



REGIONAL WATER INDUSTRY EXPERT DIALOGUE

TUESDAY | 3 AUGUST 2021

10.00am – 11.30am

Topic:

**LESSONS LEARNED FROM
GLOBAL PANDEMIC FOR
WATER INDUSTRY**

Moderator



Dato' Teo Yen Hua
Advisor
ASEAN Water Series

Speakers



Mr. Minh Lim
Executive Director
Cambodian Water Supply
Association (C.W.A)



**Dr. Ir. Andi Wijaya
Adani, M.Sc.**
Head of South Sumatera
Regional Management,
Association of Indonesian
Drinking Water Companies



**Dr. Ir. Ts. Hj.
Mohmad Asari Daud**
President
Malaysian Water Association



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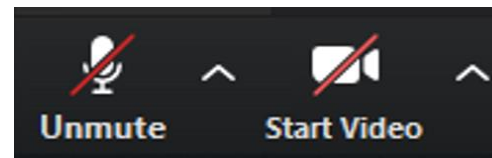
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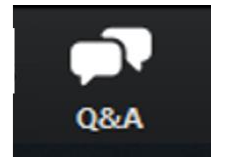
**LESSONS LEARNED FROM
GLOBAL PANDEMIC FOR
WATER INDUSTRY**

Housekeeping Rules

All microphone & video of attendees have been muted



Communication
S



If you have any question to ask our speakers, do list them down at the Q&A box

If there's any internet disruption during the webinar, please be patient and try to sign in again



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សហគមន៍ទឹកស្អាតកម្ពុជា (ស.ទ.ក)
Cambodian Water Supply Association (C.W.A)



Phnom Penh Center, 2nd floor, Building F, S.k Tonle Basac, Phnom Penh/ Tel: 017 799 337/ Email: info@cwa.org.kh

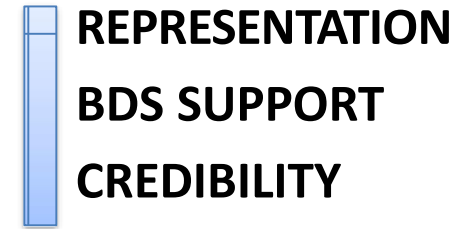
Slide 1



Minh LIM (Mr.)
Executive Director, CWA
Email: minh.lim@cwa.org.kh

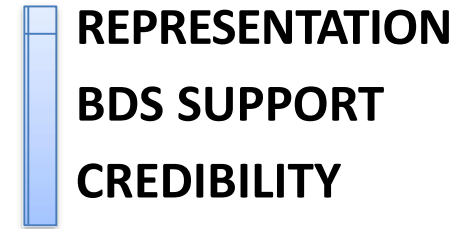
- Cambodia has a land area of 181,035 square kilometers in the southwestern part of the Indochina peninsula, about 20 percent of which is used for agriculture. It lies completely within the tropics with its southern most points slightly more than 10° above the Equator. The country capital city is Phnom Penh.
- Population- 16,700,000
- There are 25 provinces/city

CONTENT



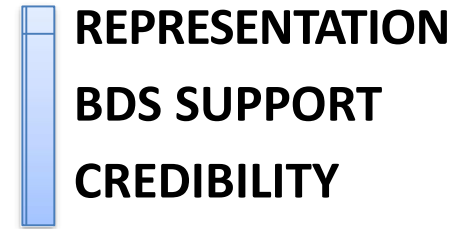
- 1 • About Cambodia Water Supply Association CWA
- 2 • About Private Water Operators PWOs
- 3 • Lessons Learned from the Global Pandemic for the Water Industry

About CWA



- Established on December 28th, 2011.
- Registered with Ministry of Interior (Mol) on August 6th, 2012
- An independent, non-profit, and non-political organization

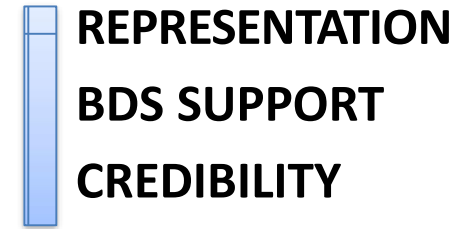
Our Vision



“Cambodian people everywhere can access clean and safe water in accordance to the Cambodian water quality standards.”

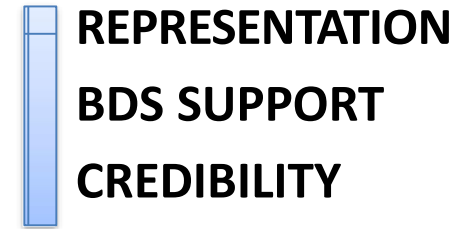


Our Mission



- 1 • To support and promote mutual cooperation among water operators in Cambodia
- 2 • To enhance knowledge and technical skills based upon leading practices in Cambodia.
- 3 • To encourage the sustainability expansion of water supply services in Cambodia

Our Purpose



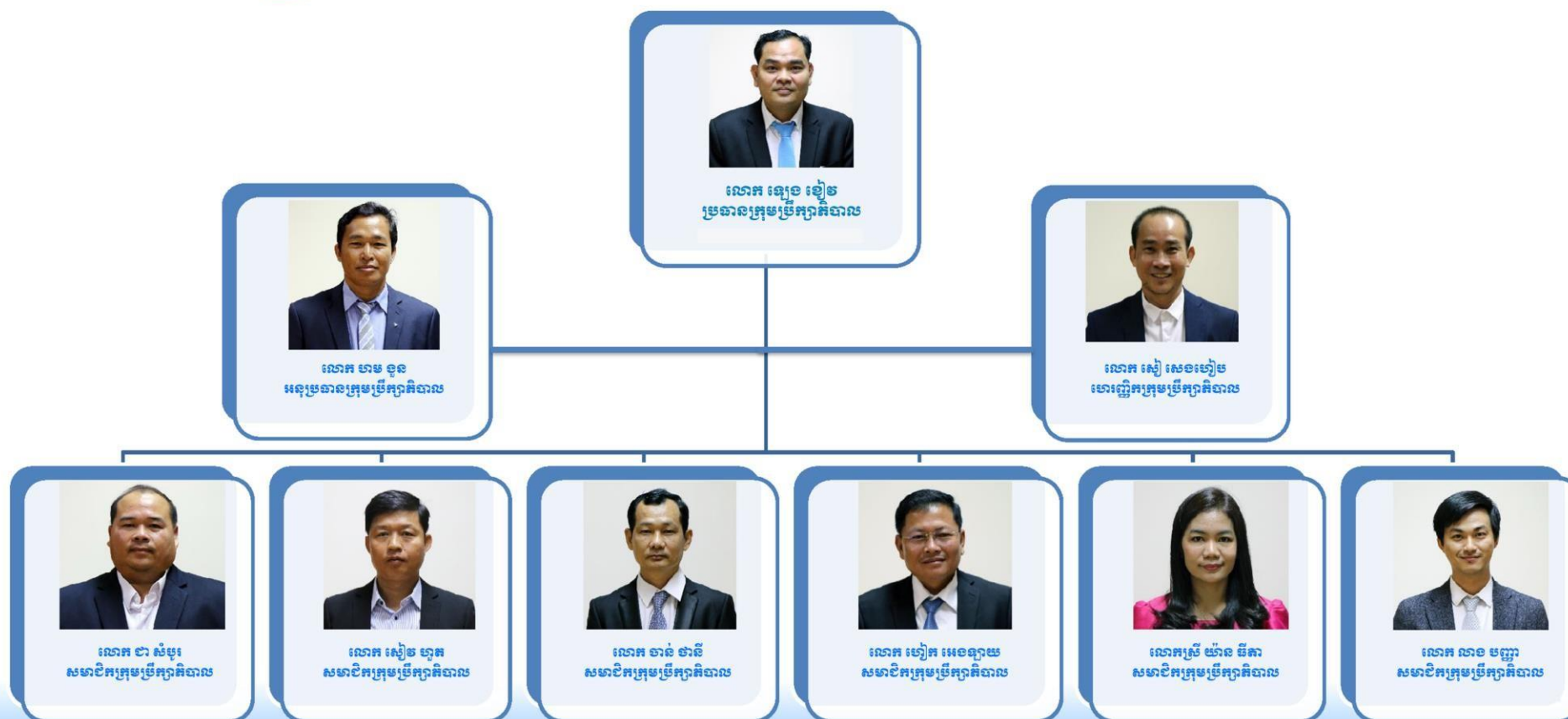
To create and enable an environment of collaboration and learning among water operators and/or with national and international stakeholders in the water sector irrespective of their political affiliations.

Board of Directors (2020-2023)

REPRESENTATION BDS SUPPORT
CREDIBILITY



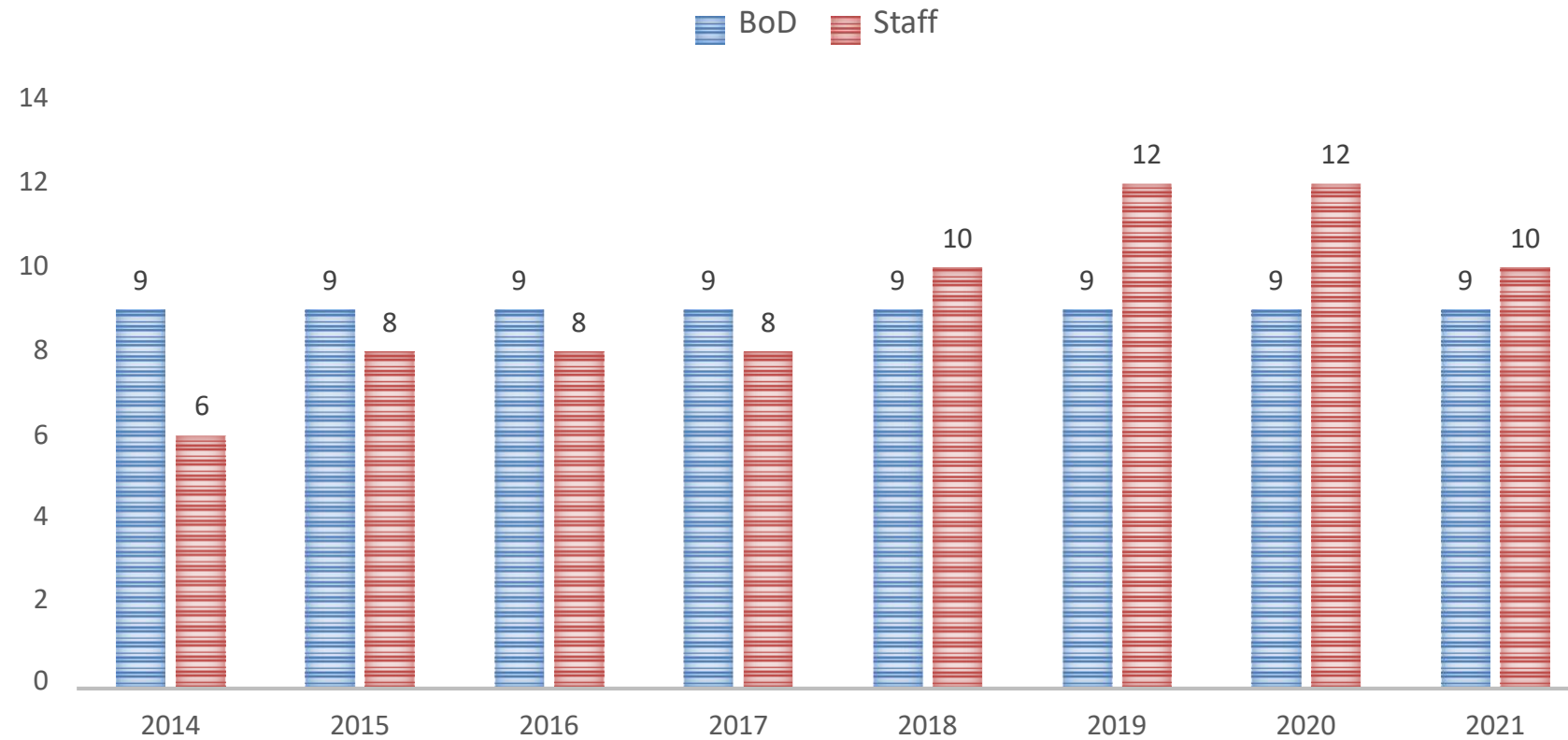
អង្គការលេខក្រុមប្រឹក្សាភិបាលឆ្នាំ ២០២០-២០២៣



CWA's Staff and BoD

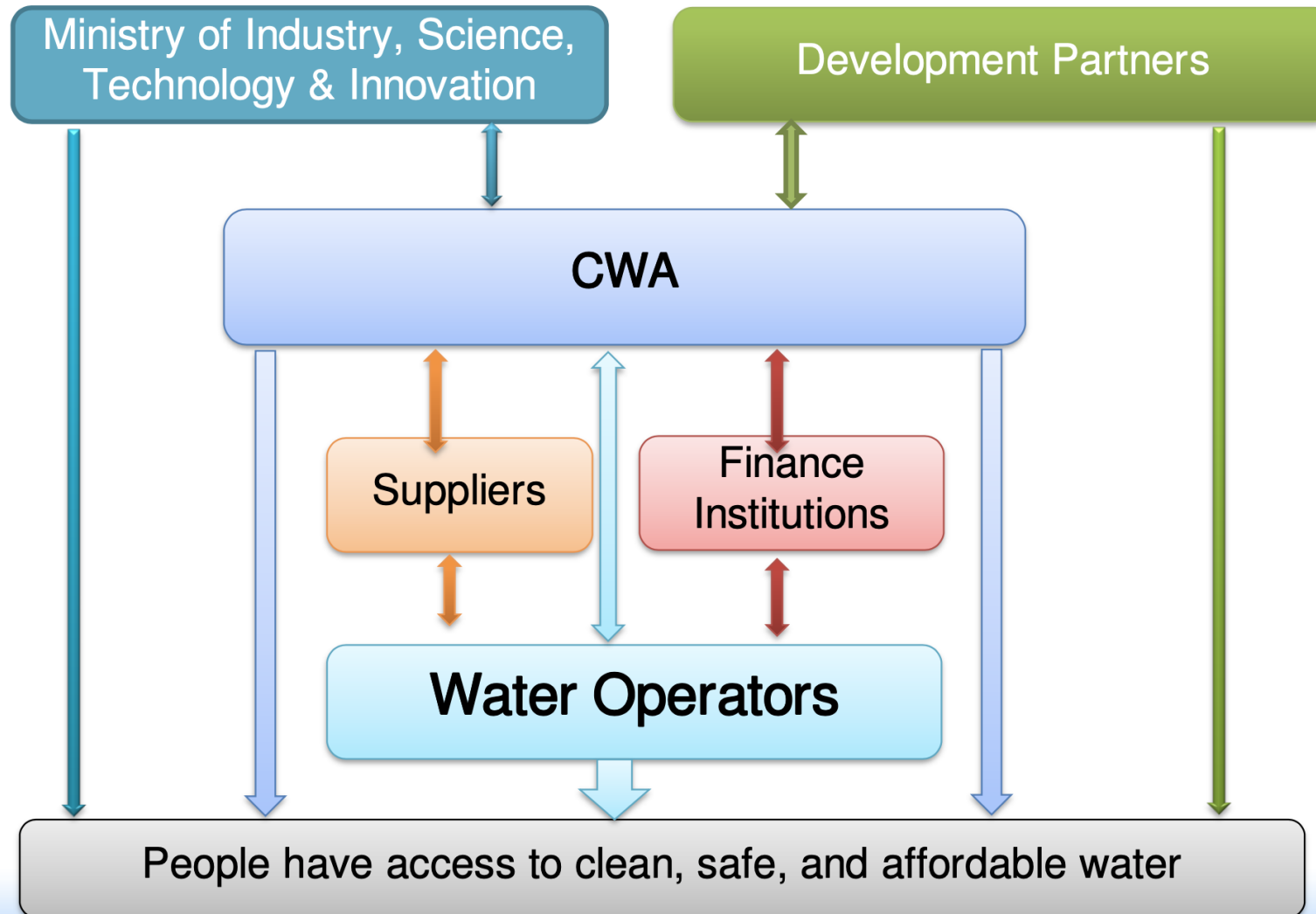


REPRESENTATION BDS SUPPORT
CREDIBILITY





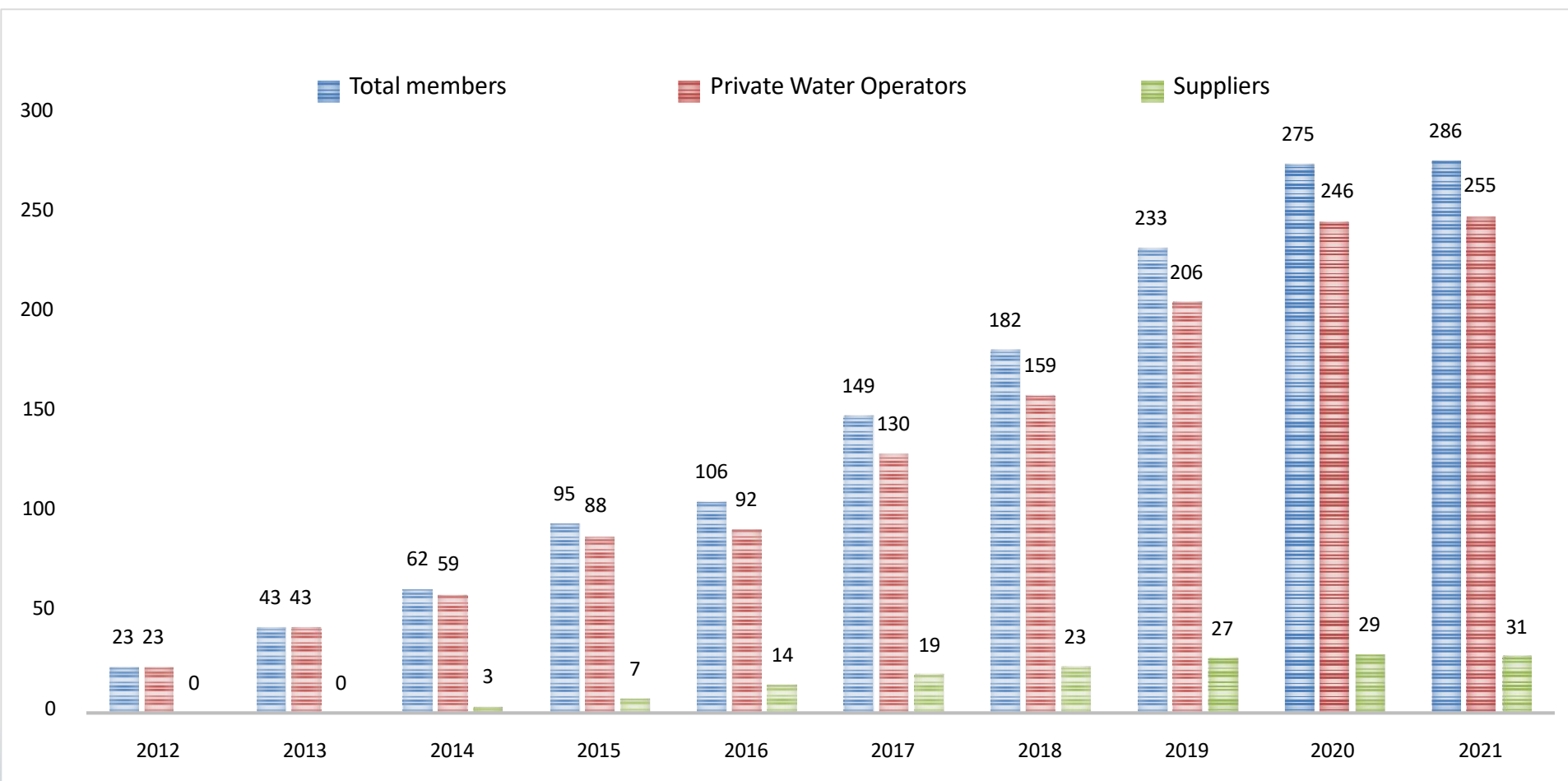
សហគមន៍ទឹកផ្គត់ផ្គង់ទឹកស្អាតកម្ពុជា (ស.ទ.ក)
Cambodian Water Supply Association (C.W.A)



Roles of CWA

Members

REPRESENTATION BDS SUPPORT CREDIBILITY



Partnership

REPRESENTATION
BDS SUPPORT
CREDIBILITY

On July 17th 2019

**AUSTRALIAN
WATER**
—
ASSOCIATION



Australia Water Association (AWA)

Cambodian Water Supply Association (CWA)

Partnership

REPRESENTATION
BDS SUPPORT
CREDIBILITY

On October 30th, 2019

General
Department
of Potable
Water
Supply



Ministry of Industry Science Technology & Innovation

Cambodian Water Supply Association

Partnership

REPRESENTATION
BDS SUPPORT
CREDIBILITY

On January 28th 2021

KOWBA

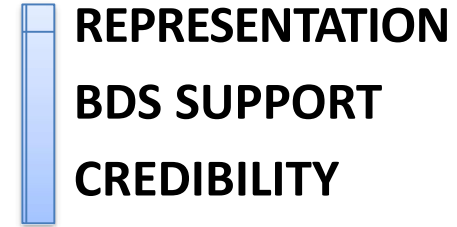


Kitakyushu Overseas Water Business Association



Cambodian Water Supply Association

Water Supply Operators



- 500 private water operators (286 PWOs licensed by MISTI +Approval on the feasibility study 56)
 - 255 PWOs are CWA's members
- Public utilities: 10 +2 (PP & SR WSA)
- Access to pipe water: 5 million people have access to clean water in which equal 30% of total population, approximately half of them served by private water operators and 2.5 million people who live in Phnom Penh.
- Cover the majority of provincial towns and urban areas.



១. គុណភាព (Quality)

២. សុវត្ថិភាព (Safety)

បុរេលក្ខខណ្ឌបួនទឹកត្រូវ
មាន Four Requirements of
Water Supply Has to Meet

៣. និរន្តរភាព
(Sustainability)

៤. ថ្លៃសមរម្យ
(Affordability)



សហគមន៍ផ្គត់ផ្គង់ទឹកស្អាតកម្ពុជា (ស.ទ.ក)
Cambodian Water Supply Association (C.W.A)

Lessons Learned from the Global Pandemic for the Water Industry

- Impact of the Global Pandemic for the Water Industry
- Solutions:
- Lessons Learned

Impact of the Global Pandemic for the Water Industry

REPRESENTATION
BDS SUPPORT
CREDIBILITY

- Less of water consumption
 - Lockdown shops and restaurant,
 - No wedding or no party
 - people shifting to use the other source of water as some of them cannot pay the water bill due to reduced incomes.
- PWOs low income/profit but increased expenses on PPE use
- PWOs cannot collecting the water bill on time
- PWOs found it difficult to buy the chemical for water treatment (lockdown period)
- Some activities were postponed, such as building new infrastructure, piped network installation and marketing activities



Solutions

REPRESENTATION
BDS SUPPORT
CREDIBILITY

- PWOs have delayed collecting water bill from users (households)
- PWOs have used the E-transfer through banks, MFIs, and money agency
- PWOs shared the materials (chemical) among CWA members
- PWOs discount/free the water for households who have family member infected Covid-19
- CWA & AWA shared video and IEC materials on Prevention Covid-19 for water utilities
- CWA assisted MISTI to re-enforce PWOs to strengthen the water quality, especially the residual chlorine has to meet the standard

Lessons Learned

REPRESENTATION
BDS SUPPORT
CREDIBILITY

- PWOs should make a better and improved plan for keeping the materials in stock to avoid stock outs.
- Strengthen the network for sharing information and materials
- Strengthen the water quality aspect of the business
- Using the E-transfer avoids human touch and hence easier to collect money during Pandemic
- Opportunity to learn a new context of the global pandemic and its impact on income of the households

*Thanks for
your paying
attention !*





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Dr. Ir. Andi Wijaya Adani, M.Sc.

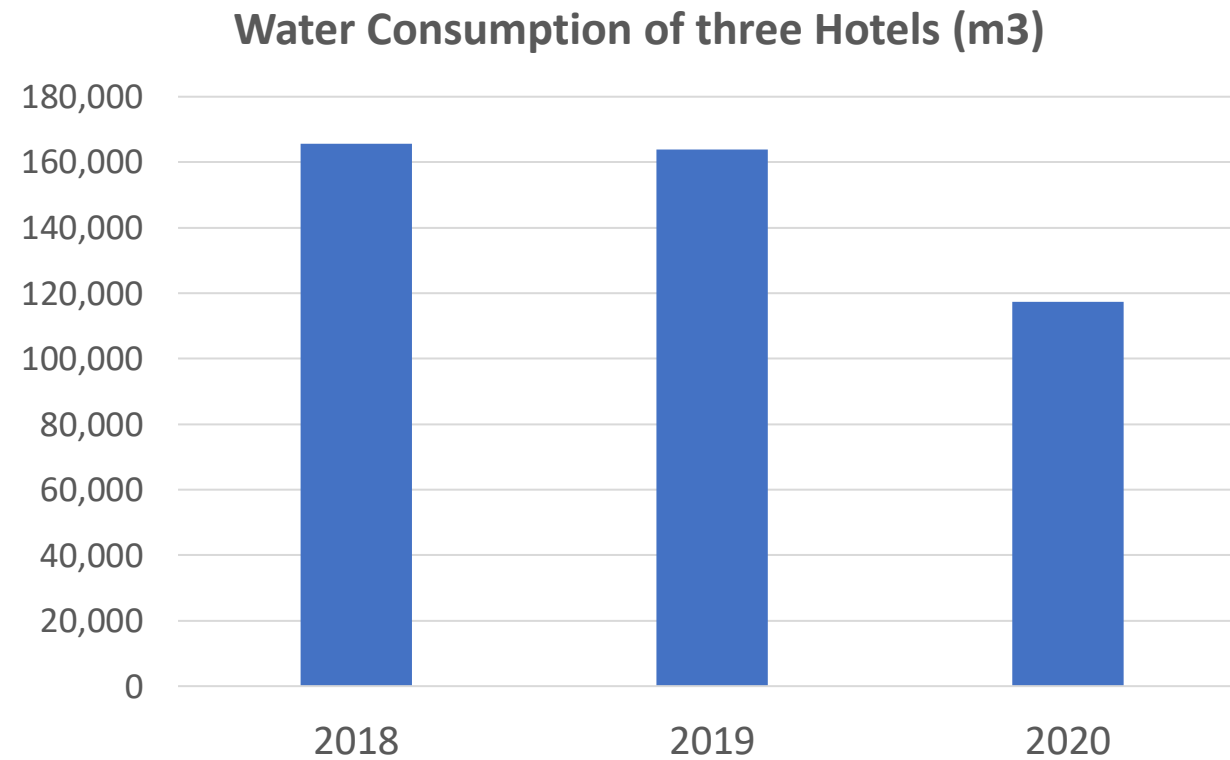
Director, PD PERPAMSI, South Sumatera

Effects and Strategies for Facing the Covid 19 on the Performance of PDAM Tirta Musi Palembang

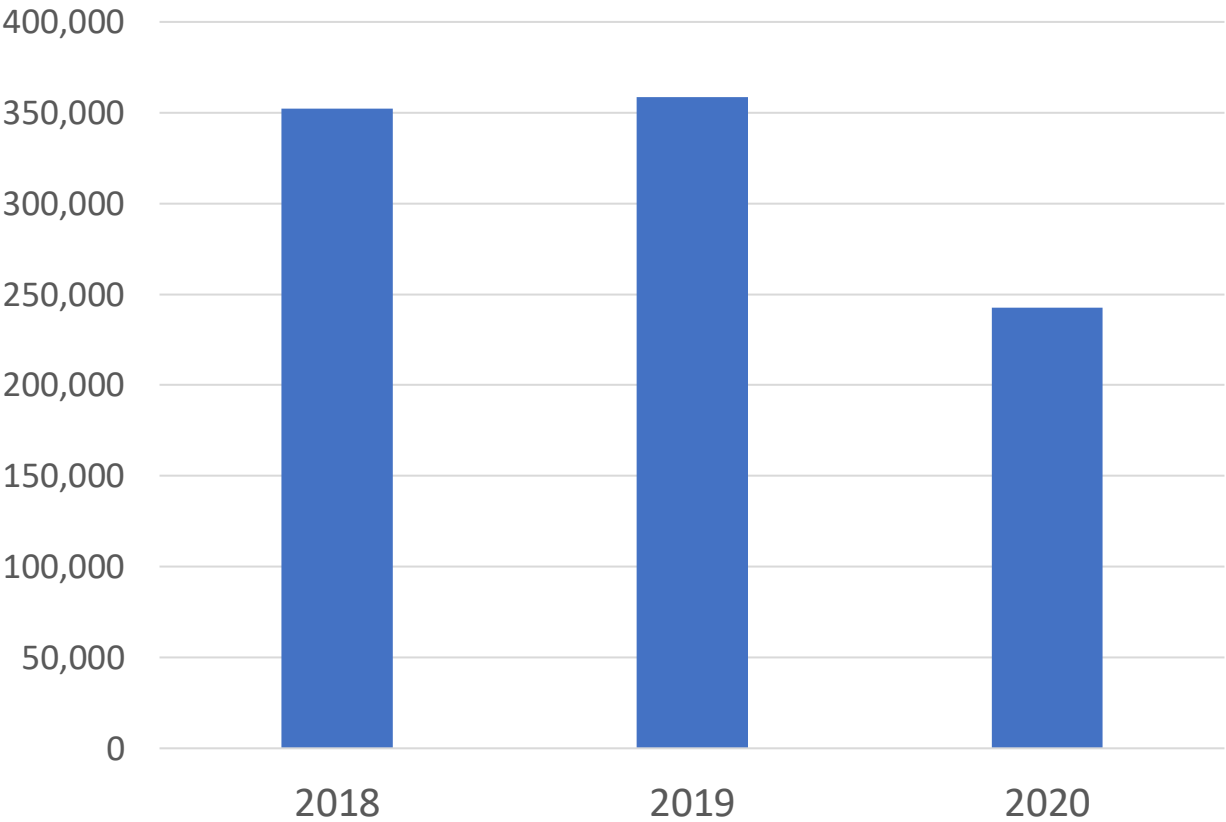
Andi Wijaya Adani

Head of South Sumatra Regional Management Association of Indonesian
Drinking Water Companies

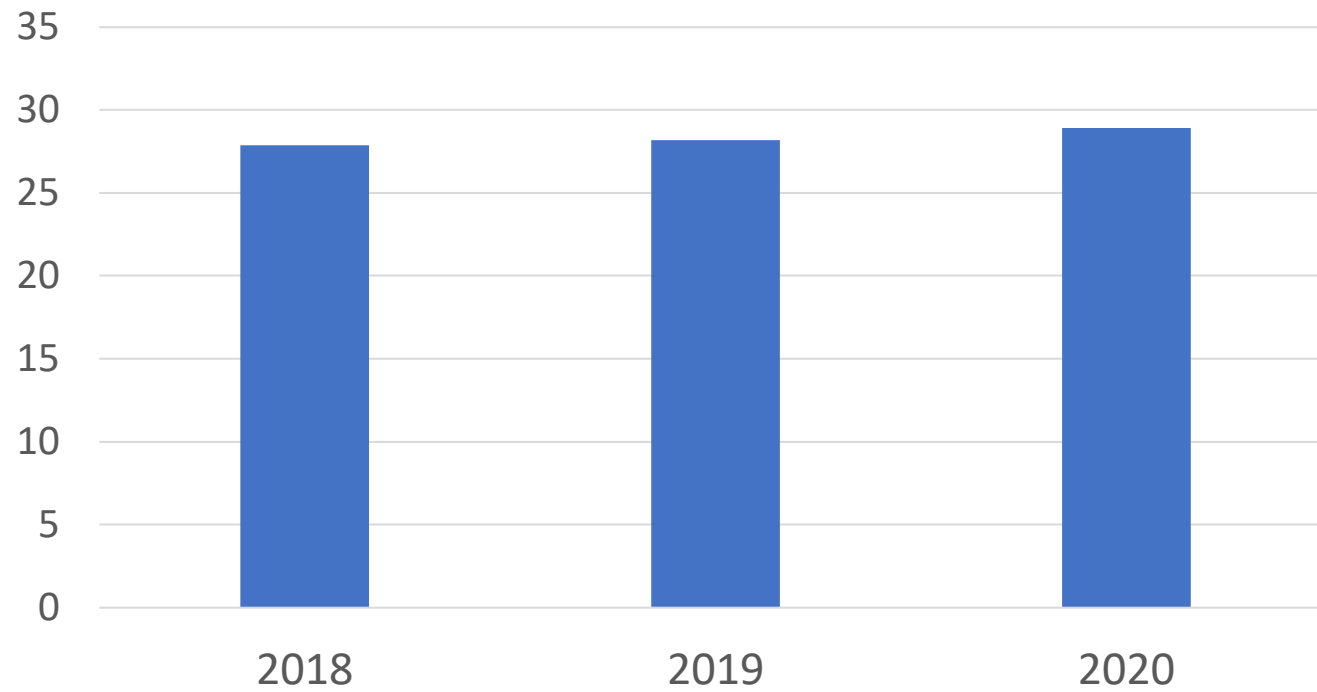
Effects of Covid 19 in water consumption

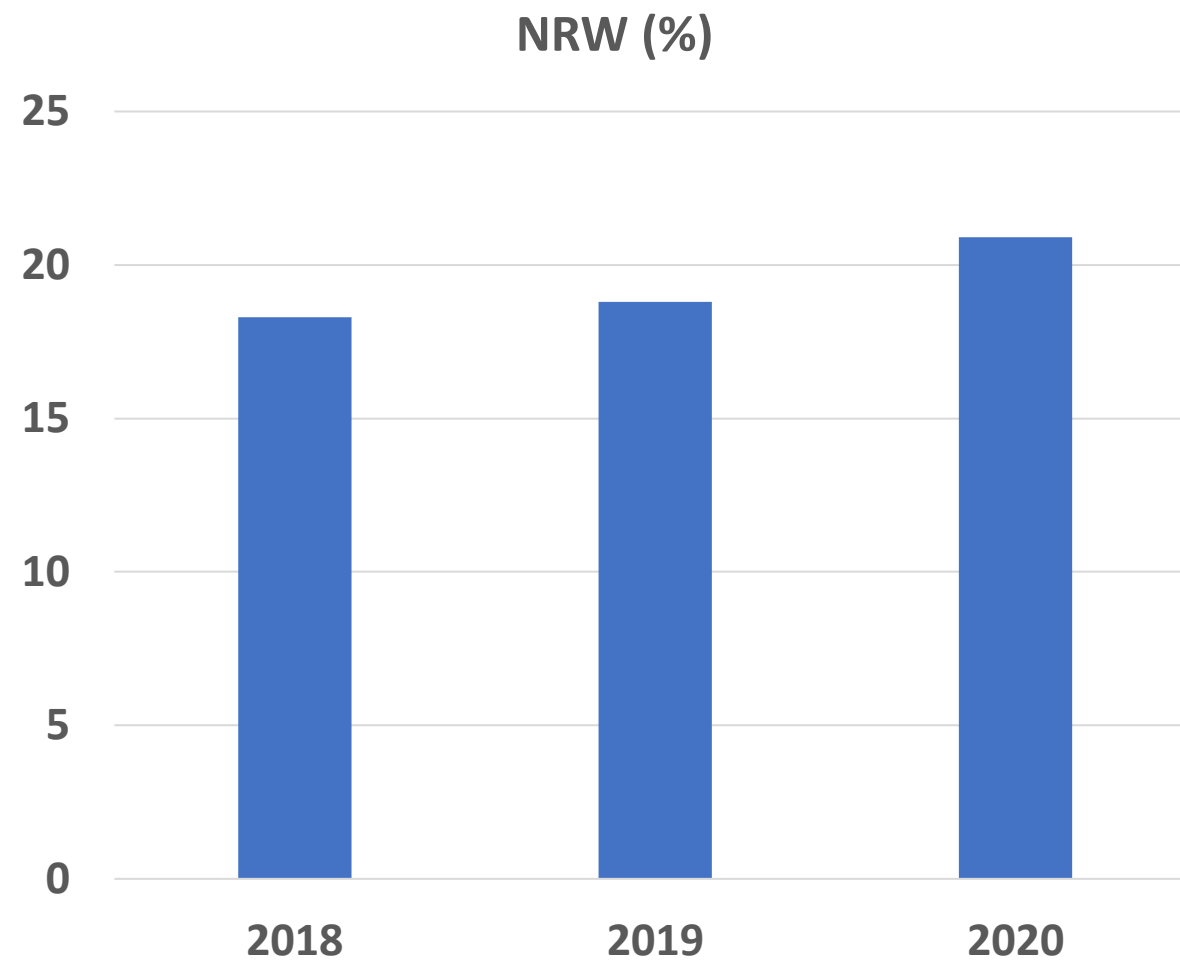


Water Consumption of three Malls (m3)

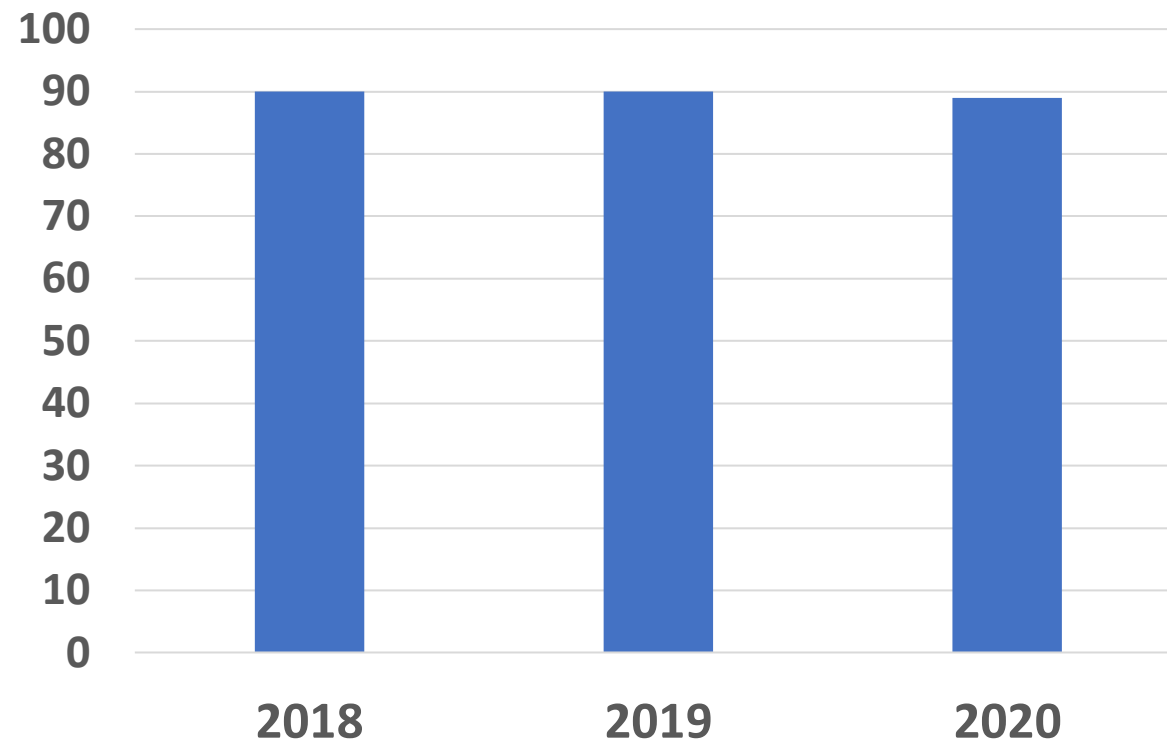


Water Consumption in household Costumer (m3/HC/Month)





Efficiency of billing payment (%)



The strategies:

- Increase the concentration of antiseptic agent from 0.5 ppm to 0.8 ppm
- Free water bill payment for low-income communities on April and May 2020
- Not taking meter reading on April and May 2020
- Carry out a Covid 19 vaccination for all employees
- Postpone the tariff increase, substituted by implementing energy efficiency program
- Conduct a strict NRW reduction program



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Dr. Ir. Ts. Hj. Mohmad Asari Daud

President
Malaysian Water Association

Regional Water Industry Expert Dialogue - “Lessons Learned from the Global Pandemic for the Water Industry”

Date: 3 August 2021 (Tuesday)

Time: 10:00 a.m. – 11:30 a.m. (GMT+8)

Platform: Zoom



The Malaysian Water Association (MWA)

WATER SUPPLY SYSTEM AFFECTED

VIRTUAL CAPACITY BUILDING

CROSS BORDER RESTRICTIONS

SUPPORT RESTRICTED

NEW WORKING SOPs

PROJECTS SLOW DOWN

CHANGE IN PATTERN

LESS POLLUTION TO SOURCE

MOVEMENT RESTRICTION

SUPPLY LIMITED

DOMESTIC NEED INCREASE

REVENUE DROP

REDUCED CONSUMPTION

COMMERCIAL REDUCED

DIFFICULTY IN ENGAGING

DEPENDENT ON HUMAN

RESERVOIR

DAM

RIVER

WATER TREATMENT

BALANCING TANK

SERVICE TANK

CONSUMER

TRANSMISSION

RETICULATION

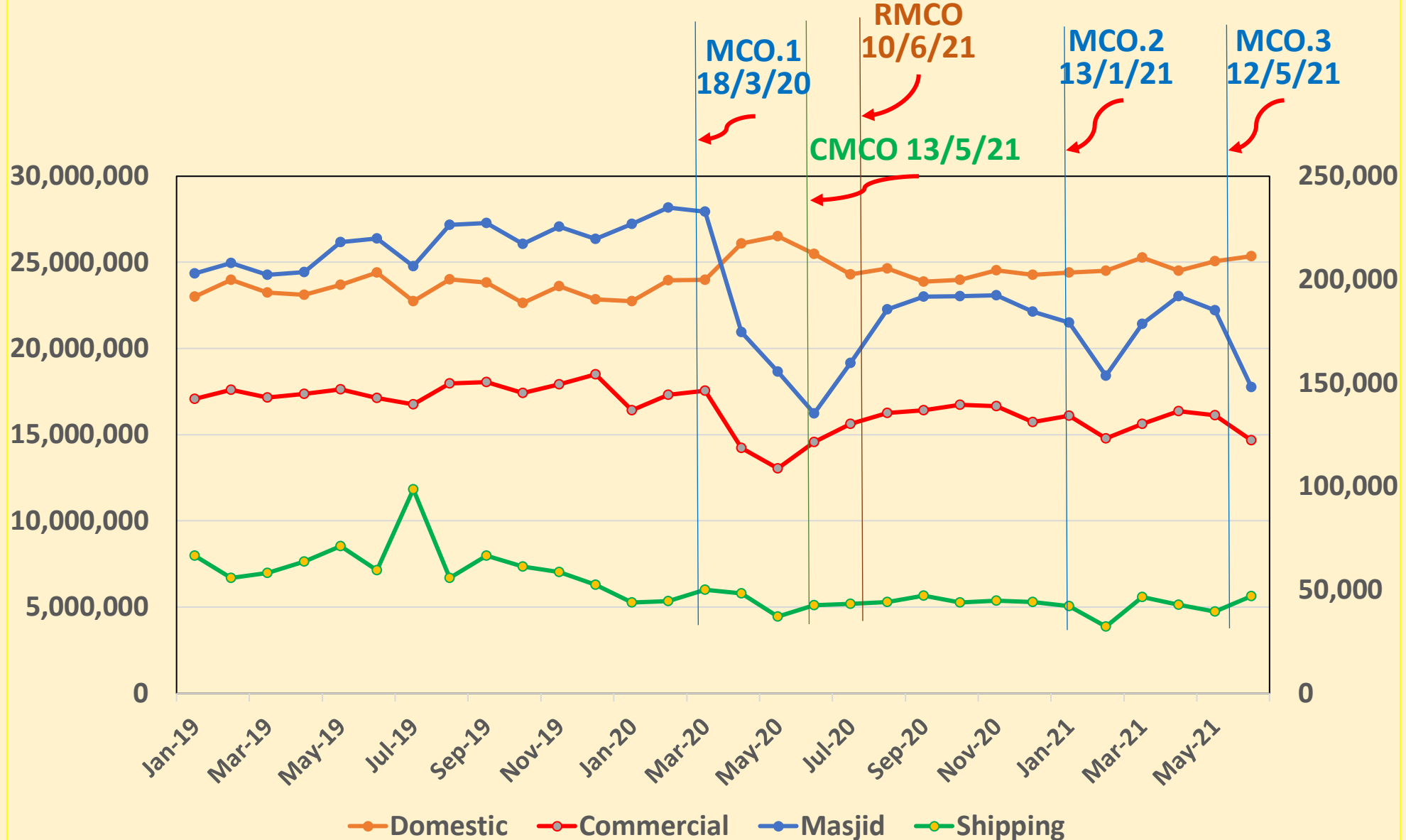
RAW WATER SOURCE

TREATMENT

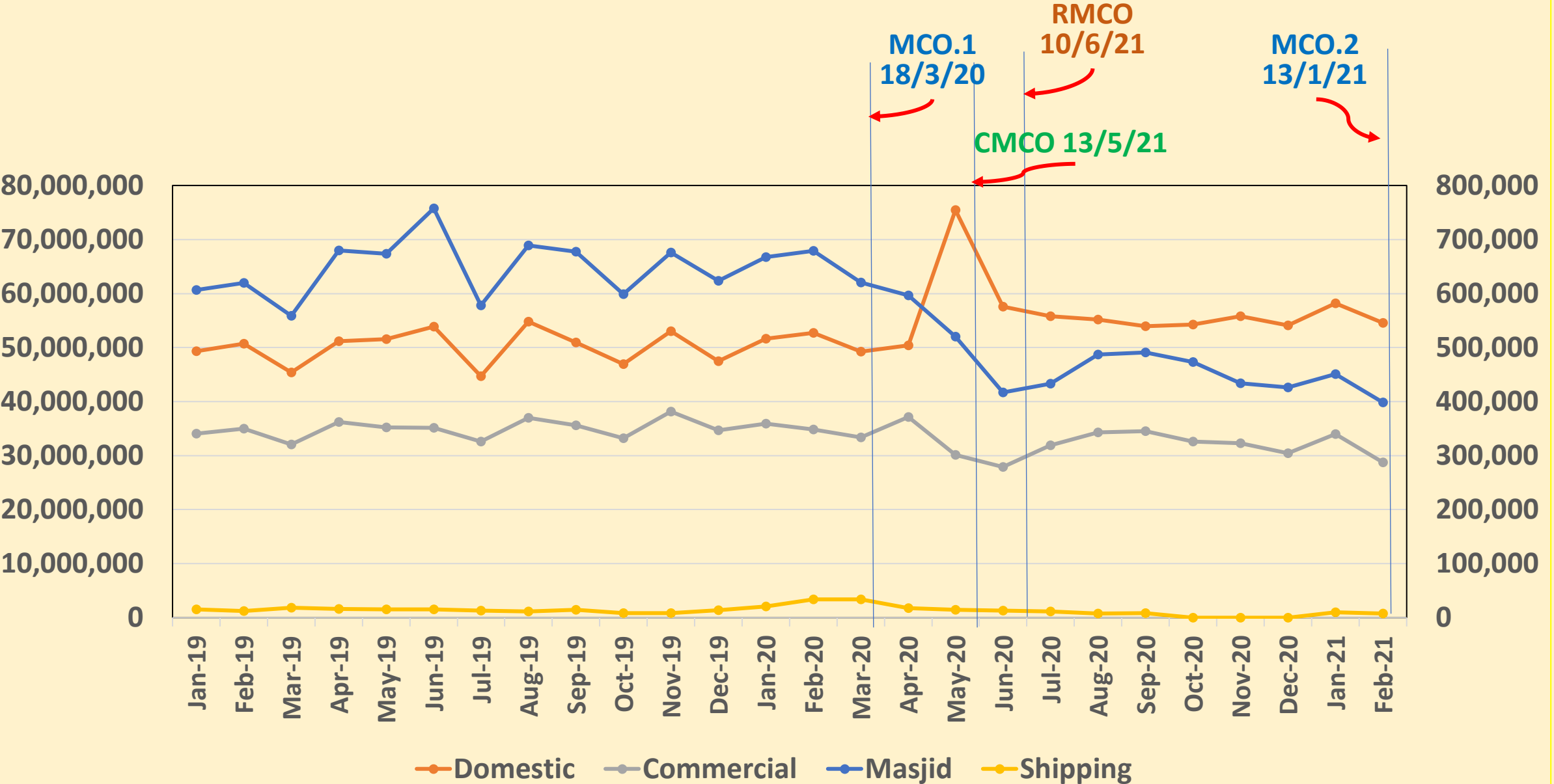
DISTRIBUTION

SOURCE: MWA

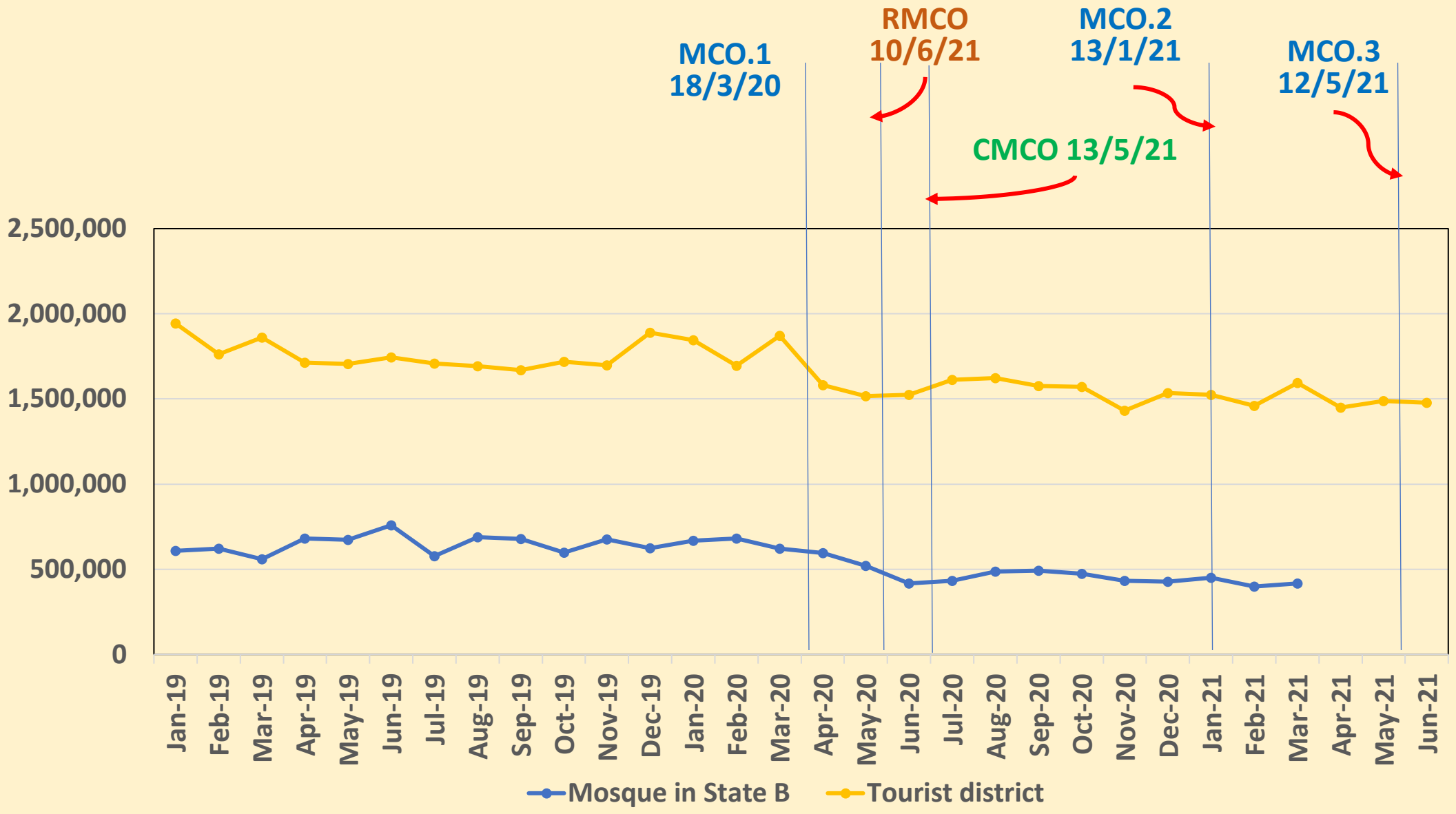
Consumption Trends State A (cu.m)



Consumption Trends State B (cu.m)



Consumption Trends Tourism District vs Mosque in State B (cu.m)



WATER SUPPLY SYSTEM AFFECTED

LIMITED CAPACITY BUILDING

CROSS BORDER RESTRICTIONS

SUPPORT RESTRICTED

NEW WORKING SOPs

PROJECTS SLOW DOWN

CHANGE IN PATTERN

LESS POLLUTION TO SOURCE

RECOVERY PLAN

SUPPLY LIMITED

DOMESTIC NEED INCREASE

REVENUE DROP

REDUCED CONSUMPTION

COMMERCIAL REDUCED

DIFFICULTY IN ENGAGING

DEPENDENT ON HUMAN

RESERVOIR

DAM

RIVER

WATER TREATMENT

BALANCING TANK

SERVICE TANK

CONSUMER

TRANSMISSION

RETICULATION

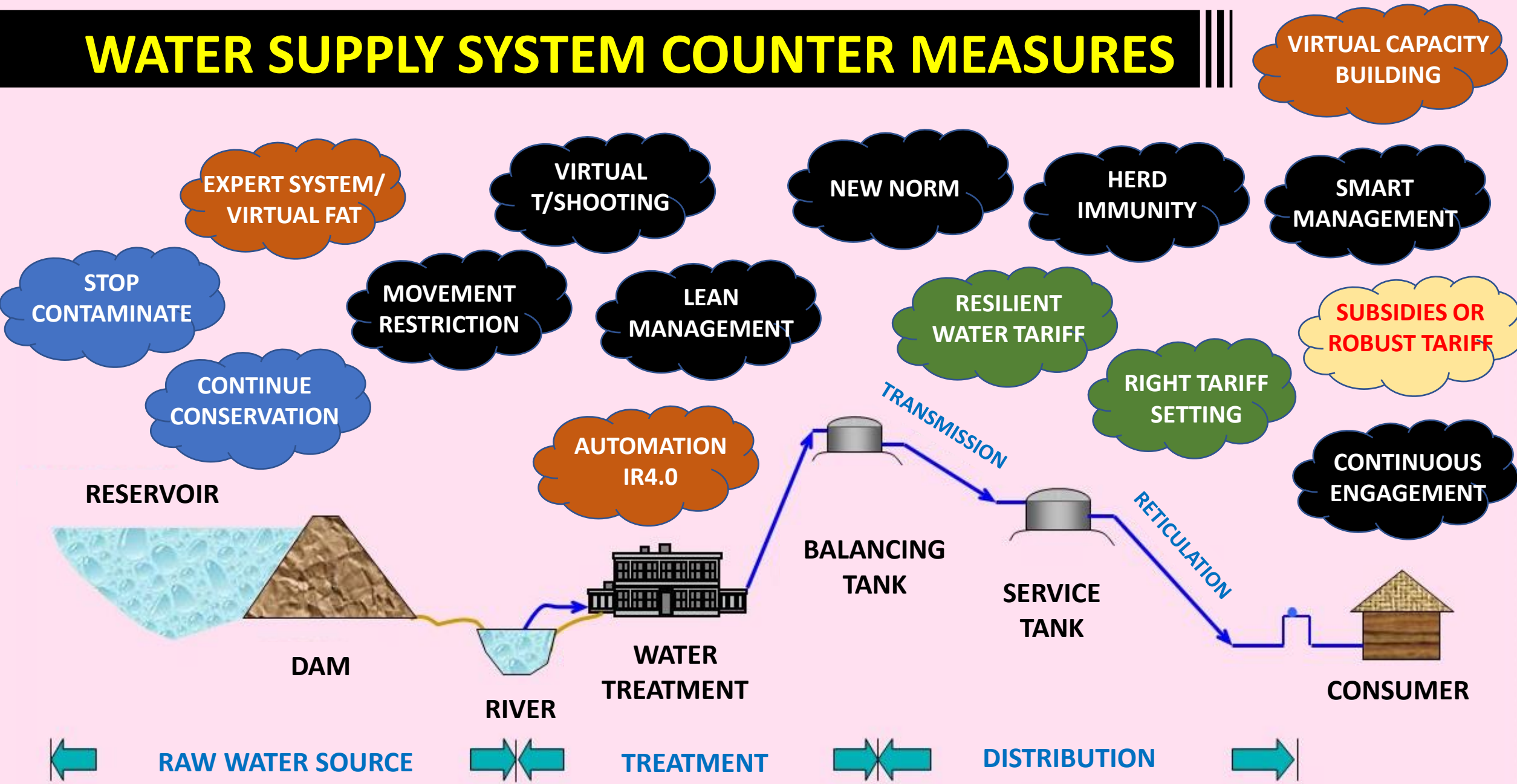
RAW WATER SOURCE

TREATMENT

DISTRIBUTION

SOURCE: MWA

WATER SUPPLY SYSTEM COUNTER MEASURES



STAY SAFE AND FOLLOW SOP



THANK YOU

Visit www.mwa.org.my

Mohmad Asari Daud
President



The Malaysian Water Association (MWA)



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Group Q&A Session



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