

Global Water Operators' Partnerships Alliance **Annual Report 2024**



GWOPA Annual Report 2024
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Abbreviations

BEWOP	Boosting Effectiveness of Water Operators' Partnerships
COP	Conference of the Parties
CWIS	Citywide Inclusive Sanitation
ESAWAS	Eastern and Southern Africa Water and Sanitation Regulators Association
EU	European Union
EU–WOP	European Union Water Operators' Partnerships
GWOPA	Global Water Operators' Partnerships Alliance
ICLEI	Local Governments for Sustainability
IHE Delft	International Institute for Hydraulic and Environmental Engineering Delft
IWA	International Water Association
MENA	Middle East and North Africa
PMP	Partnership Management Platform
SWOP	Sanitation-focused Water Operators' Partnership
UNEP	United Nations Environment Programme
UNICEF	United Nations Children's Fund
WASH	Water, Sanitation and Hygiene
WHO	World Health Organization
WOP	Water Operators' Partnership
WOPs	Water Operators' Partnerships
WUF	World Urban Forum

Anacláudia Rossbach

United Nations Under-Secretary-General
and Executive Director of UN-Habitat



Foreword

I am honoured to share the Global Water Operators' Partnerships Alliance (GWOPA) Annual Report 2024 that reflects UN-Habitat's unwavering commitment to transforming urban life through capacity development, innovation and partnerships in the pursuit of achieving the Sustainable Development Goals, including SDG 6 on clean water and sanitation for all.

In 2024, GWOPA marked its 15th anniversary, a moment to celebrate our achievements and reaffirm the relevance and effectiveness of operators' partnerships, rooted in solidarity exchanges between service providers to strengthen delivery. The collective efforts demonstrated in the results of GWOPA's work are a testament to the power of partnerships

In a world where billions of people still lack access to clean water and adequate sanitation, our focus on enhancing these basic urban services is not merely a policy priority – it is a fundamental human right which we fervently address as part of our mandate to achieve adequate housing and

sustainable urban development.

The challenges we face today call for resilient and inclusive urban environments. In an urbanizing world, ensuring access to essential services in our cities and communities is vital for fostering sustainable development and human dignity. I firmly believe that strategic investments in infrastructure and related institutions, paired with innovative and locally driven solutions, will pave the way for cities that truly serve all their residents.

One of the highlights we are particularly proud of last year, was the unprecedented number of utility representatives that participated as important stakeholders at the Twelfth Session of the World Urban Forum in Cairo.

As you explore the insights and progress documented in this report, I invite you to join us in our mission to support utilities globally and to scale up these partnerships further, to ensure that clean water and sanitation becomes a reality for all.



Åsa Jonsson

Head of GWOPA Secretariat

In an era marked by compounding crises and growing inequalities, public utilities remain indispensable actors in the realisation of human rights, sustainable urban development and climate resilience. Over the past year, GWOPA has deepened its efforts to strengthen utilities through peer-to-peer exchanges, building enabling environments for inclusive service delivery and amplifying the role of operators within global development agendas.

The World Urban Forum in 2024 was a milestone and signalled the recognition of service providers as core stakeholders in shaping resilient, inclusive and sustainable cities. Through the launch of the second phase of the EU-WOP Programme and an expanding global network of Regional and National WOP Platforms, the Alliance is scaling up its reach, impact and relevance.

Our training and knowledge-sharing activities empowered over 1,850 professionals and improved services for more than 260,000 people in vulnerable communities. By supporting utilities in climate adaptation, digitalization, gender

equality and financial sustainability, GWOPA continues to build resilient systems that leave no one behind.

The revised Results Framework and growing institutional membership underscore GWOPA's institutional maturity, while our role in shaping the implementation of the UN System-Wide Strategy for Water and Sanitation reflects increasing alignment with the broader United Nations agenda.

As we look ahead to the Sixth Global WOPs Congress and the 80th anniversary of the United Nations, GWOPA embraces the opportunity to contribute to the renewal of multilateralism. Water Operators' Partnerships represent a practical, proven model for solidarity in action – one that empowers local actors, drives systemic change and builds a future where safe water and sanitation are universally realised.

We look forward to another year of impactful collaboration, driving sustainable solutions and creating lasting value for our members and partners.

15 years of GWOPA

Photo: Joseph Tweheyo Bayne



15
YEARS
2009 — 2024

GWOPA celebrated its 15th anniversary during the GWOPA Assembly in Cairo, Egypt in November 2024. Over the past 15 years, GWOPA has supported more than 700 utilities in 117 countries, reaching 58 million people and linking to investments exceeding \$1 billion.

Milestones of GWOPA



2006

UN Secretary-General's Advisory Board on Water and Sanitation (UNSGAB) recognises WOPs for utility capacity building.

2000

UN General Assembly adopts the Millenium Development Declaration, committing to halving the population without safe water and sanitation by 2015 (A/RES/55/2).



2007

UN Secretary-General tasks UN-Habitat to establish a global WOPs centre.



2009

GWOPA founded in Nairobi as a multi-stakeholder alliance.

The Global Water Operators' Partnerships Alliance (GWOPA) inaugural meeting took place in Nairobi in 2009.
Photo: Julie Perkins/GWOPA/UN-Habitat





2010



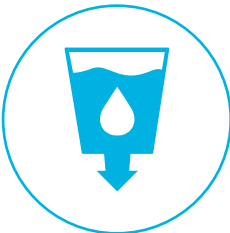
UN General Assembly

recognises the access “to safe and clean drinking water and sanitation as a human right” (A/RES/64/292).

2015



EU Parliament promotes public-public water partnerships in developing countries (P8_TA(2015)0294).



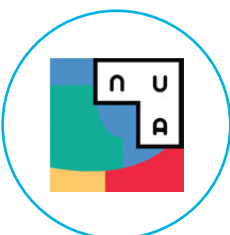
UN General Assembly adopts the Sustainable Development Goals, including Goal 6 to “ensure availability and sustainable management of water and sanitation for all” by 2030 (A/RES/70/1).

2016



High-level Panel on Water, convened by the **UN Secretary-General** and the **President of the World Bank**, presents an Action Plan, supporting the WOPs practice.

2016–2036



New Urban Agenda is committed to empower public utilities for universal, equitable access to safe water, sanitation and hygiene.



2024

More than **700 utilities** from **117 countries** have come together over the past 15 years to share knowledge and improve performance through peer partnerships, directly benefiting **58 million people** through enhanced services.

2023



GWOPA commits to engage with an additional **100 utilities to benefit 100 million people by 2030** at the UN 2023 Water Conference.

Secretary-General's High-level Panel on Water handover outcome document.
Photo: UN Photo/Eskinder Debebe





Every day, **water operators are at the forefront of water and sanitation delivery services.** Two plumbers from Baliwag Water District braved the extreme heat of daylight to repair a leak from a pipeline and service line that caused minor flooding in a main thoroughfare in the city of Baliwag, Philippines.

Photo: Baliwag Water District

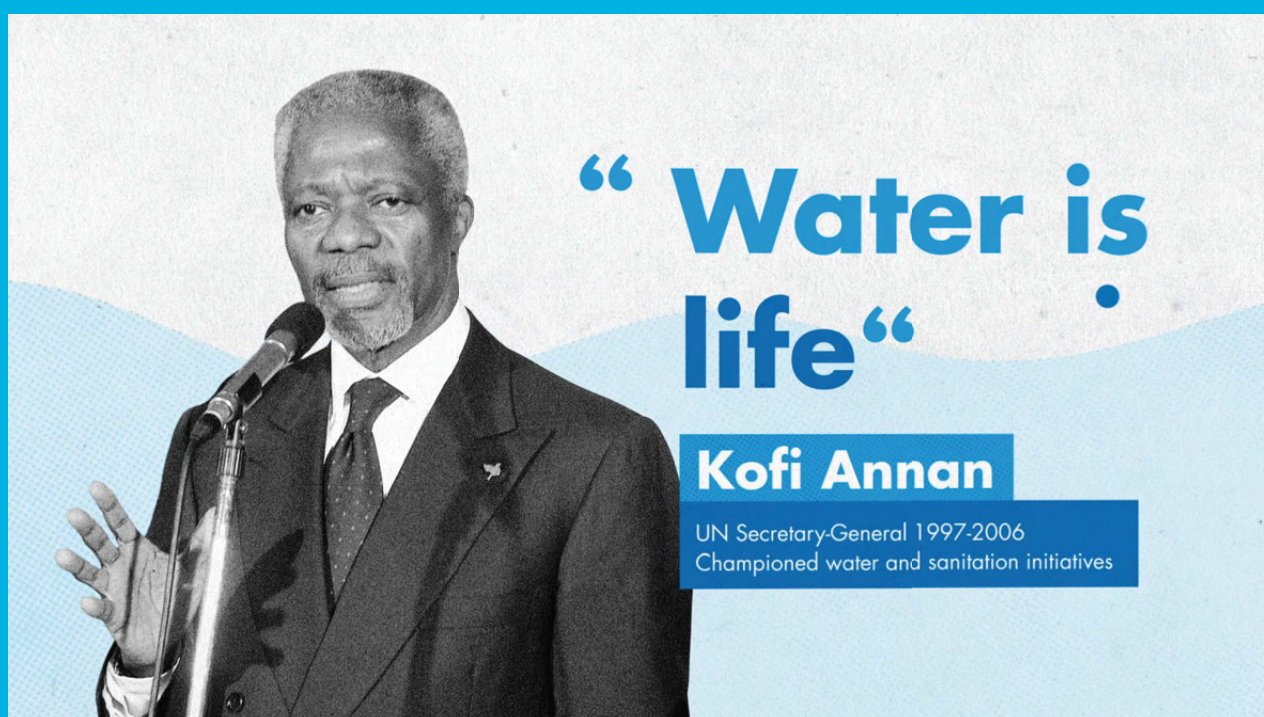
At Budapest Waterworks, the Active Leakage Team marks the pavement with "water" in Hungarian to indicate the spot for roadworks. During the EU-WOP Programme, this was shared with peers from WASA Lahore. Together, they located the leak and **marked the pavement in three languages: Hungarian, Urdu and English**, symbolising the collaborative spirit and shared commitment to improving water management.

Photo: Rita Studniczki/Budapest Waterworks



15th anniversary video

Marking 15 years of dedication, a commemorative video showcases GWOPA's journey and impact in the global water and sanitation sector.





Key achievements of 2024

Photo: Sascha Jensen



Over **1,850 water and sanitation professionals** trained in operational efficiency, financial management, integrity and environmental sustainability with improvements shown in reductions in non-revenue water, enhanced billing efficiency and improved service quality.

Over **260,000 people living in low-income communities** gained improved access to safe drinking water and safely managed sanitation services through WOPs-supported interventions.

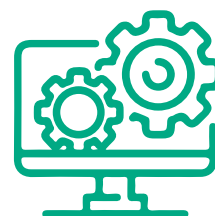


\$16 million in funding for Water Operators' Partnerships (WOPs) was mobilised from bilateral donors and international agencies, including the EU, Germany, the Netherlands and through UN system partnerships with UNICEF, the UN Secretariat and UN-Water. An additional **\$3.3 million** was secured through counterpart contributions and co-funding arrangements.



Twenty–five utilities addressed priorities such as climate resilience, human rights, gender equity, and the inclusion of youth, older people and persons with disabilities – helping promote more inclusive and sustainable services.

Seventeen practical tools and systems were developed to improve the operational performance, financial sustainability and social equity of water and sanitation operators – ranging from digital solutions for leak detection to inclusive customer engagement models



The Global WOPs Community surpassed **2,000 individual members**, with over one third representing **young professionals** working in water and sanitation utilities worldwide.

The largest number of utilities to date participated in the **12th World Urban Forum**, where the Cairo Call to Action acknowledged access to basic urban services – especially water and sanitation – as central to the realisation of adequate housing.



Outcome 1

Advocating for and advancing Water Operators' Partnerships

In 2024, the Global Water Operators' Partnerships Alliance (GWOPA) made significant strides in advocating for and advancing Water Operators' Partnerships (WOPs). This year's efforts have notably strengthened overall awareness, buy-in and commitment to WOPs as a crucial modality and accelerator for enhancing water and sanitation service providers. These advancements have led to a greater uptake of WOPs by utilities and their supporting partners.

The GWOPA delegation at the 12th World Urban Forum amplified the voices and messages of water and sanitation utilities, highlighting their vital role in advancing sustainable urbanization and adequate housing.

Photo: Lothar Mikulla/GWOPA/UN-Habitat

Key highlights

Organized **90 training and advocacy events** with over **2,500 participants** from **30 countries**.

Engaged with **50 strategic partners**, including local and national water associations, development banks, urban resilience networks and sanitation alliances.

Engaged over **200 stakeholders** in **four regional enablers' dialogues** in Africa, Asia, Europe and Latin America, strengthening a conducive environment for scalable and effective WOPs.



The GWOPA Secretariat and its partners raised the profile of utilities and Sanitation and Water Operators' Partnerships (S/WOPs) beyond the traditional water sector. Through engagement in advocacy platforms tackling urban issues, climate action and desertification, advocacy efforts have highlighted how WOPs can support utilities in achieving related goals. GWOPA members also emphasised the role of water and sanitation services in advancing local action for sustainable cities and resilient communities.

Within UN-Habitat and the wider UN system, GWOPA has raised awareness about the potential of WOPs in achieving water and sanitation results areas within the **UN Sustainable Development Cooperation Frameworks**.

GWOPA is implementing its **UN 2023 Water Conference pledge "100 utilities for 100 million people"** in its strategy. This pledge aims to mobilise 100 utilities to improve water and sanitation services for 100 million people, and GWOPA has worked with its members to put this strategy into action during the Assembly.

GWOPA featured prominently in the Local and Regional Government Assembly on the first day of WUF, with the new Chair of the GWOPA Assembly, Dr Rose Kaggwa, delivering remarks.
Photo: Lothar Mikulla/GWOPA/UN-Habitat



Events in the water and urban arenas provided strategic opportunities for GWOPA to increase awareness, interest and support for water utilities and WOPs:

European WOP Enablers' Dialogue: Financial and Legal Instruments

Bonn, Germany | 17–18 January 2024



Discussions on financial and legal instruments supporting WOPs led to the release of survey findings on European WOP support mechanisms and a new research paper on funding opportunities, enhancing practitioners' understanding and application of these tools.

IFAT Munich

Munich, Germany | 13–17 May 2024



Participation as part of the German Association for Water, Wastewater and Waste (DWA) exhibition elevated the visibility of global cooperation in the water sector, drawing significant attention from stakeholders in Germany and globally.

10th World Water Forum

Bali, Indonesia | 18–25 May 2024



Thematic sessions focused on creating enabling environments for sanitation development and advancing safely managed sanitation in low-income communities across Africa and Asia.

EU Green Week

Brussels, Belgium | 29–30 May 2024



InfoPoint session showcased how European utilities are helping peers build more resilient services through the EU-WOP Programme.

Danube Water Forum

Brasov, Romania | 29–30 May 2024



An expanded membership base in Southeast Europe explored a Regional WOP Platform for the Balkans and strengthened regional cooperation and support for water operators in the Danube River Catchment Area.

IWA World Water Congress & Exhibition

Toronto, Canada | 11–15 August 2024



Promotion of S/WOPs among IWA members fostered closer alignment with IWA and highlighted the contribution of WOPs to gender equality and regulatory frameworks.

Stockholm World Water Week**Stockholm, Sweden | 25–29 August 2024**

Engagement with partners showcased GWOPA's experience with South-South S/WOPs and its sanitation strategy. This included participation in the Local Governments for Sustainability (ICLEI)-led panel on Urban Water Resilience for Future Peace, Security and Social Justice, as well as the 34th Meeting of the Sustainable Sanitation Alliance.

Hamburg Sustainability Conference**Hamburg, Germany | 7–8 October 2024**

Raising awareness about WOPs and their contribution to achieving SDG 6 and SDG 17 was at the forefront of discussions. This served to highlight the challenge of securing long-term funding for WOPs beyond current public programmes, while providing insights into the legal and operational implementation of WOPs in EU countries.

12th World Urban Forum**Cairo, Egypt | 4–8 November 2024**

The GWOPA Assembly, held in conjunction with the World Urban Forum, significantly enhanced the representation of water and sanitation utilities in urban discussions. GWOPA members and partners advocated for stronger water and sanitation policies, while the launch of Phase 2 of the EU-WOP Programme highlighted WOPs as a key tool for tackling global water challenges through peer collaboration.

COP29 – United Nations Climate Change Convention (UNFCCC)**Baku, Azerbaijan | 11–22 November 2024**

GWOPA championed the role of utilities and S/WOPs in climate action, promoting the stronger recognition of water across the UN climate agenda. As a core partner of the Water for Climate Pavilion, GWOPA led the Urban Water Resilience Day, which focused on governance, equity and financing for climate-resilient water and sanitation services.

COP16 – United Nations Convention to Combat Desertification (UNCCD)**Riyadh, Saudi Arabia | 2–13 December 2024**

Through active engagement in the Riyadh Action Agenda, GWOPA emphasised the need to strengthen utilities' capacity in addressing desertification and dry cities, as well as water-centred urban planning and improved water governance for resilient urban environments.

GWOPA at the World Urban Forum

GWOPA had its strongest presence to date at the World Urban Forum (WUF), by convening its Assembly back-to-back with the global event. A prominent representation of water and sanitation utilities in urban discussions elevated their visibility as critical actors in implementing the **New Urban Agenda**.

GWOPA members and partners advocated for stronger water and sanitation policies, reinforced the central role of utilities in building sustainable, resilient cities across events including the Local and Regional Government Assembly. With over **25,000 participants**, including global leaders, local governments and private sector representatives, WUF provided GWOPA with opportunities to integrate water and sanitation into broader urban development discourses on climate adaptation, affordable housing and equitable service delivery.



"We need a 'quadrilogue' on water. I call for a structured dialogue involving national governments, cities, utilities and civil society."

Jean Pierre Elong Mbassi
Secretary-General, United Cities
and Local Governments of Africa



The launch of **Phase 2 of the EU-WOP Programme** marked a significant milestone backed by a **€14-million investment**. This moment underscored the global recognition of WOPs as a proven, peer-to-peer strategy to tackle water and sanitation challenges.

GWOPA highlighted during WUF that achieving urban water resilience requires prioritising affordable, safe water services, particularly for underserved communities. Strengthening local operators through enabling policies and peer learning is essential to sustainable, inclusive service delivery amid growing urban challenges.

UN-Habitat Executive Director Anáclaudia Rossbach and Sergio Oliete Josa, Head of Unit Sustainable Transport and Urban Development, European Commission launched the EU-WOP Programme phase 2.

Photo: Lothar Mikulla/GWOPA/UN-Habitat



Scaling up WOPs across the UN System

The GWOPA Secretariat pursued a more systematic integration of WOPs into UN-Habitat programmes and across the broader UN family. It contributed to the country-level operationalisation of the **UN System-wide Strategy for Water and Sanitation**, advocated for utility-focused capacity development and inclusive water governance, and for North-South, South-South and triangular cooperation to achieve water and sanitation development goals.

GWOPA recognised water as a blue thread across the three Rio Conventions on climate, biodiversity and desertification. Consequently, it

championed utilities as front-line actors addressing this interconnected environmental challenge.

The uptake of WOPs within the United Nations system advanced in 2024 through new strategic partnerships such as with the UNICEF in Ukraine to strengthen capacities of water and sanitation utilities in Kriviy Rih and Zaporizhzhia. This initiative uses solidarity-based peer-to-peer support between utilities in Portugal and Ukraine to foster service continuity and resilience.

The UN System-wide Strategy for Water and Sanitation, launched in 2024, offers a comprehensive framework to enhance coordination across the UN system, accelerating progress on SDG 6. Recognising the cross-sectoral nature of water, it supports stronger collaboration and improved impact.



“GWOPA's participation at UNCCD COP16 in Riyadh was instrumental in highlighting the role of water and sanitation utilities and engaging them in addressing land degradation and building resilience to drought. Their advocacy for capacity building and wastewater reuse solutions contributed to the Riyadh Action Agenda, as we work to achieve land degradation neutrality by 2030.”

Ibrahim Thiaw

Executive Secretary, United Nations Convention to Combat Desertification (UNCCD)



At UNCCD COP16 in Riyadh, Saudi Arabia, GWOPA highlighted the relevance of WOPs in addressing cross-sectoral challenges, including urban development, climate resilience and desertification.
Photo: UNCCD





The COP29 closing plenary included the launch of the Baku Declaration on Water for Climate Action, which was endorsed by nearly 50 countries. The declaration calls for integrated approaches to address climate change's impact on water basins.
Photo: COP29 Azerbaijan

EU-WOP project partners at the launch and dialogue event during WUF 12. Building on the successes of Phase 1, the new phase will link WOPs to investment, foster digital innovation, and advance the human right to water and sanitation.
Photo: Lothar Mikulla/GWOPA/UN-Habitat



Outcome 2

Co-creating and using knowledge on Water Operators' Partnerships



Photo: Noel Elorm Kwamivi/Ghana Water Company Limited

2024 saw progress in advancing the global knowledge base on WOPs including through academic journals and improving tools to support WOP implementation. The relaunch of the WOPs Observatory and enhanced digital platforms made knowledge more accessible, while the online Global WOPs Community expanded learning and knowledge exchange.

Key highlights

Published **six peer-reviewed journal articles on WOPs** examining different aspects of the partnership approach, from its facilitation to funding and links with investment.

Strengthened **capacity of 45 utilities in monitoring and reporting WOPs performance** through the Partnership Management Platform (PMP).

Held **42 webinars, workshops, regional and training sessions** with over **1,200 participants** through the Global WOPs Community.

Boosting Effectiveness of Water Operators' Partnerships (BEWOP) Programme

The BEWOP Phase 4, funded by the Dutch Government and led by IHE Delft and GWOPA supports knowledge management for the EU-WOP Programme.

In 2024, the BEWOP project facilitated training for over 60 utilities across Africa and Asia and supported the growth of the Global WOPs Community as well as a peer exchange through the European WOP Enablers Dialogues and global fora.

Citywide Inclusive Sanitation (CWIS)

GWOPA has implemented its sanitation-strong strategy during the year, committing to at least 35 new WOPs by 2030 under the 2030 Water Action Agenda being related sanitation. Supported by the Gates Foundation, sanitation-focused WOPs (SWOPs) operationalise the CWIS approach through advocacy, fundraising and knowledge management. Key activities this year included joint webinars with the United National Environment Programme (UNEP) on climate mitigation and with Dev-Afrique and the Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association on WASH data systems as well as collaboration with the WHO-led Call to Action on strengthening regulatory systems.

WOP special issue in the IWA Journal of Water, Sanitation and Hygiene for Development

Six peer-reviewed articles focused on WOPs were published in the *IWA Journal of Water, Sanitation and Hygiene for Development* in 2024. These contributions will be compiled into a forthcoming WOPs special issue co-edited by IHE Delft, VEI and

GWOPA. The articles explore topics including rural community-based WOPs, early-stage programme lessons, partnerships for non-revenue water reduction, and solidarity-based cooperation, offering fresh insights into the mechanics and impacts of WOPs.

WOP articles

Journal of Water, Sanitation and Hygiene for Development

1

Experiences of community-based water supply organizations partnerships in rural areas of Colombia.

1 April 2024; 14 (4): 332—342.

Carolina Blanco-Moreno, Jorge Amaya-Domínguez, Andrea Yolima Bernal-Pedraza



2

Outside the comfort zone? Lessons learnt from the early stages of a large-scale WOP programme.

1 May 2024; 14 (5): 369—376.

Giuliana Ferrero, Klaas Schwartz, Julie Perkins



3

A multitude of objectives: Serving multiple stakeholders in Water Operators' Partnerships.

1 August 2024; 14 (8): 645—653.

Maarten Blokland, Klaas Schwartz





Scaling up the practice of Water Operators' Partnership (WOP) and its linkages with investment programmes.

4

1 September 2024; 14 (9): 769—779.

Maria Pascual-Sanz, Carlos Diaz, Franziska Volk



The role of Water Operators' Partnerships in accelerating adoption of new working process for non-revenue water reduction: a case study — Waterworx WOP between Perumda Air Minum Tirta Moedal and VEI.

5

1 November 2024; 14 (11): 1030—1042.

Ardian Wiedilaksono, Ratna Budi Kurniasari, Reint-Jan de Blois



Accounting for solidarity: trust and results as a replacement of contracts in Water Operators' Partnership

6

1 November 2024; 14 (11): 1125—1133.

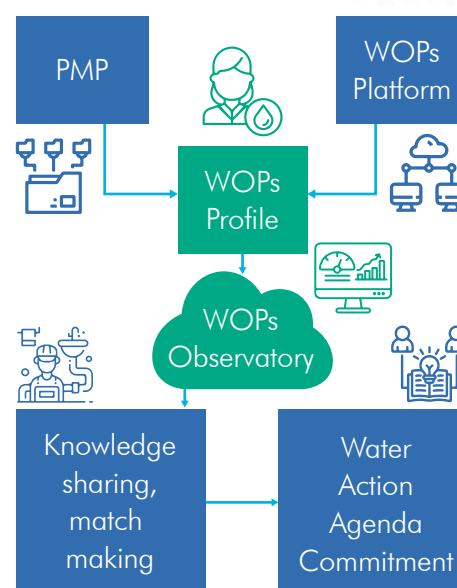
Sajib Mahanta, Mireia Tutusaus, Klaas Schwartz

Monitoring WOPs globally — The WOPs Observatory and PMP

As the global knowledge platform on WOPs, the Observatory provides open access to utilities and hosts data from over 475 WOPs spanning 15 years. The Observatory enables matchmaking and peer learning among utilities while increasing visibility and access to project impact and results. It also helps in monitoring GWOPA's Water Action Commitments for transparent reporting aligned with global efforts to accelerate access to water and sanitation.

GWOPA uses the Partnership Management Platform (PMP) to plan and monitor WOP project activities, performance outcomes, and partnership dynamics. PMP at present supports 38 WOPs – including new projects in Europe, North America and Ukraine – enhancing project planning, performance monitoring and partnership health.

WOPs Observatory



Global WOPs Community in 2024

The Global WOPs Community grew to over **2,000 members in 2024** and serves as a cornerstone for peer learning among utility professionals. GWOPA, in close collaboration with key partners like VEI/WaterWorX, actively facilitates this platform.

Percentage of
young
professionals
approximately
40%



2000+
individual
members



from over
800 utilities and
130 countries

45
Community of
Practice
moderators



1,067 posts created
(+70% compared to 2023)



3,800 messages sent
(+96% compared to 2023)

The Global WOPs
Community is supported by

BEWOP

*Boosting Effectiveness of
Water Operators' Partnerships*

A joint initiative of



**IHE
DELFT** **Institute for
Water Education**
under the auspices of UNESCO

With funding from

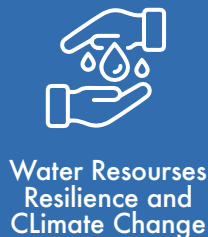
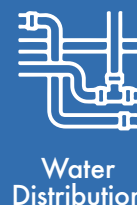


Ministry of Foreign Affairs of the
Netherlands

Our Communities of Practice (CoPs)

The WOP Community offered expertise on climate resilience and digital transformation with webinars and new online training opportunities. Twenty-six new facilitators expanded the leadership of the Community's Thematic, Young Experts, Latin America and the Caribbean, and South-East Europe Communities of Practice (CoPs). The moderators are strengthening peer support and advocating for WOPs beyond the platform.

The Community fosters solidarity, collaboration and shared learning, empowering utilities to build knowledge and networks to improve service delivery and support progress towards universal access.



Distribution of Global WOPs Community members

(percentage)

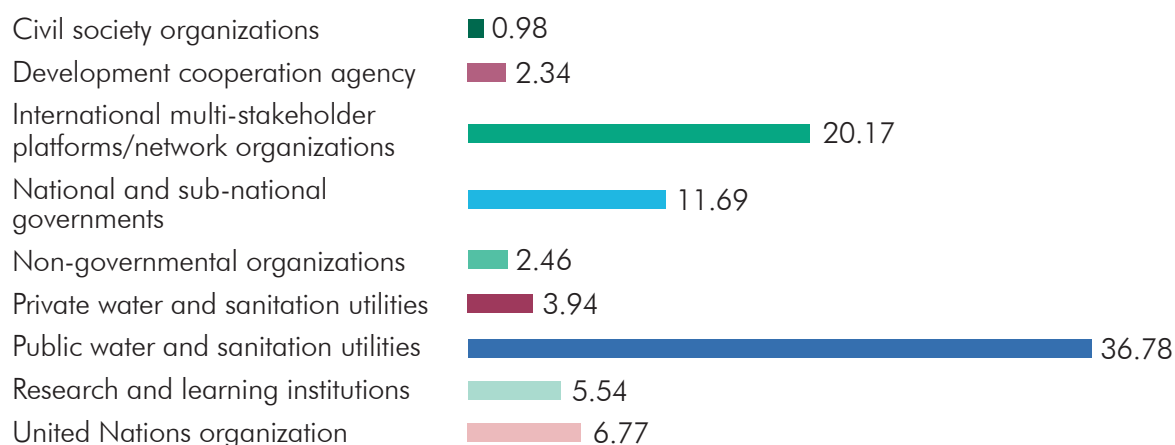




Photo: Izzan Arif Hutomo

Webinars and training courses

GWOPA and its partners delivered webinars, training courses and workshops designed to strengthen utility capacity. Topics ranged from water safety and sanitation planning to climate resilience and governance. These learning activities supported utilities and local governments in navigating pressing challenges, fostering peer learning and the use of practical tools.

Drinking water safety planning training

In partnership with IHE Delft and the Dutch National Institute for Public Health and the Environment, GWOPA hosted an online course for utilities to develop risk-based approaches to water safety and improve the reliability of drinking water services.



“The programme was very fundamental and key in helping me in my daily operations at the utility.”

Water Safety Planning training participant
(anonymous feedback survey)



Climate smart utilities webinar

In collaboration with IWA and WaterWorX, this global webinar explored how utilities are building climate resilience.

Gender and sanitation – Why it matters to women and girls

This International Women’s Day webinar, organized with the German Institute of Development and Sustainability and the Water Integrity Network as part of the Bonn Water Network, looked at gender transformative approaches to sanitation through five different lenses: policies, integrity, water and sanitation service provision (operators), and cultural and societal aspects, including taboos.

Water and sanitation data systems tools webinar series

This ongoing webinar series, designed and delivered collaboratively with Dev-Afrique and ESAWAS and supported by the Gates Foundation, focuses on sanitation data systems. In 2024, over 600 participants explored innovative tools and inclusive approaches to citywide sanitation. This popular series is aligned with GWOPA's sanitation strategy to foster improved decision-making, delivery and performance management in sub-Saharan Africa and Southeast Asia.

Water integrity training

GWOPA, with the Water Integrity Network, co-hosted a course introducing the Transparency, Accountability, Participation and Anti-Corruption Framework. The training enabled participants to review internal governance and take concrete steps to reduce risks, improve trust and deliver better services.



At the faecal sludge treatment plant in Jatni, India, teams from Società Metropolitana Acque Torino (SMAT) and Odisha Water Supply and Sewerage Board (OWSSB) exchange knowledge on co-composting as part of the EU-WOP project. Strengthening water and sanitation services helps build stronger, more resilient communities. Photo: Federico Perotti

Operationalising Sanitation WOPs (SWOPs)

This workshop convened partners to tackle sanitation service gaps, particularly in low- and middle-income regions. Discussions focused on institutionalising SWOPs, funding

The water integrity training highlighted the critical need for ethical management practices to combat corruption in the water and sanitation sector. Photo: Ahmed Hamada/EBS for GWOPA/UN-Habitat



models for global sanitation goals, national-level WOP institutionalisation and broader collaboration with urban sanitation stakeholders.

Shelter Academy training for Ukrainian partners

As part of the long-standing Shelter Academy programme by UN-Habitat and Arcadis, the 2024 edition was tailored for Ukrainian cities and utilities. Hosted by Kraków Water in Poland, the workshop provided participants with technical guidance on infrastructure planning, EU environmental standards and investment strategies. It featured sessions by the European Water Association, Aqua Publica Europea and UNICEF, and included a field visit to Kraków's advanced wastewater treatment facility.

Participants and experts at the Shelter Academy 2024 in Krakow, working together to strengthen Ukraine's water resilience through knowledge exchange and practical solutions.

Photo: Kraków Water



“The most successful part of the event was creating the conditions for the exchange of experience, ideas and energy. When everyone is on the same page, even fatigue turns into inspiration and the drive to move forward.”

Nataliia Burnasheva,
Makariv Village Council, Ukraine



Photo: Ruhaidah Md Hassan

Outcome 3

Implementing impactful Water Operators' Partnerships programmes

Key highlights

Twenty–seven utilities improved their service delivery capacity, making notable progress in governance, customer management and non-revenue water reduction.

Twenty–two utilities integrated cross–cutting dimensions – climate change, gender, age and disability responsiveness – into service delivery, for on inclusive and equitable WASH access.

Close to **60 exchange visits and training opportunities** on operational efficiency, financial management, social inclusion strategies and technical skills development for utilities.

Over **1,000 utility staff were trained** to better serve low-income and marginalised communities on inclusive WASH services.

Six new partnership agreements signed with international organizations to expand the WOP practice.

WOPs delivered sustainable improvements in the capacity and performance of utilities world-wide. This year, GWOPA scaled implementation through international programmes, new strategic alliances and focused regional efforts.

Peer exchanges, technical missions and capacity-development activities supported utilities to identify and address areas in need of improvement towards their improved service delivery. With increased donor engagement and diversified funding, WOPs reached more utilities than ever, delivering measurable results and setting the stage for long-term impact.



“WOPs have proven to be highly effective in enhancing the performance of utilities, as evidenced through EU-WOPs initiatives with water”

Syed Zahid Aziz
Chairman, Pakistan Water Operators Network



EU–WOP Programme

Funded by the European Union and managed by GWOPA, the EU-WOP Programme supported **35 partner utilities** in **20 developing countries** across Africa, Asia, the Arab Region and Latin America. Now in their final year of implementation, the WOPs under the first phase of the programme have made notable contributions to the utilities’ operational, financial and environmental performance improvements.

In 2024:

- Over **1,750 staff** participated in **33 training sessions** on non-revenue water reduction, customer service, water quality monitoring, geographic information system and asset management.
- Over **€2.5 million** was contributed from utilities in counterpart funding, showing strong local ownership and the programme's sustainability.
- **Seventeen practical tools** were developed, including asset management and emergency response plans, standard operating procedures for wastewater treatment and digital innovations such as a water quality app and geographic information system-based maps.
- **Forty-two diagnostic studies and action plans** on operational efficiency, pro-poor strategies and environmental sustainability were co-created by WOP partners.

In 2024, the partnerships entered their last year of implementation under the first phase of the EU-WOP Programme. An assessment is underway how the WOPs have strengthened utility performance and contributed to the expansion of services.

A partnership between eThekweni Municipality Water, South Africa and Hamburg Wasser, Germany through the EU-WOP Programme has been increasing women's representation and leadership in water management, while fostering gender-inclusive policies that drive change.
Photo: Claudia Wendland



WOP programmes in partnership with UNICEF

In **Ethiopia**, the WOPs programme supported by UNICEF is improving services in Doyo Gena, Bulle and Bidre. Led by the National Water and Sewerage Corporation (NWSC) Uganda with co-mentors from Ambo and Wolaita Sodo water utilities, the initiative trained 48 staff in operations, billing and financial planning.

In Bulle, the WOP improved billing and customer complaint handling systems, helping reduce customer grievances and build trust in service delivery.

Bidre Utility saw gains in human resources management and operation and maintenance routines, with training sessions on preventive maintenance.

At Doyogena, the collaboration strengthened internal financial controls and expanded data digitization for billing systems. The partnership also supports creation of a national WOP platform, under the umbrella of the Ethiopian Utility Federation.

A partnership with UNICEF in **Ukraine**, signed in 2024 will strengthen the capacity of three Ukrainian water utilities: Zaporizhzhia City Municipal Water Utility, Regional Zaporizhzhia Water Utility and Kryvasvodokanal (Kriviy Rih).

WOPs will focus on improving management, operations, finance and commercial performance with structured exchanges aligned with EU standards.



“Together, we are embarking on truly pioneering work in Ukraine. There is immense interest and enthusiasm for this direct, collaborative approach – whether from utility to utility or municipality to municipality – among all partners supporting the emergency response and recovery efforts. ”

Nicolas Osbert

Chief of WASH, UNICEF
Ukraine Country Office



Staff from the Doyo Gena utility, supported through the UNICEF Ethiopia WOP, receive practical training on technical equipment, strengthening the utility's operational capacity and enhancing service reliability for local communities.

Photo: UNICEF Ethiopia



Local Snapshot

Perumda PALD Banjarmasin, Indonesia (mentee)

Indah Water Konsortium (IWK), Malaysia (mentor), WaterLinks, Philippines (facilitator)

2022–2025

In Banjarmasin, Indonesia, only 5 per cent of households are connected to the sewer network. An EU-funded SWOP focuses on strengthening faecal sludge management. Standard operating procedures, a city-wide desludging plan and a robust occupational safety and health framework were established. With 121 utility staff trained, including 30 women,

the partnership boosted human resources capacity and community awareness. Receiving international recognition at the World Water Forum in Bali, the pilot improved service coverage for 715 households and laid the foundation for scalable innovations in a city serving over 170,000 people.



**Funded by
the European Union**

Perumda PALD's final field visit in Melaka, Malaysia, with Indah Water Konsortium (IWK) included demonstrations of pour flush and septic tank desludging, followed by sludge discharge at the Jasir Bistari plant.

Photo: Ruhaidah Md Hassan



Local Snapshot

Asociación Desarrollo Comunitario Rural (ADECOR), Guatemala (mentee)

Federación Nacional de Cooperativas de Servicios Sanitarios Ltda. (FESAN), Chile (mentor), supported by the Inter-American Development Bank

November 2023 to November 2024

In San Martín Jilotepeque, Guatemala, a South-South WOP focused on building governance, administrative and technical competencies among rural water committees. Supported by GWOPA's regional platform WOP-LAC, three rural communities already equipped with basic infrastructure were targeted, resulting in the formalisation of two rural water associations (Asociación de Agua y Saneamiento

Rural), and the adoption of new administrative and technical tools. Twenty-three staff were trained, including 18 women. Improved governance reached 1,122 families, demonstrating the impact of community-led development with a modest investment of \$16,072 and \$8,100 in in-kind contributions.



ADECOR and FESAN partner to bring safe drinking water to indigenous communities in Guatemala, enhancing local leadership through sustainable water management training.
Photo: FESAN



Local Snapshot

Luapula Water Supply and Sanitation Company (LpWSC), Zambia (mentee)

Stadtentwässerung Dresden, Germany (mentor), supported by Fernwasserversorgung Elbaue Ostharz, Germany, and Zweckverband Wasser Abwasser Vogtland, Germany

August 2023 to December 2025

In Zambia's Luapula Province, an EU-funded WOP with German partners helped LpWSC launch a biogas-powered wastewater treatment plant in Mansa. The plant now powers its own operations, reduces methane emissions and produces organic fertiliser. Capacity building supported planning, operations and sustainability,

Staff from LpWSC and German utilities co-creating solutions in Zambia's Luapula Province, where a WOP secured reliable energy, created jobs, and improved public health by transforming wastewater into power. Photo: LpWSC

showcasing WOPs' value in complementing capital investments. Beyond climate and health benefits, the project has created jobs and enabled LpWSC to reinvest in service improvements.



**Funded by
the European Union**



"This project isn't just about energy – it's about leadership in the face of crisis. By turning waste into power, we're showing that a Zambian utility can lead the transition to clean, reliable and homegrown energy solutions."

Golden Manyanga

Senior Manager Engineering, Luapula Water Supply and Sanitation Company in Mansa, Zambia





Photo: Fanny Besençon

Outcome 4 Nurturing a global water peer–solidarity network

Key highlights

GWOPA's governance

structure completed with the election of the first Assembly Chair, adoption of the GWOPA Charter, and newly elected Steering Committee members.

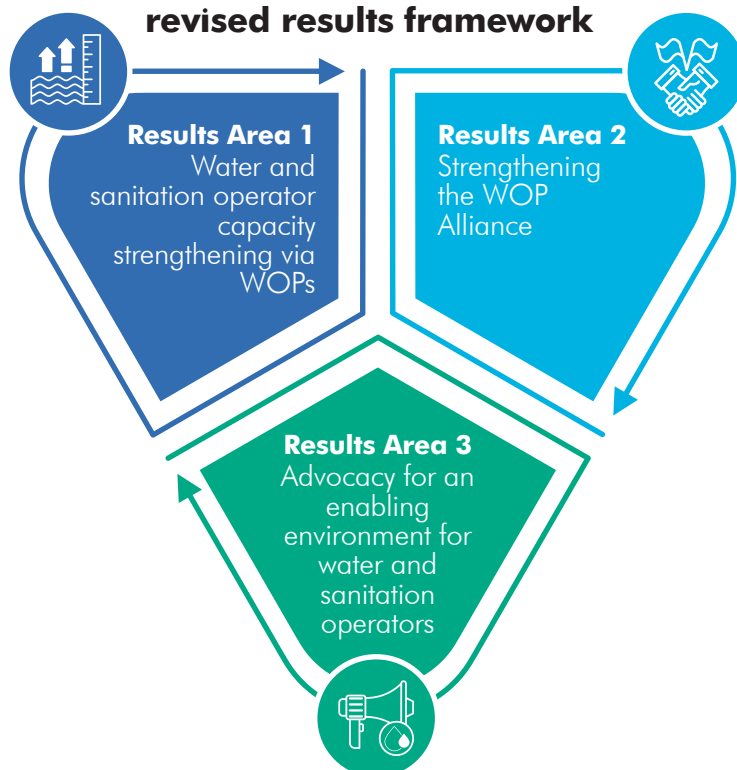
Mid–term review of the 2020–2024 Strategy and revision of the **GWOPA Results Framework**.

Twenty–eight new institutional members from **21 countries** has expanded GWOPA's global outreach.

GWOPA made significant strides in fostering a robust global solidarity network. A growing and more diverse membership base, coupled with strengthened governance mechanisms, has enhanced collective action. The Assembly of members, alongside the Steering Committee elections contributed to more inclusive representation and informed decision-making.

The formalisation of regional and national WOP platforms has decentralised operations, promoted localised engagement and responsiveness. A revised results framework was launched responding to GWOPA's mid-term review and strategic goals for 2025. An update will follow in 2026 to align with UN-Habitat's Strategic Plan for 2026-2029.

Results areas of the revised results framework



The GWOPA Assembly of Members 2024



Two pivotal consecutive gatherings in November 2024 brought the membership together with a unified voice: the GWOPA Assembly and the 12th Session of the World Urban Forum (WUF12). The events underscored the critical role of local utilities in achieving SDG 6 and advancing equitable, sustainable urban development. They formed important groundwork for scaling up partnerships and aligning efforts to achieve the 2030 water pledge “100 utilities for 100 million people”.

The GWOPA Assembly, in Cairo and online, brought together close to 100 water and sanitation leaders, advocates and experts representing the institutional and individual membership where Dr Rose Christine Kaggwa was elected as the Chair of the GWOPA Assembly.

The adoption of the updated Charter reaffirmed the Alliance’s core mission: advancing solidarity and capacity building, while aligning priorities with the broader UN agenda and ensuring greater inclusivity, innovation and adaptability.



Photo: Ahmed Hamada/EBS for GWOPA/UN-Habitat (all images)



The Assembly's morning session started with a women's networking and speed mentoring breakfast among female utility representatives hosted by the Stronger Together! Coalition.

Panel discussions addressed critical topics for utilities, such as climate resilience, digitalization, post-disaster recovery, inclusive service strategies in low-income areas, transformative water and sanitation strategies for South-South and triangular WOPs, financial linking, operationalising SWOPs, full water-cycle WOPs, and strategic collaboration and vision. Breakout sessions allowed attendees to explore themes essential to the future of GWOPA's work on advocacy, alliance-building and effective knowledge management – in effect, charting the path forward for the Alliance.

Read our Assembly Report



Growing membership of the Alliance

GWOPA expanded its membership to 167 institutional members during 2024. The Alliance welcomed new members from public water and sanitation utilities, water and sanitation utilities associations, research and learning institutions, community water operators, non-governmental organizations and development finance institutions. Individual membership increased by 44 per cent from 1,600 to 2,300 in 2024 with members joining from 91 countries.

GWOPA participated in the matchmaking workshop held in Pristina, advancing efforts towards the establishment of a WOP platform for Southeast Europe.
Photo: Voice of the Danube



WOP Regional and National Platforms

2024 marked the consolidation of GWOPA's decentralised architecture with the establishment and revitalisation of platforms across several regions.

Regional platforms

Africa - African Water and Sanitation Association (AfWASA)

Conducted a training programme in Cameroon to improve municipal project management skills. In collaboration with the Gates Foundation, the initiative also promoted citywide inclusive sanitation with a focus on advancing on-site sanitation solutions in underserved areas across Africa. Through its EMPOWERWASH-AFRICA programme, funded by the Conrad N. Hilton Foundation, AfWASA is also strengthening WASH systems in Burkina Faso, Cameroon, Ethiopia, Ghana, Malawi and Uganda by enhancing stakeholder understanding, sharing best practices, and supporting research through small grants and Communities of Practice.

Asia - WaterLinks

Strengthened its WOP implementation capacity and secured new funding from the Gates Foundation, to continue to support regulatory reform in Bangladesh, India and Nepal. It also facilitated the EU-WOP projects between operators from Italy with India, and Malaysia with Indonesia. In addition, it conducted workshops on low-cost sanitation and regulatory reforms involving over 50 stakeholders.

CARI – WOP - Caribbean Water and Sewerage Association (CAWASCA) Caribbean Water and Wastewater Association (CWWA)

Organized webinars prior to the CWWA annual conference in Trinidad in October 2024 prioritising Caribbean-specific water resilience needs.

Europe - Aqua Publica Europe (APE)

Launched a survey to map enabling and limiting approaches for WOPs, culminating in the Third European Enablers' Dialogue in Bonn and report on funding opportunities for WOPs.

Pacific – Pacific Water and Wastewater Association (PWWA)

Ran a Young Water Professionals Programme, funded by the Australian Water Partnership, offering leadership training for youth from 30 utilities across 21 countries. PWWA also completed a two-year partnership with the Australian Water Association, enhancing climate-resilient water management through utility partnerships.

South – East Europe - International Association of Water Service Companies in the Danube River Catchment Area (IAWD)

Explored the establishment of the platform and held a matchmaking workshop in Pristina, Kosovo (under UN Security Council Resolution 1244/1999), resulting in a pipeline of 10 WOPs.

WOP-LAC - Agua y Saneamientos Argentinos (AySA)

Supported four WOPs in Latin America benefiting utilities in Bolivia, Chile, Guatemala, Paraguay and Peru, with funding from the Agencia Española de Cooperación Internacional para el Desarrollo (AECID), European Union and the Inter-American Development Bank (IDB). It also introduced a toolkit for climate change and resilience developed with the Stockholm International Water Institute (SIWI) and facilitated a dedicated group on the Global WOPs Community to advance regional learning in Spanish. In Bolivia, EMAPAV partnered with EMASESA (Spain) under a WOP supported by AECID and IDB, strengthening wastewater treatment plant operations in the city of Viacha. The partnership enabled technical visits, remote mentoring, and improved lab monitoring, benefiting over 165,000 people.

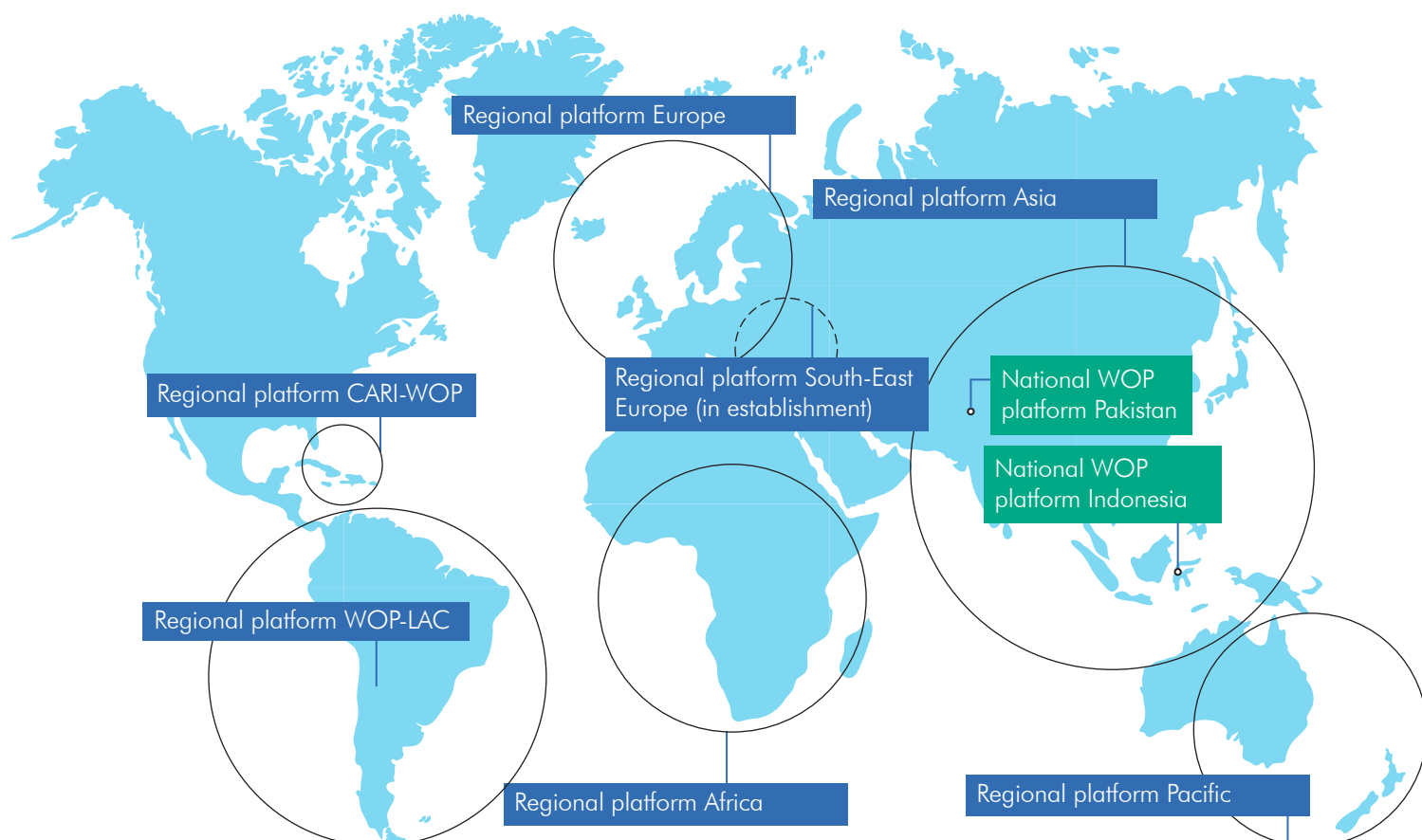
National platforms

Indonesia - Indonesian Water Supply Association (PERPAMSI)

Implemented 20 national WOPs, two of which are international partnerships supported by the Australian Water Association. Additionally, a strategic World Bank-supported memorandum of understanding with Aguas de Portugal was signed to replicate Portugal's multi-municipal water sector governance model to improve service coverage and operational efficiency.

Pakistan - Pakistan Water Operators Network (PWON)

Supported EU-funded WOPs between Budapest Waterworks and utilities in Mardan and Lahore, enhancing operational efficiency and service delivery. PWON hosted an online exchange with Hungarian experts to support the provision of arsenic-free drinking water in Pakistan, fostering safer local water practices through international collaboration.



Priority areas across GWOPA

Adequate housing

WOPs contribute to the integration of water and sanitation services into housing initiatives, supporting decent living conditions and improved public health outcomes.

In the Nouakchott region of Mauritania, residents have gained access to subsidized water connections, significantly enhancing their living conditions and well-being. This achievement stems from the successful public-private partnership launched by the City of Lausanne, Switzerland, in 2009.

Climate change adaptation and mitigation

Partnerships enable utilities to enhance climate preparedness, reduce emissions and safeguard water resources.

A WOP in Bamako, Mali, illustrate such support in drought mitigation planning, benefiting 25 per cent of the served population.

Digitalization

WOPs promote inclusive, fit-for-purpose digital innovations that improve efficiency and accountability.

In Bangladesh, the Dhaka Water Supply and Sewerage Authority has achieved 80 per cent deployment of geographical information system-based monitoring to improve pipeline tracing and leakage management.

Water utility service in the low-income area of Dhaka.
Photo: Julie Perkins/GWOPA/UN-Habitat





A Ghana Water Company enumerator profiles a customer with mobility challenges through a closed-curtain window, as part of efforts to provide subsidised water connections.
Photo: Josephine Turkson/Ghana Water Company Limited

Prior to the GWOPA Assembly, the morning started with a women's networking and speed mentoring breakfast hosted by the Stronger Together! Coalition.
Photo: Ahmed Hamada/EBS for GWOPA/UN-Habitat

Disability inclusion

Utilities are supported to adopt universal design, inclusive infrastructure and workplace accessibility.

The Kisumu Water-led partnership in Kenya targets equitable service delivery in informal settlements, including for people with disabilities.

Financial linking

By improving performance, WOPs prepare utilities to attract sustainable investment.

The WOP between Dwr Cymru Welsh Water and Eastern Umbrella of Water and Sanitation in Uganda linked capacity-building with infrastructure investments such as scheme expansions and solar installations, facilitating significant improvements in WASH services.

Gender equality

WOPs advance gender-responsive services and support women's participation in utility leadership.

Zambia's LpWSC biogas project empowered women to take on operational roles in renewable energy and wastewater management, while the Stronger Together! Coalition supports female professionals across utilities.



Human right to water and sanitation

WOPs translate the human right to water and sanitation into concrete improvements in service accessibility, quality and equity.

The WOP between Ghana Water Company Limited and Guma Valley Water Company in Sierra Leone established a Pro-Poor Unit and implemented a strategic plan to improve service delivery for low-income populations, with initiatives such as subsidised connection programmes and community engagement strategies.

Integrity

Through capacity development and peer learning, WOPs strengthen utility governance and anti-corruption systems.

The WOP between Kisumu Water and Sanitation and four other Kenyan utilities focused on governance reforms and improved regulatory compliance, leading to a 50 per cent improvement in governance scores.

Participants of the Integrity Training shared group insights on real-life integrity dilemmas of utility staff, such as handling unauthorised water connections. Photo: Ahmed Hamada/EBS for GWOPA/UN-Habitat



Reaching out

To raise global awareness and mobilise action for equitable access to water and sanitation, GWOPA marked international observances through outreach campaigns including International Women's Day, World Water Day, International Day of South-South Cooperation, World Toilet Day and International Volunteer Day.

During Urban October, the campaign “Changemakers: Transforming Water and Sanitation for a Sustainable Urban Future” highlighted the role of youth in advancing urban development and climate solutions. GWOPA underscored the contributions of emerging professionals in the water sector, reinforcing their relevance in shaping future cities.

Engagement at the 12th World Urban Forum elevated recognition of service providers in urban planning and sustainable development. “WOPs Alliance Insights”, featuring daily recaps of water and sanitation partnerships promoting the Alliance’s activities, amplified the voices of our Alliance, extending beyond the water and sanitation community.

The steady rise in followers and engagement across GWOPA’s outreach platforms reflects increasing interest in, and momentum for, action in the water and sanitation sector.

International Day of South–South Cooperation



International Volunteer Day



Urban October and World Cities Day





Safaa Badar, GWOPA, interviewing GWOPA Steering Committee Member Frodo Van Oostveen, CEO of World Waternet.
Photo: Lothar Mikulla/GWOPA/UN-Habitat

As a key communications feature, the GWOPA booth was present at several major advocacy events, serving as a dynamic platform to showcase our work, share our impact, and engage audiences on the value of WOPs.



His Excellency Prof. Hani Sewilam, Minister of Water Resources and Irrigation of Egypt visited the GWOPA booth at the 2024 Cairo Water Week.
Photo: GWOPA/UN-Habitat

Prof. Dr Uli Paetzel, President of DWA and Chairman of the Board of Emschergenossenschaft and Lippeverband, together with Dr.-Ing. Lisa Broß, Spokeswoman of the DWA Federal Management Board, visited the GWOPA exhibition at IFAT Munich 2024.
Photo: DWA

GWOPA joined the annual UN Day celebrations at Bonn's Market Square, engaging more than 2,500 visitors on WOPs, sustainable water and sanitation, and the SDGs.
Photo: GWOPA/UN-Habitat



Forward focus

The coming year presents new opportunities to further expand the reach and impact of the Alliance, most notably through convening the biannual **Sixth Global Water Operators' Partnerships Congress**.

It marks a significant moment for the Alliance with the launch of the second phase of the EU-WOPs Programme through which the number of WOPs will expand, together with other new initiatives such as on climate resilient sanitation.

GWOPA's orientation will be steered by the **Strategic Plan of UN-Habitat for 2026-2029**, with adequate housing as a central cornerstone. This calls for the Alliances' increased engagement, as housing is not complete without fundamental basic services, including water and sanitation.

Through inclusive, peer-driven collaboration among public water and sanitation utilities, GWOPA will continue to advocate for WOPs and SWOPs as a practical and effective partnership model in the UN system and beyond.

In preparing for the **UN 2026 Water Conference**, GWOPA is committed to advocate for and support the systemic uptake of the WOP approach in initiatives to achieve SDG 6. Significant progress has been made in GWOPA's 2030 water pledge "100 utilities for 100 million people" and broader collaboration

remains essential to fulfil our role in expanding the capacities of utilities to deliver water and sanitation services. This includes renewed efforts to engage with local, bilateral and multilateral development banks to scale up and sustain the benefits of WOPs.

Looking ahead, the Alliance will strive to elevate the recognition of utilities and the significant role they play to tackle global topics, such as climate change and sustainable urbanization at global platforms. In doing so, GWOPA stands as both a contributor to and exemplar of renewed multilateralism – grounded in solidarity, responsive to global challenges and committed to achieving lasting change through cooperation at all levels.



Financial summary

GWOPA extends sincere appreciation to its funding partners for their continued support. These contributions were instrumental in advancing the global agenda for improved water and sanitation services.

Total budget in 2024: \$4,449,580

Total expenditure in 2024: \$4,115,773

Available funds in 2024, multi-year

German Federal Ministry for Economic Development and Cooperation



Federal Ministry
for Economic Cooperation
and Development

European Union (EU)



Funded by
the European Union

UNICEF Ethiopia Country Office



IHE Delft, with funding from the Kingdom of the Netherlands



Institute for
Water Education
under the auspices of UNESCO

Additional funds mobilised in 2024

In 2024, alongside multi-year funding from the Government of Germany, GWOPA Secretariat mobilised additional resources to support operational activities, thematic WOPs programmes and the Global WOPs Congress.



**Funded by
the European Union**

European Union (EU)

EU-WOP Programme Phase 2: 2025-2030

\$14,699,860



UNICEF Ukraine Country Office

Strengthening the capacity of three Ukrainian water and sanitation utilities through Water Operators' Partnerships (WOPs)

\$922,736



**Institute for
Water Education**
under the auspices of UNESCO

IHE Delft, with funding from the Kingdom of the Netherlands

Boosting Effectiveness of WOPs (BEWOP) Phase 4: 2025-2026

\$338,738



Federal Foreign Office

German Federal Foreign Office

Support to the 6th Global WOPs Congress, Bonn, 2025

\$110,776.37

Annex I

List of GWOPA Steering Committee Members

SC Member Category and Region	Organization	Country	Newly Elected/ Renewed
Public utilities			
Public utilities - Africa	Kisumu Water and Sewerage Company Limited (KIWASCO)	Kenya	
Public utilities - Africa	Nyeri Water and Sanitation Company Limited (NYEWASCO)	Kenya	Nov 24
Public utilities - MENA	Office National de l'Electricité et de l'Eau Potable (ONEE)	Morocco	
Public utilities - MENA	Water Supply and Sewerage Authority in Bethlehem (WSSA)	State of Palestine	Nov 24
Public utilities - Eastern Europe	Budapest Waterworks	Hungary	Nov 24
Public utilities - Caribbean	Dominica Water and Sewerage Company (DOWASCO)	Dominica	Nov 24
Public utilities - Asia	Tirta Mayang Jambi City	Indonesia	Nov 24
Public utilities - Asia	Indah Water Konsortium (IWK)	Malaysia	Nov 24
Public utilities - Latin America	Unidad Municipal Aguas de Siguatepeque	Honduras	Nov 24
Public utilities - Western Europe	Società Metropolitana Acque Torino S.p.A. (SMAT)	Italy	Nov 24
Public utilities - Western Europe	World Waternet	Netherlands	Nov 24
Community operators and cooperatives			
Cooperatives	Federacion Nacional de Cooperativas de Servicios Sanitarios Chile Ltda. (FESAN)	Chile	Extended 2026

Private utilities and their associations			
Private utilities and their associations	The International Federation of Private Water Operators (AquaFed)	Private operator	Extended 2026
NGOs, multistakeholder organizations, local governments			
Development partners academic institutions	Water Management Institute (IWMI)	Development partner	
Multi-stakeholder organization	ICLEI – Local Governments for Sustainability	Germany	Nov 24
Multi-stakeholder organization	Water Integrity Network (WIN)	Germany	Nov 24
Civil society organizations			
Civil society organizations	Integrated Social Development Center (ISODEC)	CSO	
Civil society organizations	Enginyeria Sense Fronteres-Catalunya	CSO	Extended 2026
Labour unions and worker associations			
Labour unions	Public Service International (PSI)	Unions	Extended 2026
Labour unions	The Netherlands Trade Union Confederation (FNV)	Unions	
Regional and national WOP platforms – observers			
Regional WOP platform - Western Europe	Aqua Publica Europea (APE)	Europe	
National WOP platform - Indonesia	Indonesia Water Supply Association (PERPAMSI)	Indonesia	
National WOP platform - Mexico	Asociación Nacional de Empresas de Agua y Saneamiento (ANEAS)	Mexico	
Regional WOP platform - Asia	WaterLinks	Asia	
Regional WOP platform - Caribbean	Cari-WOP (CAWASA)	Caribbean	

Regional WOP platform - Latin America	WOP-LAC	Latin America	
Regional WOP platform - Pacific	Pacific Water & Wastewater Association (PWWA)	Pacific	
Regional WOP platform - Africa	African Water and Sanitation Association (AfWASA)	Africa	
National WOP platform - Pakistan	Pakistan Water Operators Network (PWON)	Pakistan	
Financial partners			
Financial partners	European Commission		
Financial partners	Directorate-General for International Cooperation (DGIS), Ministry of Foreign Affairs, Netherlands		
Financial partners	Federal Ministry for Economic Cooperation and Development (BMZ), Germany		
Financial partners	Gates Foundation		
Financial partners	UNICEF Ethiopia Country Office		
Financial partners	UNICEF Ukraine Country Office		

Looking to partner with GWOPA



Explore our new Gateway to Collaboration catalogue, showcasing GWOPA's support mechanisms designed to enhance the effectiveness and efficiency of WOPs and SWOPs. Each service tackles specific challenges aligned with the SDGs, New Urban Agenda and UN-Habitat's Strategic Plan for 2020-2025. Discover partnership opportunities and join us in fostering impactful cooperation to improve water and sanitation services for all.

Become an Institutional Member of GWOPA



Join GWOPA as an institutional member and collaborate with a global network of organizations committed to improving water and sanitation services. Show solidarity, take action, raise utilities' voices, and participate in meaningful discussions. All members have the right to vote and stand as candidates for elective positions in the GWOPA Assembly, Steering Committees and other committees.

Join the Global WOPs Community



Become part of a growing network of utility professionals dedicated to shaping the future of water and sanitation. Membership is free and open to all utility staff and sector practitioners. Connect, collaborate and make a difference.

Stay updated on WOP projects



Subscribe to our newsletter to receive the latest updates on impactful WOPs programmes. Learn about new projects, success stories, and opportunities to engage with GWOPA.

