



PERPAMSI
INDONESIAN WATER SUPPLY ASSOCIATION



Japan Water Works Association

JWWA's General Assembly and Conference - 2015

Implementing National WOP

Support non-perform to well perform utilities

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Location of Indonesia



Supporting Non to Well Perform Utilities

Vision Programs

Indonesia's context:

Water utilities owned by local/regional governments in Indonesia are called PDAM

Large number of water operators → 386 PDAMs (2014)

50% well-performed 50% non-performed

70% have less than 30 thousands connections (small size PDAMs)

Small PDAMs are recommended to participate in national WOP facilitated by PERPAMSI, for a simple reason: what they want to learn is available in other PDAMs and compatible.

National WOP eliminates the barriers of know-how transfer, language, local rules and regulation, technical incompatibility, and cost.

Perpamsi Iniatif

Mission Programs

To facilitate partnerships among its members (PDAMs) in order to improve performances → national WOPs

SOLIDARITY PARTNERSHIPS → a concept of national WOPs developed by PERPAMSI based on the spirit of togetherness exists among PDAMs.

National WOP Process

Guiding the process of WOP

IDENTIFICATION

- Needs of capacity building
- Best practices and potential mentors
- Matchmaking

ESTABLISHMENT

Letter of Intent
Diagnosis

AGREEMENT

Work plan
MoU

IMPLEMENTATION

Pilot project
Monitoring and
evaluation

SCALE-UP AND REPLICATION

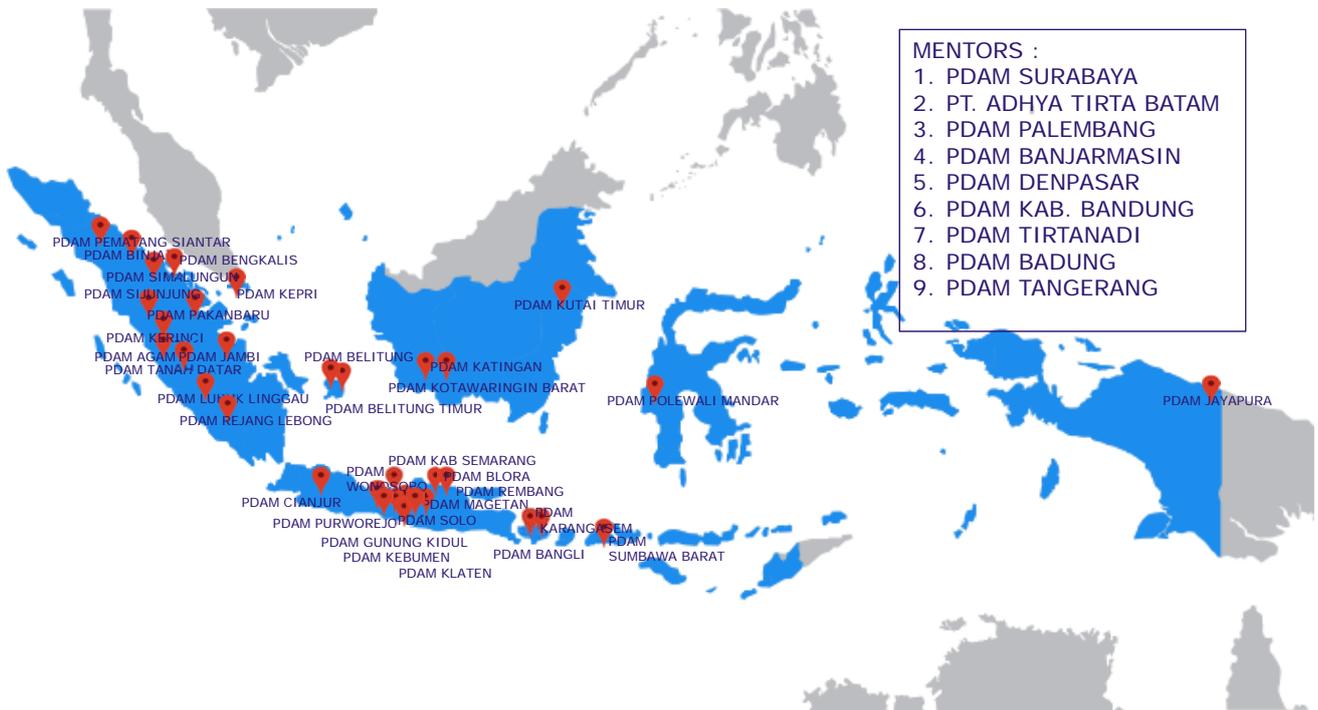
Identificati
on
Work plan

Thematic, Approach and Objectif

The WOP

- Duration: 18 months in average
- Cost of facilitation: US\$ 171,428 (in 4 years)
- Thematic: NRW, Energy Efficiency, Billing System, SOP, Water Quality, Financial Report, GIS, Business Plan
- Approach: pilot project, exchange visit, class room training, informal discussion, on-the-job training
- Objectives
 1. Performance improvement to achieve 'healthy' category
 2. Better services for customers
 3. Capacity building for staff

Implementation Of National WOP in Indonesia



- MENTORS :**
1. PDAM SURABAYA
 2. PT. ADHYA TIRTA BATAM
 3. PDAM PALEMBANG
 4. PDAM BANJARMASIN
 5. PDAM DENPASAR
 6. PDAM KAB. BANDUNG
 7. PDAM TIRTANADI
 8. PDAM BADUNG
 9. PDAM TANGERANG

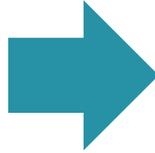
NO	MENTEES		MENTORS	FOCUS
2011 -2012				
1	PDAM Solo	3. PDAM Wonosobo	PDAM Surabaya	NRW
2	PDAM Magetan	4. PDAM Kab. Semarang		
5	PDAM Pekanbaru	6. PDAM Cianjur	PT Adhya Tirta Batam	NRW
7	PDAM Jambi	8. PDAM Gunungkidul	PDAM Palembang	NRW
9	PDAM Kutai Timur		PDAM Banjarmasin	NRW
10	PDAM Jayapura		PDAM Denpasar	WSP
2012 - 2013				
1	PDAM Purworejo		PDAM Surabaya	NRW, SOP, Energy saving
2	PDAM Binjai	3. PDAM Tanah Datar	PT Adhya Tirta Batam	NRW and SOP
4	PDAM Sijunjung	5. PDAM Belitung Timur	PDAM Palembang	NRW
6	PDAM Kotawaringin Barat		PDAM Banjarmasin	NRW
7	PDAM Bangli		PDAM Denpasar	Financial Report Pump maintenance
8	PDAM Kerinci	9. PDAM Kepri	PDAM Kab Bandung	NRW and Billing System
10	PDAM Simalungun	11. PDAM Bengkalis	PDAM Tirtanadi	NRW and SOP
12	PDAM Karangasem		PDAM Badung	Financial Report
2014 -2015 (In-progress)				
1	PDAM Pematang Siantar		PT ATB	NRW, SOP
2	PDAM Belitung	3. PDAM Klaten	PDAM Kab Bandung	Billing system
4	PDAM Lubuk Linggau	5. PDAM Rejang Lebong	PDAM Palembang	NRW, SOP
6	PDAM Agam			NRW, SOP, GIS
7	PDAM Blora	8. PDAM Rembang	PDAM Surabaya	NRW, SOP
9	PDAM Katingan	10. PDAM Sumbawa Barat	PDAM Banjarmasin	Billing, digital mapping, NRW, SOP
11	PDAM Kebumen	12. PDAM Polewali Mandar	PDAM Kab Tangerang	NRW, SOP, GIS, Business Plan

Results National WOP

Results (2011 – 2014)

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pilot DMAs



Mentees continue to establish and operate new 58 DMAs after WOPs

Generate investment worth

USD 850,000



Up to 55%

NRW reduced at the pilot DMA

Leads to:

- 48,122 households get improved supply
- 21 up to 24 hours supply
- Increase average revenue USD 700 in each pilot DMA

More Result From WOP

Results (2011 – 2014)

Capacity Building

- 324 staff acquire improved knowledge and skills
- Mentors and mentees continue the partnership after the program
- Past recipients encouraged to be mentors, assigned to share their knowledge with neighboring water utilities
- Experienced mentors facilitated to establish the centers of excellence in their respective regions

Performance Improvement

- Helps 12 utilities upgrade to "well-performed/healthy" category

Challenges and Success Factors

Discussion

- **Challenges**

- High demand for WOP, limited number of mentors
- No sufficient incentive for mentors
- Sustainability of improvement
- Capacity building for mentors and facilitator

- **Success factors**

- Solidarity among Indonesian water utilities
- Good relationship between water utility leaders
- Independency, self-finance to start

Priority For Next Step

Next Steps: developing the approach

- **Sister city**
- **One mentor takes care of a group of mentees**
- **Less number of WOP but high quality**



In Solidarity



Thank you
