

WATER OPERATORS' PARTNERSHIP BETWEEN

**Compañía Salteña de Agua y Saneamiento S.A.**

(Aguas del Norte) Argentina

**Companhia de Saneamento Ambiental do Distrito Federal**

(Caesb) Brazil

TARGETED IMPROVEMENTS ON

Energy Efficiency | Metering | Tariffs | Wastewater Treatment | IT Systems

# MENTEE

## Compañía Salteña de Agua y Saneamiento S.A.

(Aguas del Norte) Argentina

Water and sanitation utility in Argentina's Salta province

# MENTOR

## Companhia de Saneamento Ambiental do Distrito Federal

(Caesb) Brazil

Water and sanitation utility owned by the Brasilia Federal District, Brazil

## GENERAL DATA

**1 million**

**WATER USERS**

(96.5% coverage)



**2.5 million**

**WATER USERS**

(98% coverage)

**800,000**

**SANITATION SERVICE USERS**

(74.2% coverage)



**2.45 million**

**SANITATION SERVICE USERS**

(82% coverage)

## MOTIVATIONS

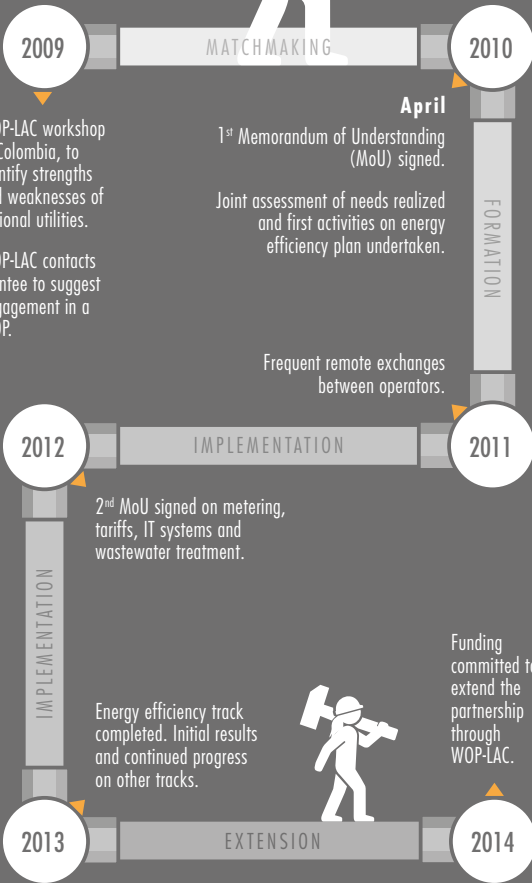
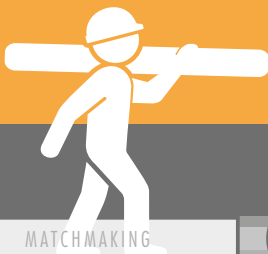
Low-cost technical assistance  
Employee motivation, image and political leverage

Social responsibility  
Motivating employees by allowing them to show and share their work

## SUPPORTING THIRD PARTY

The Water Operators' Partnerships Secretariat for Latin America and the Caribbean (WOP-LAC) supported the matchmaking process by identifying mentee demand and mentor skills. The two operators were brought together owing to cultural and technical similarities and positive initial interactions.

# TIMELINE



## COST



**INTER-AMERICAN  
DEVELOPMENT BANK**

**CAESB AND AGUAS DEL NORTE**

US\$ 32,195

US\$ 15,000

— **US\$ 47,195** (2009–2011) —

# APPROACH



An initial collaboration to support Aguas del Norte with energy efficiency was expanded to metering, tariffs, IT systems and wastewater treatment. Activities consisted of assessment visits, on-the-job and classroom training, and frequent remote exchanges that addressed issues ranging from technology and working methods to strategic organization and planning. The management of the WOP was informal and flexible.

# IMPROVEMENT TRACKS



**Energy efficiency:** develop and implement a strategic plan.



Improved stock management and integration of new technology; renegotiated 450 energy supply contracts leading to more than US\$100,000 in savings in 2010.

**Metering:** analyze installation, maintenance and replacement strategies.



New codification system in place and public tender for meter reading opened in December 2013 using an improved standard process.

**Tariffs and billing:** explore a new tariff scheme based on metered service with view to reducing water consumption and improving the utility's financial situation.



New 'read-and-bill' method being pilot tested to increase the billing / collection ratio and work plans to implement new tariff structure.

**IT and GIS systems:** identify and implement improvements for information management.



Systems analysis completed and work plan elaborated to optimize operations and inter-departmental data integration.

**Wastewater treatment:** assess the possibility of including anaerobic treatment in the plant.



Recommendations made to optimize an old treatment plant.

## Cross-cutting



Enforcement of legislation and awareness campaign to support achievements.

## General



Overall capacity development within the mentee. Changes in strategic organization and working methods.

## CHALLENGES



**Financing:** the WOP came to a virtual standstill for nearly two years due to a break in funding.

**Political buy-in:** local authorities' agenda is not aligned with some recommendations and may hinder implementation.

**Impact and sustainability:** a more defined structured in terms of deadlines, budget and activities could increase impact and sustainability.

## SUCCESS FACTORS



**Assessment of needs:** a flexible initial agreement allowed the most urgent gaps to be identified jointly.

**Organizational comparability:** similarities in structure, service coverage and technologies rendered knowledge sharing very effective.

**Proximity:** geographical proximity was considered a significant advantage for a cost-effective WOP.

**Staff motivation:** the WOP motivated utility staff to make the most of existing human and material resources to improve services.

**Catalyst role:** the WOP facilitated technological and organizational change, giving Aguas del Norte political leverage.

## WHAT THEY SAID



"The WOP is very useful. It confirms that we are going in the right direction. It also gives us a boost to pursue our work."

**Angel Diaz, Head of Land Tenure department, Aguas del Norte**

"We gain more than access to funds or technical assistance. The WOP helps us to be more motivated and this is a priceless change."

**Normando Flemming, Director of Aguas del Norte**

"The WOP is very important for our company because we learn other processes, working methods, ways to save money... And for us, it is very nice to be able to talk about our work, to share how we are growing, to help other utilities. I'd like to repeat this type of experience. They are very good professionally and personally."

**Wildener Rodovalho, IT Project leader at Caesb**



**UNESCO-IHE**  
Institute for Water Education

## **WATER OPERATORS' PARTNERSHIPS**

WOPs are peer-support arrangements between two or more water and sanitation operators, carried out on a not-for-profit basis with the objective of strengthening operator capacity.

### **BEWOP**

Boosting the Effectiveness of Water Operators' Partnerships (BEWOP) is a 5-year research, operational support and outreach initiative aimed at boosting the effectiveness of Water Operators' Partnerships around the world.

Launched in September 2013, BEWOP is a collaboration between leading water sector capacity development institute, UNESCO-IHE, and UN-Habitat's Global Water Operators' Partnership Alliance, the organization leading the global WOPs movement.

This project has been made possible by the support of the Dutch Ministry of Foreign Affairs (DGIS).

This factsheet is part of a series summarizing WOPs cases being studied in order to draw lessons and guide better practice.

### **FIND OUT MORE**

[BEWOP.org](http://BEWOP.org) | [#BEWOP](https://twitter.com/BEWOP)

[GWOPA.org](http://GWOPA.org)