

# Program of Activities Central Asia and South Caucasus Water Utilities Network (CASCWUN)

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## Activities

### Establishment of Secretariat



- Executive Director
- 2 Program Assistants
- co-hosted by a member utility?
- ADB to provide temporary Secretariat support
- ADB to provide temporary financial support

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## Activities

### Programmatic Technical Workshops



- Possible Themes/Topics:
  - NRW Reduction
  - Policies and practices of tariff setting
  - Regulation
  - Connecting the urban poor
- 1 week training per module
- 2-3 modules till end 2008

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## Activities

### Capacity Development through Twinning

- twinning with strong utilities
- up to an 18-month period
- performance audit
- development of a program to address priority concerns
- secondment of expert personnel
- on-site training
- exchange programs for management and staff

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## Activities

### Continuous Improvement Benchmarking

- Training on CIB
- Formation of teams in each organization
- Identification of priority areas for improvement
- Development of program
- Measurable improvement within 1 year
- Possible areas of improvement
  - NRW reduction
  - Collection efficiency
  - Tariff setting
  - Customer services

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## Development of Knowledge Products

- Quarterly newsletters covering developments in the region
- Policy briefs
- E-news letters
- Case studies

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## Possible Schedule

- 1<sup>st</sup> half 2008
  - Approval of Business Plan
  - CIB Training
  - Start of 1<sup>st</sup> twinning arrangement
  - Establishment of Secretariat
- 2<sup>nd</sup> half 2008
  - Technical Workshop
  - Start of 2<sup>nd</sup> twinning arrangement
  - Workshop to review of CIB progress
  - Publication of 1<sup>st</sup> Knowledge Product

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## For more information

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