

WOPs

in Indonesia

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WHAT ARE WOPs

Water Operators' Partnerships (WOPs) are peer support arrangements between water and sanitation operators.

- WOPs work by mobilizing the skills, know-how and goodwill within a strong 'mentor' to build the capacity of another operator – the 'mentee' – that needs assistance.
- WOPs progressively strengthen and empower the mentee operator at management, financial and technical levels to implement changes that will lead to better service.
- WOPs are always carried out on a not-for-profit basis.

PERPAMSI

Association of Indonesian water supply utilities, founded in 1972

Main task

to improve the performance of water utilities in providing better services to the people.

Members = 428

387 public water utilities (PDAMs)
26 private operators
15 service unit



11 million

Total house connections nationally

54 thousands

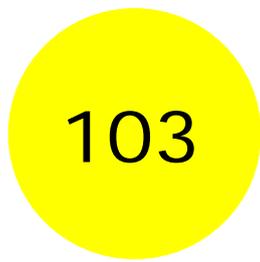
Total manpower working for water utilities nationally

Performance (2015)

of 364 auditable PDAMs



Healthy



Less Healthy



Unhealthy

53%

Well-performing

47%

Non-performing



Focus:

improvement in all aspects

WOPs initiative

The idea:

Well-performing utilities are requested by PERPAMSI to share best practices to non-performing ones

Establishing international and national WOPs:

- International WOPs in collaboration with JICA, Waterlinks, ADB, etc.
- National WOPs (among Indonesian water utilities) facilitated by PERPAMSI itself

Developing an Indonesian way of WOPs: employing local values, solidarity, self-finance to start

WHY NATIONAL WOPs?

- The national or domestic WOPs can be a better option than the international WOPs in terms of eliminating the constraints of language, culture, inapplicable technology, and costs.
- Water associations should play a strategic role in promoting and facilitating national WOPs within the country, especially among its members.

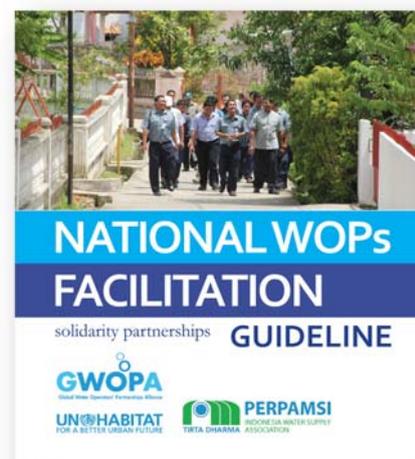
Indonesian context

- Large number of water operators
- Performances vary: healthy, less-healthy, non-healthy
- Different range of scale
- History of solidarity, willingness to help one another
- PERPAMSI is considered as the one and only umbrella for all PDAMs
- PERPAMSI exists and be there for PDAMs



National WOPs Facilitation Guideline

- Developed by PERPAMSI
- Containing the concept, structure, step-by-step WOPs process
- Can be downloaded from:
<http://gwopa.org/en/resources-library/national-wops-facilitation>



Approaches

- Establishment of learning community
- Transfer of knowledge, skills, experiences, code of conduct, work culture, good governance.

Methods

- Pilot project
- On the job training
- Exchange visits
- Introduction of new technology
- Clinic
- Formal and informal discussion
- Use of social media

40 national WOPs since 2011

2011-2012

	MENTEES	MENTORS	FOCUS
1	PDAM Solo	PDAM Surabaya	NRW
2	PDAM Magetan		
3	PDAM Wonosobo		
4	PDAM Kab. Semarang		
5	PDAM Pekanbaru	PT Adhya Tirta Batam	NRW
6	PDAM Cianjur		
7	PDAM Jambi	PDAM Palembang	NRW
8	PDAM Gunungkidul		
9	PDAM Kutai Timur	PDAM Banjarmasin	NRW
10	PDAM Jayapura	PDAM Denpasar	Water quality

40 national WOPs since 2011

2012-2014

	MENTEES	MENTORS	FOCUS
1	PDAM Purworejo	PDAM Surabaya	NRW, SOP, Energy saving
2	PDAM Binjai	PT Adhya Tirta Batam	NRW and SOP
3	PDAM Tanah Datar		
4	PDAM Sijunjung	PDAM Palembang	NRW
5	PDAM Belitung Timur		
6	PDAM Kotawaringin Barat	PDAM Banjarmasin	NRW
7	PDAM Bangli	PDAM Denpasar	Financial Report Pump maintenance
8	PDAM Kerinci	PDAM Kab Bandung	NRW and Billing System
9	PDAM Kepri		
10	PDAM Simalungun	PDAM Tirtanadi	NRW and SOP
11	PDAM Bengkalis		
12	PDAM Karangasem	PDAM Badung	Financial Report

40 national WOPs since 2011

2014-2015

	MENTEES	MENTORS	FOKUS
1	PDAM Pematang Siantar	PT ATB	NRW, SOP
2	PDAM Belitung	PDAM Kab Bandung	Billing system
3	PDAM Klaten		
4	PDAM Lubuk Linggau	PDAM Palembang	NRW, SOP
5	PDAM Agam		NRW, SOP, GIS
6	PDAM Rejang Lebong		NRW, SOP
7	PDAM Blora	PDAM Surabaya	NRW, SOP
8	PDAM Rembang		NRW, SOP
9	PDAM Katingan	PDAM Banjarmasin	Billing, digital mapping
10	PDAM Sumbawa Barat		NRW, SOP
11	PDAM Kebumen	PDAM Kab Tangerang	NRW, SOP
12	PDAM Polewali Mandar		NRW, GIS, Business Plan

40 national WOPs since 2011

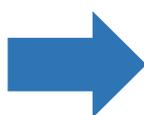
2016-2017

	MENTEES	MENTORS	FOCUS
1	PDAM Singkawang	PDAM Kab. Tangerang	NRW
2	PDAM Pesawaran	PDAM Kab. Bandung	Billing system
3	PDAM Deli Serdang		
4	PDAM Padang Panjang	PDAM Palembang	NRW
5	PDAM Buleleng	PDAM Mataram	NRW
6	PDAM Bungo	PT Adhya Tirta Batam	NRW

Results and Impact (2011-2015)

21

pilot DMAs



Recipients continue to establish and operate new >60 DMAs after WOPs

Investment generated by mentees

USD 855,608



3 – 55 %

NRW reduction at the DMA pilots (size: 250 – 1.500 connections)

Impact:

- Improved supply for 70K households
- 21 up to 24 hours supply
- Increase average revenue USD 700 in each pilot DMA

Results and Impact (2011-2015)

Capacity Building

- 375 staff acquire improved knowledge and skills
- Mentors and mentees continue the partnership after the program
- Past mentees encouraged to be mentors, requested to share knowledge with neighboring water utilities
- Mentors facilitated to established the centers of excellence in the respective regions

Performance Improvement

- Helped 8 PDAMs upgrade to “Healthy” category

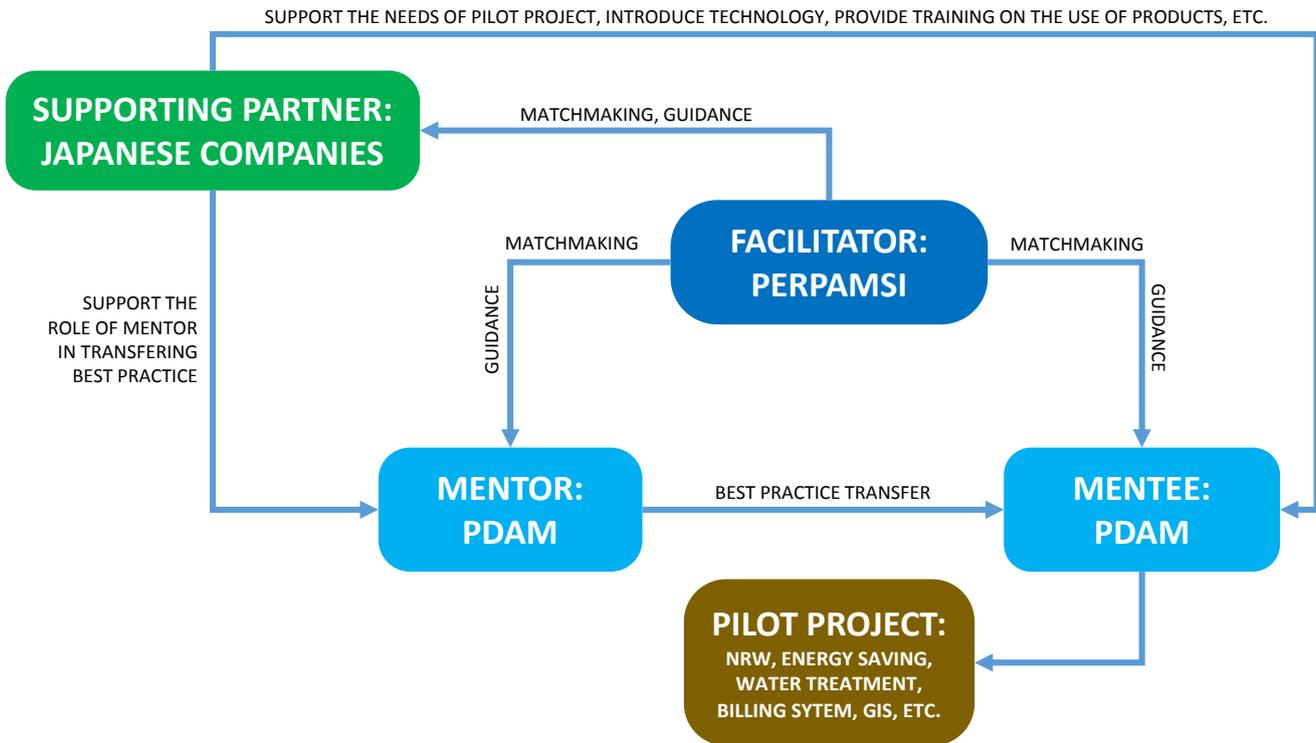
Learning from failure and facts finding in the field

Challenges



- Improvement and capacity building for mentors and fasilitators
- Sustaining the changes/reforms
- Need of supporting partners to enhance and expand the WOPs activities in the future.

We need supporting partners



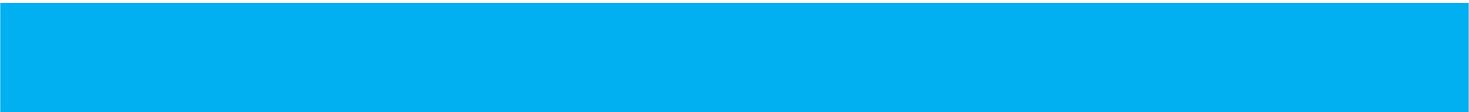
WHY

BECOME SUPPORTING PARTNER?

**DIRECT ENTRY POINT TO BE A PARTNER OF
INDONESIAN WATER UTILITIES**

**SUPPORT THE WOP PILOT PROJECT MEANS
THAT YOU HAVE A CHANCE TO INTRODUCE
AND DEMONSTRATE YOUR PRODUCTS ON SITE**

**OPPORTUNITIES TO PRESENT IN
NATIONAL/REGIONAL SEMINAR/WORKSHOP/
TRAINING ORGANIZED BY PERPAMSI
ATTENDED BY INDONESIAN WATER UTILITIES**



If we all agree on a good idea

LET'S JUST DO IT!

Thank you