

Proceedings

Networking Event –

Utility Platform for Strengthening Partnerships of Municipal Utilities Worldwide,

23 November 2021



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1. Welcome and Opening



Barbara Baumbach from the Federal Ministry for Economic Cooperation and Development (BMZ) opened the event. She emphasised the importance of working together in development to achieve real improvements in people's lives.

'Professional dialogue helps to establish medium- to long-term cooperation. The cooperation projects help to improve local public services for water management. These cooperation activities, implemented on an equal footing, promote globally sustainable development in their own right, but also in the partner companies.

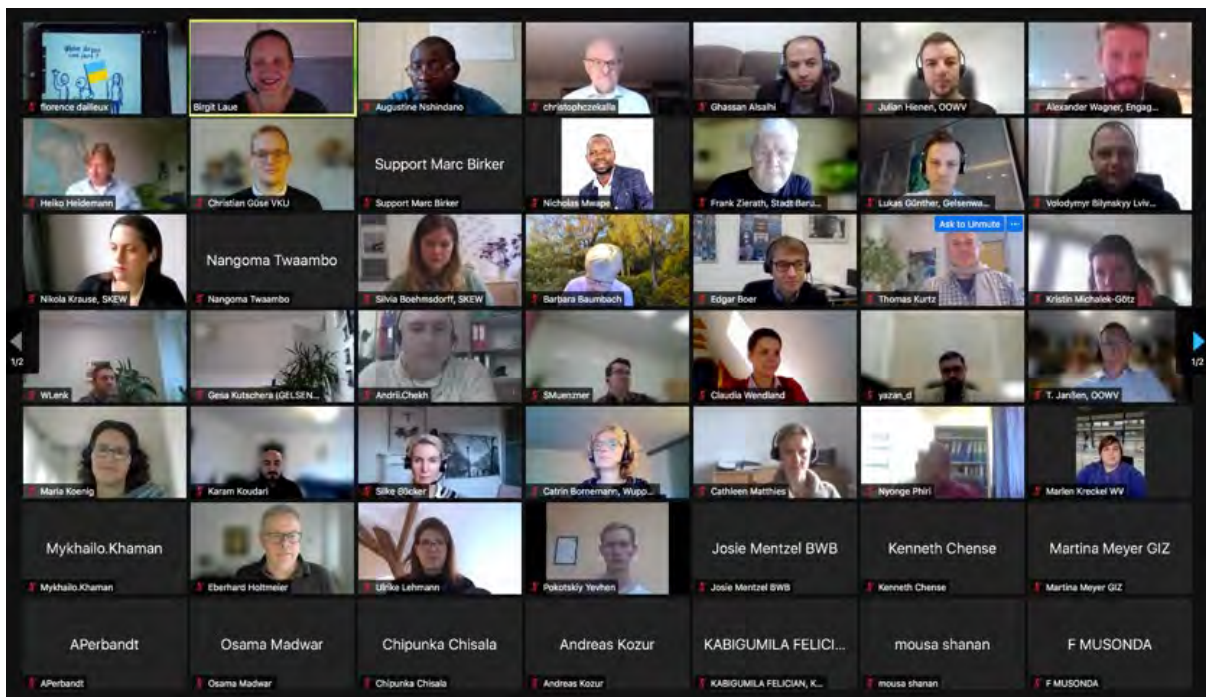
Partnerships and cooperation create trust and opportunities for meaningful connection for bilateral development. The bottom-up approach is key in the process of changemaking. Working together to develop solutions to local and global challenges and using best practises demonstrates solidarity in action.

I am looking forward to learning more about this practical cooperation and wish us all an exciting exchange.'

2. The Participants

After these words of welcome, the new participants had a chance to introduce themselves to the group. Several participants were joining a networking event for the first time. Most new participants came from the newly established partnerships with international utilities in Zambia, Ukraine and Tanzania.

Some of the participants reported that they had attended seminars the previous year in order to get to know their partner countries. These participants shared their insights on the video course they had previously attended.



3. Agenda

3. virtual international network event „Utility platform for strengthening partnerships of municipal utilities worldwide“

November 23, 2021

9:30 – 14:00 CET

Agenda

Time	Topic	Content and speakers									
From 9:00	Check-in/technical test										
09:30	Welcoming remarks	German Federal Ministry for Economic Cooperation and Development (BMZ) <i>Barbara Baumbach</i>									
9:40	Introduction to the event	Check-in of the participants Presentation of goals and agenda Technical instructions <i>Birgit Laue, facilitator</i>									
10:10	Presentation of the current status of the project “Utility platform for strengthening partnerships of municipal utilities worldwide”	<i>Heiko Heidemann (GIZ) & Silvia Boehmsdorff (SKEW)</i>									
10:30	Insights into the partnerships and exchange	German Lead partners and international partners <i>Gallery Walk</i>									
11:10	Good practice: partnership planning	<i>Lukas Günther (Gelsenwasser)</i>									
11:30	Break										
11:50	Introduction to group work Change to virtual group rooms	<i>Birgit Laue, facilitator</i>									
12:00	Thematic exchange and discussion										
	<table border="1"> <tr> <td>Asset management</td><td>Water loss reduction/NRW</td><td>Water production</td></tr> <tr> <td>English, German, Ukrainian, Arabic</td><td>English</td><td>English</td></tr> <tr> <td>Plenary</td><td>Workshop room 1</td><td>Workshop room 2</td></tr> </table>	Asset management	Water loss reduction/NRW	Water production	English, German, Ukrainian, Arabic	English	English	Plenary	Workshop room 1	Workshop room 2	
Asset management	Water loss reduction/NRW	Water production									
English, German, Ukrainian, Arabic	English	English									
Plenary	Workshop room 1	Workshop room 2									
13:30	Change back to the virtual plenary room										
13:35	Highlights from the group work	<i>Birgit Laue, facilitator</i>									
13:50	Feedback from the participants										
14:00	End of the event										

Access data Zoom

<https://us06web.zoom.us/j/89058521762?pwd=N0ZRaWd4cmpFTmN2T295dzNlZUcxdz09>

Meeting-ID: 890 5852 1762

Kenncode: 2311



4. Current status of the project 'Utility platform for strengthening partnerships of municipal utilities worldwide'

Heiko Heidemann (Deutsche Gesellschaft für Internationale Zusammenarbeit, GIZ) and Silvia Boehmsdorff, (Service Agency Communities in One World, SKEW) were interviewed on the status of the Utility Platform, and various developments since the last meeting.

Assessing the development of the operator platform and partnerships since the last network meeting in August 2021, overall they noted a very positive development. Work plans have been jointly developed and working groups have been established. Even when it became necessary to switch to virtual operations, partnerships and working groups continued to work effectively. Initial trips have also taken place to Ukraine, Jordan and Zambia. The team was very impressed by the high motivation of experts and the successful implementation of the peer learning approach. Very practical solutions were established through the exchange between professional engineers of different countries.

The German partners also benefited from the partnerships both professionally and personally, by gaining international experience and getting to know their partners and their respective countries. The map below shows all the current partnerships within the utility platform. Current developments can also be found on the website.



Listed below are the current **partnerships in development**:

1. Märkischer Wasser- und Abwasserzweckverband – Luapula WSC, Zambia (EU-WOP, co-financed by GIZ)
2. Dresdner Städtentwässerung – Ternopil / Nadvirna, Ukraine
3. Hamburg Wasser – Kahama/Shinyanga (KASHWASA), Tanzania
4. Hansewasser Bremen– eThekweni (Durban), South Africa

It is important to note that the OOWV-RADEEMA, Morocco partnership is currently on pause due to the diplomatic crisis. In some cases there are more than one partnership per country – this provides the possibility for future collaboration.

During the past months, the Service Agency offered inputs to the **partnerships** that were well accepted. At the beginning of the year a course was held on intercultural competence for the German partners. In autumn courses were offered for all partnerships. These courses enabled the German and international partners to get to know one another through a process of cultural and professional exchange. Several team-building events took place. Courses focused on how to utilise a virtual platform for information sharing. The content of this course included methods on how to create and edit videos, as well as other ways to share information virtually. By the end of 2021, 10 different seminars will have taken place. The video creation course, which is available for all international partners, has been postponed until January 25th. The German course will take place at the beginning of 2022. The next network meeting is scheduled to take place in Stuttgart on May 30th and 31st, 2022. A subsequent visit to IFAT – the trade fair for water, sewage, waste and raw materials management – is scheduled to take place in Munich, 2022. Hopefully, these networking events can take place in-person.

The **Service Agency** has proposed additional projects to support existing partnerships. Silvia Boehmsdorff recommended connecting with other municipalities in order to access the benefits of programmes working with municipal partnerships. Twinning arrangements often already exist at the municipal level, and these can be used to support partnerships.

Existing networks can also be utilised to strengthen partnerships. Examples of existing networks include the Ukraine Network (Municipal Partnerships Ukraine), and the network of the project 'Municipal Know-How for Host Communities in the Middle East', which focuses on the countries Jordan, Turkey and Lebanon. It is also possible to become part of the network '2030 Agenda: Expert Exchange with African Partners'.

The **GIZ participates in projects worldwide**. Additional partnerships could be established within the existing structures put in place by the GIZ. Integrating partnerships into technical and financial cooperation is important for partner countries. Partnerships complement governmental and municipal cooperation. There are many international partners in development cooperation programmes who are enthusiastic about entering into partnerships.

The **challenges for 2022** will be to respond quickly and actively to requests for partnerships. In order to receive further support and funding, we have to work to show the positive effects of partnerships and the platforms under which they operate. Therefore, well conducted monitoring is essential. Monitoring can be improved based on experience thus far.

Concerning COVID 19: Face-to-face meetings remain essential for maintaining active partnerships. Online cooperation cannot entirely replace all operations.

In the coming year, the application for a potential follow-up phase and expansion into other sectors (e.g. waste management) must already be prepared. Additionally, research into alternative financing models is needed.

The new partnerships will be included on the website. Please send short texts, pictures and logos to the Service Agency (betreiberplattform.skew@engagement-global.de).

5. Insights into the Partnerships and Exchange

A gallery walk provided insights into each of the partnerships. All groups managed to present their partners, their thematic focal points, their approach and the lessons they learned, along with a follow-up 3-minute presentation. Details of the presentations can be found in the image below, and more still in the attachment.



6. Best Practice Project Planning

Lukas Günther from Gelsenwasser held a presentation on best practice project planning. The project he spoke about tackled the measurement of losses relative to water supply. Starting off with a working group on drinking water, the project team developed both main objectives and sub-objectives. Each objective included indicators for measuring each goal. Furthermore, each activity came with a timeline. The process included group work using a metaplan board, followed by the development of a detailed structuring template. Mr. Günther emphasised the importance of drafting a structured work plan as a means of communication and to facilitate monitoring. Mr. Günther's recommendation for his peers was to stay focussed on the goal. The goal, as described by Mr. Günther, should evolve from the specific needs identified on site.



7. Thematic Working Groups



Three topics were selected for more in-depth exchange during the networking meeting:

- Asset Management
- Water Loss Reduction/Non-Revenue Water
- Water Production

Each group started with questions on their topic, and continued with a set of peer-coaching tools. Any interested participant had the chance to present a challenge to the group. The peers then assumed the role of consultants and created solutions for the given

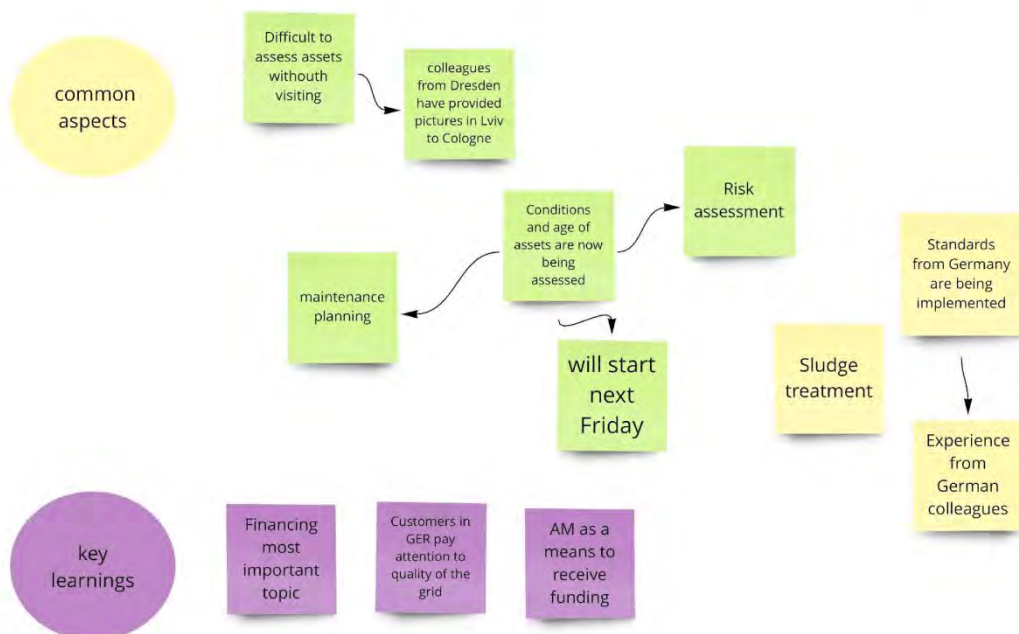
challenge. At the end, those who had proposed the challenge in the first place were asked to evaluate the solutions presented by each group and to select the most suitable proposal.

Asset Management

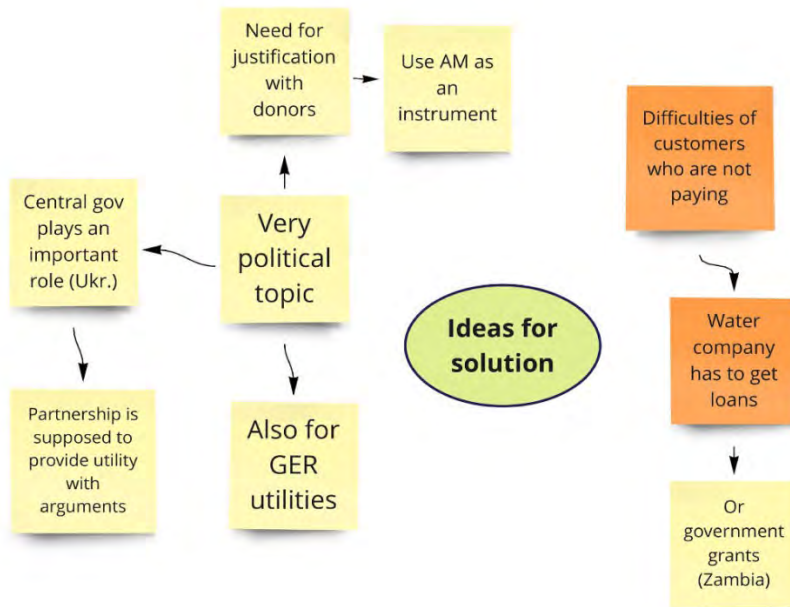
The thematic inputs in the working group on ASSET MANAGEMENT came from Mr. Lenk (Stadtentwässerung Dresden) and Mr. Pokotskuyy (Lviv Vodokanal). They each gave their insights into the joint planning of asset management in Lviv. The role of asset management in finance management was an important topic of discussion. Additionally, the group discussed aspects related to documentation and project management. This included discussion of the decision-making processes, data management and the use of the GIS systems.



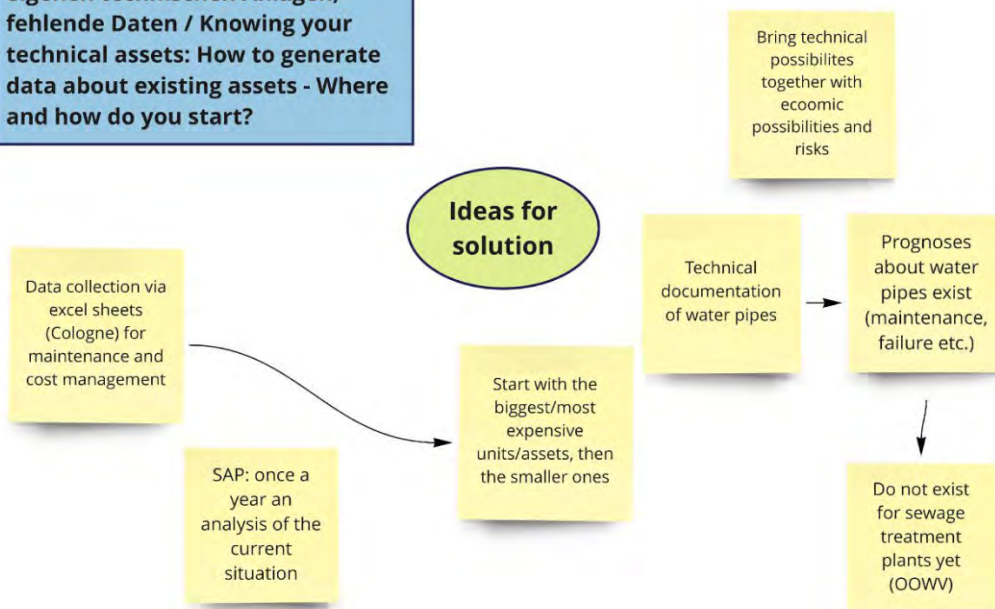
Thematic Exchange ASSET MANAGEMENT



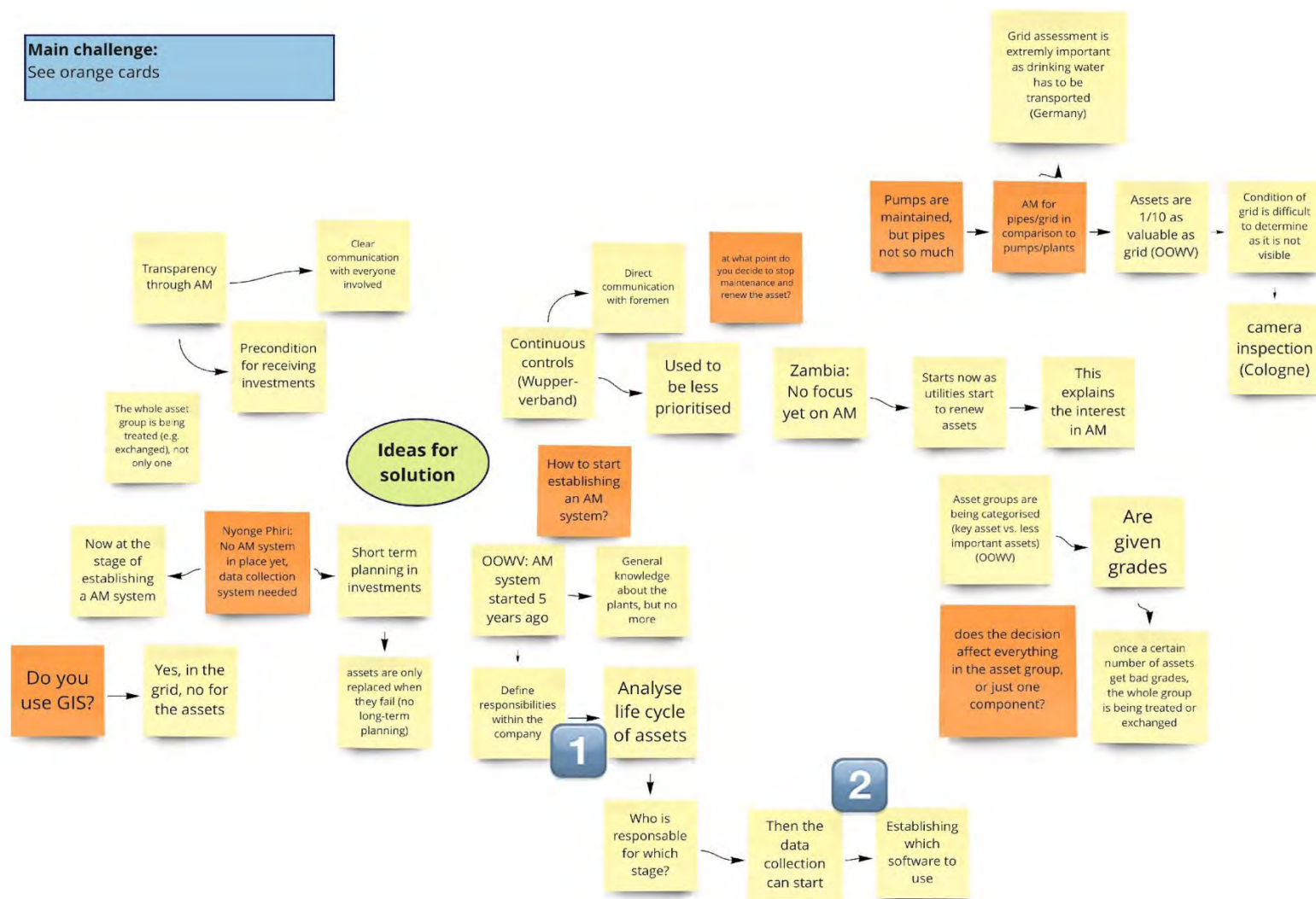
Main challenge: Financing of Asset Management



Main challenge: Kenntnis über die eigenen technischen Anlagen, fehlende Daten / Knowing your technical assets: How to generate data about existing assets - Where and how do you start?



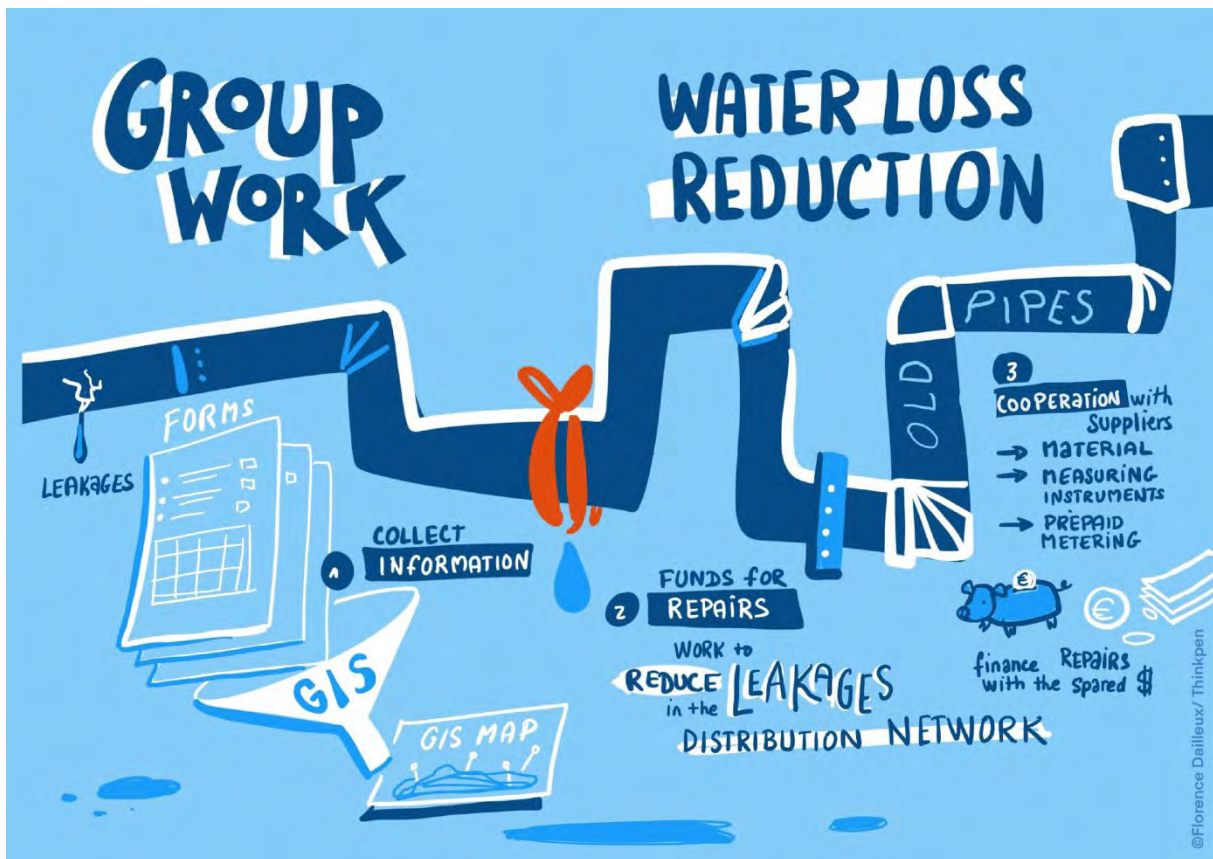
Main challenge:
See orange cards



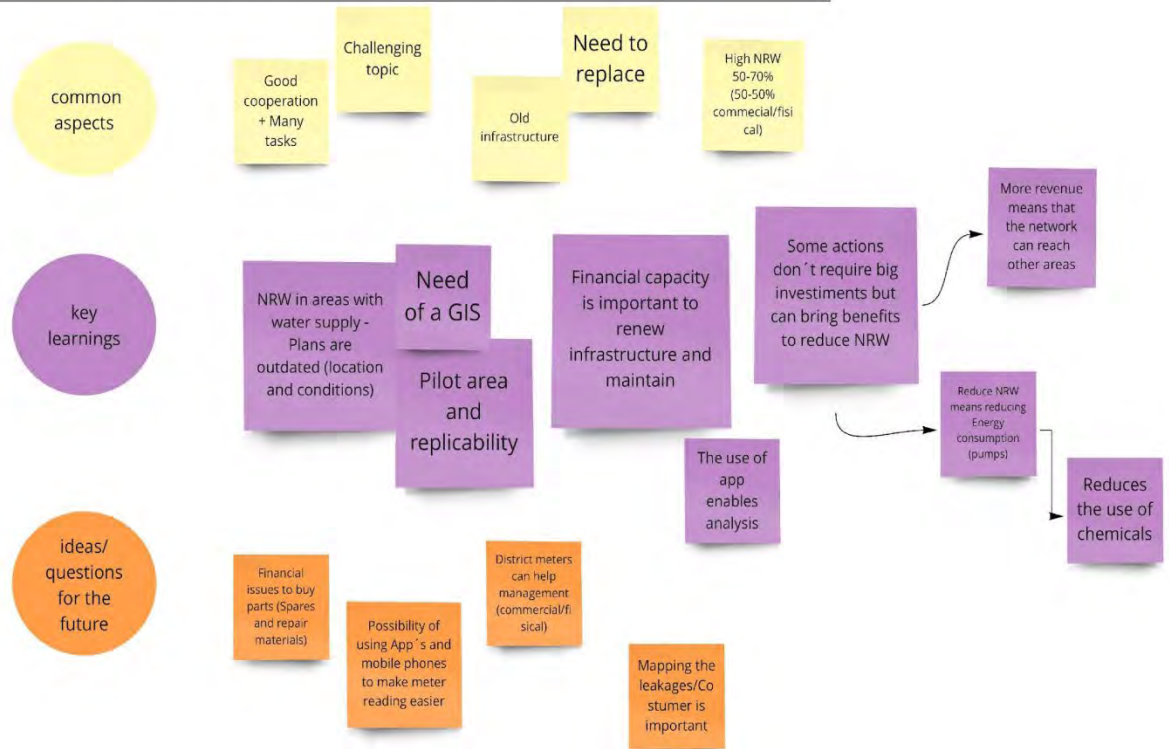
Water Loss Reduction/Non-Revenue Water

The main concern of the working group on WATER LOSS REDUCTION was to find ways to reduce leakages in the distribution network. Edgar Boer (Gelsenwasser) and Nicholas Mwape (Lukanga Water Supply and Sanitation Company) gave their inputs on this topic.

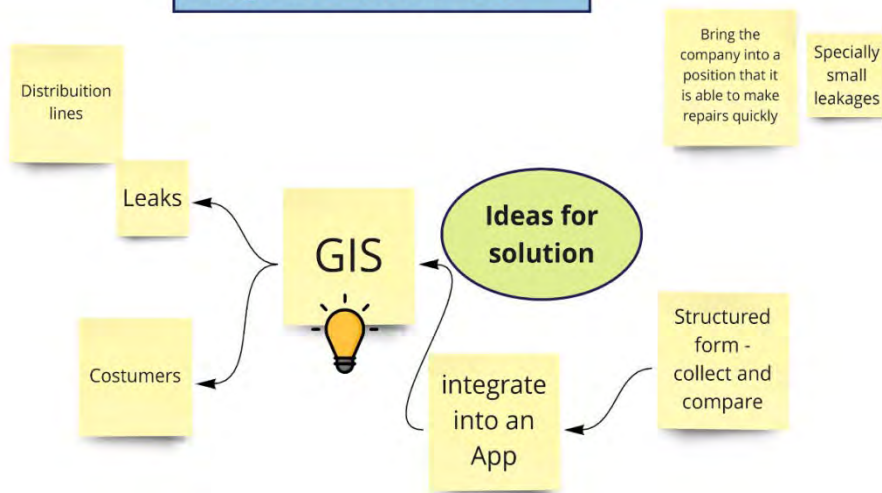
This discussion focussed on how to generate information about leakages using local users and the GIS system, how to acquire funds for repairing leakages, and cooperation with suppliers. Additionally, options for implementing district meters were also discussed. Many ideas were collected on how to obtain materials for repair (see slide below).



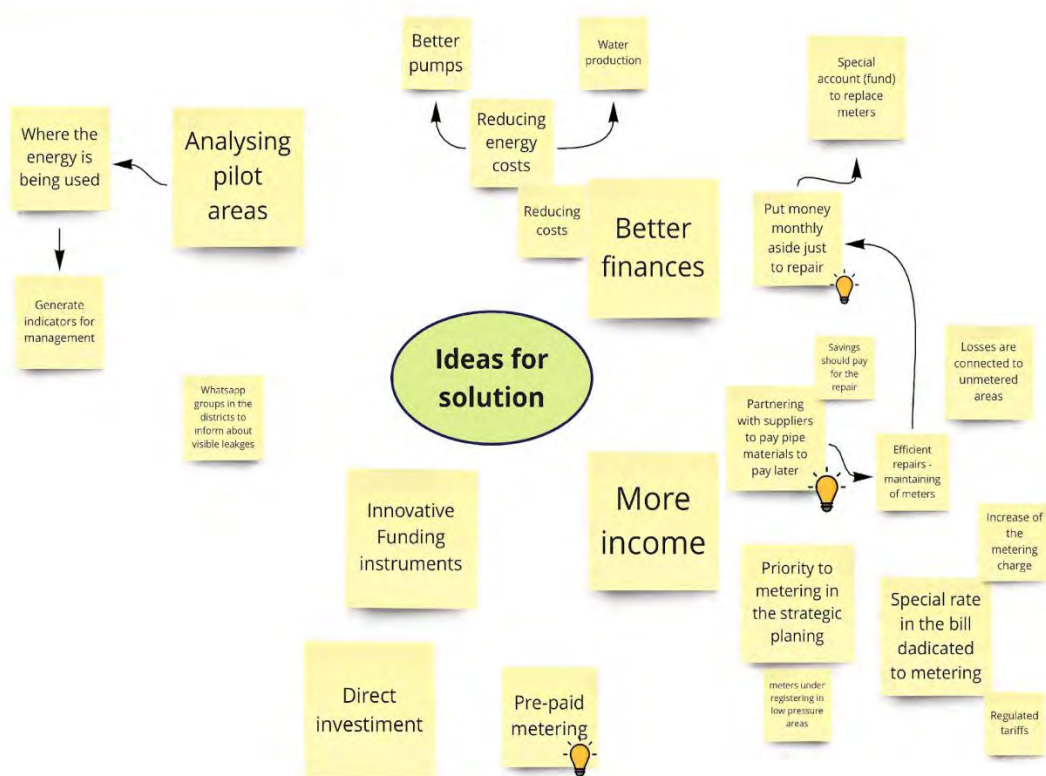
Thematic Exchange WATER LOSS REDUCTION



Challenge: How to generate and manage information on leaks



Main challenge: How to get material for repairs



The working group on WATER PRODUCTION focused on describing concrete challenges put forward by the participants and how to find appropriate solutions for a specific challenge. The central focus was on how to provide access to more water and better quality water, as well as how to reduce costs. The specific challenges linked to this topic concerned filtration, how to deal with water hardness, water treatment and disinfection.

Thematic Exchange and Peer Coaching WATER PRODUCTION

Main challenge: Lviv has almost 200 deep wells, there are problems with iron and magnesium. Question: What are modern ways to remove the iron?

Ideas for solution

al lot of filter materials,
recommndation: direct
rapid sand filtration.
acc. to German
standard the preferred
method. Extremely
efficient and easy.



Main challenge: What is the best way of reducing the costs of water treatment?

polymer is a good way to reduce cost of treatment but also to stabilize the process

use organic polymers

increase lime (but is very costly)

Ideas for solution

Main challenge: high ammonia in the water -> what is the max. limit of ammonia?

Ideas for solution

it prob. comes from not properly treated waste water

Main challenge: 16-40 pressure, do we need disinfection?

separate different pressure zones to spare costs

you have a need for disinfection if you use surface water

Ideas for solution

introduce the polymer

water is prob. to warm- bacteria is growing much faster- reason to disinfect (in Hamburg ground water, that is only 10 degrees)

Main challenge: water hardness. How can we deal with it?

use other technologies similar to flocculation, raise the pH to 11, for part of the water, after removal of hardness, mix the water again,

requires chemicals

more costly

rapid upstream reactors

Ideas for solution

Lviv will send some samples to Hamburg Wasser

Main challenge: How can we get longer filter runs?

Ideas for solution

minimum of 1h, 2-3 days would be ideal

criteria:
1. head loss,
2. decreasing

Main challenge: disinfection, water reservoirs necessary? Water leakages? How do you deal with it?

in Germany: permanent pressurized system

if it is leaking, isolate this part, disinfect the part and then the part of the pipe goes back

Ideas for solution

volume 1 daily production

for the peaks during the day

important to have as a puffer

8. Feedback and Close

Before the event closed, the participants gave their feedback. Concerning future events, participants favoured in-person events as well as continuing to work online.

3. VIRTUAL INTERNATIONAL NETWORK EVENT



Gefallen hat mir heute... Today I liked...

Mentimeter

Gallery walk/ Group work/ Insights in other WOPs	Teilnehmerquote	insights of the partnerships
Die Arbeit in der Gruppe war sehr interessant.	graphic recordinggallery walkinterview Heiko / Silvia	mr. Christian's proffesionalism and sharing experience
Gallery walk	breakoutgroups	Die Struktur von der breiten Übersicht über gutes Beispiel bis hin zu Arbeitsgruppen in sehr offenem interessierten Diskussionen.
Graphic recording	The detailed interaction from the sessions	

Für das nächste Mal wünsche ich mir... Next time I would like...

Mentimeter

to have a live meeting	Ein Treffen in Präsenz	Präsenz / Digital wenig sinnvoll
better preparation / orientation - content/method	keep meeting virtually :)	bilateraler Austausch
weiteren partnerschaftsübergreifenden Austausch	Informationen über die neuen Partnerschaften	design from the topics more clear
Feedback to each partnership (first part of the event) should come from the international partner (to much German point of view)	Meeting in Präsenz und persönlicher	to see more expert discussions from various countries with 1,5 hours at least per topic.
Mehr Präsentationen von Arbeitsergebnissen	Austsuch	Mehr Erfahrungen aus den anderen Partnerschaften
Clear Agenda With priority topics important for the partners . Very Good: Workgroups for exchange on certain Top issues	Das Thema Asset Management ist sehr umfassend und wird schon allein in D von vielen Unternehmen anders interpretiert und gelebt. Bei solchen Themen sollte der Veranstalter im Vorfeld die Interpretation mit allen Beteiligten klären.	Ich fand es sehr schön und danke für die tolle Moderation. Super fand ich die Vortellungsrunde und die
I was impressed with this event. Thank you organiser	If the original audio could be completely muted when one picks the interpretation options, so that the participants don't hear two voices at a goal making it difficult to fully follow the discussions	

Heiko Heidemann (GIZ) and Silvia Boehmsdorff (SKEW) closed the networking event. Silvia Boehmsdorff announced that due to a change in the team membership involving herself and Nikola Krause, there will be a change in the timeline. Heiko Heidemann (GIZ) and Silvia Boehmsdorff (SKEW) are expected to return in 2023.

Presentations: Gallery Walk and Project Planning