

Supporting utility	Yokohama City Waterworks Bureau (YWWB)		Case No.	2
On recipient utility			Data from	2017
Recipient utility	Thua Thien Hue Water Supply Joint Stock Company ¹ (HueWACO) in Vietnam			
Cooperation year	2003 to Present			
Service area	Hue Province			
Service population	<ul style="list-style-type: none"> Hue Province: 0.98 million (Hue City:0.35 million) 	Service coverage	<ul style="list-style-type: none"> Hue Province: 83.0% (Hue City: 99.5%) 	
Water distribution	<ul style="list-style-type: none"> Urban area: N/A² Rural area: N/A 132,000 m³/day 	Maximum water distribution	200,000 m ³	
Water consumption per capita	125 L/person/day	NRW	Approx. 11.5%	
Water source	Rivers	Pipe length	3,450km	
No. of WTP ³	30	No. of Employees	550	
Water treatment	Rapid filtration (urban area) + Chlorine disinfection			
Water rates	Ave. 0.37 USD/ m ³ *The tariff has three categories: domestic, governmental and commercial use. *Exemption is applied to suburb area and the poor, by approximately 10% and 20% respectively.			

¹ The company name changed on January 1, 2017. The former company name was Thua Thien Hue Construction and Water Supply State-Owned Company Limited (HueWACO)

² N/A = Not available

³ WTP = Water Treatment Plant

On technical cooperation

Background

Since 2003, Yokohama Waterworks Bureau (**YWWB**) has provided technical cooperation to Thua Thien Hue Water Supply Joint Stock Company (**HueWACO**) in Vietnam. Such cooperation contributed to HueWACO's "Safe water declaration" in Hue Province in 2009, which assures citizens that the tap water supplied by HueWACO is safe enough to drink. YWWB continues technical cooperation through several JICA projects and the agreement between two parties concluded in 2017

The timeline of YWWB's technical cooperation for HueWACO is shown below:

➤ **JICA Partnership Program: "Improvement of Water Utility Management" (2003-2006)**

Through trainee acceptance and expert dispatches, YWWB worked with HueWACO to identify their technical and administrative challenges; and, based on discussion, it contributed to developing staffs' capacity enough to improve the management of water services.

➤ **JICA Project on Human Resources Development for Water Sector in the Middle Region of Vietnam (2007-2009)**

YWWB offered technical cooperation in various fields including water quality management, water distribution management, human resource development and customer service, which consequently led to "Safe water declaration".

➤ **JICA Project on Capacity Development for Urban Water Supply Utilities in the Central Region of Vietnam (2010-2013)**

Aiming to disseminate the HueWACO's achievement in "Water Safety Plan" to surrounding 17 provinces in the middle Vietnam, YWWB cooperated to establish a training center for the water utilities in the central region and to promote the use of various operational manuals of HueWACO in wider regions of Vietnam. These supports contributed to building a model of human resource development for water utilities in a targeted region.

➤ **JICA Partnership Program for Vietnam-Yokohama Safety Water Supply Management Project (2013 – 2016)**

YWWB carried out the project aiming to establish a stable management of waterworks and to improve access to "Safe water" in Mid-South region of Vietnam through the technologies offered by the members of Yokohama Water Business Association.



Installation of SCADA system



Training on leakage detection

	<p>➤ Memorandum of Understanding on Technical Cooperation with Water Supply Utilities and Other Entities in Vietnam (2009 to 2012 and 2012 to 2015 with three entities, 2015 to 2018 with five entities)</p> <p>In August 2009, YWWB signed a Memorandum of Understanding (MoU) on a three-year technical cooperation with three entities: HueWACO, Ho Chi Minh City Waterworks Corporation, and a southern waterworks training center of the second construction school of the Ministry of Construction.</p>  <p style="text-align: right;">Seminar in July, 2017</p> <p>Based on this MoU, YWWB contributed to the capacity development of the three entities by hosting training programs for their staff members and by sending YWWB experts to deliver a presentation at various technical seminars hosted in Vietnam. In November 2014, the MoU was renewed for three more years. Further, in July 2015, two more entities joined the MoU: Da Nang Municipal Water Supply Company and a central region’s waterworks training center of the urban construction school of the Ministry of Construction.</p>
Cooperative scheme	<p>Primary organizations are as follows:</p> <ul style="list-style-type: none"> ● Vietnam: HueWACO ● Japan: YWWB and member companies of the Yokohama Water Business Association
Recipient utilities’ challenges	<ul style="list-style-type: none"> ● Expansion, to other water utilities, of YWWB’s technical expertise and experiences shared so far with HueWACO ● Further capacity development of HueWACO staff ● Building of a cooperative relation between Vietnam and Japanese companies. For this purpose, YWWB has been working on public-private partnership based on its 15-year cooperative relations with HueWACO to improve water services in Vietnam
Technical cooperation provided	<p>➤ Memorandum of Understanding Between Yokohama Waterworks Bureau – Japan And Thua Thien Hue Water Supply Joint Stock Company – Vietnam (2017-)</p> <p>YWWB and HueWACO concluded MoU with the aim of further developing both parties’ water services and supporting business promotion of Yokohama Water Business Association member companies. Based on this MoU, YWWB plans to work on the following activities through training programs, expert dispatches, exhibitions and seminars.</p> <ul style="list-style-type: none"> -Improvement of water treatment plant -Establishment of training center -Construction of water memorial museum -Support and opportunity offering for the business promotion of Water Business Association member companies
Future plans and prospects	<p>YWWB will continue dialogue with HueWACO and other utilities in Vietnam to consider how YWWB could further support water supply in Vietnam through public-private partnerships. YWWB will share the project outcomes with members of the Yokohama Water Business Association so that the association members could refer to the pioneering examples of international public-private partnerships and enhance their future activities.</p>