



PWWA NEWSLETTER

2nd Edition, 01st April
– 30th June, 2021

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From the Secretariat

FAREWELL MESSAGE FROM PWWA FORMER CHAIRPERSON: SEUGAMAALII TAITO JAIME SAENA

15th May 2021

Talofa my fellow Pacific Water & Wastewater Colleagues.

I write this email with a heavy heart to inform you that I have resigned from my post Managing Director for SWA for personal reasons and in that connection, the Chairmanship for PWWA.

I want to thank each and every one of you for the ongoing support to this important and vital organization to the Pacific and the roles each of you play to ensure we serve our respective nations with such an essential service.

I hope that I have not stepped on too many toes during my time as Chair and as a proud member of the PWWA Council over the years and if I did, I am truly sorry.

It has been a privilege and an honour to work alongside many of you who have taught me a thing or two over the years and I will treasure the friendships that I have formed with you all.

I will miss being involved in the PWWA; I hope the passion I have shown for it in the past will continue in each of you.

Special thanks to Lusua and her team at the home office. I appreciate the support you have given the board over the years and to me. It is my hope that the future is bright for you and for the Association.

I will still be around, so if you want to drop me a line, I can be contacted on saenajammie@gmail.com.

Faafetai mo mea uma and God bless you all

Jammie

Seugamaalii Taito Jammie Saena

Note from Head of Secretariat

Seugamaalii Jamie Saena – better known as Jammie within PWWA will be missed for her strong drive for results to grow PWWA, her excellent stewardship at the helm as Chairperson and especially for her strong advocacy role for development of young water professionals and especially young women.

As a lead-up to the establishment of a permanent Secretariat, PWWA went through a governance reform in 2015/2016. In the process it established a new Constitution in 2016 which re-constituted PWWA into a modern organization owned by a Council comprising all the Heads of Pacific member utilities, and managed by a 10 member Board of Directors. Jamie was at the time the only woman CEO of a utility in the PWWA membership and a strong advocate for the reforms of PWWA. She along with the Chair at the time and an Interim Committee were tasked with the recruitment and selection of the first Head of Secretariat in November 2016.

Elections of the first Board of the re-constituted PWWA took place in December 2016 for a term of 3 years. Jammie was elected Deputy Chair in 2016-2019. She took over as Chair when then Chair from WAF resigned in late 2017 until 2019. She was elected on the Board in August 2019 and selected as Chair of the Board of Directors and Council of PWWA until she resigned in May 2021.

God bless you in your future endeavours, Seugamaalii Jammie Saena!

SAMOA WATER AUTHORITY'S TRIBUTE TO AFIOGA SEUGAMAALII TAITO JAMMIE SAENA

The corner office, often referred to as the White House stands still in an odd mannequin pose as the obvious begins to settle into the thick air. Days became weeks and weeks became months, the stir which has become the normal was just, absent. The huge, squared frame that boasts a lot of space can now release a sigh of relief, realizing it was never big enough to host the legacy of its occupant for more than seven years. Now, it sits enriched with the memories entrusted to its four walls.

Words of wisdom, tears shed and dried, wise heads asserting how Samoa be best served, not forgetting the sharp words, all of which became the hallmark that founded a renewed and strengthened Samoa Water Authority.

Born in California USA, Seugamaalii moved to Samoa when her parents, late Reverend FS Fa'avae Saena and Perive successfully enrolled into Malua Theological College. She spend much of her rewarding childhood at Toomatagi, Papauta and Saleilua, where she met some childhood friends who remain so today.

Growing up she valued her parents, family, friendship, and hard work. Although her father wanted her to be a lawyer (which she thinks is because she talks too much), she wanted to be an Engineer. Much of this enthusiasm came from her uncle whom worked at the Public Works Department, remembering when he took her to his office at Vaitele and how she enjoyed it. Little did she know that she will be working there let alone be the Managing Director.

She started working at the Authority in 1998 which she found the experience to be educational as they had had minimal resources. There was no safety gear, not enough vehicles, only one computer to share amongst five of them and the salary barely enough to get by. It taught her to appreciate what is now available making work and life so much easier. She reiterated, "I love what I did at SWA, it was never a job for me, more a

calling, so as long as I am helping people whether at SWA or outside SWA, I'm happy".

Her journey was one of many memories, some funny, such as determining whether you can work in the Wastewater Division, the test is going through your first day without losing your breakfast. "We had that mantra, welcome to Manono, how that came to be, you just had to be there". Lots of memorable moments too, the Authority wiping out all the competition in the Sector Champs for Regatta. The Authority going beyond call of duty to ensure the successful host of PWWA. The completion of Sataua and Lepale works, first time operating the sewerage system on our own, which was scary, the Authority making profit for the first time and the mistakes made and the lessons learnt from them.

Unfortunately, there are also some sad memories, "There were too many, a lot of good people were lost during my time at SWA", she said.

Looking back, she believes, building the capacity of SWA staff was the biggest accomplishment, it was a testament that they are what makes SWA successful. Best staff equals best results.

She will take with her the fond memories of SWA, the achievements, experience and especially the friendships made with everyone at SWA, past and present. "Keep striving, leadership and teamwork are the qualities that we have nurtured over the years and don't let me down" she laughed when asked for advice.

What will you miss at SWA?

"I will miss the staff, I will especially miss yelling at them" she replied with one of her trademark jabs, before laughing it off.

Lord Bless on your future endeavours Seugamaalii Taito Jammie Saena.

Best wishes from your SWA Family.





SAMOA WATER AUTHORITY

(sourced from Samoa Water Authority)

Samoa Water Authority Host Career Day for College Students Theme "Be a Water Professional"

An educational awareness program was hosted by Samoa Water Authority on the 12th May in Upolu and 14th in the big Island of Savaii, for colleges and schools under the theme **"Be a Water Professional"**.

The purpose of the program is to promote career opportunities in different areas and divisions inside the Authority.

"Be a water professional is to promote career opportunities within the Samoa Water Authority. This initiative is the first time we have out public relations, over the years we have promoted through advertisements, but we did a career day to encourage schools as to opportunities available for the future. The challenges in the past were a lack of engineers, but lately it's been partly improved and just wanted to encourage students in other areas", said the acting Director, Tafemalii Philip Kerslake.



All schools that participated performed a skit using the theme **"Value the Water"**.



Mr Mauli, Manager for Communications Information Technology says, "The skits were well prepared, and the message they brought us was really good, especially in water conservation. It is also good to see that several schools went beyond and talked about other aspects of water".

There were eight(8) divisions and booths promoted and displayed:

1. Urban Division
2. Savaii Operation Division
3. Waste Water Division
4. Rural Division
5. Technical Division
6. Communication and Information Technology
7. Commercial Division
8. Corporate Management & Managing Director

It was a day that allowed all students to explore possible future career opportunities.



American Samoa Power Authority – ASPA

(sourced ASPA)

Malaeloa new Well and PVCO system

28th June 2021

OVERVIEW:

The Malaeloa Hydraulic District was served by two high yielding wells from the early 80s until 2012. The two yielding Well 80 and Well 70 were sufficient to meet the consumption demand where they were being fed the Leone Tank before being distributed to low lying 5. Decommission and abandon the old leaky AC pipe system in place underground.



Figure 1 Well 15 Building Construction Day 1

Areas of Leone, Vailoa, parts of Taputimu, Malaeloa and the east side villages. Around 2012, Well 80 was classified as GUDI and it was recommended to be decommissioned and consequently, drill a new well to replace it. Well 15 is that replacement well and this project sees the connections of this newly drilled well with its new upgraded PVCO transmission and distribution lines to replace all the existing ACP pipes in use.

GOALS:

1. Install about 2.2 miles of new PVCO pipe system that included an 8 inch transmission line and an 8 inch distribution line.
2. Construct a well building and compound complete with a 3-phase electrical commercial service connection for the new Well 15.

3. Use the newly installed dedicated transmission line to connect the new well 15 and the existing well 70 to the tank.
4. Transfer all the service connections to the newly installed PVCO distribution line



Figure 2 Well 15 building construction Day 8.

MILESTONES:

Timeline:

- Notice to Proceed (NTP) was issued October 28th, 2020
- Pressure tests Disinfection tests were completed by early February 2021
- Service meter transfer was completed by mid-March 2021
- Well 15 was operational around late March 2021
- Project was substantially completed by Mar 26.
- Contract expired on August 26, 2021.



Figure 3. Well 15 building facility construction Day 28

ISSUES:

Land issues with the landowner of the property where Leone tank is located caused schedule delay but no extra costs to the project.



Figure 4. Well 15 Mechanical and Electrical installations



Figure 5. Well 15 building construction upon substantial completion

Well 15 new PVCO transmission and distribution pipe installations. A total of 2.2 miles of AC pipe was replaced. The Transmission and Distribution lines run on each side separated by the road. All service connections were tapped to the left main leaving the transmission to be dedicated to filling up the tank. A flow meter is installed on the transmission line to monitor production of the two wells(Well 15 and Well 70).

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PRESS RELEASE

(sourced Palau Public Utilities Corporation)

PPUC Staff Training on New Wastewater Treatment Plant

June 28th, 2021

From June 21 to June 25, 2021, PPUC staff participated in a training on the operations of the new Wastewater Treatment Plant funded through the Koror-Airai Sanitation Project (KASP) loan. The training focused on the Plant's various components including mechanical, SCADA, electrical, health and safety, and laboratory and testing procedures. Site visits were also conducted during the course of the training. The staff were given a test on the final day and all passed with flying colours. The new Wastewater Treatment Plant is scheduled for commissioning on August to September of this year. The week-long training was conducted by the Plant's contractor Pacific Engineering Projects.



Pacific WASH Webinars

During the quarter under review, 3 webinars were held under the auspices of the ADB Regional TA on WASH; workshops started in November 2020 and run every four weeks on topics related to WASH. The three workshops included Asset Management; Water and Public Health; and Chlorination of Water. Snapshots of the earlier workshops follow:

Webinar Event 1:

Pandemic Planning

26 November 2020

Presenters:

- Dean Taylor ADB Utility Advisor (Consultant)
- Karl Galing ADB, Pacific WASH Lead Advisor
- Roel Espiritu Head, Quality, Environment, Safety and Health, Maynilad Water Services (Philippines)
- Scravin Tongi Chief Operations Officer, Solomon Water

Workshop Links:

- ❖ [Sendai Framework for Disaster Risk Management \(2015-2030\)](#)
- ❖ [COVID-19 Preparedness and Response Plan](#)

Event recording and resources

available [here](#).

Pacific WASH Webinars Materials on ADB Site

Pacific nations are particularly vulnerable to the social and public health effects of COVID-19. The Asian Development Bank's (ADB) Pacific WASH Technical Advisory Team is supporting the region's water authorities to review or develop their pandemic response plans as key front-line organizations in the fight against the disease.

Workshop Overview

Early in 2020, the ADB announced its intention to support the Asia Pacific region in its response to the pandemic. In November 2020, the ADB ran a virtual workshop in association with the Pacific Water and Wastewater Association (PWWA) with 30 participants from 11 water authorities across the Pacific region. The workshop reviewed the status of pandemic planning, reviewed current pandemic planning processes, and highlighted practical steps to manage the pandemic.



Who is doing what and when?



The workshop responded to this key question.

What do we need to do if COVID-19 is present?

Webinar Event 2:

Handwashing and Water Supply in Informal Areas

3 February 2021

Presenters:

- Karl Galing
ADB WASH Advisor
(Consultant)
- Carlos Vasquez
Chief of WASH, UNICEF
PNG
- Seru Soderberg
Chief Operating Officer,
Water Authority of Fiji
- Victor Bamog
Disaster Coordination Office
Yap State Government, FSM

Moderator:

- Dean Taylor
ADB Utility Advisor
(Consultant)

Event recording and resources available [here](#).

Handwashing is a frontline defense to reduce transmission of common pathogens that cause preventable diseases. COVID-19 and the increase in handwashing programs, underlines the opportunities to create community handwashing behaviours and reduce the spread of common diseases. The Asian Development Bank’s (ADB) Pacific WASH Technical Advisory Team is supporting Pacific utilities to promote more inclusive handwashing station designs, develop hygiene programs and facilities and overcome common barriers to implementation.

Workshop Overview

In February 2021, the ADB ran a virtual workshop in association with the Pacific Water and Wastewater Association (PWWA), UNICEF, the Water Authority of Fiji and Southern Yap Water Authority. Thirty five (35) participants from 12 water authorities across the Pacific region connected in the webinar. The workshop examined the impacts of COVID-19 and explored opportunities to promote good hygiene behaviours, improve the design and location of handwashing stations, and understand the barriers to implementation and the role of utilities in delivering handwashing strategies and programs. The workshop reviewed practical examples of handwashing programs in Papua New Guinea (PNG) to underline key learnings.

The workshop responded to these key questions:

- ❖ What is the impact of COVID-19 on handwashing behaviour?
- ❖ What are the characteristics of successful handwashing programs?
- ❖ What does ‘child-centered’ handwashing station design mean?
- ❖ What role does the local community play in the design and location of handwashing stations?
- ❖ How can utilities overcome implementation barriers to coordinate handwashing facilities with water supply networks?



Handwashing campaign in PNG

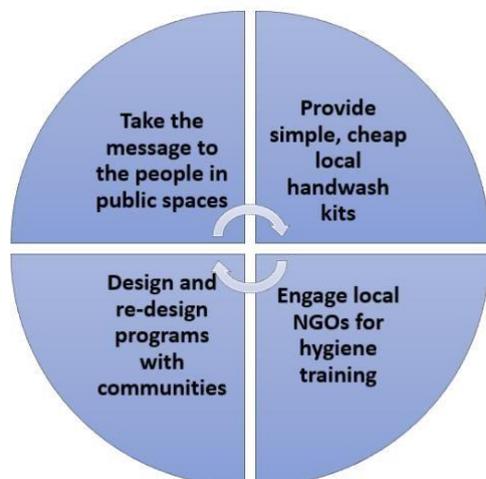


TA 6551 *Strengthening WASH Practices and Hygiene Behavioural Change in the Pacific*



Workshop Outputs

Lessons from UNICEF PNG Program



Source: UNICEF PNG

washing Common barriers to implementing successful handwashing programs

The PNG case study served to stimulate workshop discussion about barriers to implementing handwashing programs. The role of utilities in promoting handwashing programs is often limited by the *availability of community connections* to a reticulated network, particularly in remote areas. Other challenges include *affordability of connection fees, land ownership and payments to landowners, water security and water theft, non-revenue water and willingness to pay* for water supply services. Examples of *remote handwashing facilities* from Fiji and Yap focused on the *infrastructure and transportation* required to establish supply by water tankers and on-site water collection facilities to unserved communities providing safe water supply to stimulate increased communal handwashing.

Learning Snapshots

- **Effective behaviour change communication campaigns** integrate aspects of operation and maintenance of facilities to sustain good handwashing practices.
- **Start local.** Focus on the local community and use localized handwashing promotion to stimulate awareness via community-based communication channels.
- **Scale up to national promotion programs.** Once a program is established locally, scale up with a national promotion campaign across NGOs, CSOs and government departments.

Webinar Event 3:**Financial Sustainability of Water Utilities and the Impacts of COVID-19**

23 February 2021

Presenters:

- Paul White
Director, Wedgwood White Limited (NZ)
- Paul Webber
Director, Wedgwood White Limited (NZ)
- Frederic Petit
Director of Development, UNELCO (Vanuatu)

Participants:

- Pacific Water and Waste Association
- Samoa Water Authority
- Chuuk Public Utility Corporation
- Solomon Islands Water Authority
- Nauru Utility Corporation
- UNELCO Engie (Vanuatu)
- Southern YAP Water Authority
- Water Authority of Fiji
- Tuvalu Ministry of Public Utilities and Environment
- Majuro Water and Sewer Company

Event recording and resources available [here](#).

COVID-19 has had a financial impact on national economies in the Pacific and the bottom-line of utilities operating in the region. Some utilities have seen a drop in the consumption of water and energy resulting from a decline in household income of utility customers. The Asian Development Bank's (ADB) Pacific WASH Technical Advisory Team is supporting Pacific utilities to review and develop their financial stability and to plan and prepare for financial shocks from external events like COVID-19.

Workshop Overview

In February 2021, the ADB ran a virtual workshop in association with the Pacific Water and Wastewater Association (PWWA), a financial advisory company, UNELCO (Vanuatu), Solomon Water with remarks from ADB and PWWA. A total of 51 participants from 8 water authorities across the Pacific region attended the webinar. The workshop explored the dimensions of financial stability and the effects of COVID-19 on utility expenditure and income, presented a 4-step business continuity planning process to manage external shocks and maintain financial viability and featured a case study from Vanuatu demonstrating the effects of COVID19 on utilities. The workshop was targeted to CEOs of partner utilities in the Pacific.

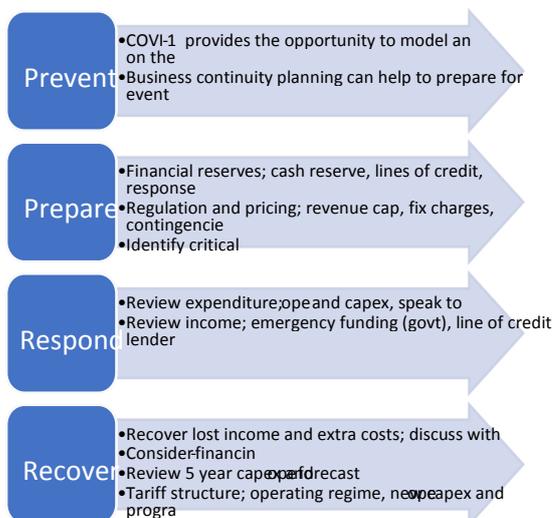
**The workshop responded to these key questions:**

- What is financial stability?
- How can expenditure be reduced, and income recovered?
- What steps should the utility follow to prevent a financial loss from COVID-19?
- How did COVID-19 impact specific countries in the Pacific?



Workshop Outputs

Business continuity planning approach to financial management



The country's GDP including closure of tourism resorts, restaurants, beverage manufacturers and retail stores. The pandemic has driven up the prices of basic commodities in the country as the government imposed a hard border closure from March 2020. During its 2020 fiscal year, UNELCO saw a decline in the consumption of energy (-21%) and water (-7%). As a result, UNELCO's bad debts increased by 30% while the company took steps to protect its financial position by reducing the volume of investment and capital cash flows, optimizing the use of in-house staff and resources and improving leak detection.

Learning Snapshots

- **COVID-19 has been a commercial crisis.** While most utilities reported a low level of financial impact, business continuity has been affected.
- **Small revenue base.** Utilities are vulnerable to reduced consumption by large commercial • customers, who typically form a significant proportion of the customer base.
- **Water and wastewater tariffs are low.** The low-income customer base in Pacific nations suggests that opportunities to raise tariffs are limited.
- **Limited independent regulation.** Tariff rates, capital and operating budgets are set by government and there is limited independent review of service standards or utility financial operating procedures.
- **Limited automation.** Bill delivery and payments and meter reading is frequently performed manually requiring a labour force with higher operating costs, compared to automated services.

Upcoming Events

UNELCO steps to manage financial stability during 2020

The Vanuatu case study provided insights into the effect of COVID-19 on the economy and operations of the utility provider, UNELCO. COVID-19 has severely impacted

To register for the upcoming 2021 webinar topics, please contact: lfernando@adb.org

Topic	Month (2021)
Chlorine disinfection	June
Affordable water services	July
Access to water and gender issues	August
Non-revenue water	September
Organisational culture	October

ADB continues to support water service providers in the region to build resilience, knowledge, and capacity to manage threats in our changing world.

[*TA6551 Strengthening WASH Practices and Hygiene Behavioural Change in the Pacific*](#)

Webinar Event 4:

Virtual Webinar on Strengthening WASH Practices and Hygiene Behavioral Change in the Pacific: Webinar 4 Water Safety Plans

12 March 2021 | via Zoom

Organized by the Pacific Department, ADB in partnership with the Pacific Water and Wastewater Association

Speakers

- Clara Laydon
Principle Process Engineer, Hunter H2O
- Clarissa Laulala
Program Manager, Samoa Independent Water Schemes Association
- Mosese Nariva
Manager Laboratories and Water Treatment, Water Authority Fiji
- Daiana Legalega
Technical Officer Water Safety Plans, Water Authority Fiji

Moderator

- Dean Taylor
ADB Consultant (Utility Advisor)

Event recording and resources available [here](#).

The Virtual Webinar on Strengthening WASH was delivered to consumers during a pandemic situation and discussed the webinar stressed the importance of ensuring safe quality water how this is supported through the development and implementation of risk-based water safety plans (WSPs). ADB Pacific Department's Deputy Director General, Emma Veve, and the Pacific Water & Wastewater Association CEO Lusia Sefo, gave opening addresses and was followed by presentations from four expert practitioners. Clara Laydon set the scene with a comprehensive overview of the principles and objectives of a WSP and walked through the process of developing a WSP.

Clara also brought to light the many short- and long term benefits of developing a WSP, which are not just limited to ensuring safe water quality but can benefit the utility through knowledge gathering and sharing, centralizing information for ease of access, bringing about long-term behavioural change, and increasing resilience of the water supply system to shocks such as the COVID-19 pandemic.

“The provision of safe water quality is also arguably one of the most visible services provided by water utilities to their community on an everyday basis outside of pandemic times, so it is all the more important for us to focus on how we can strengthen our operational knowledge, resilience, and share our knowledge with each other”- ADB Pacific Department DDG Emma Veve.

Clarissa Laulala discussed key takeaways from the development and implementation of drinking WSPs for over 54 villages under Samoa's Independent Water Schemes Association. She particularly highlighted challenges and lessons learnt, including maintaining ongoing community engagement, lack of resources due to the quantity of schemes and their small scale, ongoing capacity building requirements for water committees responsible for operations and maintenance, and record keeping.

Mosese Nariva and Daiana Legalega shared Water Authority Fiji's six year journey to embed 55 drinking WSPs in Fiji, and their current task of ensuring the documents are kept relevant, up-to-date, and effective. They emphasized the importance of examining the unique risk for each element of the drinking water supply, as they can change according to catchment surroundings, treatment systems, storage, and distribution.



LESSONS LEARNT AND EXPERT TIPS

- Stakeholder engagement across all levels is highly critical to the successful implementation of a water safety plan. From the enforcement of water related by-laws, to funding of operations and maintenance, and the protection of catchment areas, all stakeholders from community to decision and policy makers need to be involved at all stages of water safety plan development to ensure protection of water quality from catchment to tap.
- Capacity building for the community to understand their drinking water quality and how to protect it can work to improve health and wellbeing. A community that understands the importance of restricting activities that could cause contamination around the intake and understands the reasons behind the recommendation to boil all drinking water is more likely to implement these hazard mitigation steps. Understanding the actions of the water utility will also encourage customers to pay their fees.
- Involve development partners and donors during water safety plan workshops. This allows donors to understand the context and complexities of each system and develop a relationship with the utility and community to support the successful implementation of water supply upgrades.
- Simplified versions of the plans should be provided to operators or village community representatives. Particularly, clear communication and signage around what the critical control points are, and what actions should be undertaken if a critical or alert level is reached. A traffic light system like the one illustrated below can be a useful tool.



Critical Value – if exceeded than the immediate action due to high risk to public safety

Adjustment Value – if exceeded than operational action must be taken to correct or to plan

Target Value – operating within normal or acceptable range



Figure 6. Site assessment with members of the Village Water Committee at Letogo Independent Water Scheme intake. Source: Independent Water Schemes Association (IWSA)

Webinar Event 5:

Virtual Webinar on Strengthening WASH Practices and Hygiene Behavioural Change in the Pacific: Webinar 4

Asset Management & Maintenance: Condition Assessment

14 April 2021 | via Zoom

Organized by ADB's Pacific Department in partnership with the Pacific Water and Wastewater Association

Speakers

- Sharvint Chand
Asset Engineer, Hunter H2O
- Rhiannon Morgan
Asset Engineer, Hunter H2O

Moderator

- Dean Taylor
ADB Consultant (Utility Advisor)

Event recording and resources available [here](#).

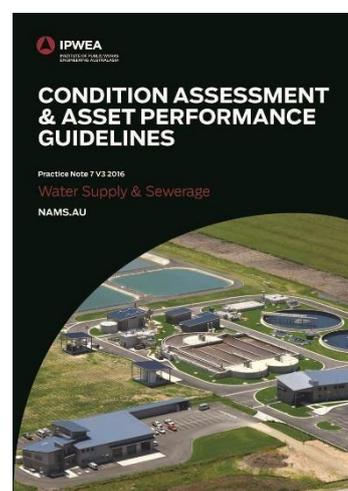
The basis for effective asset management, and the importance of the webinar stressed the importance of condition assessment as the lifecycle approach for ensuring that water supply and sanitation infrastructure impact positively on public health. ADB Pacific Department's Director General, Leah Gutierrez, and the Pacific Water & Wastewater Association CEO Lusia Sefo-Leau, gave opening addresses followed by presentations from three expert practitioners.

"Invest, rundown, replace... and puts the emphasis on longevity and Good asset management practices help to break the cycle of performance of assets".—ADB Pacific Department DG Leah Gutierrez.

Improving Services to Customers in the Pacific: Condition Assessments

TA 6551 Strengthening WASH Practices and Hygiene Behavioural Change in the Pacific

Dean Taylor set the scene with an overview of the discipline of asset management. He highlighted the importance of asset managers knowing their assets as the foundation for the implementation of sound asset management. He also emphasized the importance of good data management as an essential feature of an asset management system. The use of tools such as spreadsheets was highlighted as an effective and low-cost way for utilities to organize and analyse their data.



Sharvint Chand explained the concepts of condition rating and condition assessment that are described in detail in the Institute of Public Works Engineering Australasia (IPWEA) manual *Condition Assessment & Asset Performance Guidelines – Practice Note 7*. The manual provides a consistent

approach for utilities to inspect their assets and rate their assets allowing for the development of maintenance and replacement plans. A copy of the manual will be provided to utilities covered by TA 6551 to guide their condition assessment programs.

The practical aspects of condition assessment were discussed in small groups allowing participants to examine real world examples of assets, make condition judgements and look at potential corrective actions.

James Young, CEO of the Public Utilities Board in Kiribati highlighted the importance of ongoing monitoring to preemptively detect and act on asset defects before they become major problems. Ali Mohammed, General Manager (Operations) from Nauru Utilities Corporation also emphasized the importance of good asset information for the effective delivery of high-quality customer services.

Rhiannon Morgan stressed the importance in condition assessments of turning data into information to plan for maintenance and upgrades or replacements.

LESSONS LEARNED AND EXPERT TIPS.

- **Basic asset management data management.**
Good asset data management does not rely on advances asset management software. For many utilities, a good asset management system can be run from a spreadsheet. The important thing is to be organized and to collect data systematically.
- **Know your assets.**
Knowing your assets is the foundation of asset management. Utilities need to understand the criticality and performance required of its assets as part of the assessment process. Knowing our assets and tracking their condition allows us to achieve the least cost and least risk ow owning and operating assets over their live cycle while meeting service standards for customers.

- **Turn data into information.**
The condition and performance assessment process will generate a lot of data; but capturing data is not asset management on its own. We need to determine how best to make sense of the data and turn it into useful information.
- **Take Action.**
Once problems are identified through our assessment and analysis work, we need to take suitable actions. It is no use to identify problems and not to take action. Actions may include repairs, changes to maintenance practices and budgeting for replacement.



Level 1 Inspections
A simple visual assessment can highlight issues with asset operation, maintenance practices and future planning.

Webinar Event 6:**A closer look at water quality for public health**

21 May 2021

Presenters:

- Dean Taylor ADB Utility Advisor (Consultant)
- Peter Greenhalgh ADB Water Advisor (Consultant)
- Lisa Procter Sector Lead—Operations, Hunter H2O
- Clara Laydon ADB Water Advisor (Consultant)

Event recording and resources available [here](#).

There is a clear link between the delivery of safe drinking water and sanitation services and improved public health outcomes in the Pacific. The Asian Development Bank's (ADB) Pacific WASH Technical Advisory Team is supporting the region's utilities to recognize and manage common drinking water quality issues and work closely with local communities to raise awareness about water treatment and disinfection options and processes. On-going community education and engagement about water treatment is proving critical to achieve improved levels of water quality in Pacific nations

Workshop Overview

The Asian Development Bank (ADB) has been active in encouraging utilities to build expertise, share local knowledge and provide practical examples of water management. In May 2021, this virtual workshop, in association with the Pacific Water and Wastewater Association (PWWA) was attended by 56 participants from 14 utilities across the Pacific region. The workshop reviewed data from the World Health Organization (WHO), demonstrating the link between water quality and key health indicators including infant mortality.

The workshop responded to these key questions:

What are the various treatment and disinfection techniques currently used in the Pacific?

How can data be interpreted to improve water quality?

Why is it important to engage local communities in building better water quality outcomes?



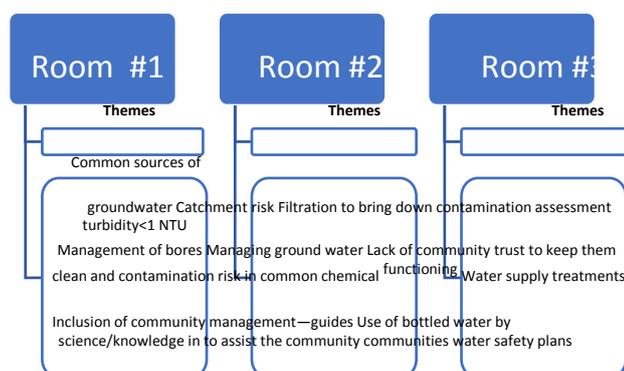
Water sources typically found in the Pacific bore fields and river extraction
 TA 6551 *Strengthening WASH Practices and Hygiene Behavioural Change in the Pacific*

Workshop Outputs

Breakout room discussions

Discussion topic: tools and techniques to interpret water quality results

Discussion topic: Tools and techniques to interpret water quality results



Each breakout room included at least 10 participants with the opportunity to ask specific questions.

Discussion Points

Workshop participants engaged in a lively discussion with the opportunity to share examples of local case studies relevant to specific countries and contexts. Major discussion points during the workshop included interest in access to low-cost readily available community water testing kits accompanied by local training and community support, and public education programs to manage community hesitancy and concern relating to the use of chemicals in the disinfection of potable water. The value of community science customs and local knowledge to develop and holistic approach to water management and community engagement techniques used to build community empowerment and engagement to develop local water safety plans were also topics of the common interest.

Learning Snapshots

- **Duty of care.** Customer charters and other techniques may assist to express the responsibilities, rights and duties of both customers and utilities.
- **Data is only one piece of the puzzle.** Looking for patterns and events can help to solve the mystery of water source contamination.

- **Look for specific events that create a spike in contamination.** Weather patterns, bore cleanliness, agricultural practices and other events and human activities are all contributing factors to water contamination.
- **Communities have much cultural water knowledge.** Scientific data can be supplemented with a wealth of local indigenous knowledge and customs relating to water sources and contamination.
- **Contamination is an indicator of poor quality.** Other indicators may act as an alert to conduct laboratory water quality tests, including smell, taste and larval insects including blood worms.

Upcoming Events

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Topic	Month (2021)
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Non-revenue water	September
Organisational culture	October

To register for the upcoming 2021 webinar topics, please contact: llfernando@adb.org

ADB continues to support water service providers in the region to build resilience, knowledge, and capacity to manage threats in our changing world.



TA 6551 Strengthening WASH Practices and Hygiene Behavioural Change in the Pacific

BENCHMARKING TRAININGS.

The Secretariat organized and started in May refresher training on benchmarking data collection, verification and analysis, and reporting on popular request from utilities. The last time these trainings were held was in 2015, and with the high turnover of staff in utilities, the Secretariat put through a request for these to be held. The training workshops were done online using the video conferencing platforms provided under the organization's PaCRN project.

The purpose of these trainings is to refresh skills and provide an avenue for upskilling of utility and Secretariat staff on the benchmarking process the collect of data against performance indicators and criteria of the World Bank IBNET, the verification and analysis process and reporting and usage of correct data by all utilities and from our Pacific community of water and wastewater utilities. Data reported is used to measure the performance of utilities against its own past performance, against similar utilities of the Pacific but also against other utilities worldwide.

We here at PWWA Secretariat together with the great help from Mr Alexander Danilenko, World Bank Consultant, who has been working with the PWWA over many years in analyzing and reporting on benchmarking toolkits of PWWA member utilities.

The training groups were divided into 4 groups and trainings schedules commenced on the 18th May until end of June 2021.

Topics Discussed:

- **Data Collection**
- **Data Verification**
- **Reporting**

18th May 2021

Group 1

Utilities	Presenters
FSM Utilities (6)	PWWA CEO Pitoulu Lusua - Welcome
Saipan	Alexander Danilenko- World Bank Consultant
	Manasa Tusulu – Water Authority Fiji

Group 2

Utilities	Presenters
PUB – Kiribati	PWWA CEO - Pitoulu Lusua Welcome
Kajur – Marshall Is	Alexander Danilenko – World Bank Consultant
NUC – Nauru	Manasa Tusulu – Water Authority Fiji
MUI – Tuvalu	
EEF – Wallis & Futuna	
DOWR – Vanuatu	
GoT - Tokelau	

Group 3

Utilities	Presenters
MWSC- Marshall Islands	PWWA CEO Pitoulu Lusua – Welcome
IWSA – Samoa	Alexander Danilenko – World Bank Consultant
SIWA – Solomon Islands	
GWA – Guam	
PWSC – Palau	
ASPA – American Samoa	
To Tatou Vai – Cook Island	

Group 4

Utilities	Presenters
SWA- Samoa	PWWA CEO Pitoulu Lusua – Welcome
UNELCO – Vanuatu	Alexander Danilenko – World Bank Consultant
WAF – Fiji	PWWA Development Project Coordinator – Misileti Satuala
Polynesian Water – French Polynesia	



THE WORLD BANK



FROM THE SECRETARIAT**Young Water Professionals (YWP) Training Program 2021**

The YWPs training program 2021 was held online over a four month period from March and will be completed in July, to replace the intensive three day program which was unable to be held in 2020 due to COVID related travel restrictions. Each fortnight there will be a two hour interactive session which will include a speaker and then a group activities which will occur via a series of virtual “break out rooms”.

The program content includes two distinct phases: Phase 1 will introduce participants to each other and some key concepts which can be applied across their career, including presentation skills, collaboration skills, governance and gender equality, disability, and social inclusion. Phase 2 will include a series of 5 sessions which aim to walk participants through the key components of the problem solving process. This process is relevant to all roles and includes a series of steps which build on each other. Participants will work in as part of a team during this phase, to practice their collaboration and project solving process during the final session for this program. Teams will be encouraged to have fun and explore creative ways to conduct their presentation in the final session.

Utilities were encouraged to nominate their YWPs for the program and everyone who had asked to join were all accepted; these participants came from 10 utility members.

During the second quarter, 6 of the training sessions were held and three more remain to be held over the month of July.

So far, those who have participated have enjoyed the interactive sessions, the learning of new skills in communication online and using the different digital tools such as the virtual “break out rooms”, using a Mira board along with the skills learned and re-learned from the sessions themselves!

30 June 2021

THANK YOU MESSAGE FROM SALUITOGA LATU KUPA'S FAMILY



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