

Case study

Improving the supply and developing a skilled workforce – Monteria, Columbia

Project	
Where (country/City):	Monteria, Colombia
When and contact length :	2000 - 20 years contract / recent extension until end of 2029
Goal: Construction and/or Operations?	Operations
Scope: Water/ Wastewater?	Water Supply and Wastewater
Scope: Plant and or network?	Plants, Pumping Stations and Network
People served:	150,000 in 2001 and 500,000 in 2022
Brief description of the project	
The government of Montería City wanted to drastically improve the continuity and coverage with drinking water. It also wanted to enhance the professionalism of the teams, optimize operational processes and the water quality	
What have been the major outcomes or success so far?	
The population in the served area almost tripled during the contract and the coverage rate increased from 58% in 2000 to 100% in 2022, thanks to 80,000 new social connections and new almost 600 kilometres extended. The workforce remained fairly stable, and the 370 staff were trained according to a precise and function-based skills development program, which enabled this stable workforce to serve four times more people than at the beginning.	
Has “working in partnership” helped to make the project successful?	
The company is well structured with a good relationship with the national, regional and local government. It is 100% private, and Veolia owns all stake.	
What topic of the “Global Acceleration Framework” does the project contribute to?	

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1. Optimized financing – did you improve targeting or utilize existing resources more efficiently, or mobilize additional funds	YES: Improvements: Continuity from 5 hours/day to 24 hours/day Coverage Water Supply from 58% to 100% Coverage Wastewater from 27% % to 98%
2. Improved data and information – how did you use data and information to improve the service and increase accountability and transparency	YES: The contract has defined many KPIs that have been followed since 2000.
3. Capacity development - did you create new jobs or developed local people's skills and talents?	Yes, job creation since 2.000 to follow the development of the activity, plus the impact on subcontractors and suppliers(About 100 indirect employees).
4. Innovation – how have you used innovation and technologies to make the service better?	YES: Hubgrade(Digitalisation of Operations)
5. Governance – what have you done to maintain and strengthen governance around the project?	YES: The design with a clear performance-based contract between the private operator and local actors of government, has generated good results and coordination in 1) public interests and chairing are duly enforced, 2) the goal of developing access and the quality of service are central to the operations. In addition, regular contacts with the media and the population are organized to ensure that the initiatives are well understood by the civil society in general
Has the project in any way supported the development and involvement of young people and/or supported gender equality, and if yes, how ?	
Providing access to potable water and sanitation and improving its quality are priority gender equality measures. In addition, the program of responsibility social, have a strong structure dedicated to many activities each week with young people and supported gender equality	