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**The 16<sup>th</sup> WaQuAC-NET webinar “Finance and Accounting setting for sustainable water utility”**  
**Ms. Maki Suzuki**

At the 16th Webinar of WaQuAC-NET, we invited Mr. Yoji Matsui from Tokyo Water Co., Ltd to talk about “Finance and Accounting setting for sustainable water utility”.

**Detail**

Date: 20th August, 2023.  
 Time: 20:00-21:00 JST  
 Webinar: Zoom  
 Lecturer: Mr. Yoji Mastui  
 Moderator: Ms. Maki Suzuki

**Participants**

From Japan: Mr. Daisuke Wakamiya , Mr. Hiroshi Sasayama, Ms. Akiko Kuniyasu Takano, Ms. Mari Asami, Mr. Yasuhiko Morita, Ms. Satomi Takahashi, Mr. Takashi Saiki, Mr. Tomohiro Minami, Mr. Toru Tomioka, Mr. Yoshinobu Ono, Mr. Yuta Yamaga, Ms. Keiko Yamamoto, Ms. Mina Yariuchi, Mr.X(If you know the name of the person who is next to Mr. Takashi Saiki, Please contact to the WaQuAC-NET Office)  
 From Myanmar: Ms. Ei Khaing Mon, Ms. New New Zin

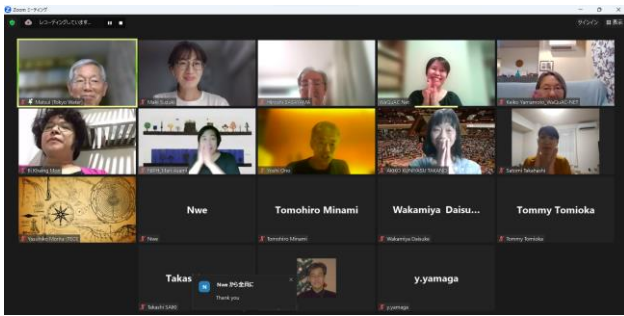
**Main points discussed**

- Government accounting vs Corporate accounting system: Many utilities in developing countries apply government accounting system, however it makes difficult to manage asset in a long term as there is no depreciation in statement.
- Full cost recovery vs Sustainable cost recovery: Many utilities in developing counties run its operation under sustainable cost recovery that subsidies and assistance are compensated. However, this creates issues in predictability of financial management. In Indonesia, there has a clear guideline about subsidies on how much are compensated by government depends of types of projects.

**Reflection for next time**

- Address themes of people and organization in future too: as can be seen from the number of participants, we understood that many members have interests in themes of people and organization. We will continue addressing these topics in the future.
- Adjust time and contents depends on participants: given that many participants have technical background, we should have

cover basic on financial and make webinar time longer.



**Established Sub-Committee for People and Organization and held its 1<sup>st</sup> meeting**

**Ms. Maki Suzuki**

People and Organization Sub-committee was launched following importance of topics and interest of members. At the 1st Sub-Committee, as a follow up of 16th Webinar, we invited Mr. Yoji Matsui from Tokyo Water Co., Ltd and participants discussed possible initiatives for financial improvement of utility.

**Details**

Date: 15th September, 2023.

Time: 20:00-21:30 JST

Guest: Mr. Yoji Mastui

Moderator/Facilitator: Ms. Maki Suzuki

**Participants**

From Japan: Ms. Michiko Iwanami, Mr. Tommy Tomioka, Ms. Mina Yariuchi

From Vietnam: Ms. Nguyen Thi Thu Trang

**Main points discussed**

- As sales & marketing activities to contribute to revenue, we've discussed activities of NRW reduction, customer service improvement, and increase service coverage. We've shared several examples on handling customer complaints on different utilities.
- In water supply (distribution network)

activities, we've discussed several ideas as initiatives but highlighted that challenges for securing budget for maintenance to minimize leakage as it is prevention activities.



**Introduction of trainee for Kanagawa Prefecture Overseas Technical Training ~Metropolitan Waterworks Authority (MWA), Thailand~  
Mr. Hiroshi Sasayama**

As introduced in the [newsletter No.58](#), Ms. Kannicha Wongchai (nick name; Faay) from Metropolitan Waterworks Authority (MWA), Thailand has come to Japan to participate the training. I interviewed her for introducing to WaQuAC-Net members on 8 October2023.

Q: Period of the training of Kanagawa prefecture?

A: From 20 September 2023 to 8 March 2024

Q: When did you begin working at MWA? Was it just after graduated university?

A: I have worked at MWA since 2015. 8 years. Before MWA, I had worked at a few private companies for 2 years after graduation.

Q: At MWA, do you work at the same section from the first?

A: Yes. I'm working as a scientist at the same section until now.

Q: What is your job at MWA?

A: I'm working at testing division of water quality department. My job is analysis of turbidity, color, pH, iron, etc. and water quality control.

Q: What kind of training is going on now?

A: I have Japanese lesson until the end of October. Class is held from 9:30 to 12:00 and 13:00 to 14:00 by 3 teachers. I have only one classmate, a woman from Bhutan.

Q: You will study under professor Kamata of Kanto Gakuin University. Have you ever met the professor?

A: I will meet him with the charged person of Kanagawa prefecture on 24 October. My study starts on 1st November.

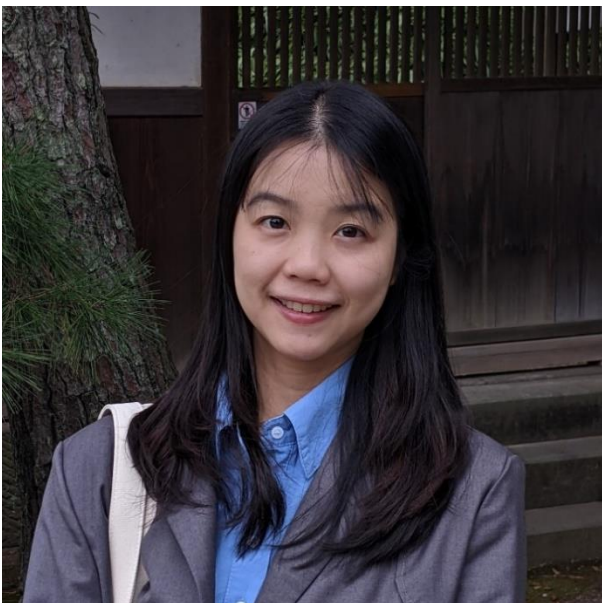
Q: How do you have meal every day?

A: I usually cook by myself at the dormitory, training facility of Kanagawa prefecture, and sometimes go out.

Q: Have you already gone for sightseeing? Do you have any problem on transportation?

A: I have visited China town and Minato-Mirai district in Yokohama city. I have no problem on transferring trains. I will visit Tokyo to see my friend who lives there.

It's been just two weeks since she came to Japan, but Ms. Faay seems to have gotten used to it.  
(by Sasayama)



*Ms. Faay at Sankeien garden, Yokohama*

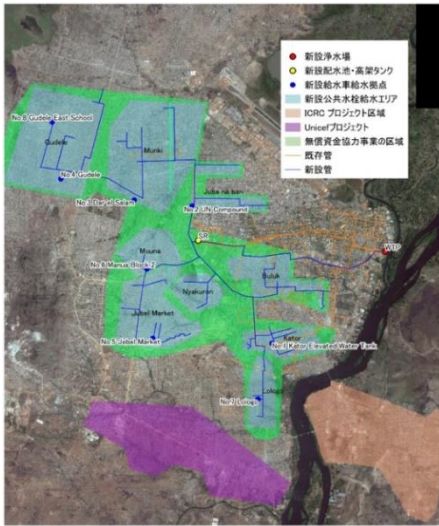
**Introduction of the project**  
~**Technical assistance for water supply in Juba City, South Sudan**~  
**Mr. Yasuhiko Morita**

● **Recent assistance to Juba city water supply**

A new water treatment plant (WTP) with the capacity of 10,800 m<sup>3</sup>/day was constructed under "The Project for the Improvement of Water Supply System of Juba in South Sudan" (hereinafter, the "Grant Aid project"), which was implemented from 2013 to 2023. Under the same project 10 Tanker filling stations (TFS) and 120 Public tap stands (PTS) were also constructed in the city. Through this development, the number of people who can receive water supply service has increased from a few tens of thousands to an estimated 400,000.

In parallel with this grant aid project, a technical assistance (T/A) project "The Project for Management Capacity Enhancement of South Sudan Urban Water Corporation" Phase 1 (2010-2013) and Phase 2 (2016-2022), was implemented. After these projects the "Juba City Clean Water Supply Project in South Sudan (2023/11-2025/2)" (hereafter, this T/A project) is being carried out currently.

This T/A project aims to further improve the capacity of water supply business enforcement of the South Sudan Urban Water Corporation (SSUWC) by strengthening SSUWC's capacity of business plan development, financial management, human resource management, and so on. At the same time, technical cooperation and guidance are also provided to improve the operational management capacity of the WTP, TFS and PTS, which were newly constructed under the grant aid project.



*Main water works facilities in Juba City (main distribution pipeline)*

● **Enhancement of the Capacity of Water Quality Monitoring**

Technical guidance and training on water quality monitoring and management for SSUWC staff members started in 2010. But unfortunately, as of 2023, all but one of the water quality laboratory staff who participated in T/A project phase 1 and phase 2 have retired.

However, since 2020 onwards, several highly motivated young staff members (in their late 20s and 30s) have been recruited and are taking the lead in running the water quality laboratory.



*Water quality laboratory staff at work*

The water quality parameters ordinarily measured in the laboratory are pH, EC, turbidity and residual chlorine in the raw water and in the treatment process, which are the minimum requirements for O&M of WTP. But since 2023 it will also be possible to analyze ammonia, iron, manganese, hardness and alkalinity in raw water.

As part of strengthening water quality management capacities, this T/A project is aiming not only on



*Water quality laboratory staff during a water quality analysis training*

enhancement of the water quality monitoring capacity, but also on enhancement of the methodologies and approaches for utilization of water quality data for proper O&M of WTP and management of water distribution facilities.

In several projects I have experienced in other countries, there are few cases where water quality data have been fully utilized for the O&M of WTP and water distribution facilities, and I feel that in many cases there is a lack of communication between the staff responsible for O&M of the

facilities and those responsible for water quality, even though they are within the same water utility.



*Joint workshops for Water quality laboratory and WTP O&M staff*

The situation is similar in Juba City, where there is a lack of communication between the O&M of WTP team and the water quality laboratory team.

To facilitate communication between these two teams and to promote the exchange of opinions between them joint workshops with the participation of both teams and water quality data reporting meetings have been organized.

However, the staff directly responsible for the

operation of WTP (WTP operator or worker) do not have sufficient technical knowledge, so even if the water quality laboratory issues instructions to change the coagulant injection rate based on the results of jar tests, etc., they are unable to operate the plant in accordance with the instructions. Currently, the operating parameters, such as chemical injection rates, are predetermined for the dry and wet seasons, respectively, and the operators change the settings at the change of season. This method has the advantage that even non-technical staff can operate the water treatment plant, but it is clear that it cannot cope with sudden changes in water quality (mainly turbidity).

● **Water quality management of TFS and PTS**

The 10 TFS and 120 PTS installed in the city under the Grant Aid project are



*Inspection patrol (visiting PTS)*

the last checkpoints for supplied water quality. In order to guarantee a clear and safe water supply to the public, these facilities are patrolled to check their operation status and water quality. Water quality measurement items are related to safety (residual chlorine) and clarity (turbidity). The inspection for facility operational condition / water quality is conducted every morning. A normal inspection schedule is to visit one service reservoir, 2 to 3 TFSs and 3 to 4 PTSs in one day, and all TFSs and PTSs are visited in about one month. Through this activity, the water quality data of supplied water in Juba City has been accumulated.

Together with the water quality monitoring team

and the WTP O&M team, we plan to develop the methodologies to utilize these water quality data for improving the O&M of WTP and the management of water distribution facilities, and to utilize these fruits as PR material for the activities of SSUWC.

● **Future challenge**

To date, the priority target of support to the Juba water supply has been to ensure the required water quantity.

With the new water treatment plant and the TFS and PTS becoming operational this year, the population of users of the water supply is increasing. As a result, there are already concerns about shortages in water supply.

Thus, ensuring adequate water quantity remains a challenge. With the increase in, the number of water users, interest in water quality is also growing. During daily TFS/PTS inspection, we have received complaints from facility managers and water users about water quality such as high turbidity or chemical smell.

This T/A project is scheduled to end in February 2025. Although the time left is short, I hope that SSUWC's water quality laboratory and WTP O&M team will improve their technical capabilities in order to respond to the increased public awareness of water quality.

I also want them to feel a sense of responsibility for "producing and supplying wholesome and safe water" and a "sense of fulfillment" in the water supply business.

In addition, this T/A project is also making use of a newly constructed training building. Currently, this training building is used for training SSUWC staff from the Juba branch, but future plans are to invite



*Mr. Yasuhiko Morita  
A photo during the activity  
of TA*

staff from the other SSUWC branches throughout South Sudan to deploy the technology on a national scale. Training of trainers for this purpose is one of the final aims of this project.

**Holding the SDDC meeting**  
**Ms. Yasuko Kamegai**

Friends from Cambodia visited us to participate in the Executive Water Supply Forum held in Yokohama in August. After COVID period, we were able to gather and hold SDDC. Despite the tight schedule and the extremely hot weather in Yokohama, it was an enjoyable meeting where everyone was energetic and full of energy as usual. The Cambodian participants screamed, "Kawaii!" (means You are so cute!) and "Kakkoi!" (Very cool!). I wonder where they learned such Japanese expressions!

The SDDC stands for Small, Dark, Dirty, Cheap. It all started when I took His Excellency Ek Sonn Chan, who probably only went to brilliant places with business partners, to a yakitori restaurant in Shinjuku's "Omoide Yokocho" to show him the Yakitori culture in Japan at the cheap restaurant. His Excellency liked it so much. I don't remember well when the first visit was, but I found an article to report the 7th SDDC report in 2017's Waquac newsletter, so it seems that SDDC has been going on for more than 10 years. Nowadays, there are different opinions on the definition of SDDC, said that it is Small, Dark, Delicious, and Cheap. Since the meeting is held in a neat izakaya (Japanese style pub) these days, we may as well change "Dirty" to "Delicious".

When I went to the first SDDC place after COVID, I found that all old small restaurants there had gone and been redeveloped and replaced by unknown restaurants, ...so sad. Anyway, we welcomed newcomers at the SDDC,

which indicates securing continuity. SDDC will continue forever!

### Participants

Guests from Cambodia : H.E. Ek Sonn Chan, H.E. Long Naro and his family, Mr. Chan Sengla, H.E. Sreng Sokvung, Mr. Van Somanit  
Participants from Japan : Mr. Adachi, Ms. Kamegai, Mr. Kiyama, Mr. Sasayma, Mr. Tomioka, Mr. Nakanosono, Mr. Hirowatari, Mr. Morimoto, Ms. Yariuchi, Ms. Yamamoto



**Present to international student in**  
**Water supply field**  
**Ms. Keiko Yamamoto**

JICA human resource development course was held at the university of Tokyo and Toyo University for the core people working in the water supply sector in Asia and Africa. They studied in Japan for two years. WaQuAC-Net invited them the seminars and friendship parties. WaQuAC-Net presented six students with commemorative ballpoint pens, when they have finished the course and have returned home.



Mr. Makwiza (Malawi)  
Mr. Uwitonze Desire (Rwanda)  
Ms. May Myat Mon (Myanmar)  
Ms. Mitra Widianingtias (Indonesia)

Mr. Najeeb Muhanmad Farooq (Pakistan)

Mr. Shekhar Khanal (Nepal)

Welcome party for Malawi members

Ms. Keiko Yamamoto

Welcome party for Mr. Denis Kamwendo and Mr. Ernest Ronnie Ngaivale was held at Marunouchi, Tokyo on October 19<sup>th</sup>. They work for the Lilongwe Water Supply Authority at the capital city in Marawi. They came participate



Mr. Kamwendo

in a research presentation by



Mr. Ngaivale

the Japan Water Works Association. Participants of welcome party was Ms. Utsugi, Mr. Sekimoto, Mr. Ohno, Ms. Kuniyasu, Mr. Matsubara, Mr. Yanagawa, Ms. Yamamoto. Total number was 7.

Mr. Kamwendo works on water quality management and Mr. Ngaivale works on non-revenue reduction. We enjoyed talking, eating and drinking for 2 hours around. Mr. Matsubara and Yanagawa will go to Malawi soon as members of research team. Activity of Mr. Kamwendo and Mr. Ngaivale will be explained in more detail on next newsletter.

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**Next Activity**

November: Osaka meeting

December: Year end party