

WATER OPERATORS' CHALLENGES & RESPONSES TO COVID-19

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**"Delivering basic services to Leave No One Behind –
Closing the WASH Gap" Webinar**

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COVID 19 AND URBAN BASIC SERVICES

90 per cent of reported
coronavirus cases in urban
areas

Basic services bearing the
brunt

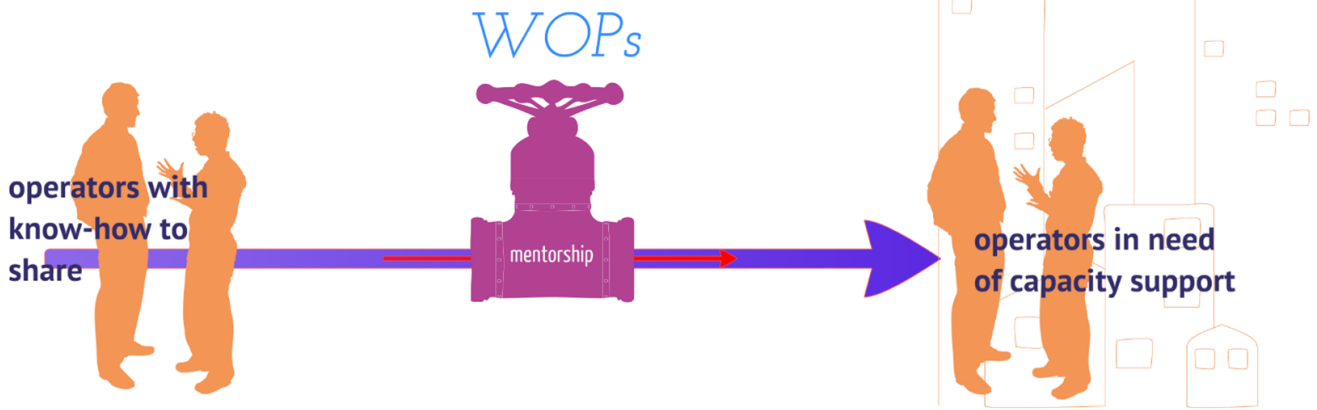
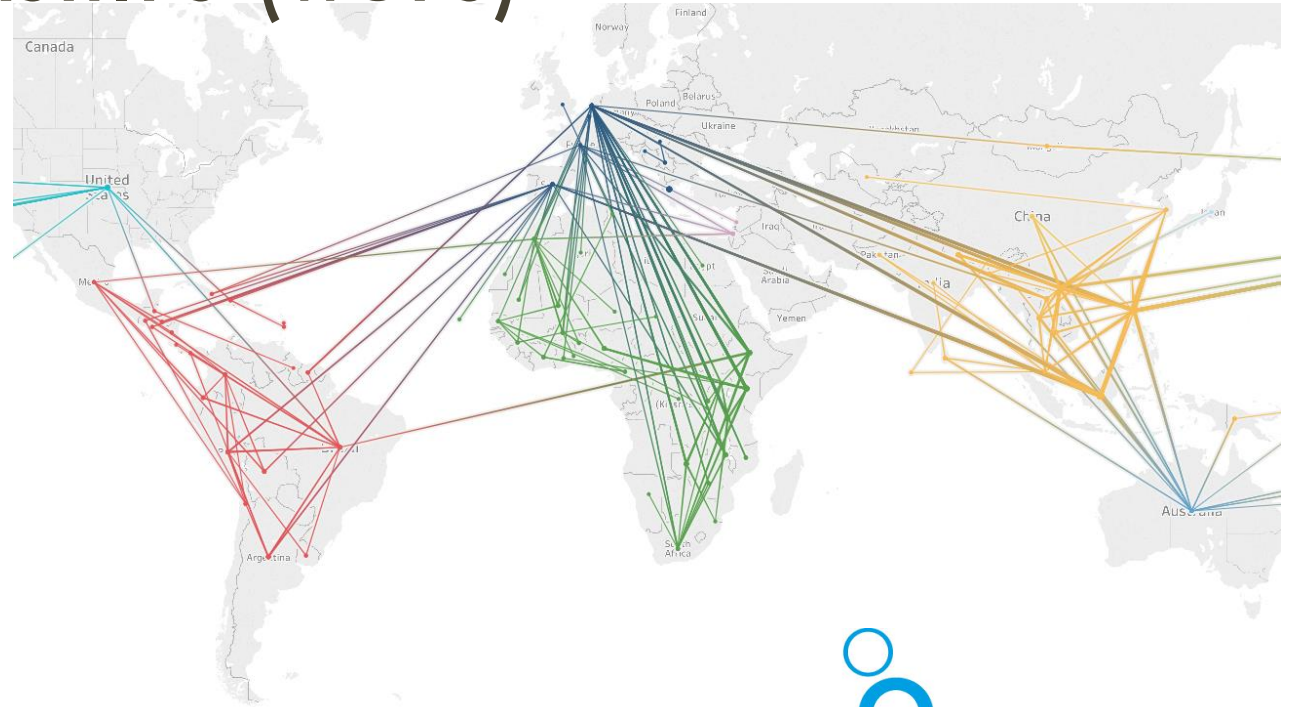
Weaknesses and inequalities
exposed

Resurgence of solidarity



Not-for-profit

Quality



UN-HABITAT
FOR A BETTER URBAN FUTURE

GWOPA: HELPING UTILITIES HELP ONE ANOTHER FIGHT COVID-19

#Utilitiesfightcovid Activities

- Messages and Advocacy
- Good Practice Campaign
- Webinars & Regional exchanges
- Communities of Practice



Find out more about the #UtilitiesFightCOVID campaign: <https://gwopa.org/covid-19/>

WATER UTILITIES FACING COVID-19

- 1/3 of global population unable to wash hands
- spatial disparity within service areas
- Issues of availability and affordability
- underlying capacity, finance, governance weaknesses for many
- various states of preparedness



SOME KEY UTILITY RESPONSES TO COVID-19

Raising Awareness

Halting disconnections

Extending Services

Crisis Management

Adapting Working Regimes

Reorganizing Customer Services



ENDURING UTILITY CHALLENGES



Finances



Supplies and Maintenance



Modified operations

SOME LESSONS AND OPPORTUNITIES

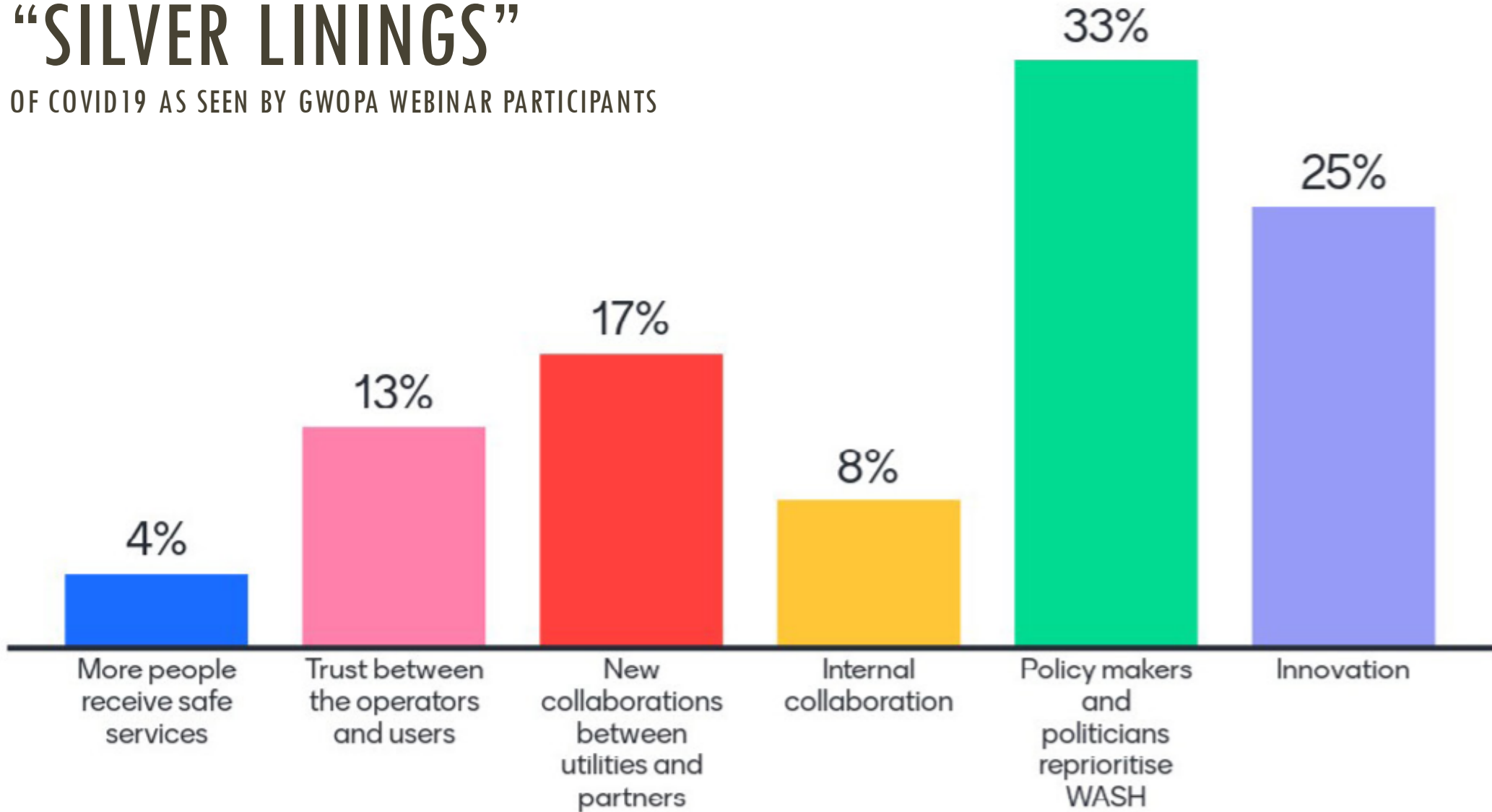
“We need to turn the recovery into a real opportunity to do things right for the future”

– United Nations Secretary-General
António Guterres

- Let technology be an enabler
- Build preparedness
- Value essential workers
- Strengthen/revisit financial models
- Nurture solidarity to learn from one another

“SILVER LININGS”

OF COVID19 AS SEEN BY GWOPA WEBINAR PARTICIPANTS



AN OPPORTUNITY FOR UTILITIES TO HELP ONE ANOTHER

EU-WOP Programme.

Helping water and sanitation
service providers help one
another reach the SDGs.

Call for Concept Notes
COMING SOON!



Open call for Water Operators
Partnerships Projects opening soon!

Up to 30 projects of 200 – 400,000 USD
eligible for funding

Decentralized collaboration between peer
water and sanitation service providers

Helping improve capacity, performance
and finance to meet the SDGs

North-South, South-South and Triangular
partnerships

For more information, see gwopa.org