



AquaRating Session

Support to Water Utilities from ADB

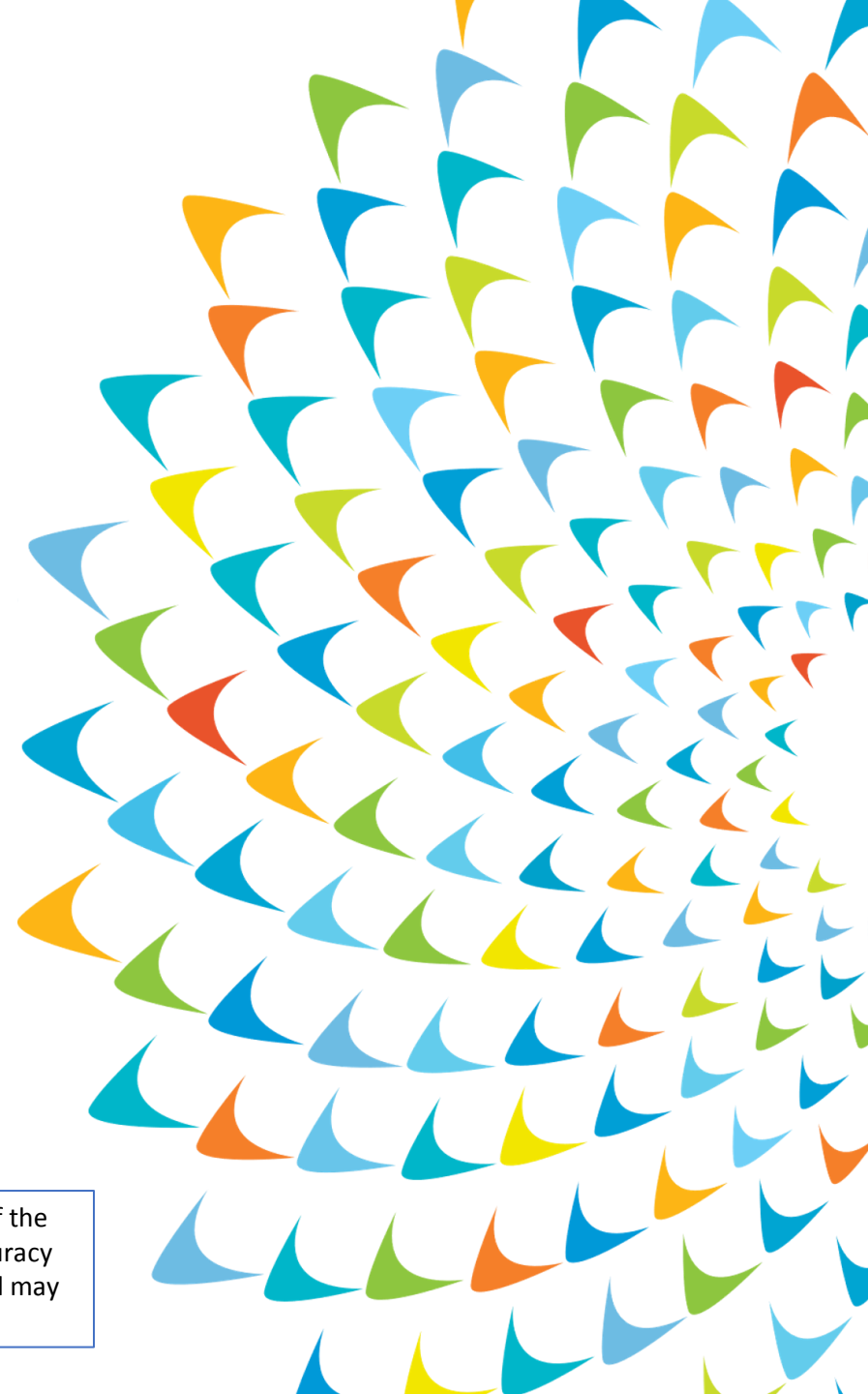
Experience in Water Authority of Fiji (WAF)

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Example of Aquarating diagnosis in Fiji

- Fiji's population was estimated to be 905,502 in 2017
- About 54% of its people live in urban areas, and this is projected to increase to 61% by 2030. About 57% of these urban dwellers, or about 275,000 people, are concentrated in the GSA.
- Many live in the area's informal settlements without access to essential services.
- The GSA accounts for 40% of Fiji's gross domestic product.

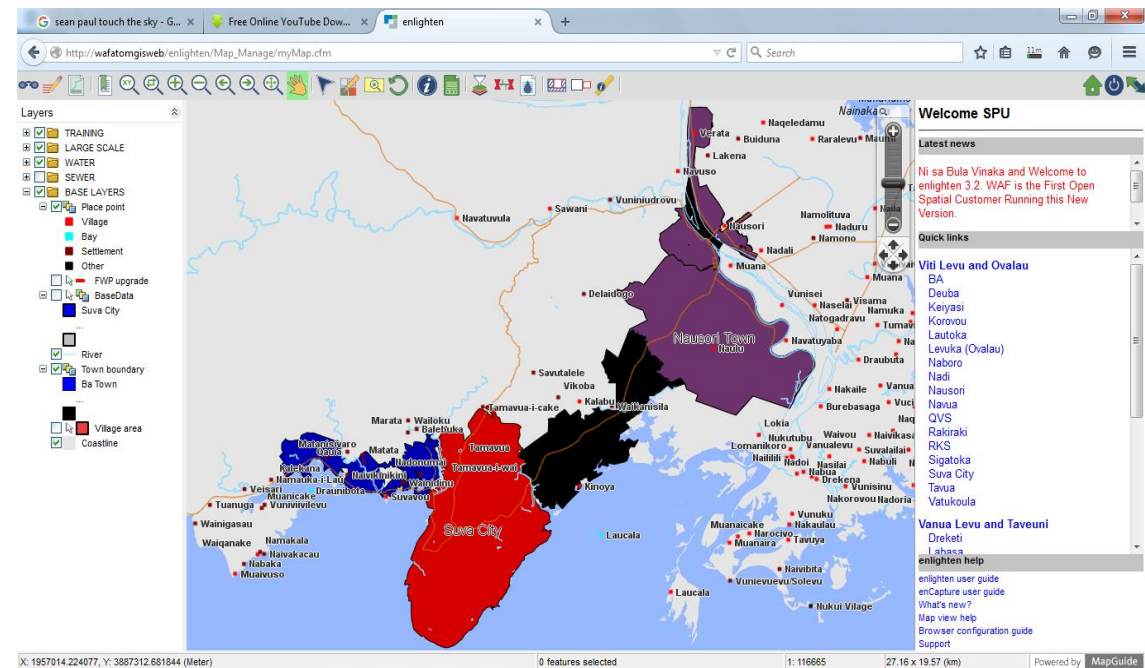




AquaRating Experience

- In 2015 agreement with Inter-American Development Bank (IADB) and the International Water Association (IWA) to do pilot implementation of AquaRating in Fiji.
- The purpose of the pilot implementation in Fiji was to evaluate its applicability in our region.

WAF AquaRating implementation scope





WAF AquaRating Implementation

- The WAF AquaRating implementation has been executed in 5 phases: 3 workshops and 2 extended self-assessment exercises (the latter exclusively carried out by WAF's staff).
- **Phase 1 (January 2016)** - the implementation of AquaRating in WAF started in late January 2016. Assessment of the AquaRating application in WAF to the company's Suva-Nausori system performance in 2015.
- **Phase 2 (February to May 2016)** - Self-assessment exercise was performed between February and May 2016.
- **Phase 3 (June 2016)** - the implementation of AquaRating, after the self-assessment process, followed with a second workshop

- From the utility's perspective, developing an operational and feasible improvement action list, mainly for a short term horizon, and align with the 2017-2019 WAF Strategic Plan development.
- From the ADB's perspective, align with the new ADB-Fiji-WAF investment project/loan development.



WAF AquaRating Implementation

- **Phase 4 (June 2016 to February 2017)** - collect and provide the additional information needed to finalize the AquaRating self-assessment process.
- **Phase 5 (March 2017)** – on late March 2017, a third workshop was organized and delivered by the AquaRating Team, this time to:
 - 1) Review/validate the additional information provided to respond to each one of the remaining 32 AquaRating evaluation elements self-assessed by WAF.
 - 2) Run a consistency check on the overall information provided by WAF
 - 3) Run an in-depth benchmarking exercise
- Lower ratings in Operational Efficiency (OE), Financial Sustainability (FS) and Environmental Sustainability (ES),
- Better scores in Access to Service (AS) and Corporate Governance (CG).

These results represent the application of AquaRating to the Suva Nausori area - scope of assessment and rating (not to the whole country), which is the one with the best coverage in Fiji

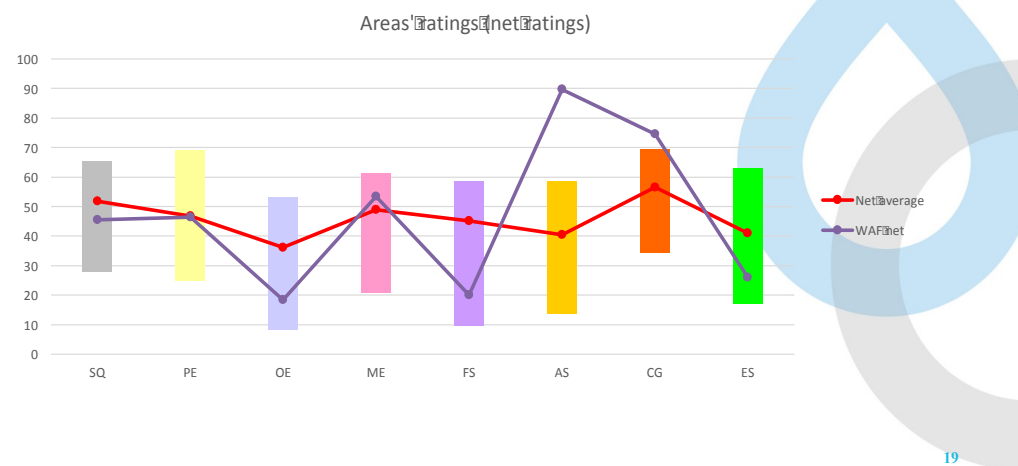


WAF AquaRating Results

WAF AquaRating implementation benchmark (1)



- Areas benchmark – WAF reviewed implementation vs pull of similar conditions implementations

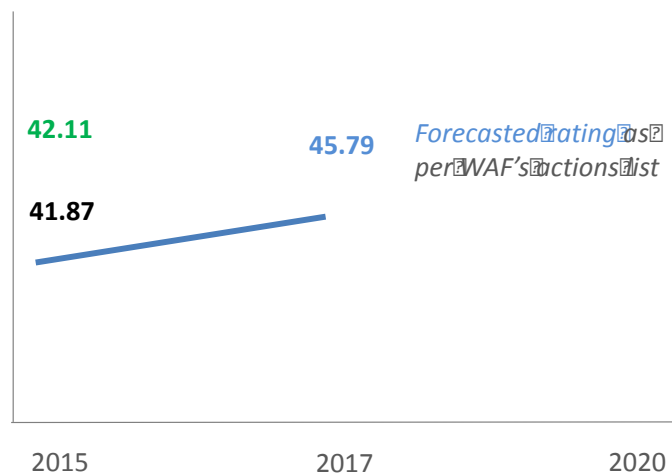


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WAF AquaRating implementation progress (4)



Rating

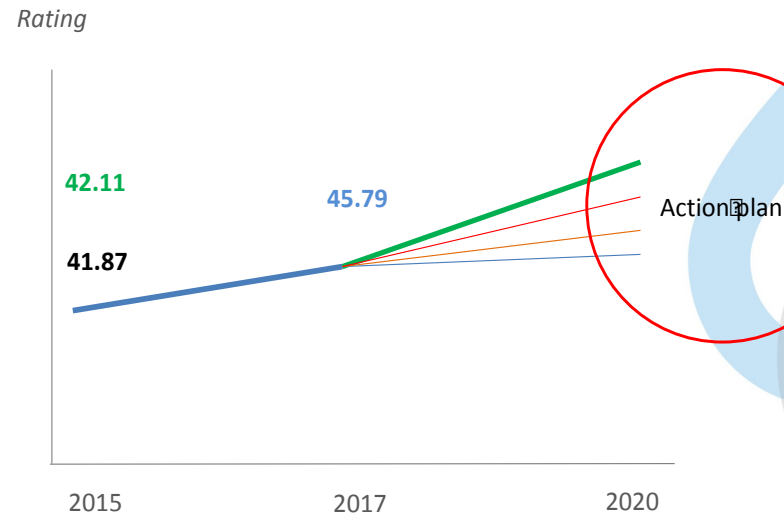


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WAF AquaRating Results

WAF AquaRating implementation progress (5)



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WAF AquaRating Implementation Conclusions

By the end of March 2017:

- AquaRating has proven to be useful to WAF to assess its performance:
 - Representing a source of comprehensive evaluation and analysis.
 - A source of inspiration for the company to develop and implement an improvement plan based on validated data.
- WAF's staff has proven to be able to solve all AquaRating application challenges with guidance from the IWA AquaRating team.
- WAF has experienced a culture shift in relation to the need of establishing and documenting protocols.
- AquaRating has proven to be useful to WAF to identify short to medium term and feasible performance improvement actions.
- WAF AquaRating implementation's initial results have proven to be comparable to those obtained by other similar utilities of the world.



40% of the action items identified and most of these items implemented are short-term action items.

The key ones includes the development of 44 Water Safety Plans for the Water Treatment plant.



Challenges and Issues

- Objective diagnosis is a first step of utility transformation
- Ease of implementation of tools / training of teams
- Follow up on the long term
- Systematization / comparison / exchanges of experiences in different countries and contexts



For Cities Livability diagnosis and improvement of water and waste water utilities is key and needs to be systematically addressed in projects.

AquaRating implementation in WAF (2)



AquaRating implementation in WAF (3)



AquaRating implementation in WAF (4)



AquaRating implementation in WAF (6)



AquaRating implementation in WAF (7)



- ◆ AquaRating process in WAF (3)
 - ◆ June workshop (second workshop) - verification (482 individual evaluation elements verified)
 - **Goal:** guarantee/verify a proper understanding and implementation of AquaRating in WAF (Suva-Nausori area – 2 WTP and 1 WWTP)
 - **Participants:** WAF + ADB + AquaRating Team

AquaRating implementation in WAF (9)

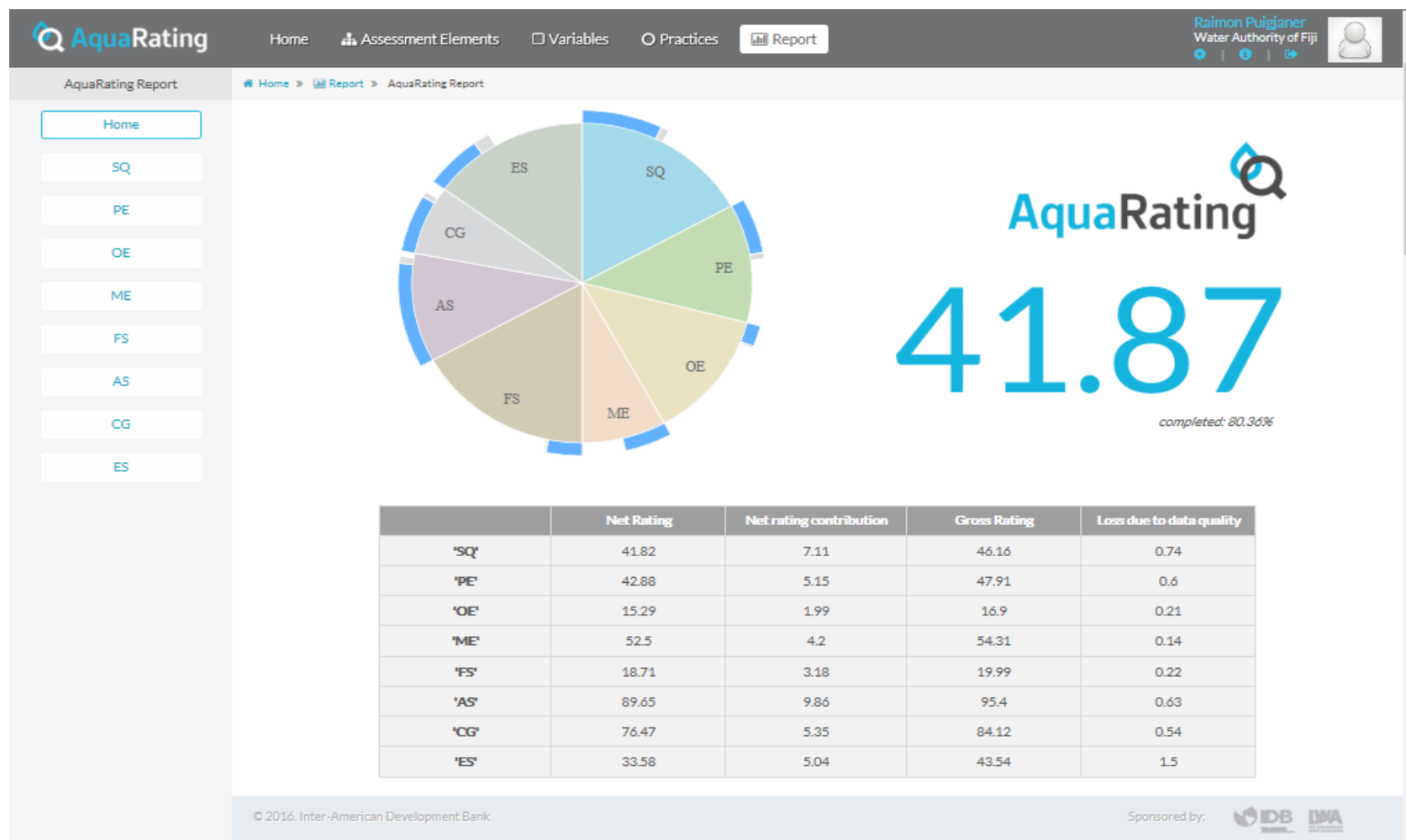


- ◆ 1) Coordination and Steering Committee staff high commitment level
- ◆ 2) WAF AquaRating implementation highly focused on operational and action planning development
- ◆ 3) Link WAF AquaRating implementation results to 2017-2020 WAF Strategic Plan
- ◆ 4) Link WAF AquaRating implementation results to ADB Investment Project
- ◆ 5) Highly honest evaluation performed by WAF
 - ◆ Frequent underestimation

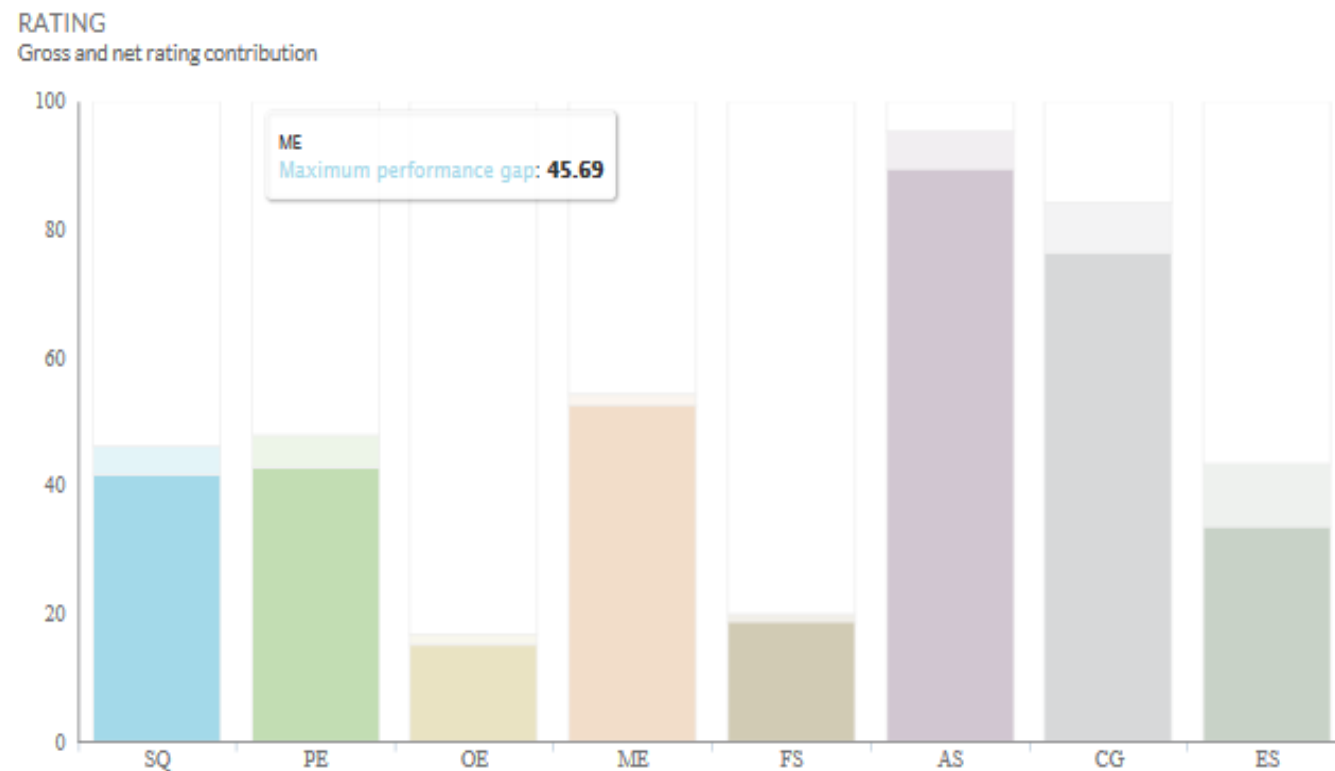
- ◆ 1) Rating 42

- ◆ 40 out of 112 EE need either data feeding or data verification
- ◆ Not audited, but an AquaRating proper understanding and implementation has been verified regarding WAF – unique implementation verification case
- ◆ Improvement potential
 - Existing information can be improved
 - Non-existing information can be gathered

Workshop conclusions: results (2)



Workshop conclusions: results (3)

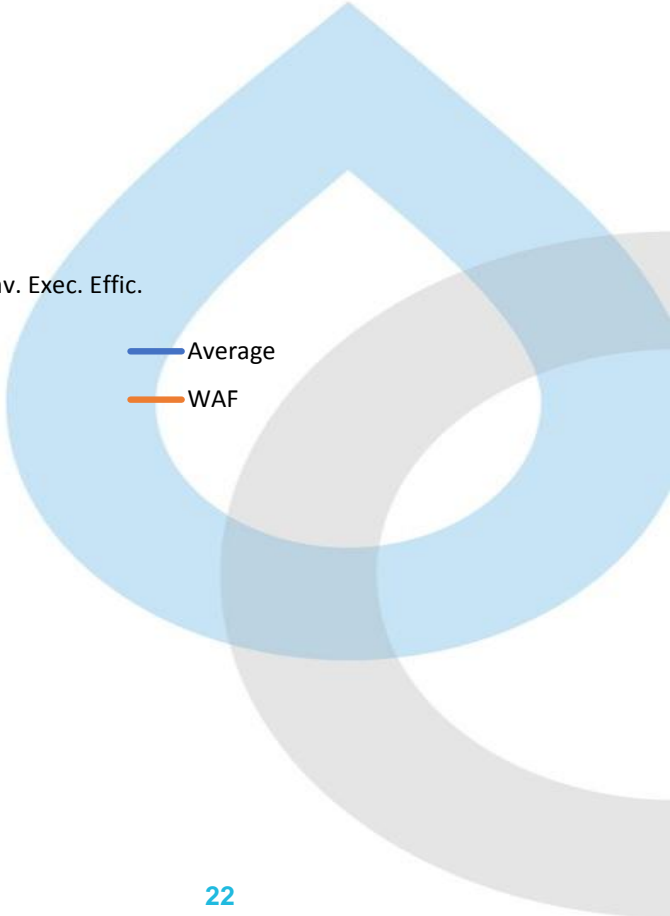
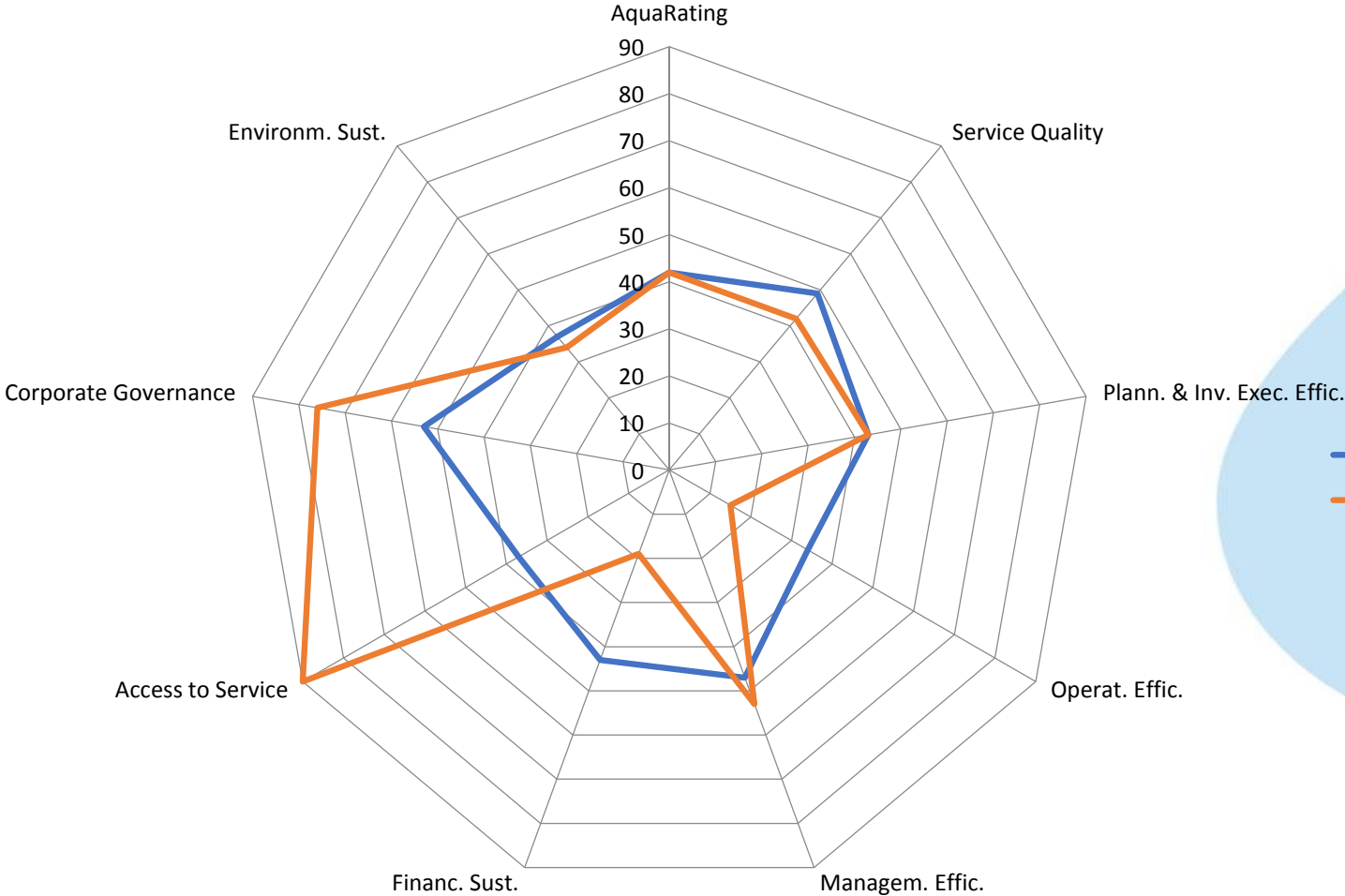


Workshop conclusions: results (6)

- Benchmark approximation vs. AquaRating 1st stage application/implementation

	AquaRating overall	Serv. Qual.	Plann. & Inv. Ex. Eff.	Oper. Effic.	Manag. Effic.	Financ. Sust.	Access to Serv.	Corp. Govern.	Environ. Sust.
Average	42	49	43	34	47	43	37	53	37
WAF	42	42	43	15	53	19	90	76	34

Workshop conclusions: results (7)



- ◆ 1) Complete the 40 evaluation elements (by WAF)
 - ◆ Groups of practices
 - ◆ Indicators (variables)
- ◆ 2) WAF AquaRating implementation validation - consistency check (by AquaRating Team, after 1 is done by WAF)
 - ◆ By evaluation element
 - ◆ By groups of evaluation elements
 - ◆ Performing a practices vs. indicators cross-analysis
- ◆ 3) Identification of activities to be performed in each one of the 8 AquaRating areas (by WAF)
 - ◆ Action Plans for each activity will be defined
 - Target dates
 - Responsibilities
 - Progressive monitoring

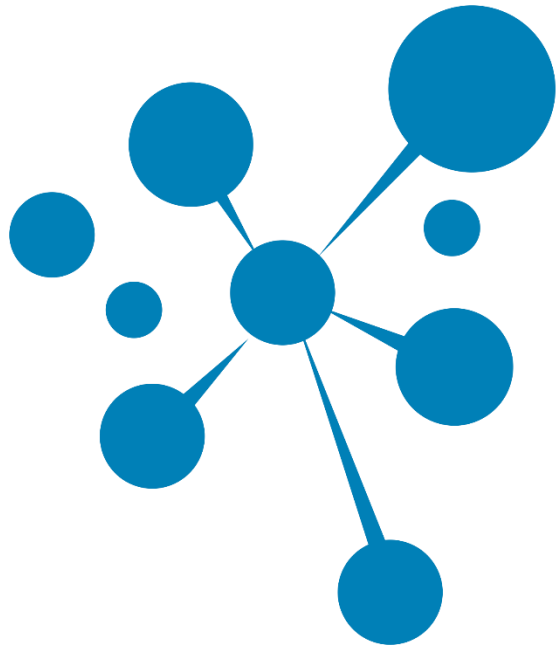
- ◆ 4) Action Plans review (by AquaRating Team, after 3 is done by WAF)
 - ◆ Action Plans analysis, feeding and completion
 - Potential and expected improvements
 - Priorities set up
 - Time horizon
 - Costs

- ◆ 5) Third workshop – Q4 2016
 - ◆ Goal 1: complete the AquaRating implementation exercise
 - ◆ Goal 2: embed AquaRating principles and tools in ADB Investment Project

- ◆ 6) WAF Action Plans progress monitoring
- ◆ 7) WAF AquaRating annual implementation review
- ◆ 8) Final decision on next AquaRating pilots in the Asia Pacific Region (by ADB and AquaRating Team)
- ◆ 9) WAF AquaRating implementation in all its mandate (countrywide)
- ◆ 10) Asia Pacific Region WOPs promotion – WAF = mentor

Fully endorsed!! VINAKA!!





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