

MENTEE

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

National water and sanitation utility

MENTOR

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

National water, sanitation and
electricity public utility

GENERAL DATA

233,965

WATER CONNECTIONS

(83% coverage)



1,592,000

WATER CONNECTIONS

(94% coverage)

927

SANITATION CONNECTIONS

(27% coverage)



738,000

SANITATION CONNECTIONS

MOTIVATIONS

Strengthen technical skills
Improve working methods
Access new equipment

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

SUPPORTING THIRD PARTY

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

GWOPA
Global Water Operators' Partnerships Alliance

UN HABITAT
FOR A BETTER URBAN FUTURE

UNESCO-IHE
Institute for Water Education

WOP FACTSHEET

BEWOP

WATER OPERATORS' PARTNERSHIPS

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

BEWOP

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

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

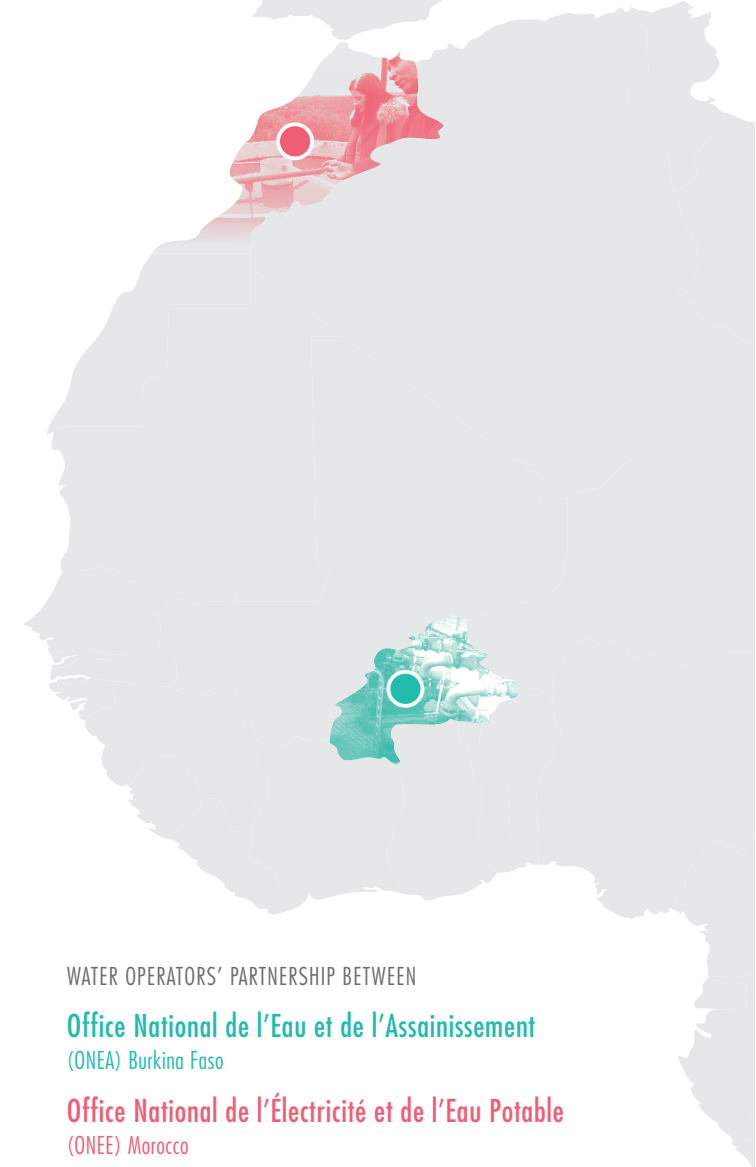
This project has been made possible by the support of the Dutch Ministry of Foreign Affairs (DGIS).

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

FIND OUT MORE

BEWOP.org | #BEWOP

GWOPA.org



WATER OPERATORS' PARTNERSHIP BETWEEN

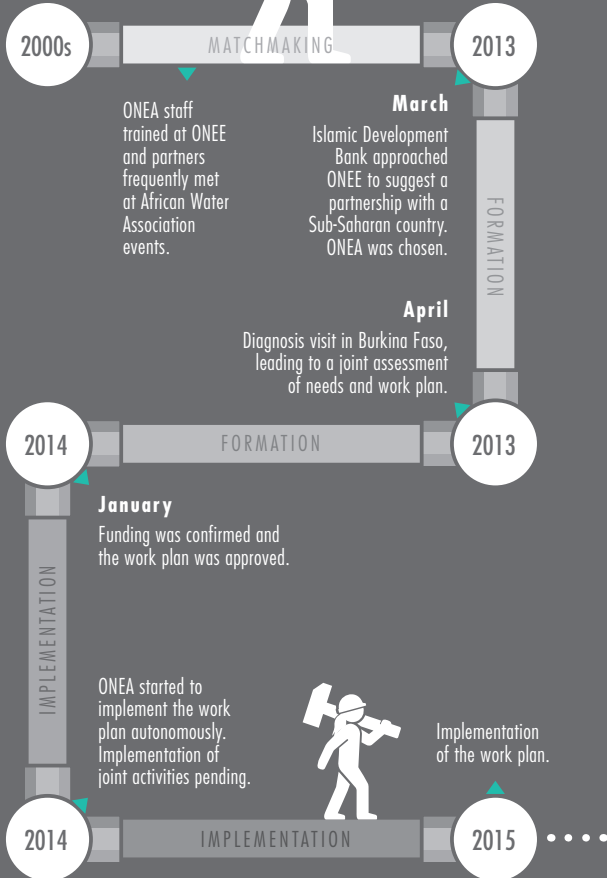
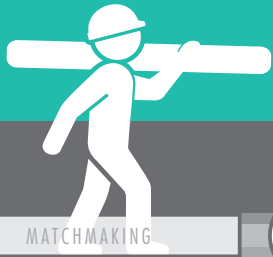
Office National de l'Eau et de l'Assainissement
(ONEA) Burkina Faso

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

TARGETED IMPROVEMENTS ON

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

TIMELINE



COST

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

ISLAMIC DEVELOPMENT BANK	MOROCCAN INTERNATIONAL COOPERATION AGENCY	ONEA
US\$ 314,000	US\$ 325,000	US\$ 300,000
— US\$ 939,000 —		

APPROACH

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

IMPROVEMENT TRACKS

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

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

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

- Implementation initiated and results forthcoming.

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

- Implementation initiated and results forthcoming.

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

- Implementation initiated and results forthcoming.

CHALLENGES

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

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

SUCCESS FACTORS

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

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

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

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

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

WHAT THEY SAID

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

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

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

Moumouni Sawadogo, Director of Operations, ONEA

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

Jawad Hilali, Manager of the Cooperation Division, ONEE