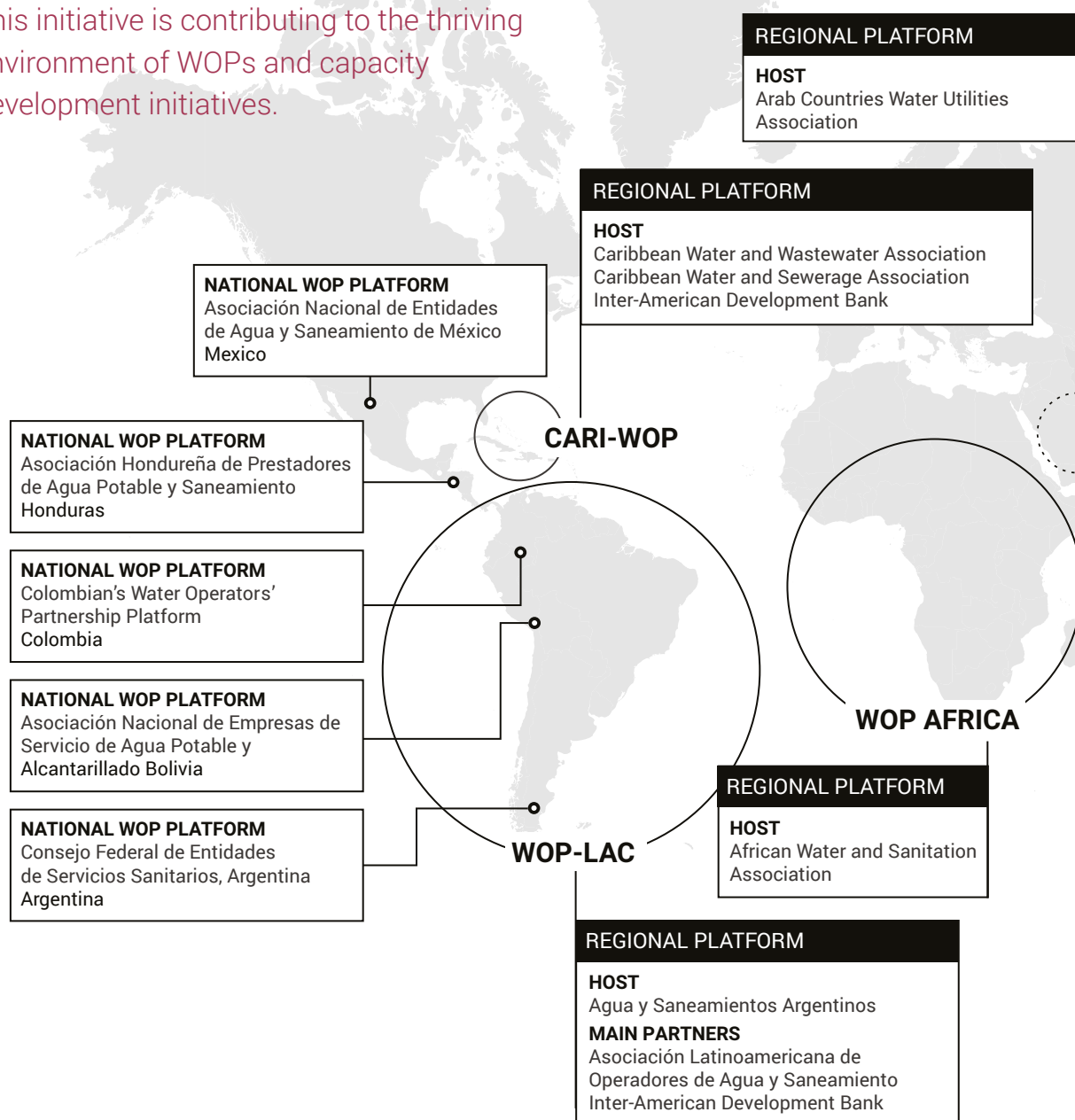
Over **800** new individual members joined the Alliance from **108** countries, emphasizing a diverse global representation.

GWOPA cultivated **210** collaborations through agreements and partnerships.



Expansion of WOPs through regional and national platforms

The Alliance is strengthening its structures of regional platforms with public, regional or national water and sanitation utility associations or similar non-profit organizations to become WOP platforms. This initiative is contributing to the thriving environment of WOPs and capacity development initiatives.





Desludging activity at the Mosque
Raudhatul Huffaz Al Banjari

WOP Asia

WOP Asia, facilitated by WaterLinks from the Philippines, is actively engaged in supporting two ongoing EU-WOP initiatives and is committed to extending its expertise and assistance towards SWOPs.

PERPAMSI, Indonesia's National WOP platform, hosted and organized the Indonesia Water and Wastewater Expo and Forum (IWWEF) in June 2023 in Jakarta. PERPAMSI was also involved in implementing 14 WOPs involving 26 Indonesian utilities. Pakistan Water Operators Network (PWON), Pakistan's National WOP platform, is fully supporting an ongoing EU-WOP collaboration between the Budapest Waterworks and Water and Sanitation Services Company Mardan (WSSCM), as well as another WOP involving Water and Sanitation Agency (WASA) Lahore.

WOP Africa

AfWASA developed Performance Improvement Plans (PIPs) to address non-revenue water (NRW) in utilities in South Sudan, Guinea and Nigeria and worked on enhancing water quality for Nairobi utility. As part of the AfriCap program, AfWASA conducted training workshops on NRW management in Ouagadougou, Burkina Faso and developed a water quality manual in Accra, Ghana. It undertook a significant capacity-building initiative at Rand Water, a South African water utility, involving utilities from Ghana and Burkina Faso, focusing on enhancing water quality standards. AfWASA also organized joint audit missions and training sessions on CWIS, benefitting practitioners from Guinea, Congo, Sierra Leone, Ethiopia and Cameroon. AfWASA also engaged in 55 workshops, training sessions, benchmarking missions and advocacy events to advance the capabilities of water and sanitation operators, thus fostering sustainable development and improved service delivery across the African continent.



The WOP between FESAN (Chile) and ADECOR (Guatemala), San Martin Jilotepeque, Guatemala.

WOP Latin America

WOP-LAC initiated six WOPs to improve services in low-income areas and non-revenue water management through strategic collaborations from 12 utilities. Improved capacity was reported by 40 utility staff, and 33,700 people benefitted from water and sanitation service improvements through these WOPs. The total investment for these WOPs reached approximately USD 100,000, including in-kind contributions and cash from Inter-American Development Bank (IDB). WOP-LAC also coordinates the ongoing EU-WOP project between the operator from OSSE, Argentina, and ANDA, the national operator of El Salvador. Knowledge exchange in Latin America, exemplified by a webinar on "Climate change: Lessons learned. Risk management plans," attracted over 80 participants, emphasizing the importance of risk management for quality services.

WOP Caribbean

The WOP Caribbean, known as Cari-WOP, played a highly active role within CoP on Urban Sanitation. Cari-WOP actively participated in the UN Water Conference Task force. Caribbean Water & Sewerage Association Inc (CAWASA) enhanced water management practices across the Caribbean, organizing 10 training sessions that engaged over 150 professionals. These sessions covered non-revenue water management, climate resilience and effective wastewater treatment strategies. In June 2023, CAWASA and the Barbados Water Authority (BWA) jointly hosted the seventh Caribbean Water Operators' Conference in Barbados, which gathered 200 industry professionals. CAWASA also produced several knowledge products, including best practice manuals and policy recommendations aimed at guiding continuous improvement across the region.



WOP Caribbean organized the treatment wetlands training in Martinique.

Middle East and North Africa

In 2023, GWOPA expanded its membership and reach in the Middle East and North Africa (MENA) region, welcoming 17 institutional members, the majority representing utilities and regulatory bodies. Through a partnership with the Arab Countries Water Utilities

Association (ACWUA) regional workshops were organized in Jordan and Germany. The GWOPA Secretariat participated in the Arab Water Week, reflecting its vision of forming a WOP platform that can address water scarcity in the MENA region and create an opportunity to bring stakeholders together for mutual benefit.

South-East Europe

A collaborative partnership was formalized with the International Association of Water Service Companies in the Danube River Catchment Area (IAWD) to promote WOPs in South-East Europe and establish a new WOP platform in the region, opening engagement in a new region for the Alliance.

WOPs Congress regional session on establishing a WOP SEE platform.



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The 5th WOP Congress participants at the Quality assurance and training in Bonn wastewater treatment plants.



© UN-Habitat GWOPA

Membership and governance



© UN-Habitat GWOPA

15th Annual GWOPA International Steering Committee Meeting in Bonn, Germany.

WOPs Congress opening reception hosted by the City of Bonn and the Federal Ministry for Economic Cooperation and Development at the Bonn Old City Hall.

In 2023, GWOPA's total institutional membership increased to 139, with the member composition reflecting the core mission of supporting water and sanitation utilities, its extensive geographical reach and the diversity of its stakeholders. During the year, GWOPA's individual membership witnessed a 65 per cent increase, reaching 1,200 individuals by the close of 2023.

The Alliances' governance structure as defined by its Charter consists of three key bodies: the GWOPA Assembly, Steering Committee and GWOPA Secretariat.

The International Steering Committee (ISC), responsible for guiding the strategic direction of the Alliance, is primarily composed of public utilities and stakeholder groups, such as civil society organizations and labor unions. To enhance its governance structure, the GWOPA Secretariat has introduced quarterly ISC meetings, in addition to the annual meetings. Preparations are underway for the GWOPA General Assembly in conjunction with the 12th edition of the World Urban Forum (WUF) on 3 November 2024, in Cairo, Egypt.

The Federal Government of Germany has, through the German Federal Ministry for Economic Cooperation and Development (BMZ), signed the agreement for generously hosting the GWOPA Secretariat in Bonn in 2025 and 2026.



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Strengthening low-income services to ensure no one is left behind

1 NO POVERTY



Several projects implemented under the EU-WOP initiative have focused on supporting local income services. As part of the WOP projects, the low-income service units in Kenya, Zambia and Sierra Leone were strengthened, enabling the involvement of local men, women and young people in managing water and sanitation facilities. Through campaigns and economic empowerment initiatives, the local community was able to improve their livelihoods. This approach promotes a sense of ownership and helps build partnerships at the local level while also providing better access to water and sanitation services in low-income areas.

Low-income Services Unit is not a very exciting operational

focus area for most utilities because they have to put in more to deliver services. With support from the EU-WOP programme, [...renewed focus on and services delivery in low-income communities] has been enhanced through capacity enhancement and structuring of the initiatives."

- Zainab Mpakiraba, Manager External Services at National Water and Sewerage Corporation, Uganda

Women constructing a sanitation platform as part of a local community engagement activity under the EU-WOP Zambia.

EQUITY AND SUSTAINABILITY ENDEAVORS



© Gladys Kamoto

Gender and social inclusion



Gender mainstreaming and inclusive urban basic services within water utilities and WOPs has

been a priority during the year. In producing tools for practitioners, GWOPA, with the University of Technology Sydney Institute for Sustainable Futures ISF-UTS, AfWSA and the International Water Association, organized a webinar focused on *tools for diagnosing gender, diversity and inclusion in water and sanitation utilities*.

Ten EU-WOP beneficiary utilities integrated a gender lens, with many treating this issue as a distinct working area. For instance, training sessions on gender and inclusion became a tool for gender sensitization in the WOPs from Kisumu Water and Sanitation Co. Ltd and Eastern Umbrella of Water and Sanitation, among the others. The WOP between Godawari, Nepal; Swedish water treatment company, VAKIN and WaterAid Nepal involved women in the planning process of water, sanitation and hygiene (WASH) activities and provided knowledge support on waste management to women, such as effective micro-organisms training.

During the year, gender advocacy platforms included the International Women's Day "WO(P)MEN's Voice" campaign to inspire women and youth in promoting gender equality in the water sector and a speed mentoring breakfast for female water and sanitation professionals at the fifth Global WOP Congress.

Female participants in the effective micro-organisms (EM) training.



Stronger Together: Women's Mentoring Breakfast at the 5th Global WOPs Congress.

13 CLIMATE ACTION



Establishing a robust institutional framework and bolstering the capabilities of water and sanitation operators are crucial steps for effectively investing in and implementing technical solutions in climate adaptation and mitigation.

Working towards climate resilience was firmly incorporated into GWOPA's work in 2023. At the advocacy level, new partnerships were established with water-led organizations during COP28. By having a leading role in Water Pavilion and the COP28 Presidency's new initiative, the Sharm El-Sheikh Adaptation Agenda on Urban Water Resilience Initiative, GWOPA provided expertise on water-related solutions for impactful climate action through WOPs and SWOP, emphasizing water and sanitation operators' significant roles in climate adaptation and mitigation.

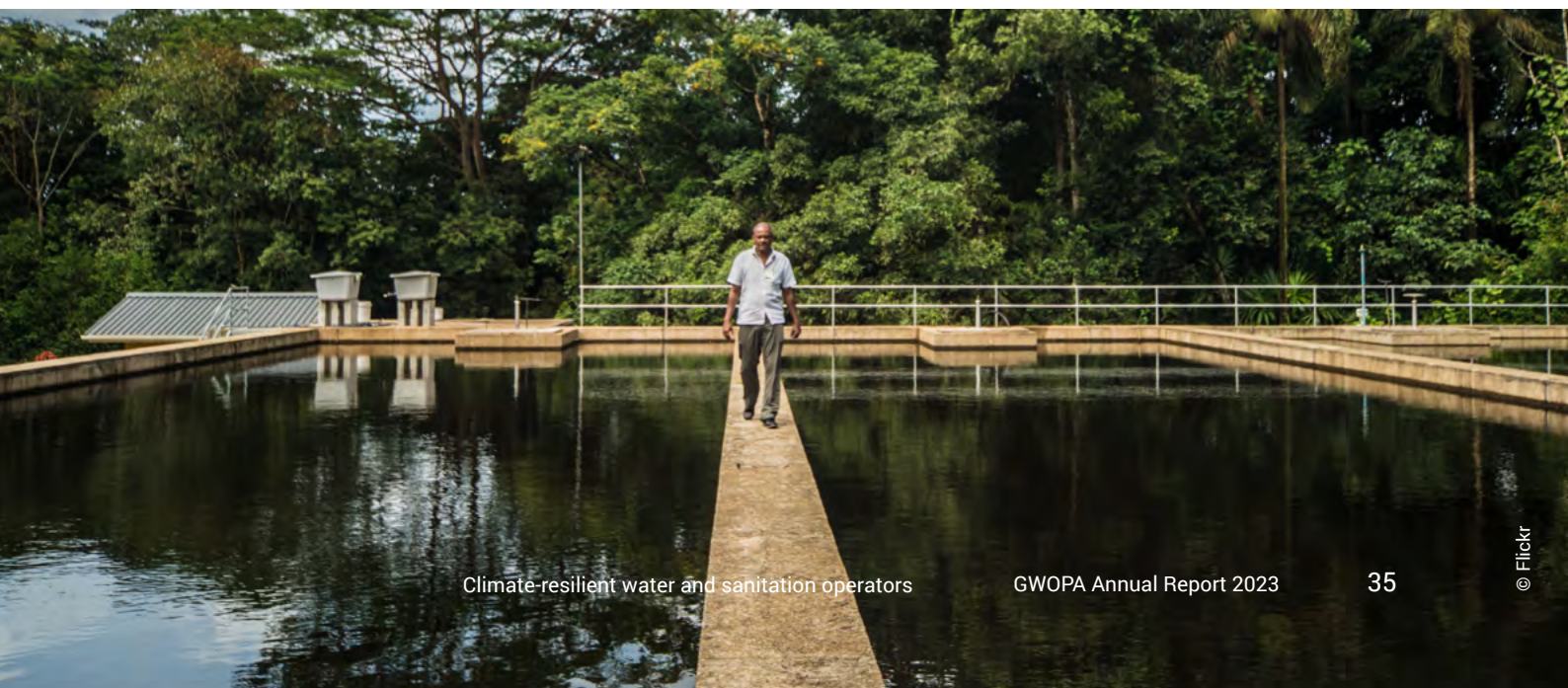
More EU-WOP projects resulted in building climate resilience infrastructure. For example, the Enacting SDG 6 WOP in Tunisia made good progress in enhancing the climate-resilient infrastructure for water and sanitation. In Gabes, Tunisia, the Milanese water company MM Spa is working with the municipality and the National Water Distribution Utility (SONEDE) to reduce water losses, engage the community in tackling climate-aggravated scarcity and pilot sustainable drainage systems with great support from the AVSI Foundation and *Union Tunisienne de Solidarité Sociale* (UTSS).

Climate-resilient water and sanitation operators



© Julie Perkins

Local media covering the Enacting SDG 6 WOP community engagement meeting at Gabes City Hall.





Community member using water from the water service provided by Ghana Water Company Limited.

Since its inception, GWOPA has responded to the demands by utilities globally in strengthening their capacities to deliver water and sanitation services. The need for strong utilities that can deliver and respond to a myriad of challenges continues to grow. To respond as an Alliance, we call for new and long-term partners to strengthen and accelerate the WOPs approach as we continue to innovate and refine our work.

GWOPA's orientation in 2024 is shaped by the recommendations of its Mid-Term Evaluation which are incorporated into the our strategy that extends to 2025. We will expand the knowledge needed to scale up the WOPs practice through a global publication on the state of water and sanitation utilities, and continue to produce tools and platforms to share and learn how to engage through WOPs.

Operationally, we look forward to the continue building on our global and country programmes to expand the benefits utilities gain through WOPs. This includes preparations of the extended phase of our EU-WOPs Programme, and a more systematic uptake of WOPs within our UN-Habitat Programmes and wider UN family. The launch of the UN-Systemwide Strategy on Water and Sanitation set for mid-2024 is expected to elevate the urgency of a common UN response and opportunities to expand the WOP practice.

The year is a milestone one for the Alliance as we convene for our GWOPA General Assembly in Cairo in November, back-to-back with UN-Habitat's signature event the World Urban Forum where we will put significant attention to the value of Water Operators' Partnerships. We expect these events to strengthen our governance and direction, and expand our collaboration with local authorities and wider stakeholders in getting us globally on track in achieving SDG 6.

A wide scope of opportunities await as we continue our joint commitment to sustainable water and sanitation solutions worldwide.

FORWARD FOCUS



REACHING OUT

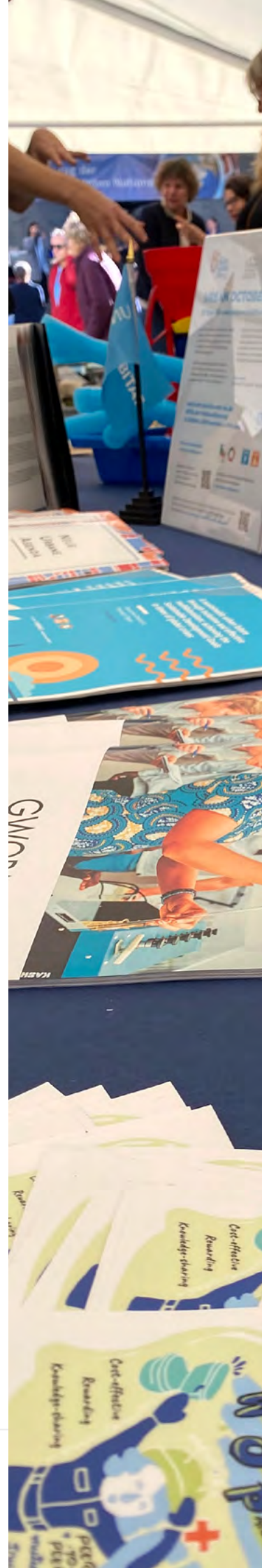
In promoting global awareness and action on equitable access to water and sanitation, GWOPA recognized international days through several campaigns, such as International Women's Day: WO(P)MEN's Voices, World Water Day: Inter-school poetry competition in Nepal, World Toilet Day: Sustainable sanitation solutions through SWOPs, and Urban October and World Cities Day: Hear my WOP story.

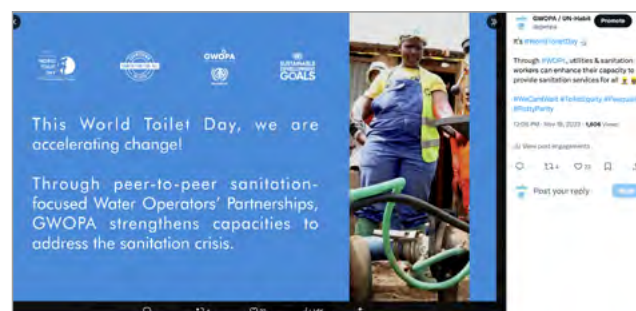
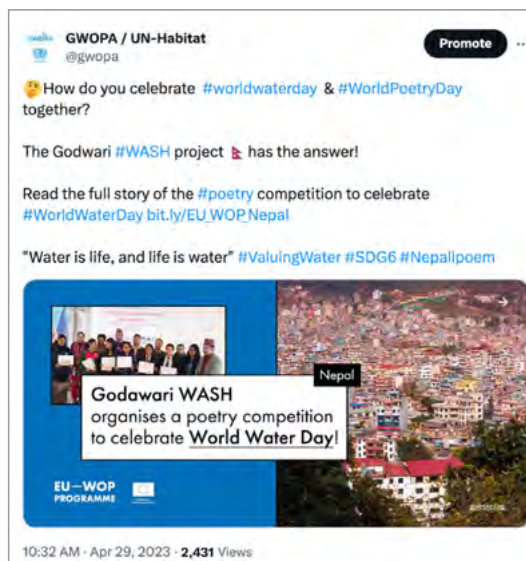
The Secretariat was active in its host city, Bonn, Germany, through the Bonn Water Network (BWN) and the participation in the UN Day event in Bonn, promoting the WOPs approach and engaging with local utilities and the Urban October campaign.

GWOPA engaged its wider audience through various online platforms. It actively maintained its presence on social media platforms, including LinkedIn, X (formerly Twitter) and Facebook, which increased the number of followers across all platforms from 2022 to 2023. Quarterly newsletters were disseminated to a growing base of 3,700 subscribers.



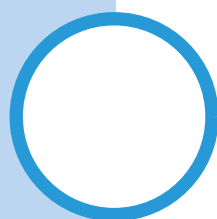
GWOPA at the UN Day in Bonn





FINANCIAL SUMMARY

GWOPA is grateful to our funding partners for their generous contributions. Thanks to their support, we were able to continue driving the global agenda for better access to water and sanitation services.



Total Income* in 2023: USD 9,088,800

Total expenditure: USD 5,681,006



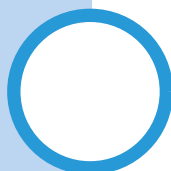
Total Income: USD 2,149,527

Total expenditure: USD 1,449,291



Total Income: USD 494,907

Total expenditure: USD 401,123



Total Income: USD 5,437,045

Total expenditure: USD 2,932,256



Total Income: USD 482,939

Total expenditure: USD 370,806



Total Income: USD 324,078

Total expenditure: USD 327,505



In partnership with IHE Delft, with funding from the Kingdom of the Netherlands



Total Income: USD 60,890

Total expenditure: USD 60,612



Total Income: USD 139,414

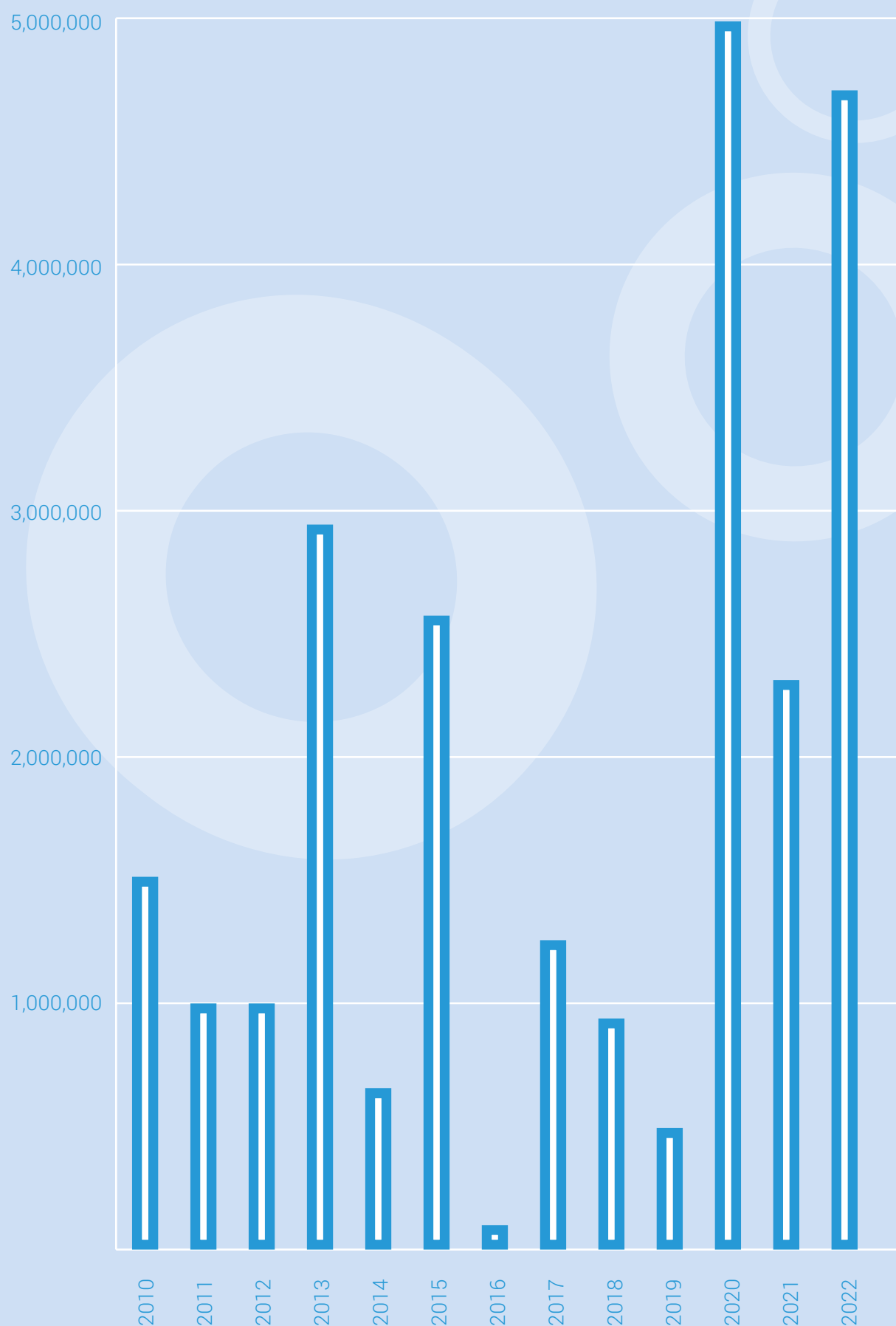
Total expenditure: USD 139,414



*Total income includes contributions received plus carry over funds

GWOPA contributions received by year since 2010

in USD



List of GWOPA International Steering Committee members

ISC Member Category	Organization	Country
Public Utilities – Africa	Kisumu Water and Sewerage Company Limited (KIWASCO)	Kenya
Public Utilities – MENA	Office National de l'Electricité et de l'Eau Potable (ONEE)	Morocco
Public Utilities – Europe	Aqua Publica Europa (APE)	Europe
Public Utilities – Europe	Athens Water Supply and Sewerage Company (EYDAP S.A.)	Greece
Public Utilities – Europe	VEI Dutch Water Operators	The Netherlands
Public Utilities – LAC	Federacion Nacional de Cooperativas de Servicios Sanitarios Chile Ltda. (FESAN)	Chile
Private Operators	AquaFed (The International Federation of Private Water Operators)	Global
Development Partners/ Academic Institutions	IHE Delft Institute for Water Education	The Netherlands
Development Partners/ Academic Institutions	Integrated Social Development Center (ISODEC)	Ghana
Development Partners/ Academic Institutions	International Water Management Institute (IWMI)	Sri Lanka
NGO	Ingenieria Sin Fronteras	Spain
Labour Unions	FNV Trade Unions the Netherlands	The Netherlands
Labour Unions	Public Service International (PSI)	Global



Regional WOP Platforms

Africa	African Water and Sanitation Association (AfWASA)
Asia	WaterLinks
Caribbean	Cari-WOP
Latin America and Caribbean	WOP-LAC
Pacific	Pacific Water & Wastewater Association (PWWA)

National WOP Platforms

Indonesia	Indonesia Water Supply Association (PERPAMSI)
Pakistan	Pakistan Water Operators Network (PWON)
Mexico	Asociación Nacional de Empresas de Agua y Saneamiento (ANEAS)

Financial Partners

Directorate-General for International Partnerships, European Commission
Directorate-General for International Cooperation (DGIS), Kingdom of the Netherlands
Federal Ministry for Economic Cooperation and Development (BMZ), Federal Republic of Germany
Bill & Melinda Gates Foundation
UNICEF (Ethiopia)



List of GWOPA Institutional Members

New member in 2023	Name	Country	City
Public water and sanitation utilities			
☐	Addis Ababa Water and Sewerage Authority (AAWSA)	Ethiopia	Addis Ababa
	Administracion Nacional de Acueductos y Alcantarillados (ANDA)	El Salvador	San Salvador
☐	Agua Y Saneamientos Argentinos S.A. (AYSA)	Argentina	Buenos Aires
	Aguas de La Paz	Honduras	La Paz
☐	Ambo Urban Water Supply and Sewerage Service Enterprise (ATWSSSE)	Ethiopia	Ambo
☐	Aqaba Water Company	Jordan	Aqaba
☐	Arusha Urban Water Supply and Sanitation Authority (AUWSA)	Tanzania	Arusha
	Athens Water and Sewerage Company (EYDAP)	Greece	Athens
☐	Bahir Dar Water Supply and Sewerage Service (BDWSS)	Ethiopia	Bahir Dar
☐	Baliwag Water District	Philippines	Baliwag
☐	Bayawan Water District (BAWAD)	Philippines	Bayawan City
☐	Bekaa Water Establishment (BWE)	Lebanon	Zahle
☐	Budapest Waterworks	Hungary	Budapest
	Companhia de Saneamento de Minas Gerais (COPASA)	Brazil	Belo Horizonte
☐	Dominica Water and Sewerage Company Limited (DOWASCO)	Dominica	Roseau
	DOO Regionalni Vodovod Crnogorsko Primorje	Montenegro	Budva
☐	Drinking Water and Sanitation Unit (DWSU)	Sudan	Khartoum
	Empresa de Acueducto y Alcantarillado de Bogota ESP (EAAB ESP)	Colombia	Bogota
☐	eThekweni Municipality - Water & Sanitation Unit	South Africa	Durban
☐	Ghana Water Company Limited (GWCL)	Ghana	Accra
	Guma Valley Water Company (GVWC)	Sierra Leone	Freetown
	HAMBURG WASSER	Germany	Hamburg
☐	Hargeisa Water Agency (HWA)	Somalia	Hargeisa
☐	Helsinki Region Environmental Services Authority (HSY)	Finland	Helsinki
☐	Indah Water Konsortium Sdn. Bhd (IWK)	Malaysia	Kuala Lumpur
	International Institute of Water and Sanitation (IEA-ONEP-ONEE)	Morocco	Rabat
☐	Istanbul Water and Sewerage Administration (ISKI)	Turkey	Istanbul
☐	Jordan Water Company	Jordan	Amman
	JP-VODOVOD/KANALIZACIJA-d.o.o, R BiH	Bosnia and Herzegovina	Gracanica
☐	Kakamega County Water and Sanitation Company	Kenya	Kakamega
☐	Khulna Water Supply and Sewerage Authority (Khulna WASA)	Bangladesh	Khulna
	Kisumu Water and Sanitation Company Limited (KIWASCO)	Kenya	Kisumu

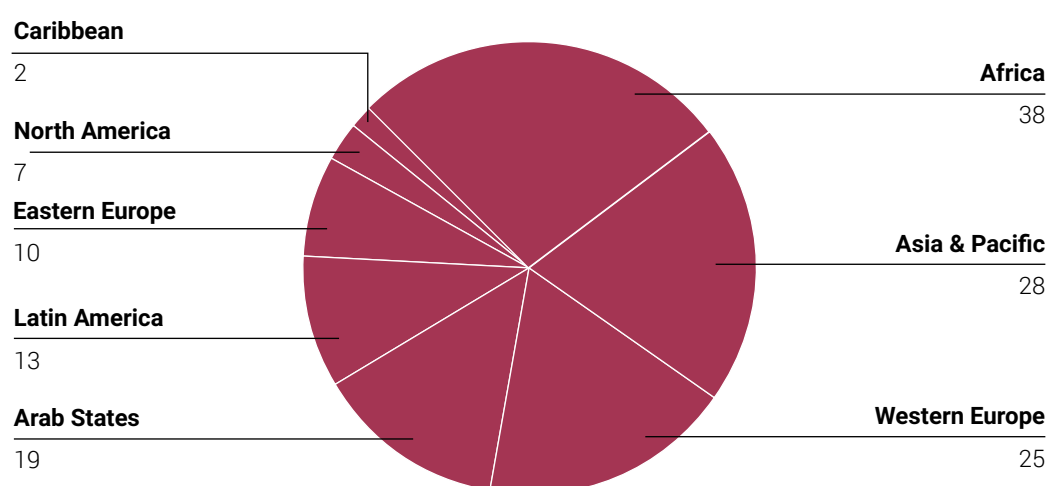
New member in 2023	Name	Country	City
	KP "Buducnost" a.d. Laktasi, R BiH	Bosnia and Herzegovina	Laktasi
	KP-VODOVOD ad Prnjavor, BiH	Bosnia and Herzegovina	Prnjavor
	Lagos Water Corporation	Nigeria	Lagos
☐	Local Water and Sanitation Corporation (LWSCA)	Yemen	Aden
☐	Luapula Water Supply and Sanitation Company Limited	Zambia	Mansa
☐	Metropolitana Milanese (MM) S.p.A.	Italy	Milan
☐	Nakuru Rural Water and Sanitation Company (NARUWASCO)	Kenya	Nakuru
	Nakuru Water And Sanitation Services Company Limited (NAWASSCO)	Kenya	Nakuru
	National Water and Sewerage Corporation (NWSC)	Uganda	Kampala
☐	National Water Commission	Jamaica	Kingston
☐	Nkana Water Supply and Sanitation Company Ltd	Zambia	Kitwe
☐	Nyeri Water and Sanitation Company Limited (NYEWASCO)	Kenya	Nairobi
☐	Obras Sanitarias Mar Del Plata S.E. (OSSE)	Argentina	Mar Del Plata
☐	Odisha Water Supply and Sewerage Board Bhubaneswar	India	Odisha
☐	Oldenburgisch Ostfriesischer Wasserverband (OOWV)	Germany	Brake
☐	PDAM Surya Sembada	Indonesia	Surabaya
	PE Water Supply and Sewerage Skopje	North Macedonia	Skopje
	Perumda Tirta Mayang	Indonesia	Jambi
☐	Perusahaan Umum Daerah Pengelola Air Limbah Domestik (Perumda PALD)	Indonesia	Banjarmasin
☐	Sistema de Agua Potable, Alcantarillado y Saneamiento	Mexico	La Piedad
☐	Società Metropolitana Acque Torino S.p.A. (SMAT)	Italy	Turin
	Société Nationale d'Exploitation et de Distribution des Eaux (S.O.N.E.D.E)	Tunisia	El Manar 2-Tunis
☐	Sohag Company for Water and Wastewater	Egypt	Sohag
☐	Société Malienne de Gestion de l'Eau Potable (SOMAGEP SA)	Mali	Bamako
☐	South Darfur State Water Corporation (SSWC)	Sudan	Nayla
☐	South Western Umbrella Of Water & Sanitation	Uganda	Kabale
☐	Stadtentwässerung Dresden GmbH (SE Dresden)	Germany	Dresden
	Tirana Water and Sewerage Utility (UKT)	Albania	Tirana
☐	Umgeni Water	South Africa	Pietermaritzburg
☐	Unidad Municipal Desconcentrada Aguas de Siguatepeque	Honduras	Siguatepeque
	VEI B.V.	Netherlands	Utrecht
	Vilin Lug	Serbia	Crna Trava

New member in 2023	Name	Country	City
	Vodovod i kanalizacija	Serbia	Subotica
☐	Water and Sanitation Agency (WASA)	Pakistan	Lahore
☐	Wolaita Sodo Water Supply and Sewerage Corporation	Ethiopia	Wolaita Sodo
☐	World Waternet	Netherlands	Amsterdam
☐	Yarmouk Water Company	Jordan	Irbid
Community water and sanitation operators and cooperatives and their associations			
	Federacion Nacional de Cooperativas de Servicios Sanitarios de Chile (FESAN)	Chile	Santiago
	Lekhnath Water Supply User Committeel	Nepal	Pokhara
☐	Mukundapur Drinking Water Supply and Sanitation Users' Organization	Nepal	Gaindakot
☐	Piple Water Supply and Sanitation Users' Committee	Nepal	Chitwan
☐	Somos la Unión de Acueductos Griegos por el Ambiente y la Salud (UNAGUAS)	Costa Rica	Grecia
	Waling Small Town Water Supply and Sanitation User Committee	Nepal	Waling
☐	Water Supply and Sewerage Authority (WSSA)	Palestinian National Authority	Bethlehem
Private water and sanitation utilities			
	Aguas de Puerto Cortes S.A de C.V.	Honduras	Puerto Cortes
☐	AquaFed	France	Paris
☐	Dwr Cymru Welsh Water	Wales	Cardiff
☐	Maynilad Water Services Inc.	Philippines	Quezon
☐	Sanergy	Kenya	Nairobi
Associations of water and sanitation utilities			
☐	African Water and Sanitation Association (AfWASA)	Ivory Coast	Abidjan
	Aqua Publica Europea (APE)	Belgium	Brussels
☐	Arab Countries Water Utilities Association	Jordan	Amman
☐	Associació de Municipis i Entitats per l'Aigua Pública (AMAP)	Spain	Barcelona
	Ethiopian Urban Water Federation	Ethiopia	Addis Ababa
☐	Ethiopian Urban Water Supply and Sewerage Service Federation	Ethiopia	Addis Ababa
	Indonesian Water Supply Association (PERPAMSI)	Indonesia	East Jakarta
☐	International Association of Water Service Companies in the Danube River Catchment Area (IAWD)	Austria	Vienna
☐	Pakistan Water Operators Network (PWON)	Pakistan	Lahore
☐	Union of Palestinian Water service Providers	Palestinian National Authority	Ramallah
☐	Water Sector Workers Association of Kenya	Kenya	Nairobi
Civil society organizations			
☐	Balamu Community Outreach Program(BACOP)	Uganda	Mukono
☐	Conseil de Concertation pour l'Eau et l'Assainissement de Base au Togo (CCEABT)	Togo	Lomé
	Asociación de Suscriptores del Acueducto la Colonia	Colombia	El Colegio Departamento de Cundinamarca

New member in 2023	Name	Country	City
	Volunteer Corps Nepal (VCN)	Nepal	Kathmandu
Worker and Trade unions			
☐	FNV Overheid	Netherlands	Utrecht
	Public Service International (PSI)	France	Ferney-Voltaire
Non-governmental organizations			
☐	3R WASTE Foundation	India	Gurugram
☐	Abs Development Organization for Woman and Child	Yemen	Sana'a
	Association de Santé Familiale (ASF)	Republic of the Congo	Kinshasa
☐	Association Pour la Sante et la Prevention des Maladies	Togo	Lome
☐	Centre for Development Communication Trust	India	Jaipur
☐	CEPT Research and Development Foundation (CRDF)	India	Ahmedabad
☐	Deutsche Vereinigung für Wasserwirtschaft, Abwasser und Abfall (DWA)	Germany	Hennef
	Ingenieria Sin Fronteras - Engineering Without Borders (EWB)	Spain	Barcelona
☐	Integrated Social Development Center (ISODEC)	Ghana	Accra
☐	International Arab Water Resources Association (IAWRA)	Egypt	Cairo
☐	mWater	United States	Los Angeles
☐	Simavi	Netherlands	Amsterdam
☐	SOSNPO for W12+ Programs	South Africa	Cape Town
☐	The Nature Conservancy	United States	Arlington
☐	U.S. Water Partnership	United States	Arlington
☐	WaterAid UK	United Kingdom	London
☐	WaterLinks Management Council, Inc.	Philippines	Pasig City
	Youth Association for Development (YAD)	Pakistan	Quetta
☐	Youth Care Group Network International	Uganda	Kampala
International multi-stakeholder platforms/network organizations			
	Container Based Sanitation Alliance (CBSA)	United Kingdom	London
	German Water Partnership (GWP)	Germany	Berlin
☐	ICLEI-Local Governments for Sustainability	Germany	Bonn
☐	International Water Association (IWA)	United Kingdom	London
	Society for Water and Sanitation (NEWSAN)	Nigeria	FCT- Abuja
	Water Integrity Network	Germany	Berlin
Development cooperation agencies			
☐	USAID's Water, Sanitation, and Hygiene Finance 2 (WASH-FIN 2)	United States	Washington DC
National and sub-national governments			
☐	Basra water Directorate	Iraq	Basra
☐	Drinking Water and Sanitation Unit (DWSU) - Ministry of Irrigation and Water Resources	Sudan	Khartoum
☐	Godawari Municipality	Nepal	Lalitpur

New member in 2023	Name	Country	City
☐	Marmara Municipalities Union	Turkey	Istanbul
☐	Ministry of Water and Environment- Eastern Umbrella of Water and Sanitation	Uganda	Mbale City
☐	Ministry of Water Supply, Government of Nepal	Nepal	Kathmandu
☐	Salfeet Municipality	Palestinian National Authority	Salfeet
Research and learning institutions			
	Arab Academy of Science, Technology and Maritime Transport (AASTMT)	Egypt	Alexandria
☐	IHE Delft Institute for Water Education	Netherlands	Delft
	International Water Management Institute	Sri Lanka	Columbo
☐	Observatorio de Servicios Sanitarios - Universidad Nacional del Litoral / Facultad de Ingeniería y Ciencias Hídricas	Argentina	Santa Fe
Water and sanitation regulators			
	Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association	Zambia	Lusaka
	National WASH Commission	Liberia	Monrovia
☐	Utilities Performance Monitoring Unit (UPMU), Ministry of Water and Irrigation	Jordan	Amman
☐	Water Sector Regulatory Council	Palestinian National Authority	Ramallah

GWOPA Institutional Members regional allocation





Abbreviations

ACWUA	Arab Countries Water Utilities Association
AfWASA	African Water and Sanitation Association
AySA	Argentine Water and Sanitation
BEWOP	Boosting Effectiveness of WOPs
BMZ	Federal Ministry for Economic Cooperation and Development
BMZ	German Federal Ministry for Economic Cooperation and Development
BWA	Barbados Water Authority
BWN	Bonn Water Network
Cari-WOP	WOP Caribbean
CAWASA	Caribbean Water & Sewerage Association Inc
CoP	Community of Practice
CWIS	Citywide Inclusive Sanitation
DG INTPA	European Commission Directorate-General International Partnerships
EBC	European Benchmarking Cooperation
EU-WOPs	EU Water Operators' Partnerships Programme
FFO	German Federal Foreign Office
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
GVWC	Guma Valley Water Company Limited
GWCL	Ghana Water Company Limited
GWOPA	Global Water Operators' Partnerships Alliance
IAWD	International Association of Water Service Companies in the Danube River Catchment Area
IDB	Inter-American Development Bank
IHE-Delft	International Institute for Infrastructural Hydraulic and Environmental Engineering
ISC	International Steering Committee
IWA	International Water Association
IWK	Indah Water Konsortium

IWWEF	Indonesia Water and Wastewater Expo and Forum
KIWASCO	Kisumu Water and Sanitation Company Limited
KPI	key performance indicator
LAC	Latin America and the Caribbean
MENA	Middle East and North Africa
NRW	Non-Revenue Water
NRW	non-revenue water
NWSC	National Water and Sewerage Corporation
OSSE	Obras Sanitarias Mar del Plata
PIP	Performance Improvement Plans
PMP	Partnership Management Platform
PWON	Pakistan Water Operators Network
SDG	Sustainable Development Goal
SEDAPAL	Lima Drinking Water and Sewer Service
SONEDE	National Water Distribution Utility
SOP	Standard Operating Procedures
SuSanA	Sustainable Sanitation Alliance
SWOPs	Sanitation-focused Water Operators' Partnerships
UTSS	Union Tunisienne de Solidarité Sociale
VEI	Dutch Water Operators
WASA	Water and Sanitation Agency
WASH	water, sanitation and hygiene
WHO	World Health Organization
WOP	Water Operators' Partnerships
WSSCM	Budapest Waterworks and Water and Sanitation Services Company Mardan
WUF	World Urban Forum
WWX	WaterWorX



On-site innovation for desludging in a low income floating community in Banjarmasin, Indonesia supported by IWK Malaysia through the EU-WOP Programme.

Join us!

Membership in GWOPA is free and open to all interested water and sanitation stakeholder organizations and individuals committed to adhering to GWOPA's principles and code of conduct in implementing partnership activities.



