



Utility Platform

For strengthening partnerships
of municipal utilities worldwide



8th Networking Event

Bonn, 29 October 2025 at World Conference Center Bonn

Embedded into the Global WOPs Congress of GWOPA/UN Habitat

Summary Report

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Moderation: Belinda Abraham

Venue: World Conference Center Bonn at Global WOPs Congress of GWOPA/UN Habitat

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1 INTRODUCTION

The 8th Utility Platform Networking Event was convened in the frame of the 6th Global WOPs Congress, organized by UN-Habitat's Global Water Operators' Partnerships Alliance (GWOPA), in Bonn, Germany on 29 October 2025.

More than 70 participants from 13 utility partnerships (16 German utilities and 13 international utilities from Ukraine, Tanzania, South Africa, Zambia and Jordan) came together. They discussed and exchanged on various topics (see Chapter 5 Circle Sessions).

As last time, the Spotify Playlist was played and much enjoyed during breaks and at the end of the event: <https://open.spotify.com/playlist/3ku5HLRUXBCqggEkLdT5ay?si=2dc3f979d4df4d5b>

Furthermore, some operator partnerships presented their work in two sessions held at the Congress:

- [German Operator Partnerships - Case Studies showcase the Strength of Embedding Operator Partnerships into Development Programmes | GWOPA](#) (see Chapter 7.2)
- [Solidarity Operator Partnerships with Ukrainian Water Utilities | GWOPA](#) (see Chapter 7.1)

The Ukrainian participants were able to take part in a field trip on 28 October (see Chapter 8)



The poster is for the 6th Global Water Operators' Partnerships Congress, titled 'Utility Platform'. It features a blue and green wavy background. The text is organized into sections for each day of the event. The top left corner has the congress logo, and the top right corner has the 'Utility Platform' logo with its tagline. The main text invites attendees to meet in Bonn or join online. The schedule is as follows:

Date	Session Title	Time
Mon, Oct 27	Solidarity Operators' Partnerships with Ukrainian Water Utilities	14:30 - 16:00
Tue, Oct 28	German Operators' Partnerships: Case Studies showcase the Strength of Embedding WOPs into Development Programmes	14:00 - 15:30
Wed, Oct 29	Utility Platform Network Meeting	11:00 - 17:00

2 PARTICIPATING OPERATORS' PARTNERSHIPS

More than 70 participants from 13 utility partnerships (16 German utilities and 13 international utilities from Ukraine, Tanzania, South Africa, Zambia and Jordan) came together. They discussed and exchanged on various topics.

German Partners	International Partners
- HAMBURG WASSER, Hamburg - Netze BW Wasser GmbH, Stuttgart - hanseWasser Bremen GmbH, Bremen	- Kyivvodokanal, Kyiv, Ukraine - eThekweni Municipality, Durban, South Africa - Kahama Shinyanga Water Supply and Sanitation Authority (KASHWASA), Tanzania - Miyahuna LLC Water Company, Amman, Jordan)
- Oldenburgisch-Ostfriesischer Wasserverband (OOWV), Brake - Gelsenwasser AG, Gelsenkirchen	- Miskvodokanal, Sumy and Chernihivvodokanal, Chernihiv, Ukraine - Lukanga Water Supply & Sanitation Company Limited, Zambia (Co-Partner: Emscher) - Krementchuk Vodokanal, Ukraine - Zanzibar Water Authority, Tanzania (Co-Partner: OOWV)
- Emschergenossenschaft / Lippeverband, Essen - Stadtentwässerung Dresden GmbH, Dresden - Fernwasserversorgung Elbaue-Ostharz (FEO), Torgau - Stadtentwässerungsbetriebe Köln, Köln	- Zhytomyr Vodokanal, Ukraine - Luapula Water Supply and Sanitation Company Limited, Zambia
- Bonn Netz, Bonn - Enercity, Hannover	<i>Dniprovodokanal, Ukraine (partnership agreement to be concluded)</i> - Khersonvodokanal, Ukraine - Mykolajiw Vodokanal, DEZ Pilot Mykolajiw and Mykolaivoblteploenergo, Ukraine - Myrhorod Tepolovodservice, Ukraine
- Zweckverband Wasserversorgung Trollmühle, Windesheim - Eigenbetrieb WABAU, Baruth (Mark) - Ruhrverband, Essen - Technische Betriebe Dormagen- Stadtentwässerung/Energieversorgung Dormagen	- Without their partner from Ukraine - Without their partner from Zambia
Wupperverband, Wuppertal	Without their partners from Zambia and South Africa

Online Participants:

- Apă-Canal Chişinău, Moldova
- Lviv Vodokanal, Ukraine
- Zweckverband Bornaer Land, Borna, Germany



3 AGENDA OF THE NETWORKING EVENT 29 OCTOBER

Wednesday, 29 October: 11:00 to 05:00 PM (6h)

Venue: [World Conference Center Bonn](#), held at the Global Water Operators' Partnerships (WOPs)

Room: Nairobi

Moderation: Belinda Abraham

11:00 - 11:45	Introduction Round	Who is here? What partnerships are working on similar topics?
11:45 - 12:15	Interview Set-Up: Status Quo Utility Platform,	Where are we (current status of the operator partnerships, current obstacles, follow-up phase vs. Pilot phase, Zambian Utility Platform, cross-cutting topics)?

	Heiko Heidemann (Project lead GIZ) and Laury Mlynarek (BMZ)	- Where are we headed (KfW, Bilateralisation, expert funds) - Questions from the operators
12:15 – 12:30	Planning of the afternoon sessions, Group Photo	Topics for the discussions on the afternoon can be written down on a flipchart
12:30 - 13:30	LUNCH BREAK Lunch will be organized by GWOPA and paid for by each individual.	Networking Opportunities during lunch time. Get to know each other! Task: Find someone who has a similar work package in their partnership. For international partners, it should be examined whether the costs can be covered by the partnership budget.
13:30 - 14:00	Tixxt platform	Introduction to the new Tixxt Platform of the Utility Platform, organization of professional exchange groups for using synergies via Tixxt platform, etc.
14:00 - 15:00	Circle discussion and networking - round 1	discussion in small groups: <i>Topic A: SDGs and equal partnerships</i> <i>Topic B: Solidarity operator partnerships in Ukraine (findings from the German-Ukrainian expert exchange workshop on 16 September, 2025)</i> <i>Topic C: Open Space for your topics</i>
15:00 - 15:30	COFFEE BREAK Paid for by GWOPA	Networking Opportunities during coffee break
15:30 - 16:15	Circle discussion and networking - round 2	discussion in small groups: <i>Topic D: Result-orientated Partnerships: Reporting, Monitoring and the role of travels in operator partnerships</i> <i>Topic E: Public Relations of operator partnerships</i> <i>Topic F: Open Space for your topics</i>
16:15 – 16:45	Wrap-Up and Closing	Wrap-Up, Next steps, evaluation

Optional programme on Wed, 29.10.:

19:00 – 21:00	Restaurant	Restaurant visit by the Utility Platform to Taj India, Kölnstraße 49, 53111 Bonn	
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Context: What is the WOPs Congress about? What is “GWOPA”?

- The [6th Global Water Operators’ Partnerships Congress “Solidarity in Action: Stronger Utilities for Thriving Cities”](#) is organised by UN-Habitat through the Global Water Operators’ Partnerships Alliance (**GWOPA**). It is the foremost gathering within the UN system for water and sanitation operators.
- It brings together **operators, local and national governments, development partners, and stakeholders** to exchange knowledge, inspire action, mobilise support for operator partnerships, and strengthen capacities to achieve the Sustainable Development Goals – particularly universal access to water and sanitation.
- The Congress takes place every two years. Some Utility Platform members already participated in the Congress in May 2023 in Bonn, along 500 in-person and 1200 online participants.

4 UTILITY PLATFORM STATUS QUO

After our map exercise to “connect the WOPs dots” on the world map, participants listened to an interview between Laura Mlynarek, Senior Policy Officer, Division „Federal States, local authorities” Federal Ministry for Economic Cooperation and Development (BMZ) and Heiko Heidemann, Head of Project “Utility Platform” at Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on the Status Quo of the Utility Platform.



4.1 Seven Outcome Reports of the Pilot Phase released: Congratulations!



More information: www.utility-platform.com/outcome-reports-2024-now-available/

You can **download the reports** here:

- [1. Outcome Report: Hamburg Wasser und Miyahuna \(Jordan\)](#)
- [2. Outcome Report: Stadtentwässerung Dresden, SteB Köln, Berliner Wasserbetriebe und Lviv, Ternopil and Nadvirna \(Ukraine\)](#)
- [3. Outcome Report: Stadtentwässerung Dresden GmbH und Luapula Water Supply and Sanitation Company \(Zambia\)](#)
- [4. Outcome Report: Gelsenwasser, Emschergenossenschaft und Lippeverband und Lukanga Water Supply and Sanitation Company \(Sambia\)](#)
- [5. Outcome Report: Oldenburgisch-Ostfriesischer Wasserverband, Wupperverband und Buffalo City Metropolitan Municipality \(South Africa\)](#)
- [6. Outcome Report: Oldenburgisch-Ostfriesischer Wasserverband, Chernihivvodokanal und Miskvodokanal \(Ukraine\)](#)
- [7. Outcome Report: HAMBURG WASSER, Netze BW Wasser, KASHWASA und KUWASA \(Tanzania\)](#)

4.2 Currently 30 operator partnerships!

30 Utility Partnerships in Zambia, Tanzania, South Africa, Jordan, Republic of Moldova, Ukraine, Albania, and Germany

utility partnerships in the water sector :	13
solidarity utility partnerships in Ukraine :	14
utility partnerships in the solid waste sector :	3

Zur Stärkung von Partnerschaften
kommunaler Unternehmen weltweit



For strengthening partnerships
of municipal utilities worldwide



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4.3 Launch of Tixxt Platform

To further strengthen professional exchange and networking between meetings, we presented our **Tixxt Platform** at the 8th Network Meeting. This internal digital platform offers you:

- Access to all templates and documents provided by us
- The possibility to create open or closed groups (e.g. for your operator partnership) for communication, file management, and collaborative document editing
- Networking functions through profiles, direct messages, and meeting scheduling
- The option to share current news and technical articles
- The opportunity to establish **Communities of Practice (CoPs)** for deeper collaboration on specific topics

You have received a **detailed guide on how to make active use of Tixxt ("Tixxt Manual")** on 13 November via E-Mail. You can also access the Manual via Tixxt, see Screenshot below. To register, please follow this link: <https://utility-platform.tixxt.com/>.

The screenshot displays the Tixxt Platform interface. At the top, there's a header with a home icon, a search bar, and user profile icons. Below the header, the main content area is titled 'Allgemeine Informationen der GIZ (Betreiberplattform) - General information of the GIZ (Utility Platform)'. The left sidebar contains navigation options like 'Beiträge', 'Channels', 'Nachrichten', 'Termin', and 'Dateien'. The main content area features a post by Sarah Walgern, titled 'Allgemeine Informationen der GIZ (Betreiberplattform) - General information of the GIZ (Utility Platform)', dated 'vor 24 Stunden'. The post includes a 'Welcome to Tixxt!' message and a link to the 'Manual on Tixxt (PDF and PPT version)'. On the right side, there's a section titled 'Herzlich willkommen im Netzwerk!' and a list of 'NEUESTES MITGLIED IM NETZWERK | NEWEST MEMBER IN THE NETWORK:' including Liubov Nahorniuk, Nataliia Muzychenko, Azra Velagic-Hajrudinovic, Friederike Barthe-Carpentier, and Kristin Michalek-Götz. Below this, there's a section for 'MEINE NÄCHSTEN TERMINE | MY UPCOMING APPOINTMENTS:' with a note that no appointments are currently listed.

5 NETWORKING EVENT: CIRCLE SESSIONS

In six different circles, participants discussed different topics of interest for their work in operator partnerships. This documentation shows the great commitment and answers they found for key questions!



5.1 Circle A: SDGs, Gender and Climate Change

Sustainable Development Goals - SDGs



Which SDGs play a crucial role in your partnerships?

How does your partnership contribute to the implementation of SDGs?

Answers: Water operators' partnerships contribute to the implementation of several SDG:

SDG 3 Good Health and Well-Being:

- Improved water quality and supply

SDG 5 Gender Equality – see next question

SDG 6 Clean Water and Sanitation – no need for clarification

SDG 9 Industry, innovation and infrastructure:

- Rehabilitations, knowledge transfer, funding

SDG 10 Reduced Inequalities:

- Ensuring sufficient and affordable water and sanitation services for everyone by
 - Increasing storage capacity
 - Creating a “water kiosk” for vulnerable communities with affordable water

SDG 11 Sustainable Cities and Communities

- Improvements of O&M efficiency

SDG 12 Responsible Consumption and Production

- Reduction of Non-Revenue Water and more efficient processes in maintenance and operations

SDG 13 Climate Change – see next question

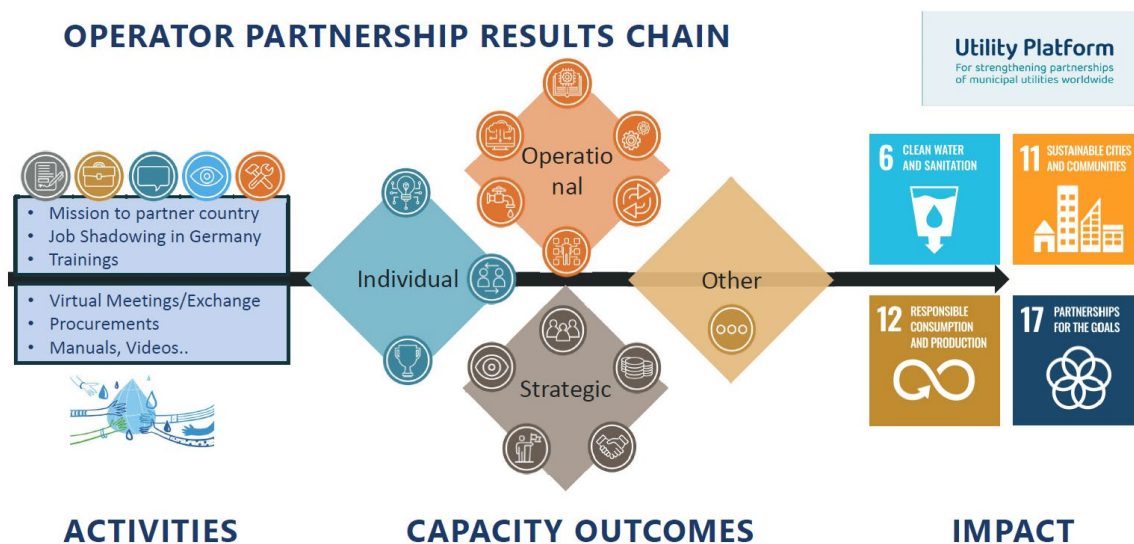
SDG 14 Life below water

- Good quality effluent discharge into an open environment

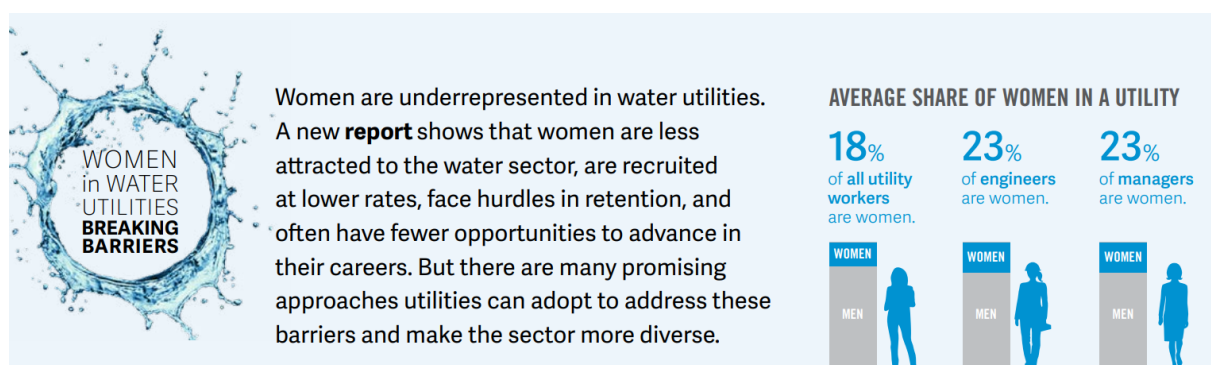
SDG 17 Partnerships for the goals

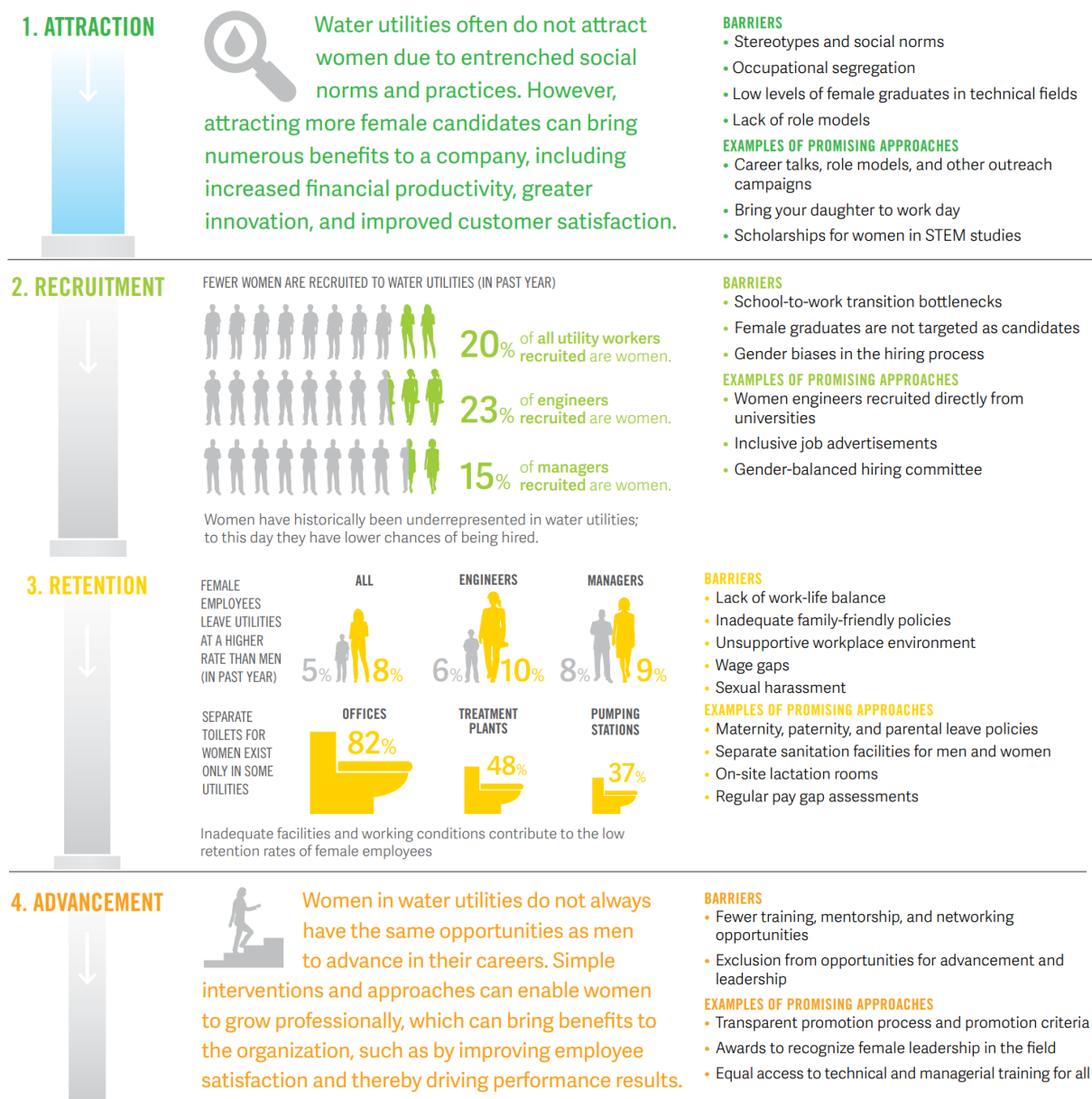
- Working together and getting different perspectives

How are operators' partnership results measured? With the SDGs!



SDG 5 Gender





Source: World Bank 2019, "Women in Water Utilities: Breaking Barriers"
All graphs are based on data from 64 utilities in 28 economies, as collected by the World Bank Utility Survey, 2018-19.



WORLD BANK GROUP www.worldbank.org/water



GWSP www.worldbank.org/gwsp

Find more information and a list of possible interventions (p. 61-63) in the publication:
<https://openknowledge.worldbank.org/entities/publication/071b0f76-17dd-5c09-974b-0c4df85f196e>

What do you think about these results?

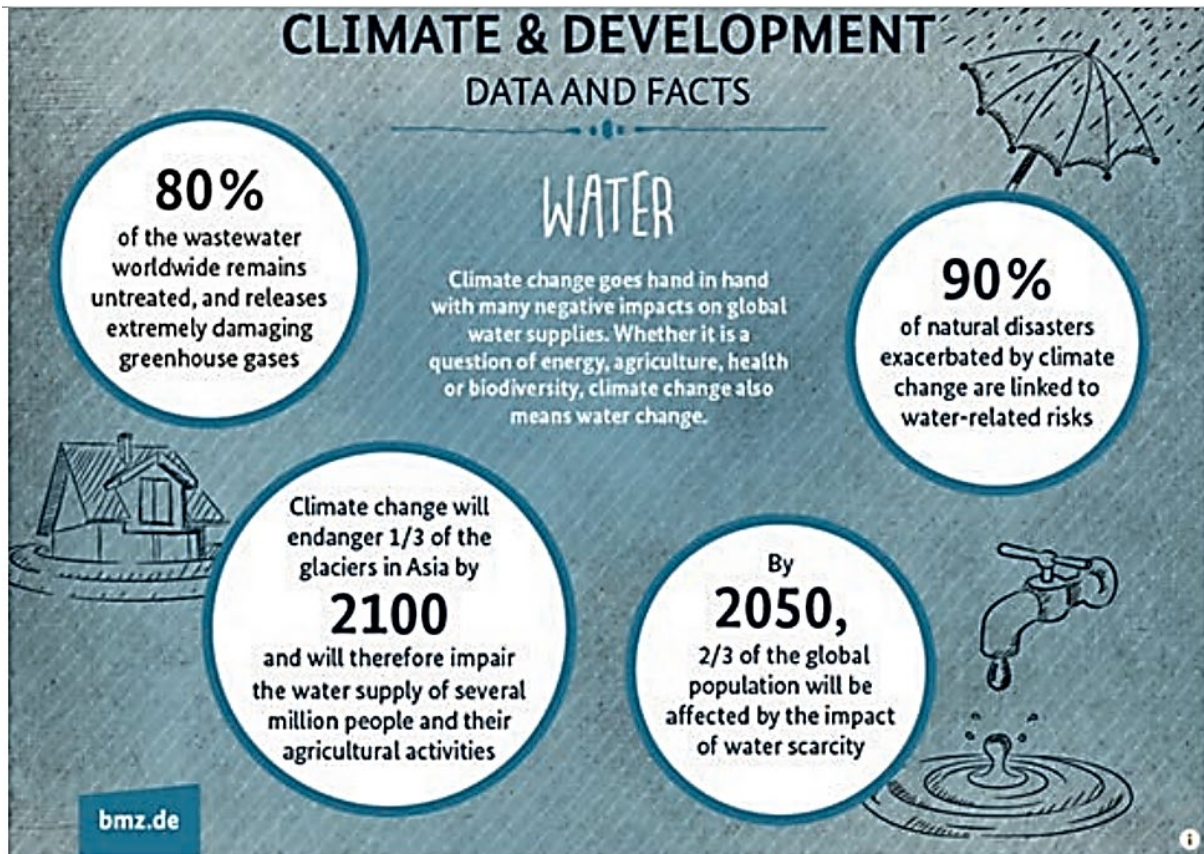
What can be done within your partnership to counter the shortage of specialists?

Answers:

- EGLV has a women empowerment program
- Topic is linked to shortage of specialists: CPDs; WOPs are good PR to attract youth talents
- Impuls for change

- “Living” equity by sending female experts when travelling within WOPs --> **“More Women Engineers in the water sector thanks to WOPs”**
- Awareness building on barriers for retention of women in technical sectors

SDG 13 Climate Change



How does climate change affect your work and work of your utility?

What measures are being taken in your utility to cope with the negative effects of climate change?

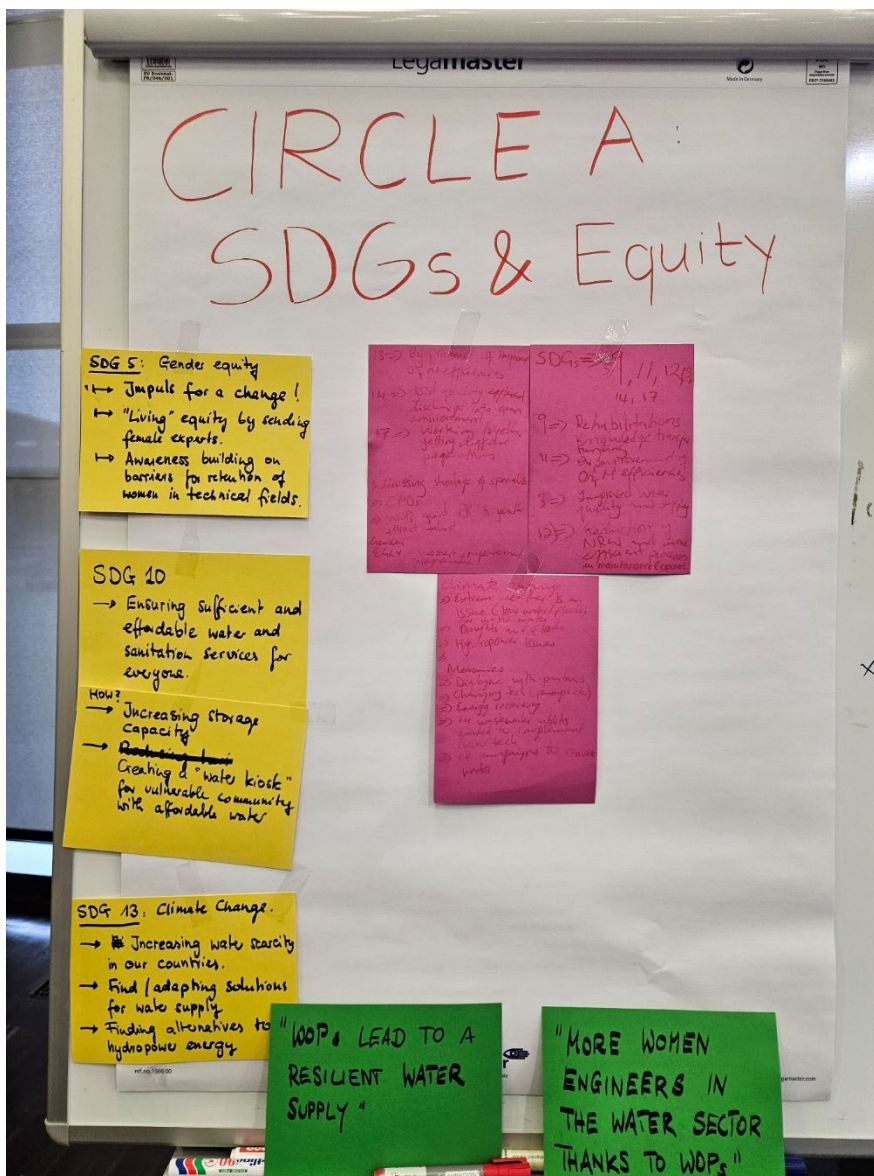
What other measures can be implemented in your partnerships for mitigation and adaptation?

Answers:

- Extreme weather is an issue (low water level/ floods) for wastewater
- Drought affects hydropower and makes energy supply unreliable
- Increasing water scarcity in our countries --> **“WOPs lead to a resilient water supply”**

Measures:

- Dialogue with partners
- Find and adapt solutions for water supply
- Improving technical equipment (changing pumps to more energy-efficient)
- Energy recovery
- Finding alternatives to hydropower energy
- Wastewater utilities guided to implement new technologies
- PR campaigns to conserve water



5.2 Circle B: Solidarity operator partnerships in Ukraine

1. Perception of the professional exchange so far | Сприйняття фахового обміну, що відбувся досі

A survey among you has shown that German operators perceive professional exchange as more structured, whereas Ukrainian operators describe it as more spontaneous and informal, particularly in the context of equipment deliveries. How do you explain this difference in perception? What would need to change for both sides to experience the exchange in a similar way? Could a shared definition of goals help improve the exchange? | Опитування серед вас показало, що німецькі оператори сприймають фаховий обмін як більш структурований, тоді як українські оператори описують його радше як спонтанний і неформальний, особливо у зв'язку з постачанням технічної допомоги. Як ви пояснюєте таку різницю у сприйнятті? Що повинно

змінитися, щоб обидві сторони сприймали обмін подібним чином? Чи могла б спільна ідентифікація цілей допомогти покращити цей обмін?

Answers:

- Many Ukrainian representatives emphasize that the survey results do not apply to all WOPs: they value professional exchange highly and also experience it in their partnerships as structured and well-planned.
- A shared definition of goals and coordinated roadmaps with clear deadlines could help both sides perceive the exchange more similarly.
- The professional exchange should allow flexibility for unexpected situations. For Ukraine, technical support with technical equipment during ongoing Russian aggression and destructions caused by the war remains essential.

2. Barriers in professional exchange | Перешкоди у фаховому обміні

In the survey, you mentioned various obstacles in establishing and maintaining continuous professional exchange. What specific support or changes would you like to see from your partners in order to overcome these challenges? | *В опитуванні ви назвали різні перешкоди на шляху до налагодження та підтримки постійного фахового обміну. Якої конкретної підтримки або яких змін ви очікуєте від ваших партнерів, щоб подолати ці перешкоди?*

Answers:

To overcome obstacles in establishing and maintaining continuous professional exchange, the following support or changes would be helpful:

- **On-site visits from German partners in Ukraine** - these visits would remove a major barrier, allowing consulting and experience exchange to take a more effective and personal form.
- While professional exchange and training are valuable, their full potential is limited by the lack of compatible technical equipment on the Ukrainian side. German expertise and support are essential for future investments, modernization, and the effective implementation of new technologies in Ukraine's water sector during the rebuilding process.
- **Overcoming language and cultural barriers** - creating broader inter-partnership groups for experience exchange and involving translators would improve mutual understanding and communication.
- **Reducing bureaucratic obstacles** - reducing bureaucratic obstacles – closer guidance and coordination through GIZ is desired.

3. Development of operator partnerships | Розвиток партнерств між операторами

- How do you currently identify topics or priorities for your cooperation and exchange? | *Як у вашому партнерстві визначаються теми чи пріоритети для співпраці та обміну досвідом?*
- If professional exchange and work packages are already established:
What has been your most valuable learning experience so far? Which insights or moments have

particularly surprised or inspired you? | *Якщо фаховий обмін і робочі пакети вже налагоджені: який досвід був для вас найціннішим? Які ідеї чи висновки стали для вас несподіваними або надихаючими?*

- If not yet established: Which topics do you consider particularly meaningful or relevant for professional exchange? | *Які теми для фахового обміну, на вашу думку, є особливо доцільними та актуальними?*

Answers:

- It is very important that thematic topics are defined based on the specific needs of the Ukrainian utility and the capacities of the German partner. This process takes time and requires joint discussion and agreement between both sides.
- Valuable learning experience: One of the most inspiring aspects is the openness and willingness of German partners to help and share their expertise.
- For utilities that have only recently started their WOP partnerships, relevant topics include:
 - Tariff policy and financial sustainability
 - Modern technical solutions, including the use of artificial intelligence and digitalization
 - Network maintenance and crisis management
 - Investment attraction and modernization of infrastructure
 - Learning from successful European practices and adapting them to the Ukrainian context and legislation - especially in light of Ukraine's EU approximation - is considered highly valuable

4. Learning & exchange formats | Формати навчання та обміну

- Why is regular professional exchange important for your partnership — both for Ukrainian and German operators? | *Чому, на вашу думку, регулярний фаховий обмін є важливим для вашого партнерства — як для українських, так і для німецьких операторів?*
- Which formats for professional exchange (workshops, job shadowing, regular online meetings, etc.) would be most helpful for you? Would you need any support from Utility Platform Team in this regard? | *Які формати фахового обміну (воркшопи, стажування, регулярні онлайн-зустрічі тощо) були б для вас найкориснішими? Чи потрібна вам у цьому підтримка команди Utility Platform?*

Answers:

- Regular professional exchange increases staff motivation, awareness, and competence, while strengthening long-term partnerships and mutual understanding between Ukrainian and German operators. It also provides valuable opportunities for learning, sharing practical experience, and applying new knowledge for both company development and personal growth.
- All formats - workshops, job shadowing, study visits, and regular online meetings - are useful. Support from the Utility Platform Team in organizing and facilitating these exchanges would be appreciated.

5.3 Circle C+F: Open Space Circles

Summary

In the open circle utility partners discussed in three different groups.

While 1 group explored the potential role of and limitations to the involvement of academia in operator partnerships, the two other groups discussed how to intensify partnership work before the backdrop of limited resources on both sides. Partners exchanged best practice that could be easily applied by "new" partners, e.g. transparent communication and making sure line managers provide employees with sufficient "time budget" for partnership work. Innovative ideas worth piloting were also developed, e.g. exchange between the global south (new comers & experienced) to exchange how they manage personal capacity and coordination.

Participants addressed the question to the utility platform whether and how a project coordinator within the international utility could be introduced as a structural part of a WOP to improve partnership work.

Topics discussed:

1. University involvement in WOPs:

- Budget for final thesis, practice work, internship
- Bridging differences between partners, universities and utilities
- Access to new technologies

2. Integration of WOP activities in utilities day to day work

- Regular JFs (slot to discuss chances/challenges/availability)
- Focal person (e.g. utility advisors)
- Integration (merging on your daily time table)
- MD's/line managers should give time for WOP activities
- Inclusion of WOP activities in the regular reporting
- Integration of WOPs in the utility strategy plans (PiP's – Picture-in-Picture)
- Clear understanding from both sides on the utility strategic plans
- Transparent communication on all levels (with trust)
- Expectation management (communicate limitations on both sides)

3. How to motivate the utilities and partners to be more involved in the WOP?

- Project coordinator for the international utility (not from the senior level because of time lacking) maybe middle/top Management.
- utility shall include the WOP goals in their budget planning and personal planning at the "right time"
- Awareness inside the WOP at the utility for both partners
- Updating about the WOP inside the utilities
- more coordination for new partners from the global south and from Germany which parties are involved and what are their roles
- challenge of personal capacity at the utilities

- exchange between the global south (new commers & experienced) to exchange how they manage personal capacity and coordination
- invest time into analysing deficiencies in your utility that can you improve despite the limited time and financial budget ("low hanging fruits").

5.4 Circle D: Result-orientated Partnerships: Reporting, Monitoring and the role of travels in operator partnerships

Monitoring & Reporting

- Why is monitoring and reporting important, and what do they actually mean for you and your partnership in practice? What tasks and responsibilities regarding monitoring & reporting arise, and how are these shared in your partnership? Are you satisfied with this split, or do you see possibilities for improvement? If so, what would you like to address, change, or implement differently?
- Which results/improvements are particularly easy to measure and determine (e.g., number of people trained in GIS; reduction in NRW)? Which results/improvements are very difficult to quantify (e.g., improved employee motivation)?
- Can you think of one best practice that has helped you successfully measure an impact/result? E.g., purchasing a measuring device to better monitor water quality, measuring the water quality with the new device before and after treatment.
- What makes a good report, and what should it include? What should a good report not include? Who should be involved in preparing reports?

Answers:

- Realistic results must be planned from the beginning of a partnership
- Time needs to be invested to understand which type of results are possible within the scope of the partnership financial and human resources
- Results categories provided by the utility platform can orient when planning activities what utility partners can aim at (management of ambition and expectations)
- Time should be invested to explore what is possible, whether the resources will be sufficient
- Monitoring results will be much easier when it's clear from the beginning at what type of results we are aiming for in the partnership
- More guidance would be appreciated as to how to efficiently monitor and track results (survey templates for knowledge increase, evaluation survey template for staff motivation; qualitative indicators for measuring improved management due to management training etc.)

Travel and reporting

Why are travel reports important? What can be achieved through trips to your partner's country? What makes an effective trip? How can the success of a trip be measured?

Answers:

- Travels are very important, especially at the beginning of the partnership
- Through travels and face-to-face contact partners get to know each other and build trust

- Field visits to international partners help to understand the challenges that the international utility faces and how the utility operates
- A successful trip should be well planned beforehand with clear objective and expectation
- After a successful trip one should prepare a report summarizing the main outcomes, activities and next steps

5.5 Circle E: Public Relations of operator partnerships

The Utility Platform Media presence:

- Website with World Map: www.utility-platform.de
 - Outcome Reports: Transparent communication of results of operator partnerships <https://utility-platform.com/outcome-reports-2024-now-available/>
 - News Articles: <https://utility-platform.com/news/>
 - Logistics Hub: <https://utility-platform.com/logistics-hub/>
 - Page for each partnership: <https://utility-platform.com/all-partnerships/>
- Newsletter Subscription in English or German: <https://utility-platform.com/newsletter/>
- LinkedIn <https://www.linkedin.com/in/utility-platform>
 - Testimonials:
 - [2023-10 Wupperverband Testimonial](#)
 - [2024 Hamburg Wasser Testimonial](#)
 - [2024-04 KASHWASA Testimonial](#)
 - [2024-04 Testimonial Poltawa](#)
 - Your Testimonial: Send us your testimonial and a picture via LinkedIn Utility Platform or utilityplatform@giz.de
 - What has your partnership achieved?
 - Why do you like your operator partnership?
 - Why should others start engaging in an operator partnership?
 - What impresses you most?
- Communication Handout and Templates for PPT, Word etc. – will be shared soon via Tixxt
- PR is administrated by Sarah Walgern and Lisa Engler from the Utility Platform team

What role can operators (national/international) play in public relations?

- Both German and international operators play a vital role in strengthening visibility through consistent internal and external communication. Strategic – not sporadic – communication is key.
- External communication is important when it comes to future funding opportunities, attracting new operators and showcasing successful operator partnerships (also as inspiration for new projects or funders).
- Internal communication within the utilities active in operator partnership is advised to highlight the importance and advantages of taking part in an operator partnership as a utility and potentially attract employees to partake in the activities of the operator partnerships.
- Communication between the German and international utility are important for active connections between operators are key to effective collaboration.

- While overlaps exist in communication approaches between German and international operators, distinctions mainly arise from contextual factors such as local social media usage (LinkedIn vs. Facebook), local regulations, and restrictions. In Ukraine, the state of martial law imposes certain limitations on information sharing.
- PR activities have so far supported cooperation by maintaining visibility and fostering mutual understanding among partners.

How are the operator partnerships currently handling public relations?

- The Ukrainian utilities maintain an active presence on social media, including LinkedIn (for international audiences), Facebook, and Telegram (for local audiences), as well as on local government pages and its own website.
- A variety of content formats are used, e.g., texts, photos, and videos to engage with different target groups.
- Feedback is mainly received through comments and reactions on social media.
- It is important to note that due to the state of martial law in Ukraine, there are certain restrictions on the dissemination of information.
- Operators express the wish for training on PR

6 SUMMARY OF THE NETWORKING EVENT

6.1 LinkedIn Article of Utility Platform on 3 November 2025:



Copyright: Simon Onyango, UN-Habitat

[LinkedIn Article on 3 November 2025:](#)



8th Network Meeting of the Utility Platform in Bonn 💧

Last week, we had the pleasure of hosting the 8th Network Meeting of the Utility Platform in Bonn! We were thrilled to welcome over 80 partners from 5 different countries for a full day of exchange, collaboration, and inspiration.

Together, we:

- 📖 Connected the WOPs dots - and expanded our (admittedly rusty!) geographical knowledge (see the map photo below)
- 💡 Discussed the status quo and future of the Utility Platform
- 🚀 Launched our internal digital Tixxt Platform
- 🤝 Exchanged insights on key topics: from the role of SDGs in operator partnerships and solidarity operator partnerships in Ukraine to result-oriented collaboration and the growing importance of public relations.

A huge thank you to everyone for your active participation, peer-to-peer learning, and great energy throughout the event. It was fantastic connecting with so many of you - we're already looking forward to the next Network Meeting!

Until then - "Keep the water flowing and the shit moving!" 💬

(Thanks to [Belinda Abraham](#), our amazing moderator, for the perfect closing words!)



Copyright: Anastasiia Kahlow, GLZ

6.2 Hamburg Wasser LinkedIn Videos

<https://www.linkedin.com/feed/update/urn:li:activity:7392562552246972417/>



HAMBURG WASSER International

1.932 Follower:innen

4 Tage • 🌐

📺 Reflections from GWOPA - from Teams to real life! ❤️

Amer Haroun, CIPT, CSSGB, attending GWOPA for the second time, proudly presented their WOP and celebrated the growing partnership with [hanseWasser Bremen GmbH](#), [HAMBURG WASSER](#) and [Jordan Water Company "Miyahuna"](#). For [Daniel Mutz](#) it wasn't just the sessions or the presentations, it was the people. "My favourite part? Meeting people I'd only seen on Teams. Now I can actually chat with them in person."

👉 Here's to more face-to-face moments, stronger networks, and continued collaboration with our partners.

Global Water Operators' Partnerships Alliance/UN-Habitat (GWOPA) Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH GIZ Jordan Utility Platform



LinkedIn®

<https://www.linkedin.com/feed/update/urn:li:activity:7389372989978427392/>



HAMBURG WASSER International

1.932 Follower:innen

1 Woche • 🌐

💙 Today in Bonn
the 8th German WOP Network Meeting by the [Utility Platform](#)
with participants from 🌐 sharing their WOP stories, moderator [Belinda Abraham](#) ❤️

#WOPs #WOPsCongress #UtilityPartnership
Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH Global Water Operators' Partnerships Alliance/UN-Habitat (GWOPA)



LinkedIn®

7 UTILITY PLATFORM SESSIONS 27/28 OCTOBER

The Utility Platform organised two public sessions at the 6th Global WOPs Congress in addition to the exclusive networking event. The two sessions covered the topics of **German Operator Partnerships: Case Studies showcase the Strength of Embedding Operator Partnerships into Development Programmes** and **Solidarity Operators' Partnerships with Ukrainian Water Utilities**. A big shoutout to all operator partnerships who took part in these sessions!

On top of that, many operator partnerships from the Utility Platform took part or organized sessions at the Congress. Some also presented posters. This is an incomplete list of these events:

- [How Diverse Teams Drive Progress - Advancing Sdg6 | GWOPA](#)
- [Water Security, Smart Infrastructure and Regional Cooperation | GWOPA](#)
- [Municipal Partnerships for Advancing Water, Sanitation and Solid Waste Management through Planning and Capacity Development | GWOPA](#)
- [Partnerships in Practice for Urban Water Resilience | GWOPA](#)
- [Cracking Sdg 6.3.1 From Wastewater Monitoring to Energy Recovery | GWOPA](#)

7.1 Solidarity Operators' Partnerships with Ukrainian Water Utilities

Time: Monday, 27.10.2025 2:30pm to 4pm

More info: [Solidarity Operator Partnerships with Ukrainian Water Utilities | GWOPA](#)

[LinkedIn Article on 27 October 2025](#)



💧 At today's Utility Platform & GWOPA session at the **Global Water Operators' Partnerships Alliance/UN-Habitat (GWOPA)** Congress, we learned about the crucial role Water Operators' Partnerships (WOPs) play in Ukraine during the full-scale war.

Dmytro Novytskyi shared an overview of the Ukrainian water sector amid the Russian invasion - highlighting both war-related and pre-existing systemic challenges.

🔧 Employees from five Ukrainian utilities gave on-the-ground insights: facing shelling, energy shortages, staff losses, and psychological strain - and how solidarity operator partnerships are helping sustain essential services.

🌐 **Nicolas Osbert** (UNICEF), **Esra Giresunlu** (EBRD) and **Winston Yu** (World Bank) discussed current and future support for Ukraine's water sector.

Across all speakers, one message was clear: strengthening infrastructure and building local capacity are key to ensuring reliable water services - now and throughout Ukraine's reconstruction.





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7.2 German Operator Partnerships - Case Studies showcase the Strength of Embedding Operator Partnerships into Development Programmes

Time: Tuesday, 28.10.2025 2pm to 3:30pm

More info: [German Operator Partnerships - Case Studies showcase the Strength of Embedding Operator Partnerships into Development Programmes | GWOPA](#)

[LinkedIn Article on 5 November 2025](#)



Embedding Operator Partnerships into Development Programmes – Insights from the **Global Water Operators' Partnerships Alliance/UN-Habitat (GWOPA)** Congress 🌍

Last week at the GWOPA Congress, we had the pleasure of presenting on German Operator Partnerships and the strength of embedding these collaborations into broader development programmes – to a highly engaged and knowledgeable audience.

👉 We highlighted how Operator Partnerships serve as a powerful complementary tool for development cooperation, as they help maximize the value and sustainability of Technical and Financial Cooperation investments through hands-on exchange with experienced German utilities.

👉 Two inspiring examples were shared by **Nangoma Twaambo** from **Lukanga Water Supply and Sanitation Company Limited (LgWSC)** (Zambia) and **Amer Haroun, CIPT, CSSGB** Haroun from **Jordan Water Company "Miyahuna"**, showcasing how Operator Partnerships embedded within larger development programmes are driving tangible results on the ground.

The subsequent panel discussion tackled an important question:

👉 How can we empower utilities to take on a stronger role in international development cooperation?

💬 A big thank you to Laura Mlynarek (**Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ)**), **Doreen Mbalo (GIZ Zambia)**, **Nyonge Phiri** (Lukanga Water Supply and Sanitation Company), **Michaela Karolina Braun** (Emscher-genossenschaft / Lippeverband), and **Dieter Rothenberger (Urban Water Catalyst Initiative)** for the enriching discussion, to **Belinda Abraham** for the captivating moderation, and to everyone who contributed to the lively exchange!

📖 If you couldn't join us or want to dive deeper, check out our newly published Outcome Reports. They cover seven Operator Partnerships from the Utility Platform's pilot phase, highlighting key characteristics, progress made under the GIZ pilot phase, achieved outcomes, and the evolution of partnership strength.

👉 Explore the reports here: www.utility-platform.com/outcome-reports-2024-now-available/







8 FIELD TRIP FOR UKRAINIANS DURING THE CONGRESS 28 OCTOBER

A field visit and a training was conducted for Ukrainian participants, including Ukrainian interpretation.

[LinkedIn Article on 29 October 2025](#)



Yesterday, we hosted a dedicated workshop for Ukrainian utilities engaged in Water Operators' Partnerships (WOPs) with the Utility Platform and GWOPA, as part of the 6. GWOPA Congress.

💡 In the morning, international WOPs partners delivered insightful presentations on energy efficiency and GIS applications.

💧 In the afternoon, we visited a sewage treatment plant in Bonn, where we toured the facility and then learnt about their plans and strategies as a critical infrastructure provider.

🤝 It was a day full of peer-to-peer learning, knowledge exchange, and networking in the true WOPs spirit.

🙏 A heartfelt thank you to all our Ukrainian partners for their active participation, and to our international partners for supporting and helping us organise such an inspiring day!

[AdP - Águas de Portugal](#), [Global Water Operators' Partnerships Alliance/UN-Habitat \(GWOPA\)](#), [Bundesstadt Bonn](#)



Copyright: GWOPA



Copyright: Sarah Walgern, GIZ (both photos)



9 PHOTOS



Copyright: Anastasiia Kahlow, GIZ (above)







Copyright: Ich TV





10 ANNEX: CODE OF CONDUCT FOR THE EVENT

Feel free to use our Code of Conduct as a draft for your own events to leave no one behind!

Event disclaimer

GLZ is dedicated to creating an **inclusive environment for everyone**, regardless of race, ethnicity, religion, color, national origin, age, disability, sexual orientation, gender identity, parental status, marital status, and political affiliation as well as gender expression, mental illness, socioeconomic status or background, neuro(a)typicality, or physical appearance. We're united by these values, and we celebrate our unique differences. Therefore, we would like to friendly remind you...

... To please always

- Be inclusive: Go out of your comfort zone and across differences to include people. Avoid stereotypical images or communications and refrain from sexist language or jokes.
- Be generous. Give others the chance to raise their voice, ask for their opinion and most importantly, listen. Be kind, respectful, clear, and constructive, and focus on common goals and values rather than personal preferences.
- Look out for others: We all shall take care of one another and ensure a safe and encouraging environment for everyone to participate, learn and voice their opinion.

In case ...

If you ever witness something that seems like it isn't aligned with our values or these standards, please communicate your concern. Even if an incident seems minor, reach out to the person impacted by it to check in!

We believe that articulating our values and accountabilities to one another reinforces that respect and provides us with clear avenues to correct our culture should it ever stray.

Thank you and enjoy the event!

Anti-harassment policy**Event Code of Conduct**

GLZ is dedicated to providing an inclusive and harassment-free experience for participants at all of our events. GLZ events exist to encourage the open exchange of ideas and expression and require an environment that recognizes the inherent worth of every person and group. The following Code of Conduct may be revised at any time by GLZ and the terms are non-negotiable.

Expected behavior

All event participants are expected to behave in accordance with professional standards, with both this Code of Conduct as well as their respective employer's policies governing appropriate workplace behavior, and applicable laws.

Unacceptable behavior

Harassment will not be tolerated in any form, including but not limited to harassment based on gender, gender identity and expression, sexual orientation, disability, physical appearance, body. If a participant engages in harassing behavior, the conference organizers may take any action they deem appropriate depending on the circumstances, ranging from issuance of a warning to the offending individual to expulsion from the conference with no refund. GLZ reserves the right to exclude any participant found to be engaging in harassing behavior from participating in any further events, trainings or other activities.

If a participant through postings on social media or other online publications or another form of electronic communication, engages in conduct that violates this policy, GLZ may take appropriate corrective action, which could include imposing a temporary or permanent ban.

If you witness unacceptable behavior

If you are being harassed, notice that someone else is being harassed, or have any other concerns relating to harassment, please contact GLZ-staff or the moderator Belinda Abraham.



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Thank you for your participation!

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On behalf of



In cooperation with



Imprint

Published by:

Utility Platform for Strengthening Partnerships of Municipal Utilities worldwide

GIZ is responsible for the content of this publication.

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Design:

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Photo Credits:

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Published

November 2025