

# STANDARDS ALLIANCE PHASE 2

## AWWA Utility Management Standards Training for Water Sector Utilities

### OVERVIEW

The gap between reliable drinking water supply and growing demand in cities is only widening, and at an alarming level. Water quality concerns are driven by unauthorized access to distribution lines, as well as aging or crumbling infrastructure that allows for water to flow only a few hours per day. Poor water and sanitation services undermine local development and local businesses. It also increases the probability of contracting life-threatening waterborne diseases as a result of standing wastewater and unreliable drinking water sources. Non-aligned practices with international standards also have a negative effect on trade by limiting utilities ability to source adequate and quality products for local and international suppliers. AWWA works with local partnerships to bring solutions for water sector utilities in Africa.

### OBJECTIVES

Effective management of water sector utilities is crucial to providing reliable and safe water supply and sanitation services. Well-managed utilities can be a driver to promote trade by demanding quality products needed to sustain WASH systems. The use of international standards, such as ANSI-accredited AWWA's Utility Management Standards, assists water sector entities in addressing these challenges by improving utility management and performance over time, increasing utility efficiency, reliability, consistency, and providing safer water to the general public. They also set the stage for the demand of quality products to meet utilities' needs, increasing trade of related products. In this Standards Alliance Phase 2 project, AWWA Utility Management Standards will be introduced to established water sector utilities in Africa through a series of in-person and virtual workshops, and support their implementation.

### ACTIVITIES

- A needs assessment survey to identify: a) specific utility management standards topic areas of greatest interest to water sector utilities of three African countries; and, b) Water sector utilities interested in learning about and adopting utility management standards in target countries. These crucial first steps of the project are anticipated to be conducted during the first quarter of 2022
- Quarterly workshops to deliver training on the implementation of the identified standards during 2022 and early 2023.
- Implementation monitoring and follow-up support on use of standards provided by AWWA through working groups of utilities
- Long-term, self-sustained local groups of utilities using the standards formed
- Gender-diverse participants recruited

## EXPECTED RESULTS

- African water sector utilities are introduced to international best practices on utility management standards and awareness is increased of the benefits of using such practices and continuous quality improvement
- Participants implement whole or selected parts of standards to improve management and performance over time, resulting in increased efficiency, quality and reliability of service for water and sanitation, leading to promoting trade of related parts and components for those systems
- Participating water sector utilities establish a sustainable user group to support each other in the continued growth in the use of standards and support continuous and sustainable improvement

## STAKEHOLDERS

- Water and Wastewater Utilities
- Local Regulators
- ROCKBlue (Partner)

**About ANSI:** ANSI is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system. ANSI also implements the ANSI-USAID Standards Alliance: Phase 2 project, which helps the private sector and partner countries boost international trade through increased market access and trade facilitation.

**About AWWA:** The American Water Works Association is an international, nonprofit, scientific and educational society dedicated to providing total water solutions assuring the effective management of water.

### FOR FURTHER INFORMATION, CONTACT:

M. Daniel Vazquez ([mdvazquez@usaid.gov](mailto:mdvazquez@usaid.gov)), Leslie McDermott ([lmcdermott@ansi.org](mailto:lmcdermott@ansi.org)), or Paul Olson ([polson@awwa.org](mailto:polson@awwa.org)).