

Collaboration for a healthy water cycle

Vision & Belief

We believe that
a healthy water cycle should be
treated as a global common good,
for future generations,
in the interest of all



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#### We are

## **WORLD WATERNET**

We are World Waternet, founded in 2007 by Waternetters, the municipality of the city of Amsterdam and the water authority Amstel, Gooi and Vecht. We are a Dutch foundation **committed to improving sustainable access to**  clean, sufficient, and safe water for everyone. World Waternet supports public water organisations through knowledge exchange on water systems to promote a healthy water cycle worldwide.





# we collaborate with water organisations world wide

We currently work in the regions: the Middle East, West and East Africa, Southeast Asia and South America.

Together with our partners, we strengthen the impact of these water organisations. We increase capacity, improve performance on the water systems together and work globally towards a future-proof water cycle.

### Our values

The values guide our vision and promises. It indicates how we do things at World Waternet.





#### **Collaborative**

We believe in the power of partnerships and diverse perspectives to innovate and achieve effective solutions in water management.



#### Independence

We value freedom of thought and action, enabling us to make

autonomous decisions and offer authentic solutions in public sector initiatives.



#### **Entrepreneurial**

We seize opportunities with creativity and initiative, developing innovative solutions and inviting participation in our impactful work.



#### Inspired

We are passionate about water, tirelessly driving positive change and impact.



#### **Future-oriented**

We are optimistic about the future, focusing on sustainability and innovation to preserve the water cycle for future generations.



## Our story

We have the curiosity to explore, challenge the status quo and are not afraid of the unknown. At World Waternet, we act on these principles in our quest for a sustainable future. We see the water cycle as a global, common good for future generations.

We believe in the power of collaboration and what this sense of togetherness can bring. Our journey is one of discovery, not only of new solutions for a healthy water cycle, but also of sustainable connections between communities, ecosystems and economies. In the end, we only have one earth with finite resources, affected by: geology, climate and human (geopolitical) activities.

We are committed to navigating the complexities of the water cycle, discovering innovative practices and implementing strategies that will sustain future generations.

We will walk that path together, side by side, with our partners and their communities, to protect our most precious resource. We strive for a future where every drop counts and every action contributes to a healthier global water cycle. Driven by innovation, strengthened by collaboration and guided by our shared vision of a sustainable world.

Shall we join hands and work together?

"WE BELIEVE that A HEALTHY WATER CYCLE Should be treated as A GIOBAL COMMON GOOD. Regenerate our impact FOR FUTURE GENERATIONS in the interest of Au." towards 2030 TRENOS #climate change #politics # Financing # Digitalization # transforming waterworkforce REGENATIVE technological WATER CYCLES WATER SASTEM PRACTICAL KNOWLEDGE SINNOVATION PARTNERSHIP NURURI-THIKARIVER (WRA+NCWSC) SWIMABLE to-PEER S. S. (00) NBS world water waternet System we collaborate with (public) water partners Autonomous governance PARTNERSHIP and their communities to collectively improve MATURITY their performance towards future-proof water cycles

#### Our promise

# We **collaborate** with public water partners and their communities to collectively improve their performance towards **future-proof water cycles**

Partnering through Water Operators Partnerships (WOPs), we connect water and sanitation providers to share expertise and improve each other's capabilities and performance through knowledge exchange. By leveraging these collaborations, we help build stronger, more efficient water organisations globally. What we bring to the table:

- Water cycle management
- Performance improvement to maturity level
- Peer-to-peer knowledge exchange
- Collective of 800+ water cycle experts



## Our operational excellence approach



## Autonomous governance & accountability

Water organisations have the leadership and staff to run their operations and finances autonomously and hold themselves accountable.



#### Integrated Water Resources Management

Water organisations are capacitated to manage the whole water cycle and address climate change, food security, gender equality and partner with all stakeholders.



## Operational efficiency

Water organisations achieve efficiency by targeting customer satisfaction, 100% collection rate, reduction of non labour costs, reduction of NRW and energy efficiency.



## Financial Sustainability

Water organisations cover their operational costs at 120% through revenues.

Overview of the 4 Critical Success Factors (CSF) for an Operational Excellence (OE) strategy of our WOPs. Together, the 4 CSF are the basis of the Maturity Level (ML) of each WOP.

## Waternet is the **Amsterdam** public water cycle organisation

World Waternet was founded by Waternet in 2007. On behalf of the City of Amsterdam and the Regional Public Water Authority Amstel, Gooi & Vecht, Waternet provides water services to 1.3 million people in an urban delta area managing the complete water cycle.



#### Natural tapwater

Two-third of Amsterdam's drinking water is pre-treated in the Amsterdam Water Supply Dunes. This natural filter produces 60 to 70 million m³ drinking water annually. Water from the river Rhine recharges the groundwater and continues its journey to become tap water. This process takes about 3 months.









#### **Dutch water companies**

Drinking water and pipe maintenance | Sewage | Groundwater levels | Nautical and waterway management | Bridges and locks



X City of **X** Amsterdam

Other **Dutch water** companies

Water Municipality of Amsterdam

collaboration Strategic



#### **Dutch water authorities**

Protection against water (dikes) | Clean Water Sufficient water | Water levels | Surface water | Treatment of waste water



waterschap amstel gooi en vecht



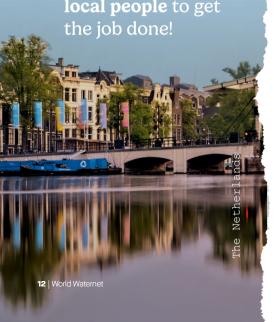
Other **Dutch water** authorities

Executive board, chair and secretary Water Authority Amstel, Gooi and Vecht

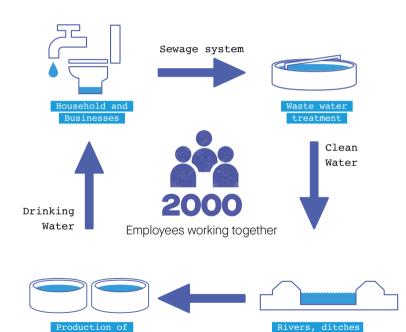


waterschap amstel gooi en vecht gemeente amsterdam

#### Stakeholder management and participation are very important for a good working system. We need the help from the local people to get the job done!



## The **circular water system** in Amsterdam, The Netherlands

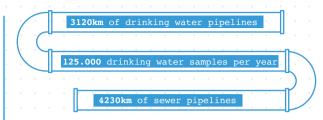


and lakes

drinking water

# Facts & Figures of the Amsterdam catchment area





#### **Annual water bill**

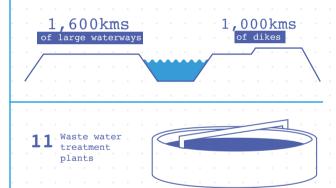
for a 4 person household (2024)

Water management levy: €136
Waste water treatment levy: €187
Drinking water charge: €419
Sewege levy: €52

€749

- = total cost recovery
- = 2% of average annual income







93M

Average of cubic meters

per annum drinking water production



**€1.03** 

per m³
drinking water
tariff



3-5% non revenue

revenue water



## **Knowledge & Innovation programmes**

Aligning with the UN Sustainable Development Goals



Water quality and technology



Energy transition



Climate adaptation



Data & sensoring



Soil subsidence



Circular economy

Social innovation

Governance

Implementation



# Healthy water cycles for all



#### World Waternet focusses on goal 6 and 13

Through collaboration with public water organisations worldwide, we reach and positively impact the lives of approximately 60 million people by enhancing water services



#### **ENSURE AVAILABILITY AND SUSTAINABLE** MANAGEMENT OF WATER AND SANITATION FOR ALL

- 6.1 By 2030, achieve universal and equitable access to safe and affordable drinking water for all
- 6.2 By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations
- 6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse alobally
- 6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity

- 6.5 By 2030, implement integrated water resources management at all levels, including through transboundary cooperation as appropriate
- 6.6 By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aguifers and lakes
- 6.a By 2030, expand international cooperation and capacity-building support to developing countries in water- and sanitation-related activities and programmes, including water harvesting, desalination, water efficiency, wastewater treatment, recycling and reuse technologies
- 6.b Support and strengthen the participation of local communities in improving water and sanitation management



TAKE URGENT ACTION TO COMBAT **CLIMATE CHANGE AND ITS IMPACTS** 

## Knowledge & Innovation

The world is changing, and we are preparing for the future. To find new solutions we introduce new technologies, improve operations, and respond to societal challenges through our powerful and practical Knowledge and Innovation programme.

#### **Knowledge partnerships**

World Waternet prepares for the future with knowledge partnerships, trusted water experts. We introduce new technologies, improve operations, and respond to societal challenges. At the same time, the programme offers excellent opportunities to exchange knowledge and best practices with water cycle companies abroad: our 'knowledge partners'. This allows us to tackle the same challenges together.













# Climate adaptation

World Waternet anticipates the adverse effects of climate change and takes appropriate action to prevent/limit the consequences of flooding and droughts. Nature-based solutions (NbS) are a key component of our sustainable practices. These are natural processes that address societal challenges such as **climate** 

## change, water management, and biodiversity loss.

NbS use ecosystems and natural functions to control floods, improve air quality, or cool urban areas. Examples include restoring wetlands to control flooding, constructing green roofs to reduce heat in cities, and planting forests to sequester CO<sub>2</sub>. NbS are sustainable, promote biodiversity, and

can often be more cost-effective than engineering solutions.

Climate change has become part of our lives and expresses itself differently around the world, allowing us to gain peer-to-peer knowledge from each other and work on customized solutions for the benefit of the residents and users of the areas where we work. World Waternet is the program lead of the Community of Practice within the Blue Deal partnership.





Prepaid water kiosks WOP Morogoro Urban Water Supply and Sanitation Authority



BluElephant decentralized wastewater units WOP Palestinian Water Authority



WOP LAO PDR



Mobile Water Management App for the Tana River WOP Water Resource Authority



Constructed wetlands as NbS for waste water treatment WOP Water utilities of Adama, Hawassa and Shashemene



### Knowledge base & E-learnings

Our WWn e-cademy utilises a digital platform for seamless knowledge exchange among partners, intensifying online cooperation, sharing best practices, and reducing carbon emissions. It enables remote collaboration with water organisations, even in regions affected by political unrest. Together we shape the future of water management through accessible education and partnership.



### Long term partnerships

We collaborate in strategic programmes, partner networks and leverage funding to increase our impact



#### WaterWorX programme

We are in a public-private collaboration until 2030, 10 Dutch water companies, together with the Dutch Ministry of Foreign Affairs, and local partner companies in Africa, Asia and Latin America contribute to increasing access to sustainable water services for 10 milion people.



#### Blue Deal programme

In the international programme of the Dutch Ministries of Foreign Affairs, and Infrastructure & Water Management, the 21 Dutch Water Authorities are working in 40 catchment areas around the world to gain acces to clean, sufficient and safe water by 2030 for 20 million people.































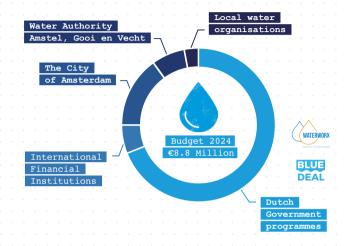
And many more partners

## How do we finance our projects?

#### **Enhanced financial overview** and strategic vision

Our current financial position is robust and positive, reflected in our strong equity, ample liquidity, healthy work in progress, and a promising sales pipeline resulting in developing impact. This stability is a testament to our unwavering commitment to delivering impactful products and fostering sustainable relationships with our partners and alliances.

Our reputation as a trustworthy and reliable organisation is built on this solid financial foundation. With our dedicated and world-class team, we are well-prepared to navigate future challenges in an ever-evolving landscape. Our agile workforce remains our most valuable asset, driving our success and resilience in a young minded and dynamic environment



#### 1% impact aspiration

The initiative/motion by Wiegman and Koppejan (2009) mandates that all national drinking water companies and water authorities in the Netherlands may allocate a maximum of 1% of their annual turnover to international activities. This supports WOPs worldwide in enhancing their service delivery, thereby contributing to the SDG 6 (UN) agenda.



SOUTH AMERICA

Suriname

WEST AFRICA

Mali Ghana Burkina Faso EAST AFRICA

Kenya Tanzania Ethiopia MIDDLE EAST

Palestinian Territories Jordan SOUTH EAST

Lao PDR

## Our Water Operators' Partnerships

#### Suriname

- Suriname Water Company
- Ministry of Natural Resources

#### Mali

 Société Malienne de la Gestion de l'Eau Potable (SOMAGEP/SOMAPEP)

#### Ghana

· Water Resources Commission

#### Burkina Faso

· Agences de l'Eau

#### Kenya

- Nairobi City Water and Sewerage Company
- · Water Resources Authority

#### Tanzania

 Morogoro Urban Water Supply and Sanitation Authority Wam Ruvu

Basin Waterboard

#### Ethiopia

- Abbay and Rift Valley Lakes Basin Development Offices
- Water utilities of Adama, Hawassa and Shashemene

#### Palestinian Territories

· Palestinian Water Authority

#### Jordan

· Yarmouk Water Company

#### Lao PDR

- · Provincial Nam Papas
- Department of Water Supply





## Suriname

#### **Surinams Drinking Water Company (SWM)**

Strengthen the capacity of SWM for sustainable access to drinking water

#### **Topics**

- · Training staff
- · Support of the SWM management
- · Updating the SWM plan for drinking water supply
- · A study on the implementation of asset management within SWM
- Evaluation of risk management as part of water management

#### **Results**

- · Three proposals to improve drinking water supply, implementation of asset management and risk management are set up including timelines, activities and costs
- · Implementation of proposals has started and first results are available







## Suriname

#### Ministry of Natural Resources "Makandra"

Strengthening Integrated Water Resources Management in Suriname

#### **Topics**

- · Water governance
- · Stakeholder engagement
- · Organisation development
- Data
- · Crisis management

#### **Results**

 Better understanding of roles and responsibilities of Directorate Water with respect to IWRM, leading to better action perspective in IWRM, Improved collaboration between stakeholders in IWRM







Region National level with Brokopondo as case-study



**Partners** Department of Integrated Water Resources
Management/Directorate Water from the Ministry of
Natural Resources, Rijkswaterstaat (RWS), Rijksdienst voor
Ondernemend Nederland (RVO), Dutch Ministry of Foreign
Affairs



**Financier** This cooperation is funded by the Makandra programme, an initiative of the Ministry of Foreign Affairs that is carried out by the Netherlands Enterprise Agency (RVO)



## Société Malienne de la Gestion de l'Eau Potable (SOMAGEP/SOMAPEP)

Water Operators' Partnership to improve water quality in 90 cities in Mali

#### **Topics**

- Expanding the network and realising new connections
- · Improving financial sustainablitiy
- Increasing pro-poor access to water
- · Non-revenue water reduction
- · Improving water quality testing

#### **Results**

- Create District Metered Area (DMA) network
- Improved financial and technical operation
- Promote efficient water use and water conservation







## Ghana

**Water Resources Commission** Supporting the Water Resources Commission and its partners in 2 areas with the set up and implementation of integrated water resources management.

#### **Topics**

- Institutional support for organisational development and financial sustainability
- Capacity building of WRC and related partners
- Implementing IWRM via area oriented approach: learning by doing

#### **Results**

- formal installation of Lower Volta
   Delta Basin Board
- Formation of 2 Subbasin
   Committees in WVB

- IWRM plans in place for LVD and 2 subbasins in WVB
- Inauguration of 25 Environmental Chiefs in the WVB
- Capacity building for different stakeholders (1600 farmers, chiefs, media, communities)
- Protection against riverbank erosion: 300.000 trees planted in WVB
- Installation of a grey water sanitation unit at a Senior High School in the WVB
- Feasibility studies: Carbon credits
   WVB, Songor Lagoon LVD





**Period** 2018 - 2030



Region
White Volta Basin (WVB)
& Lower Volta Delta (LVD)



Partners The Abbay Basin Authority, the Rift Valley
Lakes Basin Authority, Dutch Water Authorities Hollands
Noorderkwartier & Rijnland, Waterproef, Wetlands
International



**Financier** Blue Deal Programme, NWB Fund (feasibility studies, kiwi, yep), various ngo's



## **Burkina Faso**

**Agences de l'Eau** Supporting five Burkinabe water authorities with the implementation of integrated water resources management by five Dutch water authorities

#### **Topics**

- Technical assistance and support for climate proof integrated water resources management
- Institutional support for organisational development and financial sustainability
- Relational support on cooperation and communication

#### **Results**

- Improved maintenance and restoration of water basins, including nature-based solutions for water harvesting
- Developed water quantity and quality monitoring systems
- · Promotion of IWRM in gold panning
- Support establishment of local water committees for IWRM





**Period** 2019 - 2030



Region Burkina Faso



Partners Agences de l'Eau du Nakanbé, du Gourma, du Mouhoun, des Cascade and du Liptako, Secrétariat Permanent pour la Gestion Intégrée des Ressources en Eau (SP-GIRE), Dutch Water Authorities Drents Overijsselse Delta Noorderzijlvest, Hunze & Aa's, Waterschap de Dommel, APAF Burkina Easo, and Université d'Ouagadougou



**Financier** Blue Deal Programme, Nederlandse
Waterschapsbank- fonds, Waterschap Hunze & Aa's, Young
Expert Programme, and EKN-OUA



#### Nairobi City Water and Sewerage Company

Improve drinking water supply and sanitation services

#### **Topics**

- Enable NCWSC to grow and provide more sustainable, safe and clean drinking water and sanitation for the inhabitants of Nairobi
- IWRM for future water volumes in Upper Tana catchment.

#### **Results**

- Improve drinking water production at Ngethu Treatment Plant
- Support establishment of Wastewater Management Plan

- Introduce and improve application of Asset Management throughout NCWSC
- Reduce NRW by modelling and selected interventions
- Develop investment proposal, e.g., for additional water production and energy reduction
- Improve the enabling environment and cooperation with other (water) institutions
- Developing a Climate Adaptation and Resilience Plan for Nairobi





**Period** 2017 - 2030



Region Nairobi Cit



**Partners** Nairobi City Water and Sewerage Company Ltd (Nairobi Water)



**Co-Financier** WaterWorX Programme



River: Upper Tana Basin/Thika river
Authority: Kenya Water Resources
Authority

## Kenya

#### Water Resources Authority Sustainable water

management in the Upper Tana Basin

#### **Topics**

- Ensuring sustainable water management
- Water availability/scarcity
- Water allocation in Upper Tana catchment

#### **Results**

 Search conference on Searching, learning, planning and adapting our way to a climate resilient future of the Thika River Basin

- Revised existing sub-catchment management plans
- Upscaling to other geographical areas
- · Improved water quality
- · Water allocation plan
- · RTK training for dam safety officers
- Rehabilitation of 10 river gauging stations





**Period** 2019 - 2030



**Region**Upper Tana basir



Partners Kenya Water Resources Authority (WRA),
Dutch Regional Water Authorities Aa & Maas, de Stichts
Riinlanden and Embassy of the Earth



**Co-Financier** Blue Deal Programme, NWB fund, YEP Programmes



## **Tanzania**

#### **Morogoro Urban Water Supply and Sanitation Authority Wam Ruvu Basin Waterboard Improve**

drinking water supply and sanitation services

#### **Topics**

- · Non-revenue water reduction
- · Pro-poor and social inclusion to WASH
- · Climate proof watershed management to ensure sustainable access to drinking water

#### **Results**

- · GIS registration of the network
- · Create District Metered Area (DMA) network and water balance to

- improve technical operations of the network
- · Improved cost recovery measures
- · Improved water services in lowincome areas by rehabilitating water kiosks
- · Preserved water resources and catchment areas by planting trees and awareness training
- Organisational development in the field of human resources (including gender equality and social inclusion)





**Period** 



Region



**Partners** Morogoro Urban Water Supply and Sanitation



Co-Financier WaterWorX Programme



## **Ethiopia**

## Abbay and Rift Valley Lakes Basin Development Offices Improved water allocation,

water quality and sustainable irrigation

#### **Topics**

- Implementing sustainable river basin management and water allocation
- Data collection and management with new monitoring equipment
- Preparations for introduction of water tariffing

#### **Results**

- Knowledge exchange between the partners (ABAO and RVLBAO)
- · Water Allocation Plan for Tana/Beles

- sub basin, including extensive training on WEAP establishment of a desk study on groundwater mapping
- Identified gaps in hydrological and basin information and specified needs for hydrological data management
- · Trained experts in laboratory skills
- Installed monitoring equipment for water quantity and quality
- Basin Information Management brought to a higer level





**Period** 2019 - 2030



Region
Abbay Basin &
Rift Valley Lake



Partners The Abbay Basin Authority, the Rift Valley
Lakes Basin Authority, Dutch Water Authorities Hollands
Noorderkwartier & Rijnland, Waterproef, Wetlands
International



**Co-Financier** Blue Deal programma, YEP programmes,



River: Awash basin + Rift Valley Lakes basin Authority: Water utilities of Adama, Shashemene and Hawassa + Oromia Regional Water Bureau

## **Ethiopia**

Water utilities of Adama, Hawassa and Shashemene Efficient & effective faecal sludge management and improved water supply

#### **Topics**

- Improvement and expansion of water quality and sewage collection/ treatment
- · Improvements in operational efficiency
- Capacity building to ensure city-wide inclusive sanitation and fecal sludge treatment in Adama, Shashemene and Hawassa
- Increase and improve water supply to customers
- Wetlands as nature-based solution for combatting overflows of septic tanks

#### **Results**

Exposure visit to Kenyan wastewater

treatment plants

- On the-job-trainings for the utility staff on contract management, project management, truck management and financial management
- Dedicated team for sanitation and wastewater management at the three utilities (Adama, Shashemene and Hawassa), with increased mandates for the three utilities
- · Non-revenue water improvement plan
- · Asset management plan
- Study on fecal sludge transport.
- Constructing and monitoring wetlands as NbS for wastewater treatment





**Period** 2019 - 2030



Region Oromia



Partners Water utilities of Adama, Shashemene & Hawassa, Heban Nagelle Siraro Water Supply & Sewerage Services Enterprise, Dutch Water Authorities Aa & Maas, Vallei & Veluwe and Rivierenland, Ethiopian Ministry of Water and Energy (MoWe), Woord & Daad, Siraro Water Enterprise,



**Co-Financier** Blue Deal Program, NWB Fund, Woord & Daad, YEP programmes

World Waternet | 33



River: Jordan River
Authority: Palestinian
Water Authority

## Palestinian Territories

**Palestinian Water Authority** Support in national water sector reform: from 300 to 4 water service providers

#### **Topics**

- Institutional capacity building, organisational development and human resource management
- GIS, NRW, Asset management capacity building by on-the-job training
- New cost-recovery mechanisms
   8 3-step approach towards
   sustainable sanitation
- Improving financial sustainability through cost-recovery and bankable proposals
- · Climate Adaptation

#### **Results**

- Water sector reform by law implementation
- Construction of an improved regional laboratory with adjoined trainings
- PPP innovation; BluElephant, decentralized mobile WWTP
- GIS and Water Cycle Management training
- Shit Flow Diagram development and integration
- Rainwater harvesting; reuse waste water





**Period** 2019 - 203

NUFFIC. Jotem B.V.



Region Salfit, North Hebron, Ramallah



Partners Palestinian Water Authority, Joint
Service Council North Hebron, Salfit Municipality,
Hoogheemraadschap Hollands Noorderkwartier, Jotem
Water Solutions, Waterschap Rivierenland, Waterproef



**Financier** Blue Deal Programme, WaterWorX Programme, Netherlands Representative Office, Young Expert Programme, Nederlandse Waterschapsbank (KIWI/YEP),





## Jordan

**Yarmouk Water Company** Water Operators' Partnership to improve service delivery and increase access to improved sanitation and clean, sufficient and safe water.

#### **Topics**

- Sewer operations & maintenance planning
- Asset management training for WWTPs
- · Climate adaptation

#### **Results**

 Piped water supply distribution and sewerage system for every household in the refugee camp

- Donation of three vacuum -and three high-pressure trucks for improved sewer maintenance
- Trained staff on operations & maintenance and asset management
- Rehabilitation sewer lines in 6 streets of Irbid
- Safety trainings operation & maintenance
- · Explore solutions climate adaptation







Region
Northern Jordan



**Partners** Yarmouk Water Company, Jordan Ministry for Water & Irrigation and Water Authority Jordan



Financier Dutch Ministry of Foreign Affairs

3



## Lao PDR

#### **Provincial Nam Papas & Department of Water Supply**

Supporting water utilities to improve water services & Department of Water Supply

#### **Topics**

#### **Capacity building**

- Asset management (GIS)
- Non-Revenue Water reduction (NRW)
- Water Quality (WQ)

#### Investment leverage

- Assessment potential investments
- Climate risk and adaptation proposals
- Nature Based Solutions
- Small scale, strategic equipment

#### **Results**

- Nationwide Community of Practice on GIS
- Lao GIS manual
- GIS technology applied to NRW, WQ
- NRW reduction LNT
- Improved water quality monitoring LNT
- Credibility of local water suppliers
- Collaboration with development partners
- Climate risk analysis





**Period** 



Nationwide



Partners Lao Department of Water Supply (DWS) & Water Utility Luang Namtha, Laotian Ministry of Public Works and Transport (Department of Water Supply)



Financier Asian Development Bank & WaterWorX Programme, Young Expert Programmes attendee

