

Name of Organization	<b>Yokohama Waterworks Bureau, City of Yokohama</b>
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Name of Activity	Activities based on Memorandum of Understanding between Yokohama Waterworks Bureau and Thua Thien Hue Water Supply Joint Stock Company
Implementation Period	July 2017 to December 2019
Main Organizer	Yokohama Waterworks Bureau
Outline and Objectives	<p>Based on 15 years' cooperative relationship with Thua Thien Hue Water Supply Joint Stock Company (HueWACO), Yokohama Waterworks Bureau (YWWB) concluded 2 parties' MOU with HueWACO in July, 2017. Based on this MOU, YWWB is working on technical cooperation such as the improvement of water treatment plant and the program development of training courses as well as supporting the business operation of Yokohama Water Business Association (YWBA)* members in Vietnam.</p> <p>*Association of companies established in 2011, aiming to promote the oversea business operation of water supply and sewerage. Registered by 171 companies as of March, 2019.</p> <p><b>1. Type of activities:</b></p> <p><b>(1) Staff dispatch (for on-site survey, discussion, technical cooperation and workshop)</b>  - YWWB staff members were dispatched to Hue in 2018 to carry out technical cooperation in the field of water supply/distribution, water purification/quality and facility management.</p> <p><b>(2) Trainee acceptance (for training, observation and discussion)</b>  a. Two of HueWACO's management staffs visited Yokohama in March, 2018.  - Discussed the plans of cooperation activities based on MOU, and established an action plan  - Site-visit to a pipeline training facility of YWWB and training on human resource development  b. YWWB accepted four of HueWACO trainees in September, 2018 and offered training about water supply/distribution and water purification/water quality.</p> <p><b>(3) Business support</b>  - YWWB, YWBA and HueWACO co-organized "Seminar on Water Business Promotion" in Hue city, Vietnam in 2017, which was participated by 165 participants from 58 organizations. In the seminar, 6 member companies of YWBA delivered presentations and exhibited their technologies.  - Carried out business matching with YWBA member companies in the occasion of HueWACO's executive/staff visit to Japan.  - HueWACO trainees visited the exhibition booth of YWBA member companies in IWA Tokyo, September, 2018.</p> <p><b>2. Fields:</b> - Distribution pipe network development - Countermeasure for non-revenue water  - Improvement of purification method - SCADA system - Data management</p>
Target (Cooperator) Countries	Thua Thien Hue Water Supply Joint Stock Company (HueWACO), etc., Viet Nam



Technical cooperation on distribution management in a pilot area

Name of Organization	<b>Yokohama Waterworks Bureau, City of Yokohama</b>
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Name of Activity	JICA Knowledge Co-creation program "African Region Urban Waterworks Engineering"
Implementation Period	August 27 to September 21, 2018
Main Organizer	JICA, Yokohama Water Co.,Ltd., Yokohama Waterworks Bureau (YWWB)
Outline and Objectives	<p>After the 4th Tokyo International Conference on African Development (TICAD IV) held in Yokohama in May 2008, YWWB started the knowledge co-creation program (training) for waterworks professionals from African countries in cooperation with JICA, aiming to improve water service in Africa. By the end of 2018, YWWB implemented 12 courses and accepted 125 participants from 29 countries in Africa.</p> <p>In Africa, many countries still have problems in water supply, which are also featured in the TICAD every time. In many of the participating countries, water utilities are confronted with high NRW rate of 30 to 50% due to water leakage, illegal connection or etc..</p> <p>YWWB offers a variety of lectures not only in technical field such as water purification, water quality management, distribution management, water supply planning and O/M, but also in administrative field including tariff management, customer management, customer services and financial planning. During training, all the participants establish an action plan to solve own issues of their utilities based on what they have learned in lectures and practices, and work on it after they return to their countries.</p> <p><b>Contents of specific program in 2018:</b></p> <ul style="list-style-type: none"> <li>- Observation of water sources and water facilities such as water purification plants and lecture of water treatment and water quality management</li> <li>- Introduction of activities in YWWB such as Water Safety Plan, asset management, etc.</li> <li>- Lecture on NRW reduction and leakage detection training in training yard</li> <li>- Observation of YWWB's Expansion history in Waterworks commemoration hall</li> <li>- Lecture on mapping system, distribution/water meter management</li> <li>- Observation of pipe installation site and lecture of construction management</li> <li>- Exchange Program with Japanese pupils (on "Water Class" at a primary school)</li> <li>- Management plan, meter reading, billing collection and customer service etc.</li> </ul>
Target (Cooperator) Countries	In 2018, YWWB accepted 7 participants: Eritrea (1), Kenya (1), Malawi (2), Nigeria (1), Rwanda (1), Tanzania (1)



Training of meter accuracy check in meter workshop    Participating in children education at elementary school

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Name of Activity	Short-term dispatch of YWWB staff to Malawi (JICA Volunteer Program)
Implementation Period	September 30 to November 10, 2018 (6 weeks)
Main Organizer	JICA, Yokohama Waterworks Bureau (YWWB)
Outline and Objectives	<p>Yokohama Waterworks Bureau dispatches its staff to Blantyre Water Board (BWB) in Malawi every year through JICA Volunteer scheme since 2014.</p> <p>During the first three years from 2014 to 2016, 9 staff members have been dispatched to BWB, and supported BWB to improve its leakage detection and billing collection. After that, in response to the BWB's strong request for the continuation of dispatch, YWWB signed a memorandum of understanding with JICA for another three-year project in April, 2017 and dispatched 4 staff members respectively in 2017 and 2018 (total 8 staff members).</p> <p><b>Specific Activities up to 2018:</b></p> <p>The volunteer team selected Chiwembe area in Blantyre city as a model area, and instructed BWB staff how to reduce non-revenue water including leakage, illegal connection, etc.. As a result, BWB could reduce NRW ratio from 69.3% to 35.8%. The team also implemented a customer satisfaction survey in the same area and held a workshop for billing staff, which enabled BWB to identify the issues related to water supply services by BWB and to improve the circumstance. Furthermore, the volunteer team worked on the development of construction management and billing collection manual, instruction of children education, preparation of an energy map, and instruction of hydraulic analysis.</p>
Target (Cooperator) Countries	Blantyre Water Board (BWB), Malawi



Instruction of children education program



Instruction of construction management