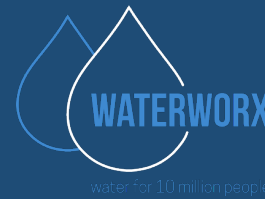


Communities of Practice to learn, to share, and replicate best practices



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Register [HERE](#)

Water Operator Partnership Programs

WaterWorX is a long term (2017-2030) WOP program of all Dutch water utilities, 40 partner water operators in Asia and Africa and the Dutch Ministry of Foreign Affairs, aimed at improvement in utility performance and access to (improved) water and sanitation services. By working together in Water Operator Partnerships (WOPs), water utilities can improve operational, maintenance, financial and administrative processes. The overall goal of the program is “well-performing utilities that provide sustainable, inclusive and climate resilient water services (basic or safely managed) to their current customers and to an additional 10 million people by 2030.”

The **EU-WOP program** encourages European water companies to partner in WOPs. Currently there are 22 projects with an average duration of 3 to 4 years. This EU-WOP program is coordinated by UN GWOPA in Bonn. Both WOP programs closely work together in areas of common interest: *Knowledge Management, Communities of Practice (CoPs), Research & Innovation, and Advocacy of WOPs. The CoPs form the machinery of peer interaction and exchange.*

What is a CoP?

A Community of Practice (CoP) is a haven for utility experts to meet, to network, chat, find answers to questions, and learn from one another. By actively sharing experiences and knowledge, members may develop personal and professional skills, while replication of best practices may accelerate the improved operational performance of their utility.

10 CoPs have been established within the Global Community of Practitioners to accelerate the UN SDG6 ambitions: **water and sanitation for ALL by 2030**. The online GWOPA Workplace platform enables members to take part in webinars, chats, masterclasses, and other events. CoP moderators steer and stimulate these expert communities to interact and create valuable knowledge products worth sharing within the CoP and beyond.

CoPs as accelerator for SDG6

Each WOP has unique features to bring about performance improvement within the local utility. These valuable experiences and innovative approaches are worth sharing in the peer expert CoPs. Currently the Global WOP Community has over 750 members; dispersed over various expert CoPs that are interactively accessible for utility peers. By sharing success stories, best practices, valuable insights and by online exchange webinars and/or regional meetings/trainings their replication can be promoted.

Capacity development of peers within the CoPs may induce their readiness and availability for local, national or regional exchange of expertise. This is the ultimate goal: self-sustainability of expert support within the country or region. CoPs will actively support this and seek alliances with the African Water Association, IWA, and others to bring this further.

When to use CoPs?

CoP members use the platform to find answers, to just chat and network with peers, to get access to knowledge products (best practices, posts, guidelines, presentations, or training materials), to sharpen their mind, to absorb novel knowledge, or take notice of innovations. CoPs also inform members on upcoming events, trainings, opportunities, and so.

Each CoP has a limited library function in Workplace. The CoP moderator is to decide which relevant materials will be shelved. Recordings of webinars, factsheets, presentations, best practices etc. can be part of this library. Workplace also includes an event calendar.

Who can use it?

CoPs are exclusively open for employees working in water utilities. The CoP is a one-stop-shop for utility experts, project managers, and utility employees that freely register as member of the Global WOP Community.



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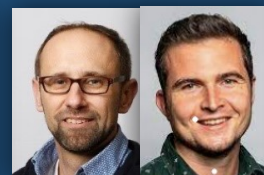
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