

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

Presentation by
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United Nations Secretary General's Advisory Board on Water and Sanitation (UNSGAB)

- **Global Level**
 - Hashimoto Action Plan March 2006
 - Identifies breakthrough actions to ensure WSS MDGs are met
 - WOPs Program with UN-Habitat as Global Secretariat
- **National Level**
 - Engage Governments to take action
- **Utility Level**
 - Improve performance by networking and WOPs

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WOPs Program

- Capacity development of utilities
 - Technical workshops
 - Twinning with stronger utilities
 - Performance benchmarking
 - Development of knowledge products

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Water Utilities Networks

- Platform for knowledge sharing and information exchange
- Community of good practice
- Serves as a platform for the implementation of the WOPs program
- Patterned after SAWUN and SEAWUN

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Organization of CASCWUN

Governing Board

Secretariat

- Communication with members
- Promote membership
- Maintenance of members' database
- Website
- E-newsletter
- Facilitate program implementation

Members

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Vision Statement

Measurable
Improvement of
Performance in
Delivering Water
Supply and
Sanitation Services
by the Members



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Activities

Capacity Development through Training



- Workshops
- Coursework: Theoretical and Practical
- Study Tours
- External Training – Facilitating, (partial) Scholarships
- Distant / Network Learning Programs

Which topics?
Which method is preferred?
Frequency & duration?

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Activities

Capacity Development through Twinning



- Process of establishing a partnership relationship between two water utilities
- Sharing of expertise and best practices
- Not-for-profit – no profits taken out of twinning partner
- Should have mutual, but not necessarily equal benefits to both utilities
- Also commitment – performance based agreement

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Activities

Capacity Development through Twinning

- program development
- identification of potential twinning partners
- performance audit
- development of performance improvement program

Which utilities are interested?

Ideas on format of performance agreements

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Activities

Continuous Improvement Benchmarking

- Themes:
 - Service Level
 - Water Quality
 - Finance and Efficiency
 - Customer Satisfaction
- Comparative Benchmarking: Learning from Others
- Historic Benchmarking: Measurement of Improvement
- Provide Incentives through Honors and Awards

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To agree upon

- Establish CASCWUN and agree on the terms and conditions
- Elect Chair and members of Board
- Identify priority activities
- Commence development of business plan
- Agree on a way forward re: Secretariat
- Engage with donors

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For more information

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