



DUTCH WATER OPERATORS

VEI: THE WORLD'S LEADING NOT-FOR-PROFIT PROMOTOR AND IMPLEMENTOR OF WATER OPERATOR PARTNERSHIPS (WOPS)



VEI



ABOUT VEI

VEI equals Water Operator Partnerships (WOPs)

WOPs are demand driven partnerships between water and sanitation utilities on a non-profit basis. WOPs aim to capacitate employees, improve operational performance, enhance financial viability and raise resilience towards climate change of water utilities. WOPs work through peer-to-peer exchange of knowledge, experience, skills and acquired competencies in an absorptive setting (enabling environment).

VEI is the world's leading promotor and implementor of WOPs

Established in 2004 by Dutch water operators, VEI has developed into an effective organisation with a stable annual turnover of € 20 million that is engaged in implementing WOPs with dozens of water operators over more than 20 countries worldwide, capacitating hundreds of employees from water utilities, and providing over 300,000 people with improved access to water services, mostly from low-income areas in Africa, Asia and South America. The core business of VEI is to provide operational expert support via short, medium and long term assignments to its partners. This form of capacity development is unique and connects water operators in its core processes: production, transport, distribution and sales of potable water to customers.

Key elements of its capacity development program are:

1. built capacity at individual and organisational level
2. enhance operational efficiency
3. manage assets over their entire life cycle.

Ownership and sustainability

WOPs of VEI focus on building sustainable change within local water operators towards operational excellence. Ownership is created at three levels:

- at government level to create an enabling environment for water operators to perform
- at organisational level to create and/or strengthen their core business processes
- at individual level where employees can improve their performance and career development.

This peer-to-peer interaction creates ownership and professional pride within the local water operators and demonstrates impressive results:

tangible change, improved operational performance and, ultimately, universal and equitable access to safe and affordable drinking water for people.

Attracting investments

Together with our partners financially solid long term investment plans are drafted that will be presented as viable propositions to international financing institutions. The ensurance of a long term WOP raises confidence so that investments will find a rewarding rate of return and add to the sustainability of water service provision. VEI can exclusively tap into a fund called 'Water for Life' in which Dutch water consumers donate on voluntary basis. Water for Life generates over € 1 million per year which is used to invest solely in water services for (peri)urban poor.

Locations of our Water Operator Partnerships



World class – Dutch – water experience

VEI is firmly rooted in the Dutch water sector. Five Dutch water operators (Vitens, Evides Waterbedrijf, WML, Waterbedrijf Groningen and Brabant Water) share their expertise internationally through VEI. With a joint workforce of 3,600 utility employees, a distribution network that extends for more than 102,700 kilometres, five million customer connections and an annual production capacity of 880 million m³ of high quality potable water in the Netherlands, they have extensive and lasting experience that is worth sharing. It therefore is integral part of the CSR policies of in VEI participating water operators and translated into action via the 1% Solidarity Fund.



Facts of VEI

Date of establishment	Since 2004 by shareholders (each 50%): Vitens and Evides Water Company
Head office in	Utrecht, the Netherlands
Legal Form	B.V. (Public Limited Company)
# associated Dutch water companies	5 publicly owned water companies
Active in # countries world-wide	20

	2016	2017
People given access to water / sanitation	193,000	225,000
Turnover	21,5 million	17,5 million
# expert weeks	1,100	1,050
# short term missions	360	375

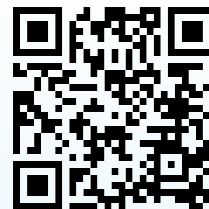


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