ORGANIZATIONAL PROFILE

IBP Tower, Ortigas Center, Dona Julia
Vargas Ave. and Jade Drive, San Antonio City of Pasig, 2nd District, Philippines
CONTRIBUTING TO ASIA'S WATER SECURITY

WaterLinks, established in 2008, is a fully independent, non-profit organization that designs and executes Water Operator Partnerships (WOPs) across the Asia-Pacific Region. We are based in Manila and we are registered at the Securities and Exchanges Commission of the Government of the Philippines.

WHAT WE DO

WaterLinks is focused on building capabilities of water and sanitation utilities to help them improve their operational efficiencies. Its WOPs and other training efforts are focused on:

- Non-revenue water management
- Asset Management
- Billing and Collection Services
- Customer Relations
- Septage Management
- Climate Change Adaptation

OUR RECORD SO FAR

- 82 WOPs Completed
- 17 Training Workshops, Seminars and Events
- 5 Global Forums with 150-300 participants each from up to 25 countries.
- 20 Case Studies
- 5 Toolkits and Manuals
- 1.5 million consumers benefitted
- 3,500 participants with strengthened capabilities
- 150+ innovations in operating procedures
- 1:1 funding through leveraged cost-share and buy-in

OUR MENTEE COUNTRIES

- Bangladesh
- Cambodia
- China
- Fiji
- India
- Indonesia
- Laos
- Papua New Guinea
- Philippines
- Samoa
- Sri Lanka
- Vietnam
- Thailand


Learning how to use GWOPA's Sustainability Improvement Plan, Barcelona, Spain, June 2019.
BOARD OF TRUSTEES

Arjun Thapan
: Chair, WaterLinks Board of Trustees
: Former Chair, UNESCO Advisory Board, Water for Human Settlements
: Former Chair, World Economic Forum Global Council for Water Security

Amit Chanan
: CEO, Fiji Water Authority
: Former Director, City of Sydney Infrastructure and Properties
: Adjunct Professor, University of Technology, Sydney
: Former COO, New South Wales Water Corporation, Australia

Hasin Jahan
: Country Director, WaterAid, Bangladesh
: Former Country Director, Practical Action, Bangladesh

Dorai Narayana
: Freelance Consultant, Wastewater and Septage Management
: Former Head of Department, Planning and Engineering, Indah Water Konsortium, Malaysia

Arie Istandar
: Senior Water Resources Program Manager, RTI International
: Former Senior Infrastructure Technical Advisor, AECOM
: Former Chief of Party, USAID WaterLinks Alliance Project

Mai Flor
: Executive Director, WaterLinks
: Former Director, Business Development, Miya
: Former Director, Business Development, Ondeo Philippines
: Former Executive Director, Presidential Task Force on Water, Government of the Philippines
Water Operator Partnerships

Twinning Partnerships

MENTORS
- Australia
- Cambodia
- China
- India
- Indonesia
- Italy
- Korea
- Macao (PCR)
- Malaysia
- Philippines
- Singapore
- Taiwan (PCR)
- USA

MENTEE
- Bangladesh
- Cambodia
- China
- India
- Indonesia
- Fiji
- Laos
- Papua New Guinea
- Philippines
- Samoa
- Sri Lanka
- Thailand
- Vietnam

Demonstrating leak detection equipment at Maynilad Water Services Inc., Philippines, July 2019.

Reviewing billing records at CWASA, Bangladesh, November 2019.
WATERLINKS WINS TWO SANITATION OPERATOR PARTNERSHIPS FUNDED BY THE EUROPEAN UNION AND GWOPA

Asia Begins Work on Two Sanitation WOPs

MENTOR

CO MENTOR

MENTEE

FACILITATOR

FOCUS

DURATION

FUNDER

PLANNED OUTCOMES

Indah Water

Politecnico di Torino

HydrQaid

WaterLinks

36 MONTHS

ENHANCED CAPACITY OF OWSSB TO EFFECTIVELY MANAGE ITS WASTEWATER PROGRAM; DESIGN, DEVELOPMENT, AND IMPLEMENTATION OF A REUSE PROGRAM; AND INTRODUCTION OF LOW-COST TECHNOLOGIES.

MENTEE

FACILITATOR

FOCUS

DURATION

FUNDER

PLANNED OUTCOMES

SDG 6: PROVIDING SANITATION SERVICES FOR ALL

36 MONTHS

HIGHER UTILITY-WIDE CAPACITIES TO EFFECTIVELY MANAGE ITS WASTEWATER AND SANITATION PROGRAMS.
SUSTAINABILITY IMPROVEMENT PLANNING WOPS IN VIETNAM AND BANGLADESH

In mid-2019, WaterLinks signed a cooperation agreement with the Global WOPs Alliance (GWOPA) of UN-Habitat for the implementation of three WOPs in Vietnam and Bangladesh. WaterLinks chose the following partners: 1) Danang Water Supply Company in Vietnam and Manila Water Company of the Philippines; 2) Chittagong Water Supply and Sewerage Authority in Bangladesh and Suez India, and 3) Khulna Water and Sewerage Authority in Bangladesh and PDAM Surya Sembada Kota Surabaya of Indonesia.

The WOPs are funded by the OPEC Fund for International Development through GWOPA and come with a USD 50,000 grant for each mentee utility to support the purchase of equipment and other materials to meet the WOP objectives. Partners have identified the purchase of leak detection equipment and software mostly for NRW management and billing.

The three WOPs have completed the diagnostic visits and the mentee visit to the mentor. This has resulted in the development of a work plan for each that will be completed over the course of 20 months until June 2021. Among the areas of focus are NRW management, asset management, customer service, and billing and collection. Given travel restrictions due to the COVID-19 pandemic, the partners are continuing to work online.
Following the travel restrictions brought about by the COVID-19 pandemic, WaterLinks and Xylem pivoted to online webinars in lieu of the planned advanced training program on NRW management in Manila. 7 webinars were planned to begin with 2 on sanitation as follows:

- Improving Efficiency of Wastewater Treatment, November 16, 2021
- Digital Transformation for Water and Sanitation Utilities, October 21, 2020

The webinars were well received and drew over 100 participants. As such, the partners agreed to design and deliver a 5-Webinar series on Digital Transformation. These webinars were very successful drawing between 80 - 200 participants. The webinars were:

- Introducing Digital Transformation: Applications; Costs; and Benefits, September 9, 2020
- Detecting Leaks - The Digital Way, September 23, 2020
- Digital Applications to Reduce Commercial Water Losses, October 7, 2020
- Towards a Digital Integrated Water Meter Management, May 19, 2020
- Applying Digital Technology for Asia's Sanitation Management, May 19, 2020

For each of the webinars, WaterLinks drew on its extensive network of international experts on water and sanitation while Xylem provided sector experts and on-ground experience.

Xylem Inc., USA, is the world’s largest water data analytics company. It offers a range of technologies to improve water service efficiencies and adopts a development perspective. Water Links and Xylem signed a partnership agreement in early 2019 to jointly design and conduct a series of NRW training programs. Two programs – one introductory and the other advanced – in the Philippines and an introductory program in Indonesia were envisaged.

The introductory program in Manila was held in 2019. It had 45 participants. Miya, a specialized NRW company with headquarters in Spain, provided faculty, with support from Xylem and Maynilad Water Services.

The introductory program in Jakarta was held in September 2019 in partnership with PERPAMSI, the Indonesian Association of water utilities. It had 30 participants representing 25 PDAMs, with Miya and Xylem as the key faculty. Both programs are a blend of classwork and site visits.
In February 2018, WaterLinks signed a Memorandum of Understanding with the Tamil Nadu Water Investment Corporation, India, to train 180 water engineers and officials from Tamil Nadu, India in the area of NRW management. It was agreed to build the capacity of 7 batches of engineers at middle and senior levels through an introductory program in NRW Management. 4 batches have been trained including 2 in 2019 with each batch comprising 25-30 participants. The remaining 3 batches could not be completed because of the lockdowns imposed by the COVID-19 pandemic.

WaterLinks has partnered with Maynilad WaterServices Inc. Philippines to deliver the training programs through a mix of lectures, case-work, group discussions, and field visits.
In 2018 WaterLinks was engaged by the Bill & Melinda Gates Foundation to design and deliver a week-long global conference on Citywide Inclusive Sanitation in Manila in December 2018. The conference had 140 participants and included practitioners, think tanks, international finance institutions, and partners of the Foundation from 22 countries.

Workshops, lectures, panel discussions, and field visits to fecal sludge management facilities in urban centers neighboring Metro Manila formed the core of the conference. WaterLinks also provided the Foundation with a strategy for scaling up citywide inclusive sanitation in partnership with a broad spectrum of stakeholders.
In September 2018, WaterLinks organized its biennial forum titled “Solving Asia’s Urban Water Crisis: The Water-Food-Energy-Climate Change Nexus”. It attracted more than 225 participants from 24 countries and enabled them to assess interdependencies between access to water, efficiencies in irrigated agriculture, the demand for water by fossil fuel-based energy systems, and the debilitating impacts of climate change. The Forum also hosted an exhibition that was participated in by various technology and service companies in the water and sanitation sectors.
Training on Climate Change Adaptation for Pacific Utilities, Water Authority of Fiji, Suva, Fiji 19 - 22 June 2017

WaterLinks developed a programmatic training program on Climate Change Adaptation for three Pacific utilities - Water Authority of Fiji; WaterPNG; and Samoa Water Authority (SWA). Sydney Water Corporation (SWC) served as mentor/trainer together with Climate Risk, a consulting firm that has developed the AdaptWater Tool together with SWC. The objective of the training was to build climate-resilient water utilities in the Pacific.

The main output of the training was the development of (i) Vulnerability Assessment Reports and, (ii) Climate Risk Registers by each participating utility. AdaptWater also modeled climate scenarios based on data provided by SWA and helped SWA in prioritizing infrastructure projects taking costs and risks into account.