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SOUTHEAST ASIAN WATER UTILITIES NETWORK



**SOUTHEAST ASIAN WATER  
UTILITIES NETWORK  
(SEAWUN) – ESTABLISHMENT  
AND DEVELOPMENT**

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## **BACKGROUND**

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### **Challenges of SEA water sector**

- **Low service coverage**
- **Service quality not high, discontinuous and intermittent due to low operation and maintenance efficiency**
- **High NRW**
- **Mechanisms and policies often inappropriate: slow reforms, lack of transparency, etc.**
- **Different economic sectors, especially private sector have limited opportunities to participate in investment, development, management and operation of water supply and sanitation systems**
- **Low water tariffs, leading to low autonomy in management and financial issues of the companies**
- **Not enough attention has been paid to Human Resources development**

## **BACKGROUND (*Cont'*)**

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- **Water utilities play a key role of water service provision but their capacity has been limited and many have not yet met requirements;**
- **Great attention is being paid to water industry by multilateral and bilateral international organizations;**
- **There is the need to improve capacity for water utilities to implement water policies, programs and projects to realize the MDGs and the target "Water for all".**

## ESTABLISHMENT OF SEAWUN

- Given the challenges faced by SEA water utilities and water industry, and the expectations of donors, countries and international organizations, there was an opportunity for the establishment of a regional organization like SEAWUN
- The water utilities realized that they could enjoy larger benefits from sharing experiences on common problems and issues
- Agreed to set up SEAWUN (Hanoi Meeting) – after a number of preparation meetings in Kuala Lumpur and Jakarta

## HANOI DECLARATION

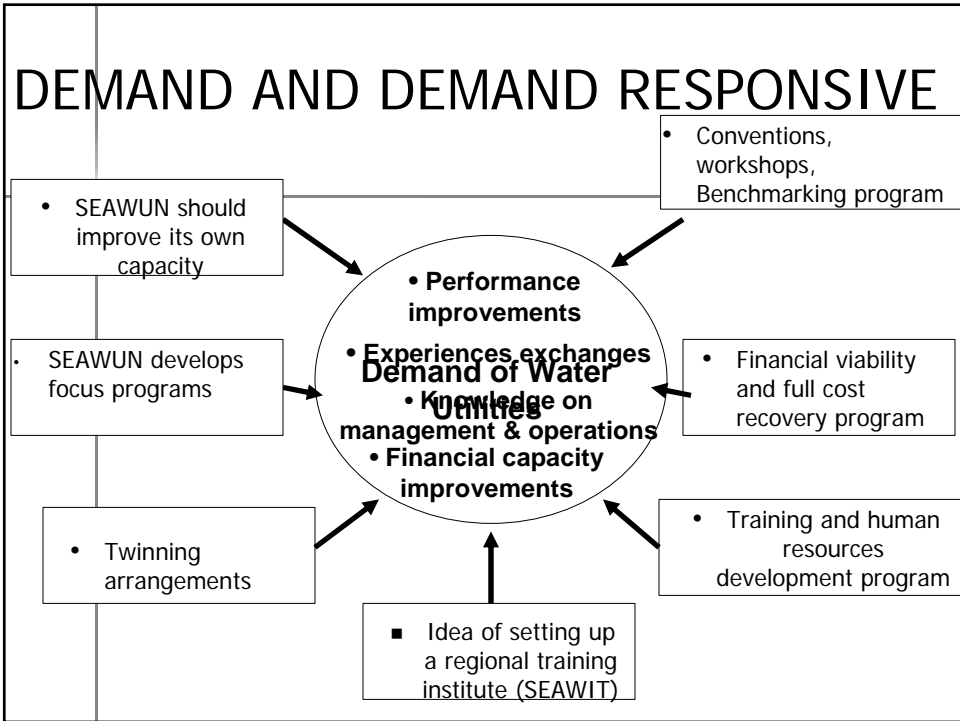
**Goal:**

To help members improve their performance in the delivery of water supply and sanitation services for all, including operation and management efficiency, achieving financial viability, and advocating for sector reforms for improved policy environment, contributing to realize the goal "Water for All".

**Objective:**

To establish a strong regional, non profit making and self-sustainable organization, which is demand driven, by focusing its activities on the key issues agreed upon by the members of the organization.

	<h1>PRINCIPLES</h1>
	<ul style="list-style-type: none"> <li>➡ Demand driven</li> <li>➡ Self-sustainable</li> <li>➡ Networking</li> <li>➡ Performance improvements</li> <li>➡ Regional focus</li> </ul>



	<h2>RESPONSIBILITIES AND PRINCIPAL ACTIVITIES</h2>
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|  | <ul style="list-style-type: none"><li>● Establishment &amp; maintenance of secretariat and permanent office</li><li>● Implement programs, based on Activity Plan, which includes KEY issues to be addressed, financial plan, description of regional and cross-border projects, and fund-raising activities to sustain the organization</li><li>● Development and maintenance of information databases to share among the members</li><li>● Posting of information and discussion of specific issues by use of e-mail and websites for communication</li></ul> |
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	<h2>RESPONSIBILITIES AND PRINCIPAL ACTIVITIES (cont.)</h2>
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|  | <ul style="list-style-type: none"><li>● Development of twinning agreements</li><li>● Organising meetings, conferences and exhibitions, publishing reports, papers and periodicals in both hard and electronic form.</li><li>● Co-operating with other bodies with similar objectives</li><li>● All other lawful activities at the discretion of the Network which shall further the promotion or attainment of SEAWUN's objectives</li></ul> |
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## ORGANIZATION

### ■ Members:

- Official members:
  - water supply and sewerage companies
- Associating members:
  - water-related consulting companies, manufacturers, suppliers and traders of water materials inside and outside the SEA region
- Coordinating members:
  - national water associations
- Individual members

## ORGANIZATION (cont.)

### ■ Governing Board:

- headed by the President
- members from water units of countries, governments, water associations, companies

### ■ Executive Committee:

- headed by Executive Director

### ■ Head Office:

- Hanoi, Vietnam: SEAWUN Staff

### ■ Representative offices:

- at member countries

### ■ Collaborators

## FINANCE OF SEAWUN

### ■ **Income:**

- Membership dues
- Services, conferences, exhibitions
- Project activities
- Support of donors

### ■ **Expenditures:**

- Capacity building activities for SEAWUN members and staff
- Pilot projects and programs
- Office operating costs
- Board meetings, executive meetings...

- SEAWUN is striving to be self-financed
- Transparency in financial activities is ensured

## SUMMARY OF SEAWUN'S ACHIEVEMENTS AFTER FOUR YEARS OF ESTABLISHMENT

### ■ **Membership**

- increased from 12 to 50,
- is expected to reach 100 by end of 2007
- SEAWUN focuses its activities on management capacity building and performance improvements for its members
- Encouraging support and commitment to SEAWUN

## SUMMARY OF SEAWUN'S ACHIEVEMENTS AFTER FOUR YEARS OF ESTABLISHMENT (cont.)

### ■ Benchmarking Program

- funded by ADB
- Completed the first phase with 47 water utilities participating
- Outputs: Data book on SEA water utilities, web-based BM system, BM CD, workshops ...

## SUMMARY OF SEAWUN'S ACHIEVEMENTS AFTER FOUR YEARS OF ESTABLISHMENT (cont.)

### ■ Full Cost Recovery

- funded by USAID
- Survey undertaken in 15 water utilities
- Outputs: reports, recommendations, workshops

## SUMMARY OF SEAWUN'S ACHIEVEMENTS AFTER FOUR YEARS OF ESTABLISHMENT (cont.)

### ■ Non revenue water

- funded by WBI
- Workshops and training for member water utilities in SEA
- Output: Final report of the regional NRW workshops to be used as materials for NRW training courses in member countries

## SUMMARY OF SEAWUN'S ACHIEVEMENTS AFTER FOUR YEARS OF ESTABLISHMENT (cont.)

### ■ Newsletters and some publications



Website [www.seawun.org](http://www.seawun.org) was developed and updated regularly

	<h2>ACTIVITY PLAN FROM 2006 – 2007</h2>
	<ul style="list-style-type: none"> <li>■ Development of SEAWUN vision (funded by ADB)</li> <li>■ Organizational strengthening and network development (funded by ADB)</li> <li>■ Benchmarking program (funded by ADB)</li> <li>■ Non Revenue Water (funded by WB, WBI)</li> <li>■ Water Safety Plan (WHO)</li> <li>■ Knowledge management and capacity building (funded by ADB, WBI, USAID, GHD)</li> <li>■ Conference and Exposition on Improving Customer Service</li> <li>■ Twinning (funded ADB)</li> </ul>

	<h2>ACTIVITY PLAN FROM 2006 – 2007 (cont')</h2>
	<p><b><u>SEAWUN Vision</u></b></p> <p><b>Why Should SEAWUN Vision be developed:</b></p> <ul style="list-style-type: none"> <li>- Organizations, Governments are implementing Millennium Development Goals and poverty alleviation</li> <li>- Development of action plan 2006-2010; 2010 – 2015 for SEAWUN</li> <li>- To meet the demand of water utilities</li> <li>- SEAWUN should have appropriate action plan</li> </ul> <p><b>Basis for development of SEAWUN Vision:</b></p> <ul style="list-style-type: none"> <li>- Results of the Benchmarking program</li> <li>- Results of the Needs Survey of members and stakeholders</li> </ul> <p><b>Contents:</b></p> <ul style="list-style-type: none"> <li>- Identify targets and focus programs</li> <li>- Strategies and approaches to achieve targets</li> </ul>

## ACTIVITY PLAN FROM 2006 – 2007 (cont')

### ■ **Organizational strengthening and network development:**

- Increase the number of members to 100 including: Official members, associating members, coordinating members, individual members
- Improve capacity and performance for:
  - Governing Board
  - Executive Committee
  - Secretariat
- Develop network of collaborators in member countries
- Open representative offices in members countries
- Towards being self-sustained in terms of office operating costs

## ACTIVITY PLAN FROM 2006 – 2007 (cont')

### ■ **Benchmarking Program:**

- BM program phase 2 with 100 participating companies
- Analysis and reporting
- Comparisons and ranking
- Incentives
- "Health care program" for water utilities
- Customer service

	<b>ACTIVITY PLAN FROM 2006 – 2007 (cont')</b>
	<ul style="list-style-type: none"><li>■ <b><u>Non revenue water:</u></b><ul style="list-style-type: none"><li>• Continue with NRW workshops in collaboration with WBI</li><li>• Study on service connections – impacts of design, installations, materials to water losses</li><li>• Pilot projects</li><li>• Non revenue water program supported by EU</li></ul></li></ul>



	<b>ACTIVITY PLAN FROM 2006 – 2007 (cont')</b>
	<ul style="list-style-type: none"><li>■ <b><u>Knowledge management &amp; capacity building</u></b><ul style="list-style-type: none"><li>• Convention on Management Capacity Building and Performance Improvements for SEA water utilities: 14-16 May, 2007 in Kuala Lumpur, Malaysia</li><li>• International Conference and Exposition on Water and Wastewater under the title of "Customer Service Development": 12 – 14 September, 2007, Hanoi, Vietnam</li><li>• Workshop on Capacity Building for Decision makers, June, 2007 in Vietnam</li><li>• Workshops on Benchmarking, Non revenue water, asset management for member utilities in various member countries</li><li>• Twinning arrangements between water utilities</li><li>• Develop the project for setting up SEA Water Institute (seeking funding)</li></ul></li></ul>

## SEAWUN VISION 2010– 2015

- Currently being prepared
  - Will be based on Members Needs Survey
  
- Results of the Members Needs Survey including business plan for 2007-2010 and 2010 – 2015
  - will be discussed and approved at the 2<sup>nd</sup> SEAWUN Convention in May, 2007 in KL

## EFFECTIVE INTER-RELATIONS

- **With members:**
  - SEAWUN provides assistance, support, knowledge, experiences to improve their performance
- **With national water associations:**
  - collaborate on different activities
- **With governments:**
  - provide consulting and opponent services, propose recommendations and solutions for the difficulties and challenges

	<h2 style="margin: 0;">EFFECTIVE INTER-RELATIONS (cont.)</h2>
	<ul style="list-style-type: none"> <li>• <b>With international organizations and donors:</b> <ul style="list-style-type: none"> <li>• cooperation with these agencies</li> <li>• provide good avenue for donor investment assist them to realize their policies and targets (7 water policies of ADB)</li> <li>• SEAWUN assist in replicating results within SEA</li> </ul> </li> <li>• <b>Donors support SEAWUN in capacity building:</b> <ul style="list-style-type: none"> <li>• provide experiences, knowledge, finance for programs, projects, workshops, conventions, pilot activities</li> </ul> </li> </ul>

	<h2 style="margin: 0;">CONCLUSIONS</h2>
	<ul style="list-style-type: none"> <li>■ SEAWUN was established to meet a regional need and support regional development trends;</li> <li>■ SEAWUN can support international organizations, bilateral and multilateral donors to implement their policies and programs;</li> <li>■ SEAWUN's motto is demand responsive and member focused to provide 'healthcare services' to water utilities while member water utility activities take care of their customers;</li> <li>■ Consensus and active participation of stakeholders to provide capacity building for SEAWUN is a decisive factor and contributes to realizing the goals "water for all" and "water is the task of all".</li> </ul>

