

## Networking Event –

Utility Platform for Strengthening Partnerships of Municipal Utilities Worldwide,

19 August 2021



### 1. Welcome and Opening

Felix Reifschneider (Federal Ministry for Economic Cooperation and Development) welcomes the participants on behalf of the ministry. The ministry and the minister Dr. Gerd Müller are happy to hear that the partnerships are continuing to function despite the difficult conditions, and Mr. Reifschneider is excited to learn more about the partnerships in the open exchange he hopes will take place during the networking event.

Mr. Reifschneider underlines the support provided by GIZ and VKU (Association of Municipal Enterprises) as well as SKEW (Service Agency Communities in One World) to the existing partnerships, and for the development of the programme. He encourages participants to liaise with the GIZ's local structures in order to embed the partnerships well into the respective local development setting.

Mr. Reifschneider closes by thanking the participants for their commitment and their consistent motivation to move this important initiative forward. He also thanked the SKEW team for preparing the networking event.

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On behalf of

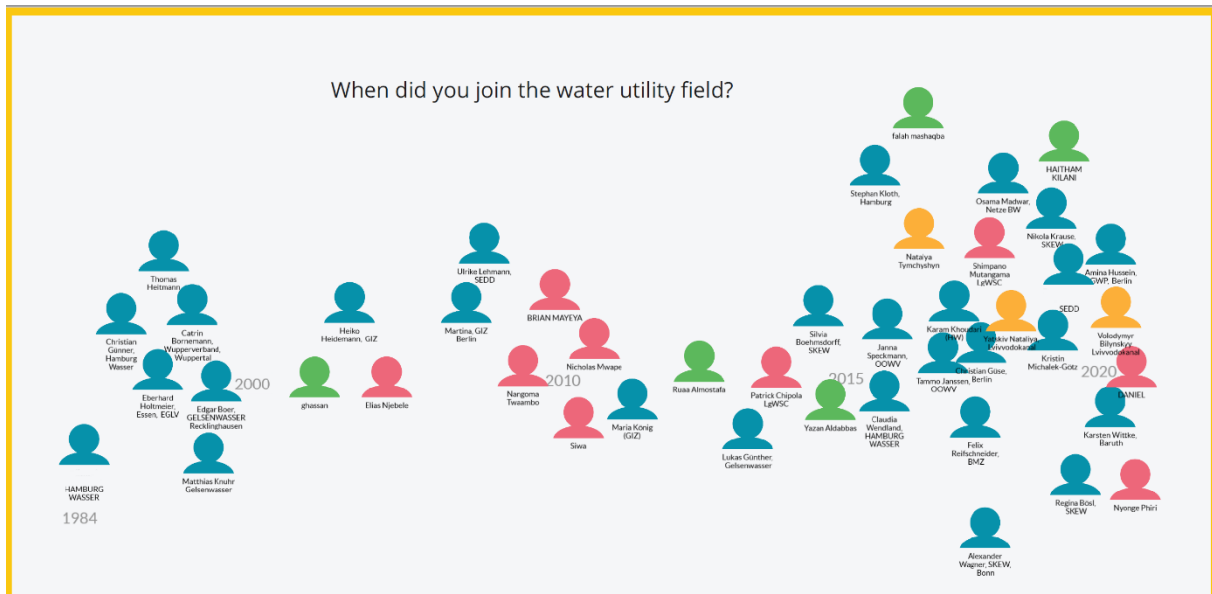


In cooperation with



## 2. The Participants

After these words of welcome, the participants produced an overview showing when they joined the water and wastewater sector.



It emerged that most people joined in the last five years, but that the group includes very experienced colleagues who witnessed the tremendous changes which the field has undergone over the last thirty years and more.

## 3. Current status of the project “Utility platform for strengthening partnerships of municipal utilities worldwide”

The moderators, Heiko Heidemann (GIZ) and Silvia Boehmsdorff, (SKEW), presented their report on the status of the Utility platform in the form of an interview.

After a short recap of the developments since the last meeting, the importance of the networking event for the Utility platform was stressed. Networking events allow participants to share their experiences of working in partnerships, which is particularly important because this is the pilot phase. They also provide an opportunity to identify and use synergies.

Going forward, one objective of the Utility platform is to make WOPs (Water Operator Partnerships) widely known among municipal utilities. To reach out effectively it would be very helpful if contact details of interested utilities could be forwarded to SKEW for follow-up. The GIZ/SKEW team are building a pool of interested municipalities in order to inform and advise them on opportunities to get involved, especially in a subsequent phase.

One important element to raise awareness of opportunities for municipal utilities to get involved is the [website](#). Therefore, the partnerships are most welcome to publish short articles about their activities.

The Utility platform is in close contact with international stakeholders working in the water sector and with WOPs. It maintains regular exchanges with the Global Water Operators’ Partnerships Alliance (GWOPA), the Dutch Water Operator Partnerships (through VEI) and other international

partners, in order to learn from their experience with implementing and supporting WOPs. The project team supported German proposals under the GWOPA EU call for WOPs, and is working with GWOPA on a series of webinars on WOP topics of interest.

Not only, but especially in times of Covid-19 and ongoing travel restrictions, it is essential to have colleagues in the countries in direct contact with our international partners. GIZ offices and field staff support with communication on project proposals, project work, logistics and procurement.

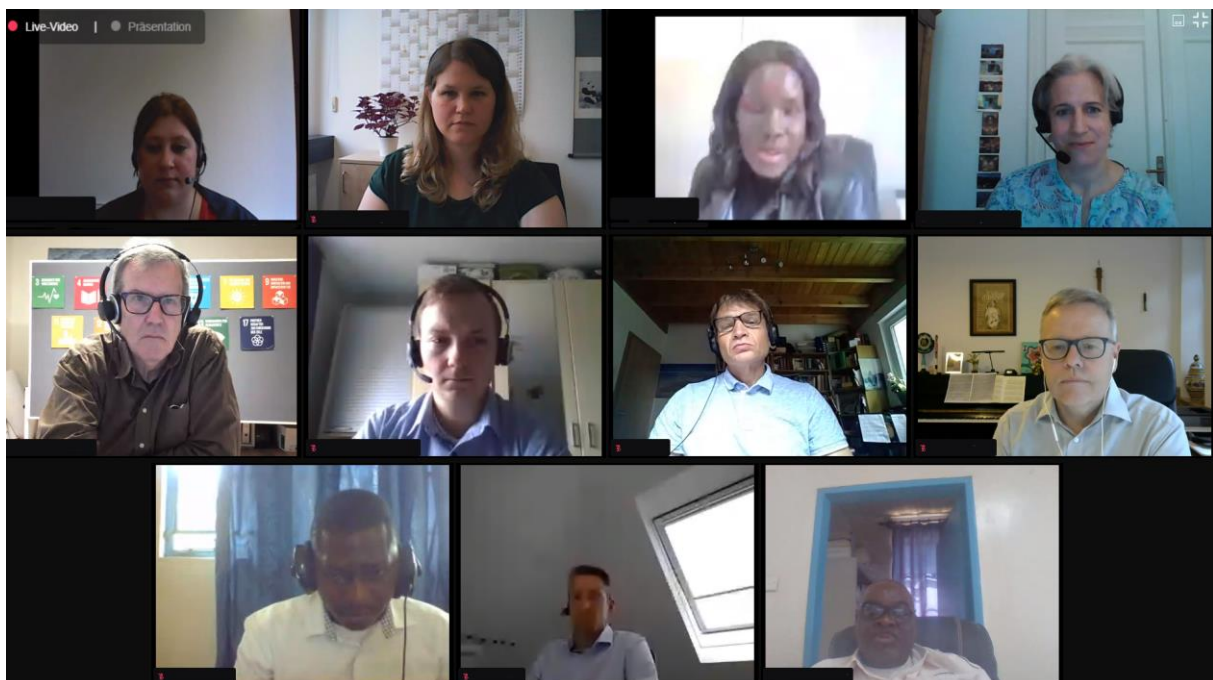
For the upcoming months, the SKEW team is planning several activities, such as country analysis workshops. Feedback from the partnerships concerning their interest in further exchanges and their training needs is most welcome.

#### 4. Insights into the Partnerships and Exchange

##### **Partnerships: Lukanga Water Supply and Sanitation Company Ltd. (Zambia) – Gelsenwasser (Germany)**

The partnership was established between Lukanga WSSC and Gelsenwasser in cooperation with Emschergerossenschaft/Lippeverband and Eigenbetrieb WABAU. The partnership focuses on asset management and waste. For several months, contact has been intensified and mutual understanding has grown. A virtual workshop was a major success. Needs in Zambia are clear, and capacity is available. Mobilising finance for necessary construction is a major challenge, however.

A joint visit to the [virtual Zambia Water Forum](#) boosted the partnership further.



Representing the partnership were:

- Patrick Chipola (Lukanga WSSC, Zambia)
- Elias Njebele (Lukanga WSSC, Zambia)
- Edgar Boer (Gelsenwasser, Germany)
- Matthias Knuhr (Gelsenwasser, Germany)

- Lukas Günther (Gelsenwasser, Germany)
- Eberhardt Holtmeier (Emschergenossenschaft und Lippeverband, Germany)
- Karsten Wittke (Municipality of Baruth/Mark, Germany)

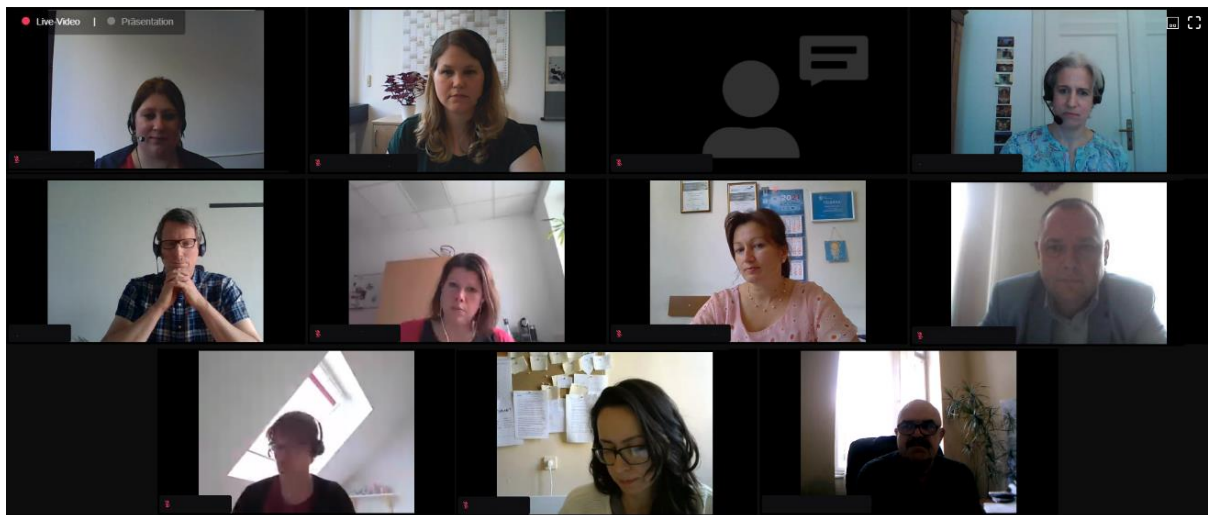
#### **Partnership: Lvivvodokanal (Ukraine) – Stadtentwässerung Dresden (Germany)**

The partnership was established between Lvivvodokanal and Stadtentwässerung Dresden in cooperation with Berliner Wasserbetriebe and Stadtentwässerungsbetriebe Köln. The partners established various working groups, which started well, despite a general language challenge and the need for interpretation.

There are four working groups in total, two of which are under the responsibility of Stadtentwässerung Dresden: cost-covering charges and needs-based HR management. The Berliner Wasserbetriebe is in charge of water supply, and Stadtentwässerungsbetriebe Köln is focusing on asset management. At present, all working groups are engaged in analysing the current status and conducting a baseline review of conditions in Ukraine. Unfortunately, due to the pandemic, all joint activities and meetings are still being conducted online.

In September 2021 the first visit by a German delegation to Lviv will take place on the occasion of the Lviv Eco Forum from 23 to 24 September.

Thematic diversity is what makes continued cooperation so attractive and rewarding for both sides, and their joint efforts are clearly gaining momentum at present.



Representing the partnership were:

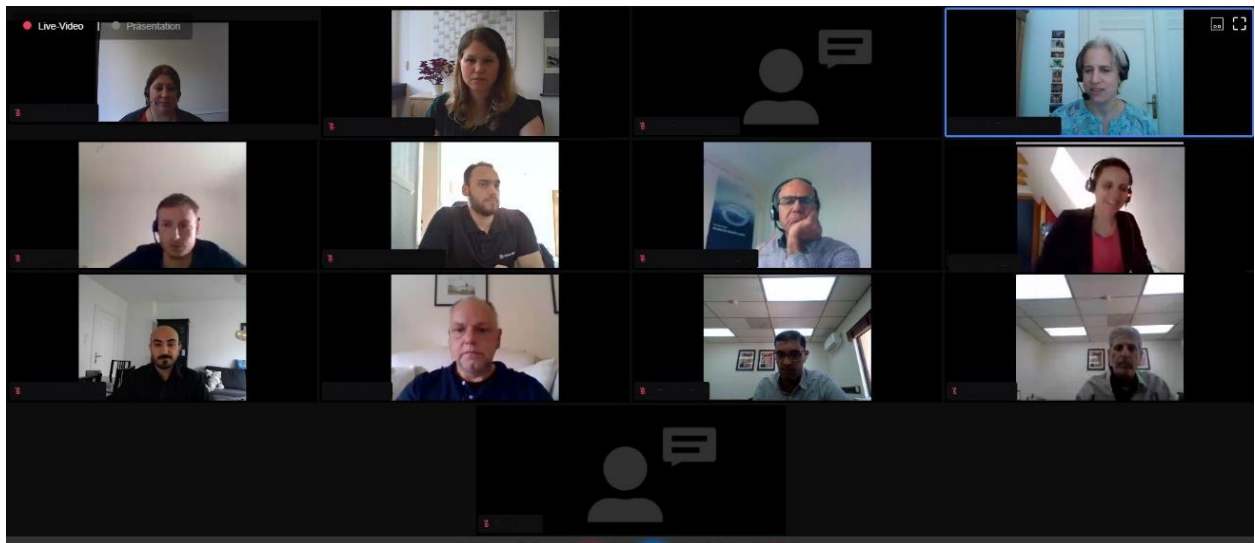
- Volodymyr Bilynskyi (Lvivvodokanal, Ukraine)
- Natalya Tymchyshyn (Lvivvodokanal, Ukraine)
- Nataliya Yatskiv (Lvivvodokanal, Ukraine)
- Mykhailo Khaman (Lvivvodokanal, Ukraine)
- Ulrike Lehmann (Stadtentwässerung Dresden, Germany)
- Kristin Michalek-Götz (Stadtentwässerung Dresden, Germany)
- Christoph Weith (Stadtentwässerungsbetriebe Köln, Germany)

### **Partnership: Miyahuna (Jordan) – Hamburg Wasser (Germany)**

The partnership was established between Miyahuna in Amman and Hamburg Wasser in cooperation with hanseWasser and Netze BW Wasser.

The overall approach of the partnership is to provide a common and equal foundation on which to establish sustainable capacity development measures. These will involve peer-to-peer exchange and knowledge sharing among all partners on all aspects of drinking water supply, wastewater disposal and sludge management. Concrete objectives are to improve operation and maintenance of water supply, plus operation and maintenance of wastewater and sludge treatment, with a focus on energy efficiency and water quality management.

Due to continuous drought and the challenges of the pandemic, Miyahuna is currently very absorbed in managing the crisis, which led to a delay in some partnership activities.



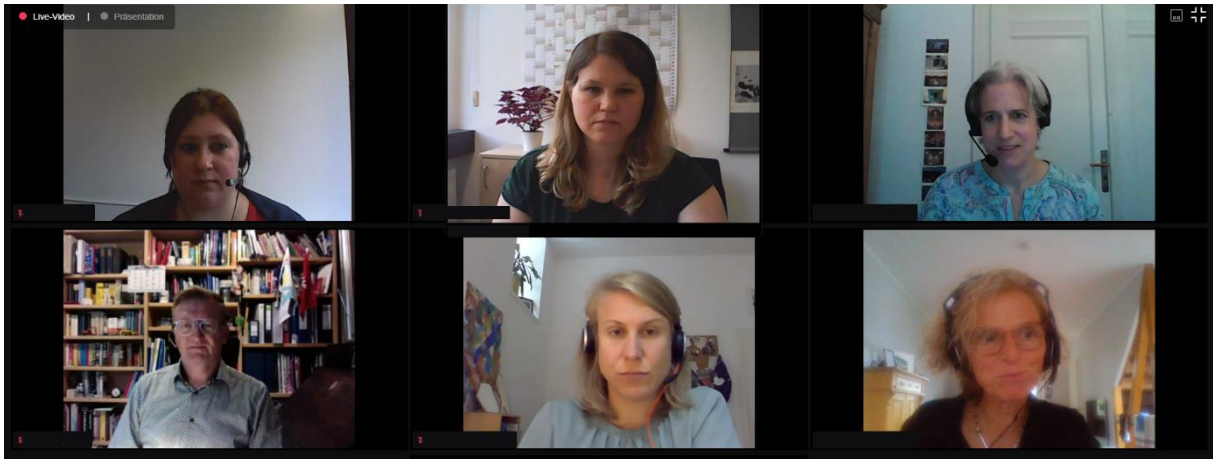
Representing the partnership were:

- Haitham Kilani (Miyahuna, Jordan)
- Yazan AlDabbas (Miyahuna, Jordan)
- Falah Mashaqba (Miyahuna, Jordan)
- Christian Günner (Hamburg Wasser, Germany)
- Karam Khodari (Hamburg Wasser, Germany)
- Stephan Kloth (Hamburg Wasser, Germany)
- Thomas Heitmann (Hamburg Wasser, Germany)
- Osama Madwar (Netze BW Stuttgart, Germany)



**Partnership: Régie autonome de distribution d'eau et d'électricité de Marrakech (RADEEMA, Morocco) – Oldenburgisch-Ostfriesischer Wasserverband (OOWV, Germany)**

The partnership was established between RADEEMA and OOWV in cooperation with Wupperverband and Stadtwerke Norderstedt. The partnership is being impacted by the diplomatic crisis between Morocco and Germany. Activities have come to a halt despite significant efforts. Capacity building, SAP and work-life balance are focus themes of the partnership.



Representing the partnership were:

- Tammo Janßen (OOWV, Germany)
- Janna Speckmann (OOWV, Germany)
- Catrin Bornemann (Wupperverband)

## **5. Thematic Working Groups**

Based on the results of a survey among the project participants, four topics were selected for more in-depth exchange:

- Non-Revenue Water
- Asset Management
- Public Relations
- Employee Development

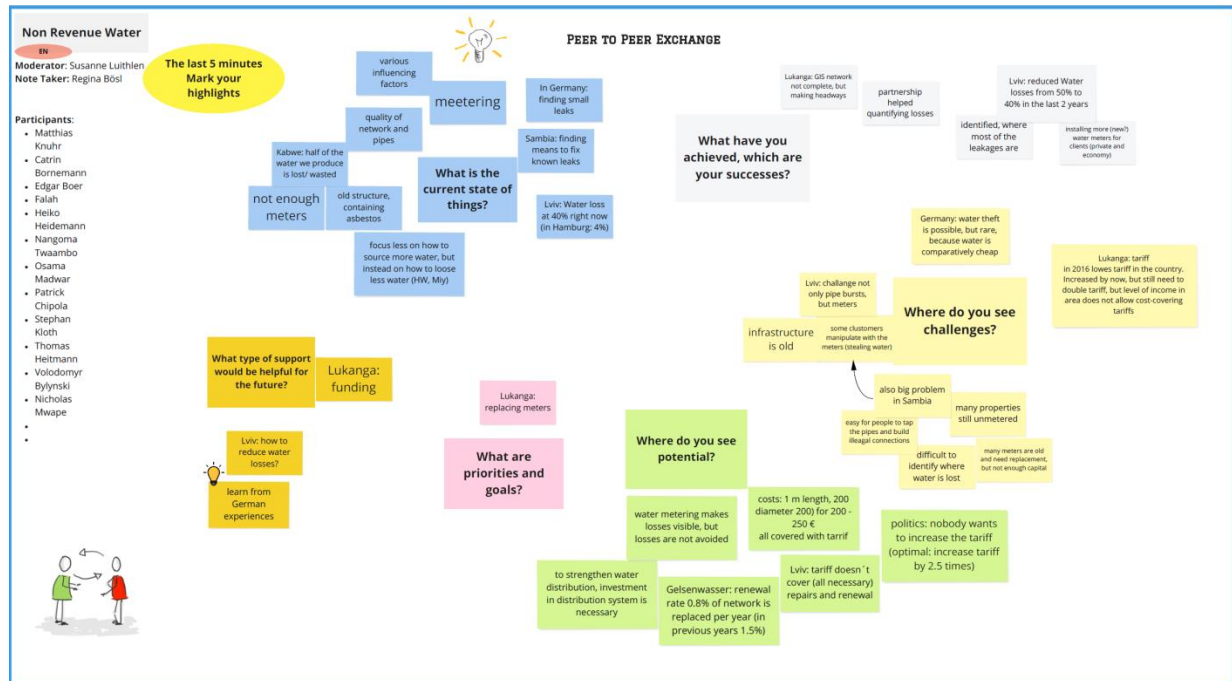
The aim is to allow participants from across partnerships to learn from one another on technical issues that are highly relevant for experts. This will then be fruitful within the different partnerships. Participants join the group that is most relevant to them.

Based on the interest and the demand voiced by the participants, thematic working groups will be established outside of the networking event in order to further the exchange across the partnerships.

Each group dialogues with a moderator, who captures the essence on a miro board.

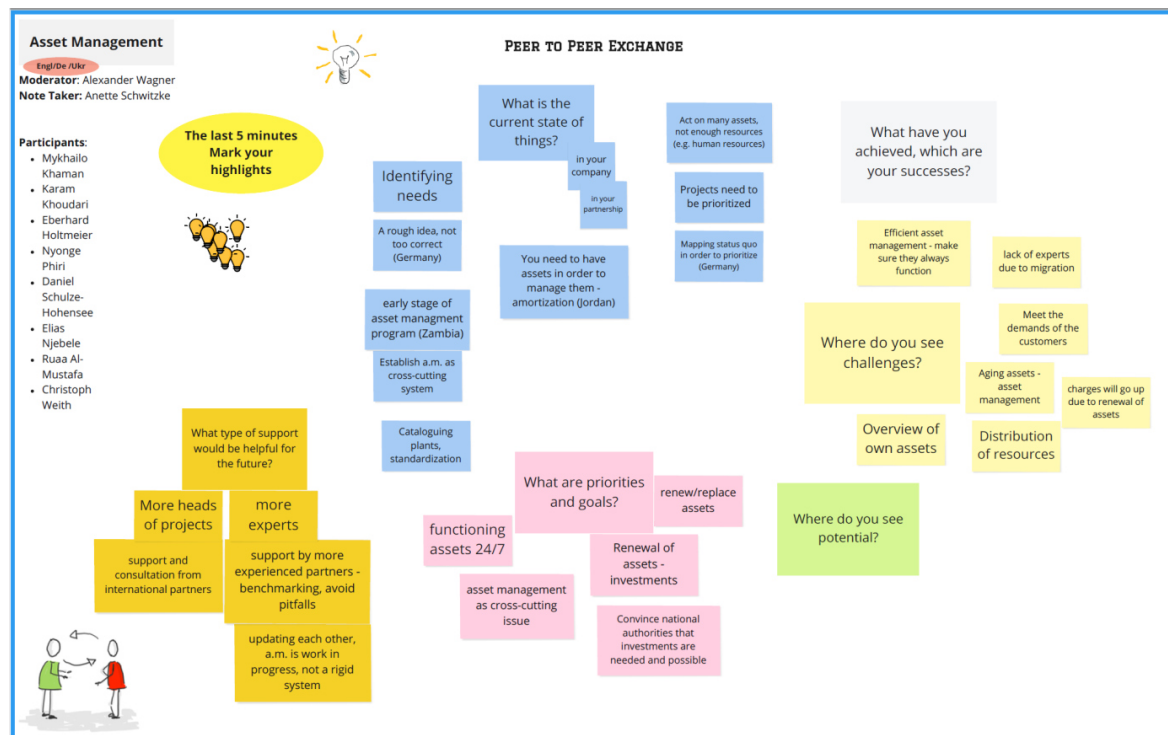
## Non-Revenue Water

Main findings: Water loss is a significant problem in Zambia and Ukraine, due to old pipes and weak maintenance and sometimes water theft. Funding is the main challenge, as competent staff are available and effective steps are easy to identify.



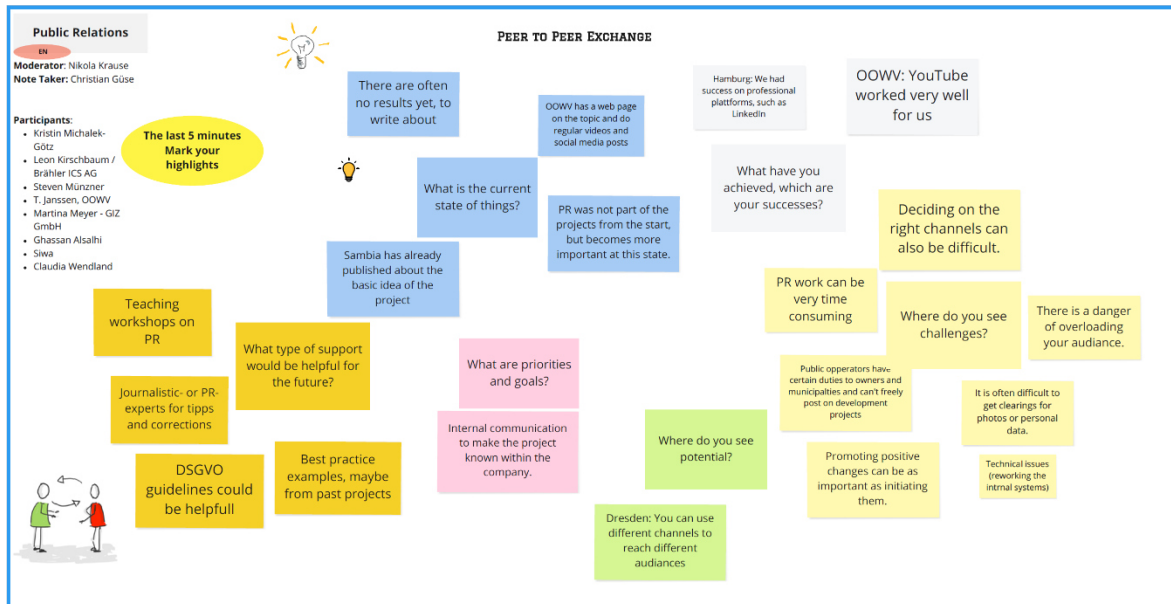
## Asset Management

Asset management suffers from low replacement rates due to lack of funding and shortage of experts.



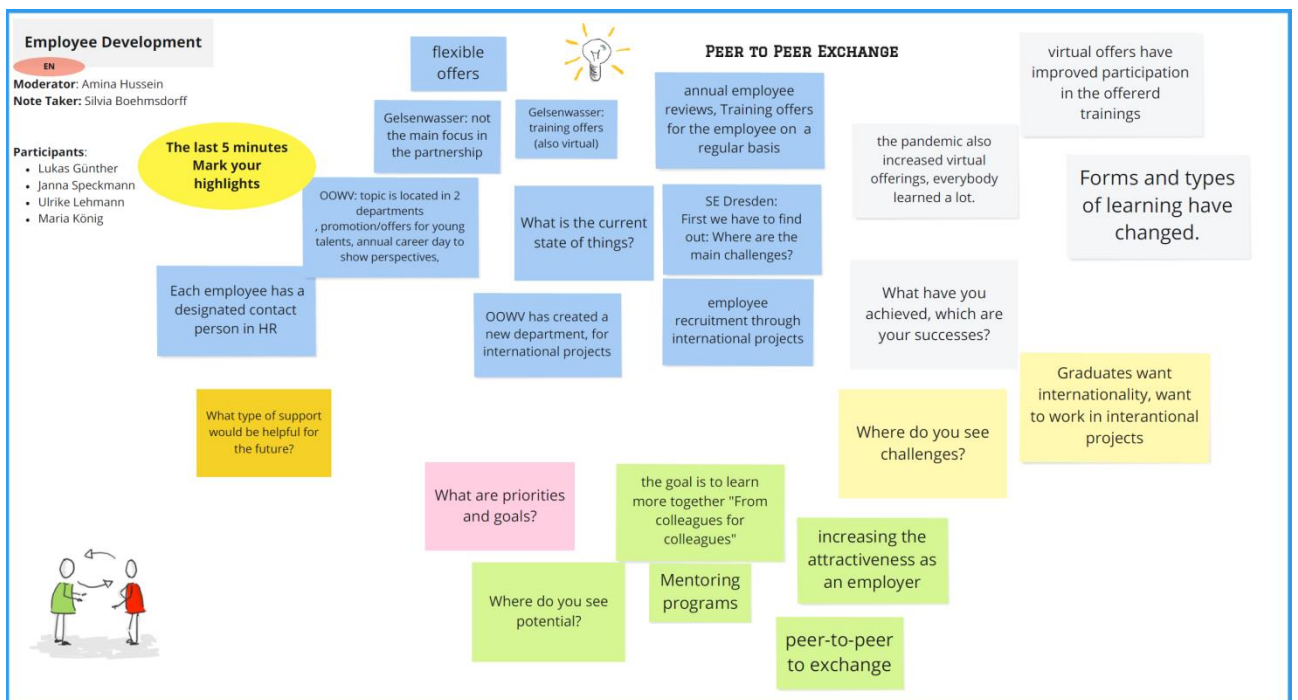
## Public Relations

PR was not included at the beginning, but its importance has now become obvious. There is a fine balance to be struck between promoting change, communicating it and overloading the audience. Choice of channels is just as important as legal impediments and data protection obligations.



## Employee Development

This working group revealed that for German utilities, international partnerships greatly increase their attractiveness as employers since young professionals are keen to contribute beyond their immediate field of action.





## 6. Feedback and Closing

Before Heiko Heidemann (GIZ) and Silvia Boehmsdorff (SKEW) closed the networking event, the participants gave their feedback. While the organisation of the event was commended, the participants wished for more time to discuss thematic topics and share experiences with colleagues from other partnerships.

Most liked first

Grid

Big Thank you :)	more time to discuss topics	interesting new tools (flinga)	very engaged participants	Very well structured event.
♡ 20	♡ 17	♡ 15	♡ 13	♡ 10
The event was well organised. the topics were relevant to the partnerships and opened up opportunities for further interaction	Exchange on water loss was very informative	Great workshop	Exchange with partners of other partnerships	too much time for self-introduction, time missing in discussion,
♡ 8	♡ 8	♡ 7	♡ 7	♡ 6
Mehr Zeit für Gruppenarbeit / More time for thematical working in groups	show some highlights /links, photos, websites)	More time to dive into the topics would be great.	more / relevant participants, diversity of partners in working groups	too short for the presentation of teh partnerships
♡ 5	♡ 5	♡ 4	♡ 4	♡ 3
structure the topics with the members before the discussion	do presentations how companies work in regard to special topic, like PR	Great topics...can we have a follow up discussion on NRW to address options for financing NRW interventions	a concrete goal in advance would have been good to prepare for	exchange of experiences
♡ 3	♡ 3	♡ 3	♡ 3	♡ 2
more time for present the work in the partnerships	How did it go for you? Wie fanden Sie es?	Topics / Themen?	Struktur / structure?	Exchange possible in all directions
♡ 2				
Bilateral communication would be great too				

Non Revenue Water

EN

Moderator: Susanne Luithlen  
Note Taker: Regina Bösl

Participants:

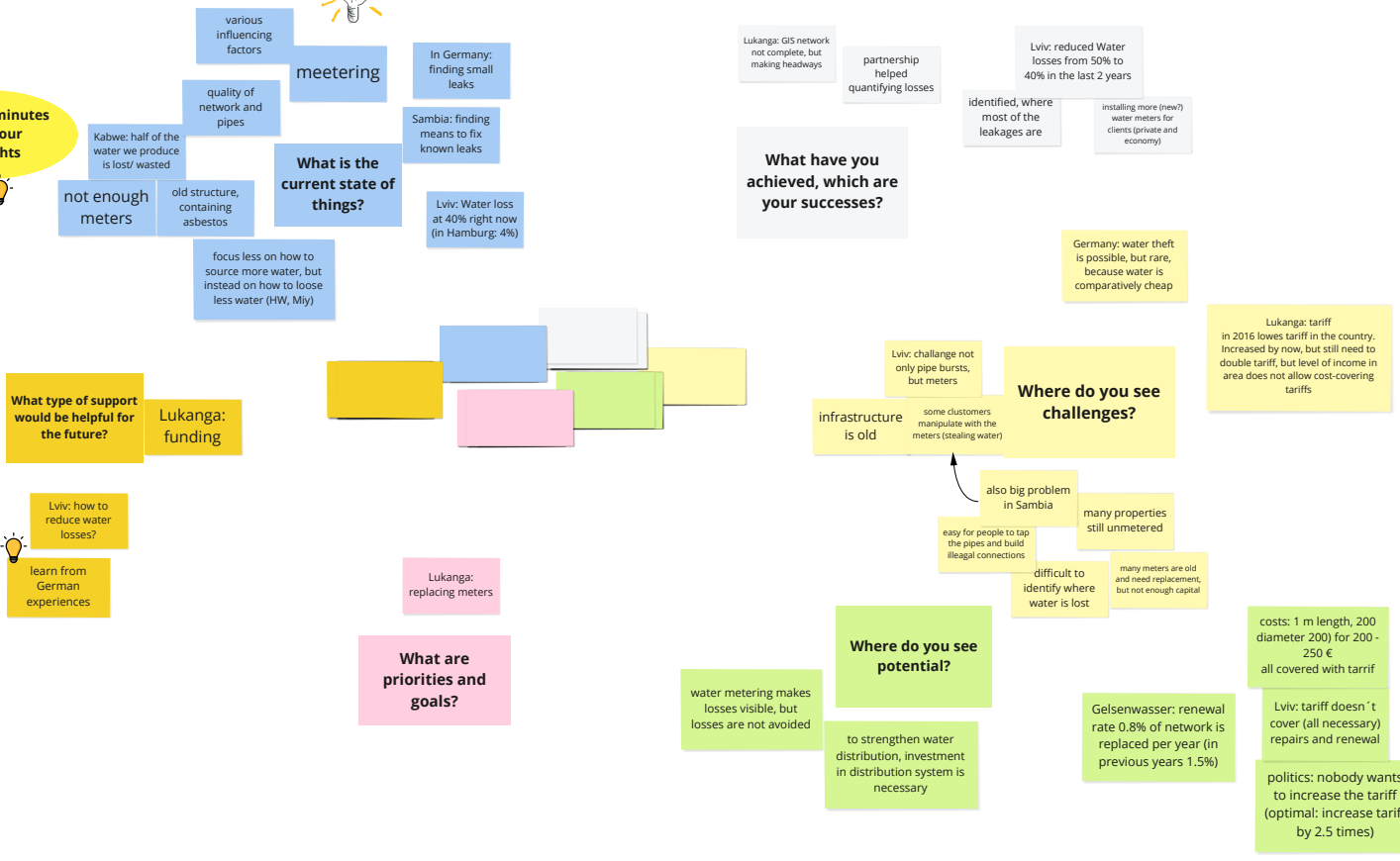
- Matthias Knuhr
- Catrin Bornemann
- Edgar Boer
- Falah
- Heiko Heidemann
- Michael Hallbauer
- Nangoma Twaambo
- Osama Madwar
- Patrick Chipola
- Stephan Kloth
- Thomas Heitmann
- Volodomyr Bylinski
- Nicholas Mwape
- 
- 



The last 5 minutes  
Mark your highlights



PEER TO PEER EXCHANGE



# Asset Management

Engl/De/Ukr

Moderator: Alexander Wagner  
Note Taker: Anette Schwitzke

## Participants:

- Mykhailo Khaman
- Karam Khoudari
- Eberhard Holtmeier
- Nyonge Phiri
- Daniel Schulze-Hohensee
- Elias Njebele
- Ruaa Al-Mustafa
- Weith



The last 5 minutes  
Mark your highlights



What type of support would be helpful for the future?

More heads of projects

more experts

support and consultation from international partners

support by more experienced partners - benchmarking, avoid pitfalls

updating each other, a.m. is work in progress, not a rigid system

Identifying needs

A rough idea, not too correct (Germany)

early stage of asset management program (Zambia)

Establish a.m. as cross-cutting system

Cataloguing plants, standardization

What is the current state of things?

in your company

in your partnership

You need to have assets in order to manage them - amortization (Jordan)

functioning assets 24/7

renew/replace assets

What are priorities and goals?

asset management as cross-cutting issue

## PEER TO PEER EXCHANGE



Act on many assets, not enough resources (e.g. human resources)

Projects need to be prioritized

Mapping status quo in order to prioritize (Germany)

What have you achieved, which are your successes?

lack of experts due to migration

Meet the demands of the customers

charges will go up due to renewal of assets

Efficient asset management - make sure they always function

Aging assets - asset management

Overview of own assets

Where do you see challenges?

Distribution of resources

Where do you see potential?

Renewal of assets - investments

Convince national authorities that investments are needed and possible

## Public Relations

EN

**Moderator:** Nikola Krause

**Note Taker:** Christian Güse

### Participants:

- Kristin Michalek-Götz
- Leon Kirschbaum / Brähler ICS AG
- Steven Münzner
- T. Janssen, OOWV
- Martina Meyer - GIZ GmbH
- Ghassan Alsalhi
- Siwa
- Claudia Wendland

**The last 5 minutes  
Mark your  
highlights**



Teaching  
workshops on  
PR

What type of support  
would be helpful for  
the future?

Journalistic- or PR-  
experts for tips  
and corrections

DSGVO  
guidelines could  
be helpful

Best practice  
examples, maybe  
from past projects

Internal communication  
to make the project  
known within the  
company.

What are priorities  
and goals?

There are often  
no results yet, to  
write about

What is the current  
state of things?

Sambia has already  
published about the  
basic idea of the  
project

OOWV has a web page  
on the topic and do  
regular videos and  
social media posts

PR was not part of the  
projects from the start,  
but becomes more  
important at this state.

Hamburg: We had  
success on professional  
platforms, such as  
LinkedIn

What have you  
achieved, which are  
your successes?

OOWV: YouTube  
worked very well  
for us

Deciding on the  
right channels can  
also be difficult.

It is often difficult to  
get clearings for  
photos or personal  
data.

Where do you see  
challenges?

There is a danger  
of overloading  
your audience.

PR work can be  
very time  
consuming

Public operators have  
certain duties to owners and  
municipalities and can't freely  
post on development  
projects

Promoting positive  
changes can be as  
important as initiating  
them.

Technical issues  
(reworking the  
internal systems)

Where do you see  
potential?

Dresden: You can use  
different channels to  
reach different  
audiences

## PEER TO PEER EXCHANGE



# Employee Development

EN

Moderator: Amina Hussein  
Note Taker: Silvia Boehmsdorff

- Participants:
- Lukas Günther
  - Janna Speckmann
  - Ulrike Lehmann
  - Maria König

The last 5 minutes  
Mark your  
highlights



flexible  
offers



## PEER TO PEER EXCHANGE

Gelsenwasser: not  
the main focus in  
the partnership

Gelsenwasser:  
training offers  
(also virtual)

annual employee  
reviews, Training offers  
for the employee on a  
regular basis

the pandemic also  
increased virtual  
offerings, everybody  
learned a lot.

virtual offers have  
improved participation  
in the offered  
trainings

OOWV: topic is located in 2  
departments  
, promotion/offers for young  
talents, annual career day to  
show perspectives,

What is the current  
state of things?

SE Dresden:  
First we have to find  
out: Where are the  
main challenges?

What have you  
achieved, which are  
your successes?

Forms and types  
of learning have  
changed.

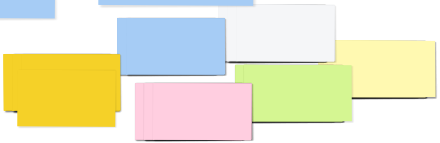
Each employee has a  
designated contact  
person in HR

OOWV has created a  
new department, for  
international projects

employee  
recruitment through  
international projects

Graduates want  
internationality, want  
to work in interantional  
projects

What type of support  
would be helpful for  
the future?



Where do you see  
challenges?

the goal is to learn  
more together "From  
colleagues for  
colleagues"

Mentoring  
programs

peer-to-peer  
to exchange

What are priorities  
and goals?

Where do you see  
potential?

increasing the  
attractiveness as  
an employer

