



# PROGRAM FOR NON-REVENUE WATER (NRW) MANAGEMENT WORKSHOP

organized by  
**Ministry of Urban Development and Asian Development Bank**

16-17 November 2009  
 Le Méridien New Delhi ( Sovereign Room), Windsor Place, New Delhi, India

DAY 1		
08:30	09:00	Registration
09:00	09:30	<b>Opening by Leading Participants</b> <i>Opening Remarks</i>  <b>Mr. Arjun Thapan</b> Director General, Southeast Asia Department, Asian Development Bank (ADB)  <b>Dr. Isher Ahluwalia</b> Chair, High Powered Empowered Committee (HPEC), Urban Infrastructure  <b>Dr. M. Ramachandran</b> Secretary, Ministry of Urban Development, Government of India
09:30	10:15	<b>Public Private Partnerships (PPP) in the Water Sector</b>  Speaker: <b>Ms. Mai Flor, Management and Legal Expert</b>  The session will provide an overview and introduction to public-private partnerships (PPP) in the water sector covering the various types of contracts; examples from around the world; and trends in Asia, including recent successes and failures in PPP in Manila, Jakarta, Buenos Aires, and Yerevan.  Question and answer session (10 minutes)
10:15	10:30	Tea Break
10:30	11:10	<b>PPP – the Metro Manila Experience</b>  Speaker: <b>Ms. Mai Flor, Management and Legal Expert</b>  The successful international tender for the Metro Manila water concessions in 1997 will be discussed, issues affecting the West Zone concessionaire (Maynilad Water Services, Inc. or MWSI), and the rebidding of the said concession in 2007. The current performance contract of MWSI with the private sector will also be presented.  Question and answer session (10 minutes)
11:10	12:10	<b>Reforming Water Supply in Phnom Penh</b>  Speaker: <b>Mr. Ek Sonn Chan, General Director, Phnom Penh Water Supply Authority (PPWSA), Cambodia</b>  The session will showcase the success of PPWSA, a public water utility, in completely turning around the utility from the war-ravaged state it was 20 years ago into a world class water utility providing 24/7 coverage and boasting an NRW level of just 6%.  Question and answer session (10 minutes)

12:10	13:30	<b>Lunch Break</b>
13:30	14:10	<p><b>Non-Revenue Water (NRW) and the Water Balance – An Operator's Perspective</b></p> <p>Speaker: <b>Mr. Zainuddin Md. Ghazali</b>, <i>General Manager – Operations, Ranhill Utilities, Malaysia</i></p> <p>The session will provide participants with an overview of NRW Management and why it is essential for water operators (public or private) to manage water loss. The session will also include an overview on the water balance, its components, and how to use the same to compute water losses.</p>
14:10	14:50	<p><b>NRW and the Water Balance – Case Studies</b></p> <p>Speakers: <b>Mr. Niladri Sekhar Sarkar</b>, <i>Senior Manager – Operations, JUSCO, India</i></p> <p><b>Mr. Quirine Jokinol</b>, <i>Engineer, State of Sabah Water Department</i></p> <p>Two case study presentations focus on the experiences of JUSCO (India) and the State of Sabah Water Department (Malaysia) on NRW management and the results thus far. The presentations will also cover their experience in the preparation of their own water balances, the difficulties faced, and how this tool has helped them to develop their NRW management strategies.</p>
14:50	15:30	<p><b>Managing Water Loss – Outsourcing as a Solution</b></p> <p>Speaker: <b>Mr. Michael White</b>, <i>Urban Development Specialist, Southeast Asia Department, ADB</i></p> <p><b>Ms. Mai Flor</b>, <i>Management and Legal Expert</i></p> <p>Maynilad Water Services Inc. (MWSI) is currently reducing water loss from a high of 69% in 2006 to meet an interim target of 40% NRW by 2012. Recognizing the scale of this challenge, MWSI is implementing the world's largest NRW management project through an outsourcing contract. The presentation elaborates on why it was outsourced, how this is being done, the benefits it will bring to both MWSI and its customers, and what resources (human and financial) are being committed to achieve this target.</p>
15:30	16:00	<i>Question and answer session (30 minutes)</i>
16:00	16:20	<b>Tea Break</b>
16:20	17:00	<p><b>Open Forum</b></p> <p>With technical panel to be decided</p>
17:00	17:15	<p><b>Closing of Day 1 Session</b></p> <p><i>Summary of Day 1 Session and Closing Remark</i></p> <p><b>Mr. P.K. Srivastava</b></p> <p>Joint Secretary, Ministry of Urban Development, Government of India</p>

**End of Day 1 Session**

<b>DAY 2</b>		
09:00	09:15	<b>Opening of Day 2 Session</b> <i>Opening Remark</i> <b>Mr. Anthony Jude</b> Director, Energy and Water Division, ADB
09:15	09:45	<b>ADB's Water Operators Partnerships (WOPs) Program</b> Speaker: <b>Mr. Michael White</b> , <i>Urban Development Specialist, Southeast Asia Department, ADB</i> A presentation of ADB's WOPs program objectives and primary components. Particular emphasis on the successful twinning program which partners expert (or mentor) water utility operators with recipient partners in need of assistance in specific areas of utility operations. Regional water utility networks will also be discussed as will the plans for an expanded Phase 2 program to commence in 2010.  Question and answer session (10 minutes)
09:45	10:25	<b>The WOPs Twinning Program – A Recipient's Experience</b> Speakers: <b>Mr. Ernie Delco</b> , <i>Assistant General Manager, Metro Cebu Water District</i> The presentations will showcase the experience of twinning recipient Metro Cebu Water District (MCWD) in the Philippines and their successful partnership with City West Water from Melbourne, Australia who provided expert guidance and advice. Through the twinning MCWD was able to reduce NRW in their first pilot area from 39% to 12% and are planning to scale-up their activities in NRW.  Question and answer session (10 minutes)
10:25	10:45	<b>Tea Break</b>
10:45	11:45	<b>Successful NRW Efforts in the Region</b> Speakers: <b>Mr. Zainuddin Md. Ghazali</b> , <i>General Manager - Operations, Ranhill Utilities, Malaysia</i> <b>Mr. Sejin Chang</b> , <i>Manager, International Business, K-Water Academy, Korea Water Resources Corp.</i> The case studies will demonstrate how water utilities such as Ranhill Utilities and K-Water have reduced their NRW levels to rival the best in the world. Both utilities are also expert twins under the ADB's WOPs program and will discuss their work with their respective recipient-utility twins, why they became involved, what they have gained from the program, and why they plan to continue.  Question and answer session (10 minutes)
11:45	13:15	<b>Lunch Break</b>

**Continues**

13:15	14:00	<p><b>PPWSA – Public Sector Success and How to Sustain it</b></p> <p>Speaker: <b>Mr. Ek Sonn Chan</b>, <i>General Director, Phnom Penh Water Supply Authority (PPWSA), Cambodia</i></p> <p>Following on from the presentation on Day 1, this presentation takes an in-depth look behind the success of PPWSA including what changes were needed, what resources it took (technical and financial), how the public were convinced, how NRW was reduced, failures and successes, the costs and time involved, the net benefits, and how standards are being maintained.</p> <p>Question and answer session (10 minutes)</p>
14:00	14:30	<p><b>NRW Management in India</b></p> <p>Speakers: <b>Mr. R. Vasudevan</b>, <i>Chief Engineer, Bangalore Water Supply and Sewerage Board, India</i></p> <p>The Chief Engineer of the Bangalore Water Supply and Sewerage Board will give a presentation about their past and current efforts at NRW management in India.</p> <p>Question and answer session (10 minutes)</p>
14:30	14:45	<b>Tea Break</b>
14:45	15:30	<p><b>Panel Discussion on NRW Management in India</b></p> <p>[Panel members to be decided]</p> <p>Panel discussion by state and national representatives in India to explore future actions for NRW management.</p>
15:30	16:15	<p><b>Closing Session by Leading Participants</b></p> <p>Summary of the Workshop</p> <p><b>Mr. Sekhar Bonu</b> Principal Urban Development Specialist, South Asia Department, ADB</p> <p>Views on the way forward</p> <p><b>Mr. P.K. Srivastava</b> Joint Secretary, Ministry of Urban Development, Government of India</p> <p><b>Dr. Isher Ahluwalia</b> Chair of HPEC, Urban Infrastructure</p> <p><i>Final remarks of the Chair</i></p>

**End of the Workshop**