

Cluster Strategy for Supporting the Growth of Water Utilities

Supporting the growth of water utilities in 56 cities in 29 countries.





Water utilities cooperating with
a focus on improving water
services

Water utilities cooperating with
a focus on improving water
supply management

Water utilities cooperating with a
focus on financing and spreading
good practices in the country

1 Platform for learning from each other by leaders of water utilities

Executive leadership is important to promote the development of water utilities. JICA supports a forum of executives from water utilities in partner countries to learn from each other.

	Executive Forum for Enhancing Sustainability of Urban Water Service in Asian Region	Executive Forum for Enhancing Sustainability of Urban Water Services in Sub-Saharan Africa
Achievements	5 times from 2010 to 2023 (Yokohama City, Tokyo)	Two events from 2019 to 2023 (Kigali, Rwanda; Johannesburg, Republic of South Africa)
Scale	10 countries, 28 utilities, 500 people 	11 countries, 17 utilities, 100 people 
Feature	<ul style="list-style-type: none"> ❑ Full cooperation of Yokohama City Waterworks Bureau. Participation by many municipalities and companies in Japan. ❑ Follow-up activities were conducted online. 	<ul style="list-style-type: none"> ❑ Learning continues through follow-up activities called “U2U Exchange.” ❑ In Kenya, Malawi, and Rwanda, workshops on non-revenue water management have been held regularly to provide mutual learning opportunities at the working level.

2 Combining planning, facility development, and capacity development to achieve water utility growth - Siem Reap, Cambodia

Siem Reap is a tourist city with the World Heritage Site of Angkor Wat. In 1996, JICA began supporting the development of a basic water supply plan. Based on this plan, JICA completed the water supply facilities in 2006 through grant aid, and has been strengthening the capacity of operation and management through technical cooperation since 2003. As the Siem Reap Waterworks Public Authority was now in a sound management position to generate sufficient water tariff revenues and receive financing, a large-scale expansion of the water supply system through ODA loan began in 2012, and was completed in 2023. The Kitakyushu Waterworks and Sewerage Bureau fully cooperated with the projects and has been a longtime partner.



3 Introduced metered tariff collection and achieved growth of utility. Expanding the results to the rest of the country - Tajikistan

In Tajikistan, water tariffs were collected at a fixed rate regardless of the amount of water used, so residents were not aware of water saving and water was either wasted or used in large quantities for irrigation and other purposes. As a result, water did not reach the end of the pipeline network, and utilities continued to operate at a loss. In 2016, JICA constructed water supply facilities in Pyanj District, Khatlon Province, through grant aid, installed meters and introduced metered tariff collection, and helped strengthen operation and management capacity through technical cooperation. As a result, water supply services were greatly improved and residents' satisfaction levels increased significantly. The increased tariff revenue also enabled the Pyanj Vodokanal (water utility) to expand its water pipeline network with its own funds. JICA is working on cooperation to disseminate these results throughout the country.

