

Title: "Wasted investment? The importance of Operation and Maintenance in Water Supply and Sanitation Services"

A parallel event during the Global WASH Forum
Le Meridien President Congress Hall
Friday 03 December; 14:00-15:45; Room B05

Agenda

- 1) Welcome and introduction to the event
- 2) The background to the O&M Network and the significance of O&M
- 3) Zanzibar case study
- 4) Water losses and non-revenue water - what we are wasting
- 5) Discussion on presentations.
- 6) Wasted investment? Future directions and strategies
- 7) Discussion with participants
- 8) Summary, conclusions and recommendations

Presenters

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Mari Asami (National Institute of Public Health, the O&M network coordinator)

Supported by

The Operation and Maintenance Network, WSSCC

Summary

Operation and maintenance of water supply system is crucial for sustainability of water supply, however, many of water supplies are non-operational, and the ratio is especially high in African countries. The ratios of unaccounted-for water in large cities are around 40% among African, Asia and Latin American countries. Operation and maintenance, O&M, is a key factor for cost-effective, efficient, and sustainable systems for improvement of health and well-being of the community. O&M needs to be planned at an early stage of the project, built into operational programmes.

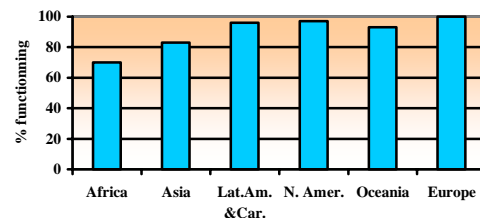


Fig. Median percentage of rural water supplies which are functioning, 1990-2000

The event was well attended by thirty-two members who were highly committed to and highly interested in O&M. Key issues surrounding O&M were discussed; e.g. case studies in rural water supplies and leakage control in urban water supply. The importance of O&M in any sort of system was realized.

The future directions to improve the sustainability of water supply were actively discussed among delegates from international organizations, regional group members, donor organizations and other specialists.

It was felt by delegates that the following issues need to be brought into the scope of the O&M Network:

- Water treatment and its links with health and hygiene
- Water demand management & conservation and industry use
- Advice to utilities on revenue generation and revenue management (cost recovery - charging policy and tariffs etc). Efficiency from O&M generates a better service and justifies a higher income.
- Increase advocacy of O&M - eg why isn't O&M happening?
- Management - raising the profile of the O&M manager
- The O&M link to the MDGs - equitable supply and sustainability to be used as a monitoring indicator as well as coverage
- Small town systems
- Waste water management
- Urban poverty

For the future directions of the O&M Network following issues were discussed;

- Revision of some of the tools and identify the need for the development of new tools
- Revising of the current membership of the core group and invitation of the new members to participate actively
- Focus on action that will allow the implementation of the tools at the country level (through workshops, etc).
- Relationship among WSSCC, the O&M Network, and Japanese government via the coordinator

The O&M Network takes this opportunity to promote its activities to improve sustainability of water and sanitation systems in order to fulfill the Dakar Statement and to meet the Millennium Development Goals.

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