



សហគមន៍ទឹកស្អាតកម្ពុជា CAMBODIAN WATER SUPPLY ASSOCIATION

របាយការណ៍ប្រចាំឆ្នាំ២០២៣

ANNUAL REPORT 2023



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Annual Report of the Cambodian Water Supply Association 2023 and Action Plan 2024

In 2023, the Cambodian Water Supply Association (CWA) implemented its activities following the Strategic Plan 2020-2024 in collaboration with the Ministry of Industry, Science, Technology, and Innovation (MISTI), particularly the General Department of Portable Water, as well as development partners who support CWA. As a result, CWA successfully organized its annual general assembly in 2022 with 306 participants (65 females) and signed Memoranda of Understanding with 1) the Cambodian Micro-Finance Association (CMA) to increase members' benefits and 2) the Institute of Technology of Cambodia (ITC) to establish a diploma degree program in Water Supply and Building Plumbing Engineering, aimed at developing human resources in the clean water sector in Cambodia.

CWA organized regular quarterly meetings and extraordinary meetings with the Board of Directors (BoD), totaling 9 sessions, to oversee CWA's operations and develop the next quarterly work plan. These meetings also addressed challenges faced by members and discussed potential solutions. As a result of these discussions, CWA successfully resolved challenges encountered by its members in 10 cases. Additionally, CWA conducted regional meetings with members to facilitate dialogue, share experiences and share innovative approaches, and enhance communication among members, thereby fostering a stronger sense of solidarity within the association.

CWA also participated in the annual assembly of MISTI and led its members to attend the workshop on "Cambodia-Japan Clean Water Supply and Sewage Systems". CWA also facilitated a visit for German delegates to learn about clean water supply and sewage systems in Cambodia. Additionally, CWA engaged in various international events, including: 1) a training course on "Clean Water Supply" in Japan, 2) the Australian Water Conference and Exhibition (Ozwater'23), 3) the 5th Water Forum and Regional Conference on Clean Water and Sewage Management in Thailand, and 4) the Vietnam Water Conference and Exhibition (Viet Water). Furthermore, CWA participated in forums on "Clean Water and Sewage Systems in Indonesia" and Vietnam Water Week.

In 2023, CWA collaborated with various NGOs on multiple projects to support its members, including partnerships with WaterAid, Water.org, Aide et Action (AEA)_CO-SAVED, East Meets West (EMW), and the University of Technology Sydney (UTS). Additionally, CWA provided facilitation services such as: 1) overseeing water supply tasks for Hitachi Zosen Corporation, 2) designing pipe networks for its members, 3) inviting members to attend the 7th anniversary celebration of TCU Poly Enterprise Co., LTD, and 4) facilitating consultation meetings on bulk water purchasing with the Cambodia Australia Partnership for Resilient Economic Development (CAPRED).

Additionally, CWA implemented several financial initiatives, including the installation of a new accounting system, the establishment of accounting guidelines for the QuickBooks program, financial audits for the years 2021, 2022, and 2023, and the adoption of an Internet Banking system to streamline CWA's financial operations through its banking institution.

For the year 2024, CWA will continue to implement its strategic plan for 2020-2024, focusing on the following key areas: 1) Capacity building for members, 2) Organization of events including general assembly, the 5th water conference and exhibition, and regional meetings, 3) Provision of services to members and NGO partners, 4) Enhancement of cooperation with local and international partners in project implementation and other water-related events, and 5) Fundraising to ensure the sustainability of CWA.

1. About Cambodian Water Supply Association CWA

1.1. Introduction

Cambodian Water supply Association (CWA) is a neutral, non-profit, non-racist, non-religious, non-political, non-partisan and does not provide support, whether in the form of materials, finances, or human resources, to any political party, candidate, or supporter. CWA serves the interests of its members and the public as much as possible.

CWA was established on December 28, 2011, by a group of around 20 private water operators with technical and financial assistance from the United States Agency for International Development (USAID) MSME project. It was officially registered with the Ministry of Interior (MoI) under notification No. 1077 ស្នើសុំ dated August 6, 2012. On November 8, 2021, CWA re-registered officially as a legal entity under PRAKAS No. 2901 ប្រកាស of the MoI, with its head office located at Building F, 2nd floor, Room 269 of the Phnom Penh Center, Sangkat Tonle Bassac, Khan Chamkarmon, Phnom Penh.

CWA was established to bring together all professionals in the field of water supply in the Kingdom of Cambodia, regardless of political affiliation.

CWA is composed of 9 Board of Directors (BoD) members, including 1 female. The BoD has the following structure: Chairman (1), Vice-chairman (1), treasurer (1), and members (6). CWA had 9 employees, including 4 females employees, and 343 water operators/companies as members. Among them, 300 water operators are supplying piped water supply service in 23 provinces and cities throughout the Kingdom of Cambodia.

1.2. Vision and Mission

1.2.1. Vision

CWA wants to see Cambodian people everywhere in the Kingdom of Cambodia can access clean and safe water in accordance with the Cambodian water quality standards.

1.2.2. Mission

CWA's mission statement as per their statutes are:

- ❖ Support and promote mutual cooperation among private water operators in Cambodia.
- ❖ Enhance knowledge and technical skill in accordance with national water standards, and
- ❖ Encourage the sustainability expansion of water supply services in Cambodia.

1.3. Strategic Plan

In 2022, CWA continued to implement its strategic plan for the period 2020-2024, which includes the following objectives:

- ❖ Protecting its members and make them stronger through advocating with the Government.
- ❖ CWA's Financial Sustainability
- ❖ Contribute to achieving universal access to CSDG 6

2. Governance

2.1. Annual General Assembly 2022

The 11th Annual General Assembly was held on February 17, 2023 at Himawari Hotel, which was presided over by H.E Oum Sotha, Secretary of State of the MISTI, a distinguished representative of H.E Kitti Setha Bandita CHAM Prasidh, Senior Minister, Minister of Industry, Science, Technology & Innovation. The event drew attendees from various entities, including representatives from MISTI, the Ministry of Rural Development (MRD), the British Embassy, development partners, companies, and CWA members, totaling 306 participants, of which 65 were female participants.



PHOTO 1: OPENING SPEECH BY H.E. OUM SOTHA, SECRETARY OF STATE OF MISTI IN THE 11TH ANNUAL GENERAL ASSEMBLY

CWA extends its gratitude to all the companies that contributed as co-sponsors to the organization of the 11th Annual General Assembly:

សហការឧបត្ថម្ភដោយ GOLD SPONSORS



2.2. Work achievement of the BoD and the management team

2.2.1. BoD Meeting

In 2022, CWA held 3 quarterly meetings, which focused on:

- ❖ Preparation of the 11th Annual General Assembly, scheduled for February 17, 2023
- ❖ Signing MoU between CWA and CMA.
- ❖ Organization of a dissemination workshop on the “Law on Clean Water Management” on May 26, 2023.
- ❖ Review of key outcomes of BoD in the 3rd term and the drafting of a letter to request intervention regarding tax exemption for private water operators.



PHOTO 2: 2ND QUARTER OF BoD MEETING AT CWA'S OFFICE

2.2.2. Extraordinary meeting of BoD

In 2023, CWA organized six face-to-face and online meetings with the Board of Directors (BoD), covering various topics:

- ❖ Inviting members to participate in the "National Science and Innovation Day" and "the 1st Cambodian Science, Technology, and Innovation 2023" events hosted by MISTI. Reviewing and re-evaluating water tariffs for members.
- ❖ Meeting with the representative of ADB to discuss on community water supply in PWO's license area. As a result of meeting, the ADB representative agreed to discuss in their internally to stop feasibility studies in areas where operating licenses have already been granted to private operators. ADB team will review the feasibilities studied and will move it out for any in the area of silence of PWOs.
- ❖ Conducting an exposure visit to a pipe production factory, namely LESSO PIPES (CAMBODIA) TRADING CO., Ltd.
- ❖ Addressing water quality concerns of members, which was broadcasted on social media (CTV Online). Recommendations were provided, and plans were initiated for medium-term (6 months to 1 year) and long-term (1 to 3 years) member support.

- ❖ Preparing for regional meetings, selecting an external auditing firm, and resolving issues related to members' annual membership contribution fees from 2021 to the present.
- ❖ Progressing with the process of sending an intervention letter for tax exemption for private water operators, preparing for the 12th annual general assembly, and facilitating service provision in inviting members to the 7th anniversary of TCU Poly Enterprise.
- ❖ Further discussing the organization of the 12th annual general assembly, conducting financial audits for 2021 and 2022, and reviewing the BoD selection criteria for the 4th term.



PHOTO 3: BoD'S MEETING ON WATER QUALITY ISSUE AT CWA'S OFFICE



PHOTO 4: THE MEETING WITH REPRESENTATIVE OF ADB AT CWA'S OFFICE

2.2.3. Reflection meeting for year 2022

The reflection meeting for 2022 took place from February 2nd to 4th, 2023, in Kampot province, with a total of 15 participants (4 female), including 9 staff members and 6 Board of Directors (BoD) members. The objectives of the meeting were: 1). to present the CWA's accomplishments in 2022, 2). to develop an action plan for 2023, 3). to discuss the main agenda for the upcoming annual general assembly, 4). to evaluate the work done by CWA, 5). to present the staff policies, and 6). to revise the membership contribution fees.



PHOTO 5: REFLECTION MEETING FOR YEAR 2022 AT KAMPOT PARADISE HOTEL

3. Working with members

3.1. About membership

CWA's membership has seen annual growth, and by the end of 2023, it had reached 343 operators/companies. Among these, 300 members are water operators, with the remaining 43 being water supply-related companies operating across 23 municipalities, cities, and provinces in Cambodia. In 2023, there were 29 new members, including 18 water operators and 11 supply companies. Simultaneously, 5 water operator members resigned, with 2 of them transferring ownership and re-registering as new members, and 3 companies also resigned.

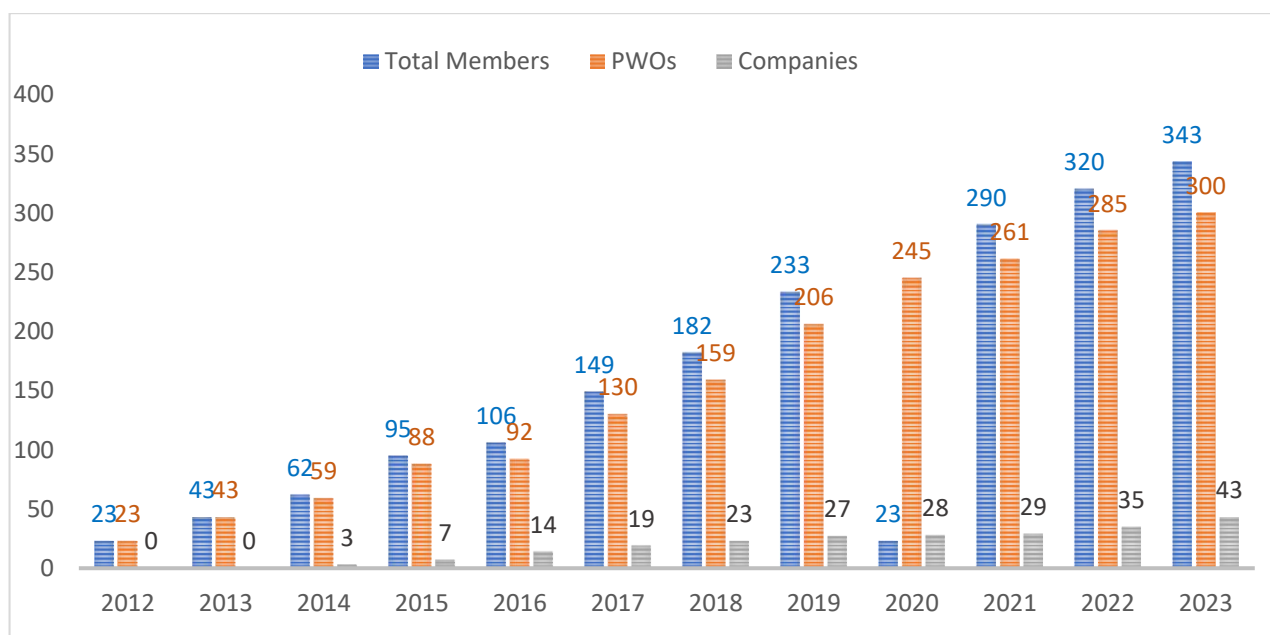


FIGURE 1: CWA'S MEMBERS DATA

3.2. Regional meeting

In 2023, CWA organized three regional meetings with the following objectives: 1) enhance communication between members and the CWA management team, as well as foster communication among members themselves; 2) provide a platform to learn about the progress made, identify challenges, and develop action plans to address members' issues; 3) provide updates on the Clean Water Management Law; and 4) facilitate the sharing of new knowledge, information, and technologies among participants. The details of each meeting are as follows:

- ❖ The first meeting was conducted on August 22, 2023, at Phnom Bros Hotel and Restaurant in Kampong Cham province. It was attended by 54 participants (13 female participants) from Kampong Cham Provincial Department of Industry, Science, Technology & Innovation (DISTI), CWA's Board of Directors and staff, supplying companies, and private water operators from Kampong Cham, Kampong Thom, Thboung Khmum, Kratie, and Prey Veng provinces. This event was supported by LESSO Cambodia company.
- ❖ The second meeting was held on September 22, 2023, at Palm River Hotel in Kampong Speu province. It was attended by 54 participants (9 female participants) from Kampong Speu Provincial Department of Industry, Science, Technology & Innovation, CWA's Board of Directors and staff, supplying companies, and private water operators from Kampong Speu, Takeo, Kampot, and Preah Sihanouk provinces. This meeting was supported by TCU Polys Enterprise Co., Ltd, Phnom Penh Plastic Products, and Water Partner Cambodia.
- ❖ The third meeting was organized on November 13, 2023, at Classy Hotel in Battambang province. It was attended by representatives from the Provincial Department of Industry, Science, Technology & Innovation, CWA's Board of Directors and staff, representatives from supplying companies, banks, and private water operators from Oddar Meanchey, Banteay Meanchey, Pailin, Battambang, Pursat, and Kampong Chhnang. This meeting was supported by TCU Polys Enterprise Co., Water Partner Cambodia, and SME bank.



PHOTO 6: REGIONAL MEETING HELD IN BATTAMBANG PROVINCE

3.3. Members Protection

CWA has supported and facilitated meetings to address members' issues for 10 cases, as follows:

1. On March 27, 2023, CWA, led by Mr. Leng Kheav, the president, collaborated with the General Department of Potable Water, led by Mr. Huy Rithy, Deputy Director General, along with Technical Staff of the General Department of Potable Water and the Pursat Provincial Department of Industry, Science, Technology & Innovation, to conduct a meeting aimed at resolving a conflict among members associated with licensed areas.



PHOTO 7: CONFLICT RESOLUTION MEETING

2. On March 28, 2023, CWA, led by Mr. Leng Kheav, the president, collaborated with the General Department of Potable Water, led by Mr. Huy Rithy, Deputy Director General, along with Technical Staff of the General Department of Potable Water and Deputy Director of the Battambang Provincial Department of Industry, Science, Technology & Innovation, to conduct a meeting aimed at resolving a conflict among members associated with licensed areas.



PHOTO 8: FACILITATION MEETING TO RESOLVE THE CONFLICT

3. On March 29, 2023, CWA, led by Mr. Leng Kheav, the president, collaborated with the General Department of Potable Water, led by Mr. Huy Rithy, Deputy Director General, along with Technical Staff of the General Department of Potable Water and Deputy Department of the Oddar Meanchey Provincial Department of Industry, Science, Technology & Innovation, to conduct a meeting aimed at resolving a conflict among members associated with licensed areas.



PHOTO 9: CONFLICT RESOLUTION MEETING AT BANTEAY NEANG COMMUNE

4. On June 07, 2023, CWA, under the leadership of Mr. Leng Kheav, the president, collaborated with the Kampong Speu Provincial Administration, led by H.E Srun Sron, Deputy Provincial Governor, in conjunction with the Kampong Speu Provincial Department of Industry, Science, Technology & Innovation, the Provincial Department of Rural Development, water operators, and representatives from community-based water supply organizations to conduct a meeting aimed at resolving a conflict between a private water operator and a community-based water for agriculture.



PHOTO 10: CONFLICT RESOLUTION MEETING BETWEEN PRIVATE WATER OPERATORS AND COMMUNITY-BASED

5. CWA facilitated dialogue with water operators regarding the assessment of water tariffs and drafted a response letter to the Water Tariff Evaluation Committee of the MISTI, requesting the committee to revisit and reevaluate the tariff.
6. On July 13, 2023, CWA collaborated with the Takeo Provincial Department of Industry, Science, Technology & Innovation to visit CWA's members and discuss water source and water quality issues, which were shared on the social media channel CTV Online. Following the site visits, numerous recommendations were provided, and a plan for improving water quality was prepared for the water operator.



PHOTO 11: RAW WATER SOURCE

7. On August 23, 2023, CWA participated in a meeting with the Takeo Provincial Department of Industry, Science, Technology & Innovation, the representative of the France Medical Development Association, and private water operators who are members of CWA, to find acceptable solutions for both parties.
8. On September 12 and 19, 2023, CWA collaborated with the Kampong Speu Provincial Department of Industry, Science, Technology & Innovation to attend meetings with the Prey Vihear commune council, village chiefs, representatives of Domrey Slab village, and private water operators to address the issue of water shortage.



PHOTO 12: ACTING COMMUNE CHIEF OF PREY VIHEAR COMMUNE EXPLAINS THE IMPORTANCE OF USING CLEAN WATER TO THE PEOPLE

9. On November 22, 2023, CWA collaborated with the Takeo Provincial Department of Industry, Science, Technology & Innovation to meet with the Kirivong district governor to resolve a conflict between a private water operator and a community-based water supply and raw water vender. As a result, the governor of Kirivong district will review the complaint letter from the private operator to find a solution.



PHOTO 13: WATER SOURCE OF RAW WATER VENDER



PHOTO 14: RAW WATER OF COMMUNITY PIPE

10. CWA collaborated with the Takeo Provincial Department of Industry, Science, Technology & Innovation to assist a private water operator in collecting information and preparing supporting documents for a request letter titled "Revisit and Re-decision on the Request for Issuing the Water Supply Operating License," to be submitted to the Minister of Industry, Science, Technology & Innovation.

3.4. Technical supports

In 2023, CWA's technical staff provided technical assistance in conducting water quality tests on the required 5 parameters for daily testing for four private operators. They also conducted raw water jar tests to determine the appropriate chemical substances for producing clean water for six private operators. This technical assistance played a crucial role in resolving water quality issues, increasing operational efficiency, and providing valuable insights into water production by ensuring quality and reliability for consumers.



PHOTO 15: WATER QUALITY TESTING AND JAR-TESTING

4. Member representation

4.1. Cooperation at the national level

4.1.1. Attending the MISTI annual assembly 2022

On February 28, 2023, CWA attended in the MISTI Annual Assembly 2022. During the event, Mr. Ham Ngoun, Vice President, presented the accomplishments of CWA in 2022, highlighting challenges and requesting assistance from MISTI to facilitate collaboration with relevant ministries, particularly the Ministry of Economy and Finance, in supporting private water operators.



PHOTO 16: Mr. HAM NGUON PRESENTED THE ACCOMPLISHMENTS OF CWA IN 2022 IN THE MISTI ANNUAL ASSEMBLY 2022

4.1.2. Building relation with the MISTI

On September 5, 2023, the Board of Directors and management team of CWA conducted a courtesy call to congratulate H.E. Hem Vanndy on the occasion of the National Assembly's vote in support of the Minister of Industry, Science, Technology & Innovation during the 7th term, which took place on August 22, 2023. During the courtesy call, Minister Hem Vanndy provided valuable feedback to assist CWA in better implementing its activities and developing its strategic plan.



PHOTO 17: COURTESY CALL TO CONGRATULATE H.E. HEM VANNDY, MINISTER OF INDUSTRY, SCIENCE, TECHNOLOGY & INNOVATION

4.1.3. Meeting with General Department of Potable Water

On December 19, 2023, Mr. Leng Kheav led CWA staff members to attend a meeting with H.E. Tan Sokchea, Director General of the General Department of Potable Water, to discuss the following points: 1) request for tax exemption on minimum tax, income tax repayment, income tax, and value-added tax (VAT) until 2030; 2) request for appropriate compensation for pipe destruction; and 3) request for subsidy and capital investment support for private water operators.



PHOTO 18: MEETING WITH H.E. TAN SOKCHEA, DIRECTOR GENERAL OF GENERAL DEPARTMENT OF POTABLE WATER

4.2. International cooperation

4.2.1. Training on “Clean Water Supply System” in Japan

On January 9–11, 2023, CWA led 10 of its members, including the president, three staff and six women-led water operators, to attend a training on "Clean Water Supply System" in Kitakyushu city, Nakuya city and Tokyo city of Japan. This training was supported by

the Ministry of Economic, Commerce, and Industry of the Government of Japan, with cooperation and coordination by the Association for Overseas Technical Cooperation and Sustainable Partnerships (AOTS) and the Kitakyushu Overseas Water Business Association (KOWBA).



PHOTO 19: A PHOTO TAKEN WITH LEADERS OF WATER SUPPLY AND SEWER SYSTEM OF KITAKYUSHU CITY

4.2.2. Seminar on “Cambodia-Japan Water Supply and Sewer”

On January 17, 2023, the Board of Directors, Executive Director, and 23 operators who are members of CWA attended the 15th "Cambodia-Japan Water Supply and Sewer" seminar, focusing on "the draft Law on Clean Water Management in the Kingdom of Cambodia". This seminar was presided over by H.E. Um Sotha, Secretary of State, and a highly representative of H.E. Kittti Settha Pandita CHAM Prasidh, Senior Minister, Minister of Industry, Science, Technology & Innovation. A total of 160 participants attended this seminar.



PHOTO 20: A PHOTO TAKEN DURING THE SEMINAR

4.2.3. Facilitation of the visit form German Delegates

From February 27 to March 03, 2023, CWA facilitated the visit of German delegates to explore water supply and sewer systems in Cambodia. The results were highlighted as follows:



PHOTO 21: A PHOTO TAKEN DURING THE VISIT OF GERMAN DELEGATES TO MISTI

1. A courtesy call to MISTI, meeting with H.E. Oum Sotha, Secretary of State, and a highly representative of H.E. Kittti Settha Pandita CHAM Prasidh, Senior Minister, Minister of Industry, Science, Technology & Innovation.
2. A meeting with Phnom Penh Water Supply Authority to gain insight into the history, production, and distribution processes, as well as visiting the water treatment plant in Phum Praek. During this time, CWA would like to extend gratitude to Mr. Ma Noravin, Deputy General Director of Phnom Penh Water Supply Authority, for warmly welcoming our team and the delegates, and for providing insights into the water supply system through his presentation.
3. Conducted a workshop on "Cambodia-Germany Water Supply and Sewer System," featuring presentations about products and services from Germany for operators.
4. Organized a round-table discussion to gain insights into the national strategy for the clean water sector and sewer management in Cambodia, involving German delegates and representatives from the MSITI, MRD, Ministry of Public Works and Transportation, and Ministry of Water Resources and Meteorology. As a result, the delegates learned about the general aspects, principles, strategies, and action plans of the four ministries for the water supply and sewer system in Cambodia.
5. Visited a Mango Processing factory in Kirirum, Kampong Speu province, to learn about wastewater treatment plants.
6. Visited Kampong Thom Water Supply Authority and Sotrnikum Private Water Supply Utility to learn about clean water treatment plants.
7. Visited Siem Reap Water Supply Authority and the wastewater treatment plant for Siem Reap city.



PHOTO 22: EXPOSURE VISIT TO SOTRNIKUM PRIVATE WATER SUPPLY

4.2.4. Australia Water Conference and Exhibition (Ozwater'23)

On May 9-13, 2023, CWA, together with delegates from MISTI, MRD, the Ministry of Economic and Finance, Phnom Penh Water Supply Authority, Siem Reap Water Supply Authority, the Australian Embassy in Phnom Penh, and the CAPRED program, attended the Australia Water Conference and Exhibition (Ozwater'23) in Sydney, Australia. The purpose was to learn about Australia's water management practices and its support for environmental and economic resilience in the sub-Mekong region.



PHOTO 23: AUSTRALIA WATER CONFERENCE AND EXHIBITION (OZWATER'23) IN SYDNEY, AUSTRALIA

4.2.5. Indonesia water and wastewater expo and forum

On June 6-8, 2023, CWA attended the Indonesia Water and Wastewater Expo and Forum to acquire new knowledge and share experiences among participants from seven countries - Indonesia, Malaysia, Thailand, the Philippines, Cambodia, Vietnam, and Laos PDR. The objectives of the Expo and Forum were to enhance the reputation of The

Southeast Asia Water Utilities Network (SEAWUN) among other water associations in Southeast Asia.



PHOTO 24: WATER AND WASTE WATER EXPO AND FORUM IN INDONESIA

4.2.6. The 5th Water Forum and the Regional Conference on Water and Wastewater Management in Thailand

On August 30 to September 1, 2023, in response to an invitation from the Malaysia Water Association, CWA led 31 people (including 12 females) from its membership to participate in the 5th Water Forum and Regional Conference on “Strengthening Water and Environment Management in Asia Pacific through Green Technologies and Partnerships” in Bangkok, Thailand.



PHOTO 25: CAMBODIA DELEGATES VISITED WATER TREATMENT PLANT



PHOTO 26: OPENING CEREMONY DURING THE 5TH WATER FORUM



PHOTO 27: RECEPTION DINNER AND BUSINESS MATCHING

4.2.7. Participation in Vietnam Water Week 2023

From September 28-30, 2023, the Cambodian Water Association (CWA) actively participated in the Vietnam Water Week 2023 and the inaugural ceremony of the network in Binh Duong City, Vietnam. This event underscored the significance of collaborative efforts and the exchange of perspectives concerning water supply and wastewater management. Notably, on September 28, 2023, CWA participated in the Southeast Asia Water Utilities Network (SEAWUN) during the proceedings.



PHOTO 28: DELEGATES FROM CWA PARTICIPATED IN THE VIETNAM WATER WEEK 2023



PHOTO 29: DELEGATES FROM CWA PARTICIPATED IN THE SEAWUN NETWORK

4.2.8. Participation in the Vietnam Water Conference and Exhibition (Viet Water 2023)

From October 10-12, 2023, CWA led a total of 61 members and staff (including 24 females) to join the Vietnam Water Conference and Exhibition 2023 at Saigon Exhibition and Convention Center In Vietnam on “Accelerating On-Demand Innovations for Smart Water Governance”.



PHOTO 30: CWA DELEGATES JOINED THE WATER CONFERENCE AND EXHIBITION IN VIETNAM “VIET WATER 2023”



PHOTO 31: PHOTO TAKEN IN THE WATER CONFERENCE AND EXHIBITION “VIET WATER 2023”

5. Member Capacity Building Program

5.1. Training

CWA collaborated with the Provincial Departments of Industry, Science, Technology & Innovation, as well as the Provincial Tax branches in Battambang and Kandal provinces, to conduct two training courses on the "Duties and Rights of Taxpayers and Tax Payment Procedures for Water Supply Businesses." The training aimed to enable participants to: 1) describe the tax registration procedures for water supply businesses; 2) understand tax payment procedures for water supply businesses; and 3) understand the duties and rights of taxpayers. The training courses were held at the following locations:

1. On March 30, 2023, at the Classy Hotel in Battambang province. There were 28 participants (including 11 females), consisting of the Deputy Director of the Battambang Provincial Department of Industry, Science, Technology & Innovation, the Chief of the Potable Water Office, the Deputy Tax branch in Battambang, technical staff and owners of 15 water supply utilities, and representatives from the Battambang water supply authority.



PHOTO 32: TRAINING COURSE ON RIGHT AND OBLIGATION OF TAX PAYER

2. On September 25, 2023, at Sunway Hotel in Phnom Penh, with 37 participants (including 11 female participants) from 28 water supply utilities.



PHOTO 33: A GROUP PHOTO OF TRAINING AT SUNWAY HOTEL

6. Partnerships

6.1. Memorandum of Understanding with Cambodian Microfinance Association

On February 24, 2023, CWA signed a Memorandum of Understanding (MoU) with the Cambodia Microfinance Association (CMA) with the aim of enhancing cooperation and support for the members of both parties.



PHOTO 34: MoU SIGNING CEREMONY BETWEEN CWA AND CMA

6.2. Memorandum of Understanding with Institute Technology of Cambodia

On October 04, 2023, CWA signed a MoU with Institute Technology of Cambodia on establish an Associate degree program in Water Supply and Building Plumbing Engineering.



PHOTO 35: MoU SIGNING CEREMONY BETWEEN CWA AND ITC

7. Other services provision

7.1. Pipes network design for members

In 2023, CWA provided consultancy service in designing pipes networks for Sala Lek 5 Water Supply.

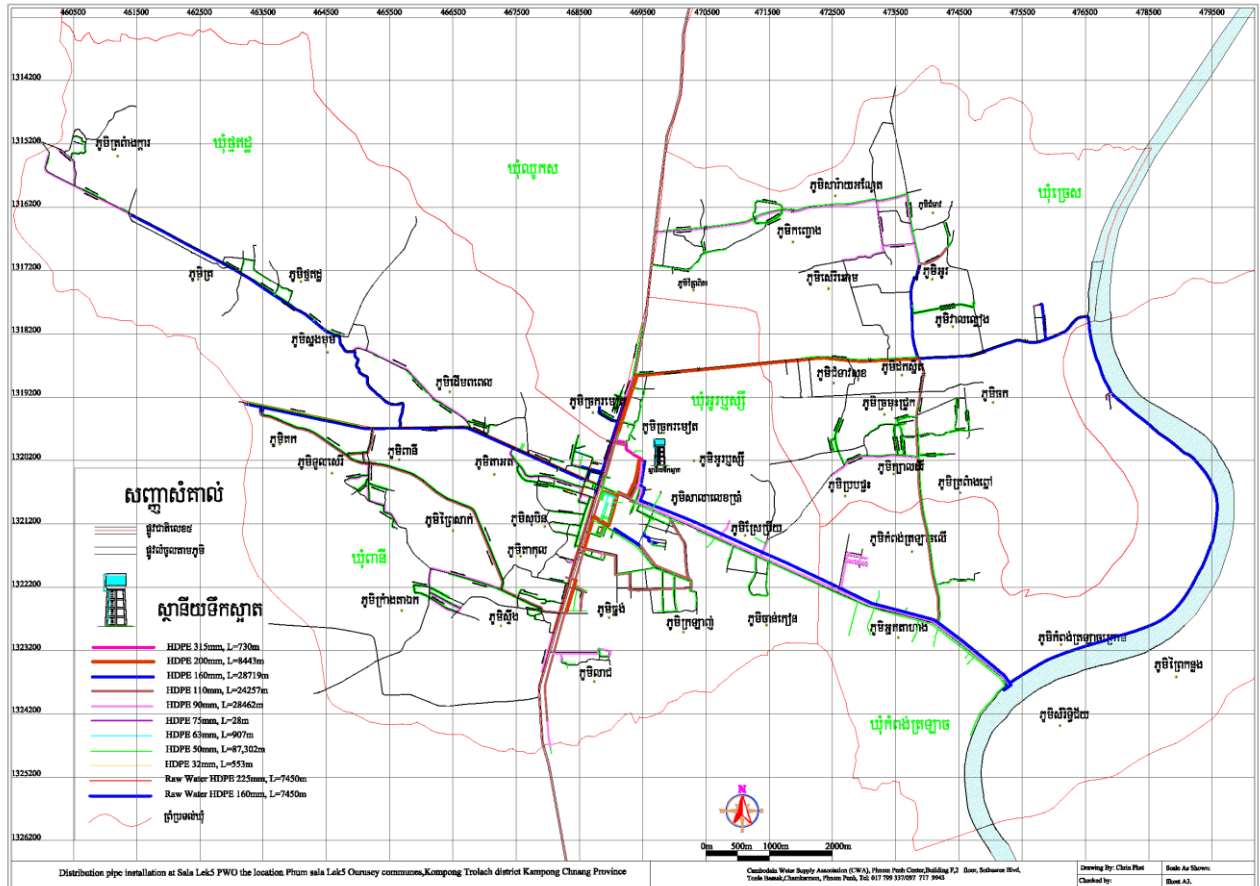


PHOTO 36: PIPES NETWORK MAPPING OF SALA LEK 5 WATER SUPPLY

7.2. Facilitate water-related works

7.2.1. HITACHI ZOSEN CORPORATION

On April 1, 2023, CWA signed a consultancy service agreement with Hitachi Zosen Corporation (HITZ) to:

1. Provide information and consultation on the clean water sector in Cambodia.
2. Organize meetings with stakeholders and key actors in the clean water sector.
3. Prepare documents for sending to Cambodia and/or provide support in their preparation.
4. Translate documents into the Khmer language.

7.2.1. T.C.U Polys Enterprise Co., Ltd

CWA signed a consultancy service agreement with T.C.U Polys Enterprise Co., Ltd. to invite members to join the company's 7th anniversary celebration scheduled for December 23, 2023



PHOTO 37: A PHOTO TAKEN DURING THE 7TH ANNIVERSARY OF T.C.U POLYS ENTERPRISE CO., LTD.

7.2.3 Consultation meeting on Bulk Water with CAPRED

In collaboration between CWA and CAPRED, a consultation meeting on the "Bulk Water Business Model" was conducted with 20 participants, including 6 females participants, representing 9 water supply utilities. Notably, the provinces of Kampong Speu and Takeo were selected for the study on this business model. Following the study's outcomes, CAPRED has prepared a case study for deliberation on the procedure for selling bulk water with stakeholders, particularly water operators in the designated area. By the conclusion of the meeting, participants were able to:

1. Share significant insights from the Law on Clean Water Management.
2. Elaborate on the concept of the Bulk Water Business Model (Bulk Water Selling).



PHOTO 38: PRESENTATION ON BULK WATER BUSINESS MODEL MADE BY CAPRED

8. Cooperation with Development Partners

8.1. Service Provider Accountability for Improving the Water Supply Services funded by WaterAid

8.1.1. Piped Water Connection Subsidy to Poor Households

In 2023, the project provided subsidies to five water operators for a piped water supply connection scheme benefiting 47 economically disadvantaged households. The five water operators are: 1) Kdol Water Supply, 2) Sala Lek 5 Water Supply, 3) Heng Eam Water Supply, 4) Peam Water Supply, and 5) Ampil Teuk Commune Water Supply.

8.1.2. End-line data collection

The project collaborated with six district administrations, specifically: 1. Samaki Meanchey and 2. Kampong Tralach in Kampong Chhnang province, 3. Samroang Tong and 4. Thborng in Kampong Speu province, and 5. Ang Snuol and Kandal Stung in Kandal province, along with the Kampong Provincial Department of Industry, Science, Technology, and Innovation, to gather end-line data for the project's closure, scheduled for the first quarter of 2023. Consequently, the data collection team obtained information from local authorities in 35 communes and communities across 35 villages, with a total of 793 respondents (including 381 female respondents).



PHOTO 39: END-LINE DATA COLLECTION AT SAMAKI MEANCHEY & KAMPONG TRALACH DISTRICTS

8.2. Climate-Resilient Safe Water Supply for Vulnerable People in the community and Championing Women's Leadership for Gender Sensitive and Inclusive WASH Program with WaterAid

8.2.1. Community Awareness Raising

The project organized four community awareness raising on "Piped Water Supply Service," accompanied by study visits to water treatment plants. The objectives were to: 1) enable participants to articulate the importance of piped water supply and safe water storage, 2) motivate community members, especially those from poor households, to connect to piped water supply systems, and 3) encourage participants to further disseminate information within their communities. Participants included commune council members, school teachers, private water operators, representatives of people

with disabilities, community members, representatives from WaterAid, and staff from CWA.

- ❖ First meeting: Conducted on January 27, 2023, at Leng Kheav Prek Ambil Water Supply in Prek Taley village, Prek Ambil commune, Sa'ang district, Kamdal province, with 29 participants (including 16 female participants).
- ❖ Second meeting: Conducted on February 08, 2023, at Svay Brateal Water Supply in Prek Tatin village, Svay Brateal commune, Sa'ang district, Kandal province, with 26 participants (including 13 female participants).
- ❖ Third meeting: Conducted on February 21, 2023, at Troey Sla Water Supply in Prek Balatchhoeng village, Troey Sla commune, Sa'ang district, Kandal province, with 23 participants (including 5 female participants).
- ❖ Fourth meeting: Conducted on March 02, 2023, at Koh Khsach Tonlea in Kbal Koh Koert village, Koh Khsach Tonlea commune, Sa'ang district, Kandal province, with 35 participants (including 21 female participants).



PHOTO 40: MR. HENG DATA, OWNER OF SVAY BRATEAL WATER SUPPLY

8.2.2. Refresher trainings

CWA conducted two refreshing trainings on “Flood and Drought Measures for Piped Water Supply”.

- ❖ On March 20, 2023 held at Sa'ang district office with 19 participants (including 2 female participants)
- ❖ On March 21, 2023 took place at Lvea Em district office with 14 participants (including 2 female participants)

8.2.3. Poor connection subsidy

In 2023, two private water operators agreed to and received subsidies for connecting piped water supply services to poor households. As a result, 40 poor households, comprising a total of 171 individuals, gained access to piped water supply from these two operators.



PHOTO 41: A PHOTO HOUSEHOLD ACCESSED TO PIPED WATER SUPPLY

8.3. Laying the Foundation for Cambodia's first water-secure district with

8.3.1. Coordination meeting between local authority and private water operator

The project organized four meetings with local authorities and water operators:

- ❖ The first meetings conducted on January 30, 2023. There are two separate sessions:
 1. Heng Eam Water Supply: Conducted at the Svay Commune Office in Trapaing Thmor village, Svay commune, Samaki Meanchey district, Kampong Chhnang province, with 23 participants (including 4 female participants).
 2. Thbaeng Khbous Water Supply: Conducted at the Sethei Commune Office located in Ra village, Thbaeng Khbous commune, Samaki Meanchey district, Kampong Chhnang province, with 15 participants (including 7 female participants).
- ❖ The second set of meetings took place on January 31, 2023. There are also two separate sessions:
 1. Peam Water Supply: conducted at the Peam Commune Office in Samaki Meanchey district, Kampong Chhnang province, with 20 participants (including 9 female participants).
 3. Makara Svay Chuk Water Supply: held at the Svay Chuk Commune Office, Samaki Meanchey district, Kampong Cham province, with 13 participants (including 4 female participants).



PHOTO 42: MEETING BETWEEN LOCAL AUTHORITY AND OPERATOR

8.3.2. The accountability practice in the water supply and sanitation sector reflection meeting

On February 10, 2023, CWA participated in a reflection meeting on the accountability practices in the water supply and sanitation sector, held at the Samaki Meanchey district office. The meeting was co-organized by WaterAid, PDIsti, PDRD, CWA, and the Samaki Meanchey district administration. The meeting aimed to achieve three main objectives:

- 1) Enhance the quality of public service in the clean water sector in the community
- 2) Reflect on the roles and duties of clean water service providers and users
- 3) Increase competition among water operators to improve water supply service across the Samaki Meanchey district.

As a result, three water operators were awarded the title of outstanding champion for Samaki Meanchey district, as detailed below:

1. Thbaeng Khpous Water Supply achieved the first rank as an outstanding operator and received 30 water meters as a prize for providing superior piped water supply service.
2. Longvek Water Supply Co. Ltd. achieved the second rank as an outstanding operator and received 25 water meters as a prize for providing better piped water supply service.
3. Heng Eam Water Supply achieved the third rank as an outstanding operator and received 20 water meters as a prize for providing good piped water supply service.

Additionally, the project provided 10 water meters to each of the three water operators that were unranked in this competition.

8.4. Survey of Private Water Operator Financing Needs with Water.org

8.4.1. Training course

CWA collaborated with E. Power CCL Co., Ltd. to organize a training on "Data entry in the Piped Water Supply Data Management System," at CWA's office.

The training aimed to enable participants to:

1. Review and verify the piped water supply business data which sent to CWA
2. Learn how to input business data in the Data Management System (DMS)
3. Generate financial reports extracted from the DMS system

A total of 19 participants attended the training, including 7 female participants from 11 water supply utilities



8.5. Improve an access to finance of private water operators in Cambodia for expanding water supply project with Water.org

8.5.1. Signing on project agreement

On February 21, 2023, CWA signed an agreement with Water.org to implement a project entitled “Improving access to finance for private water operators in Cambodia to expand water supply”. The objective of the project is “to enhance access to clean water for Cambodian people, particularly poor people”. There are three main expected results of the project:

- 1) At least nine water supply utilities will receive financial loans from financial institutions
- 2) 20,000 new connections will be increased for people to access to clean water through the project activities
- 3) Private Water Operators will improve the clean water quality to comply with the National Water Quality Standards, particularly focusing on the five daily parameters.



PHOTO 43: PROJECT SIGNING CEREMONY BETWEEN CWA AND WATER.ORG

8.5.2. Study tour organization

On February 27, 2023, CWA organized a study tour for the donor of Water.org to visit Kampong Chamlong Water Supply and meet with two households who have connected to piped water service.

8.5.3. Project orientation workshop

On March 17, 2023, CWA organized a project orientation workshop on “Improve an access to finance of private water operators in Cambodia for expanding water supply

project” at Sunway Hotel. The workshop was attended by 59 people (including 17 females participants), among those there are 41 operators from 38 water supply utilities.

At the same day, CWA collaborated with the General Department of Potable Water to organize a workshop focusing on “Prakas on water supply business operating license”. These objectives of this workshop were 1) to familiarize participants with regulations pertaining to piped water service, 2) to describe key aspects of the Prakas on water supply business operating license, and 3) to engage in discussions regarding areas of adherence to the Prakas, as well as improvement parts to ensure compliance.



PHOTO 44: PROJECT ORIENTATION WORKSHOP

8.5.4. Training courses

a. Marketing for water supply business

On May 29, 2023, CWA hosted a training course on “Marketing for Water Supply Business” at Puluvai Hotel in Phnom Penh. At the end of the training, participants are able to 1. articulate marketing strategies to accelerate new connections, 2. determine marketing tools/techniques to accelerate new connections, 3. enhance the active involvement of local authorities and local people in the successful startup business and the clean water supply business, while also fostering effective communication with clients. This training was attended by 31 people (including 12 female participants), representing entities such as the General Department of Potable Water, Water.org, LOLC, and operators from 18 water supply utilities.

b. Capacity building for operators on accounting system

1. On May 12, 2023, CWA arranged an online meeting with operators to discuss “Data requirements for opening balance accounts”. This meeting focused on the necessary documents and data to be collected for opening balance accounts. 38 people attended the meeting, representing 28 water supply utilities and E-Power CCL Co. Ltd.
2. On July 15, 2023, CWA collaborated with E-Power CCL Co. Ltd. to conduct a training course on “Fundamental Accounting for Clean Water Supply Business”. 42 participants, including 18 female participants, attended the training.

Participants were from the General Department of Potable Water, Water.org, and 32 private water operators.



PHOTO 45: PRESENTATION MADE BY SPECIALIST FROM E-POWER CCL Co. LTD.

3. On August 24-25, 2023, CWA collaborated with E-Power CCL Co. Ltd. to conduct a training course on “Full Accounting System E-Water Software”. The training was attended by 48 participants (including 23 female participants) from the General Department of Potable Water and water operators (39 people).



PHOTO 46: PRESENTATION ON FULL ACCOUNTING SYSTEM, PRESENTED BY MR. KHEM SAMNANG, E-POWER CCL Co. LTD

c. Technical Capacity Building for Operators

CWA collaborated with the General Department of Potable Water to conduct training sessions for operators as outlined below:

1. Training course on “Clean Water Quality Testing Technique and Flood and Drought Measurements for Clean Water Supply Service,” divided into two separate groups:
 - Group 1: Conducted on October 17, 2023, with 37 participants (12 female participants)
 - Group 2: Conducted on October 24, 2023, with 36 participants (7 female participants)



PHOTO 47: TRAINING COURSE ON WATER QUALITY TESTING

2. Training courses on “Climate Resilient Water Safety Plan for Clean Water Supply” and the “5S Principle” took place on December 20-21, 2023 at Tonle Bassac II Restaurant, with 35 participants (including 10 females).



PHOTO 48: TRAINING COURSES ON “WATER SAFETY PLAN” AND THE “5S PRINCIPLE”

8.5.5. Dissemination workshop on “Clean Water Management Law”

In collaboration with the General Department of Potable Water, CWA organized a dissemination workshop on “Clean Water Management Law”, funded by Water.org. The workshop was chaired by H.E. Oum Sotha, Secretary of State, representing H.E. Kitte Seta Banditha, Senior Minister and Minister of Industry, Science, Technology & Innovation. The objective of the workshop was to ensure that relevant stakeholders clearly understand the new law, with a particular focus on enabling private water operators to understand their rights and obligations in providing clean water supply services. This workshop was attended by 316 individuals (including 83 females participants) from MISTI, representatives from MRD, development partners, Water.org, and CWA members.



PHOTO 49: DISSEMINATION ON CLEAN WATER MANAGEMENT LAW AT TONLE BASSAC II, PHNOM PENH

8.5.6. Study visit

a. Study visit abroad

From June 25-29, 2023, CWA organized a study visit to Indonesia, supported by Water.org. The delegation consisted of 14 participants, including 4 females participants, representing the General Department of Potable Water, private water operators involved in the project, Water.org, and CWA's staff. The outcomes of the visit are highlighted below:

1. June 26, 2023: The delegation attended a meeting to gain insight into 1) the role of the National Water Supply Association of Indonesia (PERPAMSI) and an overview of urban water supply (PDAMs), 2) introduction to Water Equity program, and 3) discussion on the partnership between Grenex company and Bekasi Water Supply Authority in water loss reduction.
2. On June 27, 2023: Participants took part in a workshop to exchange experience on financial management through banking and listened to presentations from PDAM Sleman, PDAM Batang, and Bank Sleman. Additionally, the Cambodian delegates visited the Borobudur temple, which was built in the 8th century.
3. On June 28, 2023: The Cambodian delegates visited the water treatment plant (WTP) managed by Grenex company in Bekasi city.



PHOTO 50: A PHOTO TAKEN AT THE END OF THE VISIT

b. Study visit within the country

CWA collaborated with the General Department of Potable Water and two private water operators, Svay Romeat Water Supply and Leng Kheav Prek Ambil Water Supply, to organize a study visit aimed at acquiring knowledge about water treatment systems and successful experiences in business management.



PHOTO 51: STUDY VISIT TO LENG KHEAV PREK AMBIL WATER SUPPLY AND SVAY ROMEAT WATER SUPPLY

8.5.7. Financial loan facilitation between private water operators and financial institutes

a. Engaging financial institutes in clean water sector financing

1. On June 7, 2023, CWA facilitated the participation of 10 water operators in a workshop on “**Startup of the Clean Water Loan Program**”, held at Phnom Penh Hotel. The workshop was co-organized by the Cambodian Microfinance Association (CMA) and Water.org. Its objectives was to provide a platform for bank and financial Institutions, and water operators to explore solutions for providing and obtaining loans. Additionally, the workshop aimed to identify potential matches between the needs and conditions of private water operators and those of the banks and financial institutions. Senior staff from the bank and financial sectors, private water operators, and representative from CWA attended the workshop, totaling 31 participants.



PHOTO 52: WORKSHOP ON STARTUP THE CLEAN WATER LOAN PROGRAM

2. On March 10, 2023, representatives from Water.org, CWA, and the Small and Medium Enterprise Bank of Cambodia (SME Bank) convened a meeting to present a comprehensive overview of the project and deliberate on strategies to facilitate operators' access to loans for the advancement of the clean water sector in Cambodia.



PHOTO 53: REPRESENTATIVES OF WATER.ORG. CWA, AND SME BANK

3. CWA, in collaboratin with Water.org, SME bank, and three private water operators, convened a meeting to discuss the loan application process and strategeis to support operators in accessing finance.
4. On July 6, 2023, CWA and Credit Bureau (Cambodia) Co. Ltd (CBC) held a meeting to introduce CWA and the clean water business to CBC and to explor potential future partnership.

5. On October 6, 2023, CWA, alongside Water.org and Credit Guarantee Corporation of Cambodia Plc. (CGCC), organized a meeting to exchange information on CWA's activities in the clean water supply business and CGCC's initiatives. Additionally, discussions were held to explore potential areas for future collaboration.

b. Loan facilitation

The project team has collaborated with SME Bank to facilitate loans for 10 water operators. Consequently, six water operators have received loan approvals totaling USD 2,435,000. Additionally, CWA has worked to negotiate a reduction in the interest rates, as outlined in the Memorandum of Understanding (MoU) between CWA and SME Bank. Hence, SME Bank has agreed to further reduce the loan interest rate by 0.25% annually for operators who are members of CWA.

These loans are intended for the following purposes: 1) extension of piped water supply, 2) replacement and addition of piped water infrastructure, 3) installation of pumps, 4) rehabilitation treatment plant, and 5) installation of solar panel systems.

8.5.8. Clean water quality testing tool subsidy

The project facilitated the purchase of clean water quality testing tools for the five parameters and water pressure meters, for operators participating in the project. Consequently, 22 operators received project subsidy for the clean water quality testing tools. The total expenditure amounted to USD 20,773.50, of which USD 8,596.50 was subsidized by the project, while the remaining USD 12,177 was contributed by the operators.

8.5.9. Meeting with the General Department of Potable Water

The project staff facilitated four meetings with the General Department of Potable Water:

1. The first meeting was held on March 14, 2023, to provide an overview of the project and seek for support from the General Department of Potable Water
2. The second meeting took place on July 5, 2023, to discuss on technical capacity building plan for operators
3. The third meeting was conducted on August 22, 2023, to finalize the content for technical capacity building program and establish the schedule for the trainings
4. The fourth meeting was held on December 19, 2023, to address challenges faced by water operators regarding tax issues.

8.5.10. Education video development

The project staff facilitated the production of an educational video on clean water services, as outlined below:

1. A short video clip on "The Importance of Piped Water Usage" was cooperatively produced at Kampong Chamlong Water Supply and Svay Romeat Water Supply. The video can be accessed via the following link:

<https://www.youtube.com/watch?v=TNMt44dX3VQ&t=55s>



PHOTO 54: PHOTO CAPTURED FROM EDUCATIONAL VIDEO ON THE IMPORTANCE OF PIPED WATER USAGE

2. The project disseminated information regarding the educational video development competition. Subsequently, two video clips were submitted to CWA, and the evaluation committee reviewed them. As a result of the poor quality of production, the committee decided to terminate the competition.

8.6. Consortium for Sustainable Alternatives and Voice for Equitable Development (CO-SAVED_AEA) Funded by Aide et Action (AEA)

8.6.1. Project orientation workshop

The project organized two meetings with local authorities and private water operators to discuss the "selection of target communes and private water operators for cooperation with the consortium for sustainable alternatives and voice for economic development project" as follows:

1. On February 7, 2023, at Kampong Seila district office in Preah Sihanouk province, attended by 7 participants (1 females).
2. On February 8, 2023, at Kampong Trach district office in Kampot province, attended by 13 participants (4 females).

Additionally, CWA convened a meeting at its office to further discuss the "selection of target communes and private water operators." During this meeting, it was decided to designate Kampong Seila district in Preah Sihanouk province and Kampong Trach district in Kampot province as target areas. The meeting was attended by 12 participants (6 females) from Kampong Seila Water Supply (1 person), Phnom Meas Water Supply (1 person), Aide et Action (AEA) (5 persons), and CWA (5 persons).



PHOTO 55: MEETING TO SELECT TARGET COMMUNES AND OPERATORS

8.6.2. Detail study on pipe network expansion

From February 21 to 24, 2023, CWA conducted field assessments for detailed study on pipe network expansion in Kampong Seila and Kampong Trach districts. As a result, 13 villages were identified as targeted for extending the pipe network: 8 villages in Phnom Meas Water Supply service areas and 5 villages in Kampong Seila Water Supply service areas.



PHOTO 56: FIELD DETAILED PIPES MAPPING ASSESSMENT

8.6.3. Clean water pipes bidding

CWA announced the clean water pipes bidding on its website and social media platforms. Subsequently, nine companies participated in the tender to supply clean water pipes to two water supply utilities: Phnom Meas Water Supply and Kampong Seila Water Supply, both of which received investment from the project. On May 22, 2023, CWA conducted a meeting to open the bidding packages, resulting in T.C.U Polys Enterprise emerging as the successful bidder.



PHOTO 57: OPEN BIDDING PACKAGES AT CWA'S OFFICE

8.6.4. Training courses

a. Roles and responsibilities in clean water supply service

CWA organized two training courses on "Roles and Responsibilities in Clean Water Supply Service" and "Operation and Maintaining of Water Supply Systems and Clean Water Quality Standard" for authorities, water operators, and local communities. The details of these courses are as follows:

1. On June 15-16, 2023, held at Kampong Trach district office in Kampot province, with 25 participants (4 females)

2. On August 15, 2023, took place at Kampong Seila district office in Preah Sihanouk province, with 22 participants (1 females)



PHOTO 58: A PHOTO TAKEN DURING THE TRAINING ON ROLES AND RESPONSIBILITIES IN CLEAN WATER SUPPLY SERVICE

b. Training of Trainers

The project organized Training of Trainers sessions aimed at instructing individuals in leading community awareness campaigns focused on "the significance of clean water usage, water treatment methodologies, and safe water storage practices" for governmental officials and water operators. As a result, a total of 10 training sessions were organized, with a total of 366 participants (including 64 females).



PHOTO 59: TRAINING OF TRAINERS SESSION

c. Support community awareness

The project organized community awareness meetings aimed at raising awareness about "the importance of using clean water, water treatment methods, and safe water storage practices." As a result, a total of 14 awareness-raising meetings were conducted, reaching 44 communes and 3 districts. The total number of participants was 461 (including 55 females).



PHOTO 60: ACTIVITY DURING COMMUNITY AWARENESS MEETING

8.6.5. Dissemination workshop on the “clean water management law and Technical Working Group”

On November 23, 2023, CWA collaborated with the General Department of Potable Water to organize a dissemination workshop on the "Clean Water Management Law and Technical Working Group" at Tonle Bassac II Restaurant. The workshop was attended by 27 participants from MISTI, representatives from the provincial administrations of Kep, Kampot, Preah Sihanouk, and Koh Kong, as well as 10 district administrations from coastal areas, and representatives from Aide et Action (AEA). This workshop aimed to provide relevant stakeholders and sub-national authorities with comprehensive insights into the content of the Clean Water Management Law, particularly focusing on the roles and responsibilities of authorities and water operators in delivering clean water services, as well as seeking solutions to water supply issues.



PHOTO 61: DISSEMINATION WORKSHOP ON CLEAN WATER MANAGEMENT LAW AND TECHNICAL WORKING GROUP



PHOTO 62: DISSEMINATION WORKSHOP ON CLEAN WATER MANAGEMENT LAW AND TECHNICAL WORKING GROUP

8.6.6. Project reflection workshop

On December 22, 2023, CWA organized a reflection workshop for the project "Consortium for Sustainable Alternatives and Voice for Equitable Development (Co-SAVED) funded by Aide et Action (AEA)" at Tonle Bassac II restaurant. There were a total of 34 participants (4 females) who attended, representing the MISTI, provincial administrations of Kep, Kampot, Preah Sihanouk, and Koh Kong, as well as 10 district administrations from coastal areas, and Aide et Action (AEA) representatives. The workshop covered topics such as: 1) the project's results, 2) challenges, solutions, and lessons learnt, 3) determining post-project operational activities, and 4) gathering comments.



PHOTO 63: DISCUSSION OF THE FOUR TARGET PROVINCES DURING THE WORKSHOP

8.6.7. Educational materials development

The project has published various materials and disseminated them to the 47 communes/Sangkats and 12 water operators situated within the project areas. These materials consist of: 1) posters on the role and responsibilities of local authorities and private water operators, 2) a fundamental knowledge book on water supply services, 3) posters advocating for the benefits of clean water usage and highlighting the disadvantages of using untreated water, 4) posters elucidating the concept of a cubic meter of water, 5) posters addressing climate change, 6) posters focusing on safe water storage, 7) posters detailing water treatment processes, and 8) posters outlining household water purification technology.

8.7. Community-Led Inclusive, Climate Resilient (CLICR) WASH funded by EMW

8.7.1. Pilot test on the use of educational materials

Under the financial support of EMW, on April 24, 2023, CWA staff participated in two pilot tests on the utilization of materials developed within the Community-Led Inclusive, Climate Resilient (CLICR) WASH project and gathered feedback. The two events unfolded as follows:

1. In the morning session, a pilot test took place at Puthivong village, Thkov commune, Kampong Trabek district, with the participation of 26 community members. It is noteworthy that this commune does not yet have a piped water supply system.
2. In the afternoon session, another pilot test was conducted at Svay Teab village, Ampil Krao commune, Sithor Kandal district, with the attendance of 28 community members. It is worth mentioning that this commune already benefits from a piped water supply system.



PHOTO 64: PILOT TEST ON THE USE OF EDUCATIONAL MATERIALS FOR COMMUNITY

8.7.2. Training course

On July 28, 2023, the project hosted a refresher training session for women-led water operator. This training was attended by a total of 21 individuals, including 10 staff and owners from 5 water operators, 5 EMW staff, 1 DPO staff, 1 CDRI staff, and 4 CWA staff. Among the participants, 5 were females. The training covered the following topics: 1). Roles and responsibilities of water operators and the clean water management law, 2). Clean water quality standards, 3). Strategies to increase connections and social affairs, and 4). Fundamentals of accounting and bookkeeping.



PHOTO 65: A PHOTO TAKEN AT THE END OF THE TRAINING

8.7.3. Workshop

Under financial support from EMW, from August 12-15, 2023, two CWA staff (1 female) attended a workshop on self-assessment tools on gender equity dosarbility and inclusive in Phnom Penh. The participants included individuals from Cambodia, Lao PDR, and Vietnam, while the facilitators were invited from Australia and India.



PHOTO 66: A PHOTO TAKEN DURING THE WORKSHOP

8.8. Strengthening Water Resources Management Planning Systems for Climate Resilience WASH Services in Cambodia funded by University of Technology Sydney (UTS)

8.8.1. Training course

Under the financial support of the University of Technology Sydney (UTS), CWA conducted two training courses as follows:

1. On August 24-25, 2023, CWA provided a training course on "Climate Resilience Water Safety Plan for Water Supply Service." The training aimed to assist operators in preparing their water supply systems to be resilient to climate change, ensuring the provision of good quality, safe, and sustainable water to communities. 21 participants (including 6 females) from district administrations, commune councils, village chiefs, private water operators, and representatives from Handicap organization in Samaki Meanchey district attended the training.



PHOTO 67: TRAINING ON CLIMATE RESILIENCE WATER SAFETY PLAN FOR WATER SUPPLY SERVICE

2. On September 28, 2023, CWA conducted a refresher training session on "Flood and Drought Measurements for Water Supply Systems" at the Samaki Meanchey district office in Kampong Chhnang province. The objective of the training was to assess the preparedness of piped water supply systems for climate resilience, with a specific focus on mitigating the risks and impacts of floods and droughts. Additionally, the training aimed to facilitate the development of reports on climate resilience water safety plans. A total of 23 individuals (including 8 females) from district administration, commune councils, village chiefs, private water operators, Handicap organization, WaterAid representatives, and CDRI representatives participated in the training.



PHOTO 68: A REFRESHER TRAINING IN SAMAKI MEANCHEY DISTRICT

9. Administrative and Finance Unit

In 2023, the Administrative and Finance Unit accomplished the following milestones:

1. Implemented a new QuickBooks system and developed an accounting guideline for the QuickBooks program
2. Conducted financial audits for the years 2021, 2022, and 2023
3. Utilized internet banking for managing the financial operations of CWA through the bank.

Moreover, in 2023, the Administration and Finance Unit also compiled documents and engaged V Chartered Accountants Co., Ltd, an independent firm renowned for its expertise, to conduct audits on the financial reports for the years 2021, 2022, and 2023. Presented below are the financial audit reports conducted for the years 2022 and 2023:

Income	2023	2022
1. Income from donors	\$265,336	\$469,038
2. Other services	\$131,517	\$231,959
3. Membership contribution	\$78,328	\$60,485
4. Other incomes	\$319,649	\$19,574
Total income	\$794,830	\$781,056
Expense	2023	2022
1. Staffing	\$148,398	\$160,781
2. Expense on activities	\$500,582	\$387,394
3. Expense on operation	\$49,398	\$87,250
Total expense	\$698,378	\$635,425
Balance carried down	\$96,452	\$145,631

10. Challenges

In 2023, CWA faced numerous challenges as follow:

10.1. Challenges in the water sector

- ❖ Limited availability of specialists in the water sector
- ❖ Low relative accessibility to clean water
- ❖ Limited dissemination of related law and Prakas
- ❖ Limited investment in the clean water sector
- ❖ Increased water pollution and the impact of climate change
- ❖ Unlicensed areas lack potential to attract investors
- ❖ Certain specific locations within licensed areas are not viable for investment
- ❖ Vulnerability of flooding and drought in some areas
- ❖ Limited public awareness regarding the importance of clean water usage

10.2. Challenges faced by water operators

- ❖ Destruction of pipes due to infrastructure development projects without compensation
- ❖ Insufficient investment in pipes extension and expansion of water treatment plants
- ❖ Financial supports from the government is not available
- ❖ Limited supports from local authorities
- ❖ Difficulty in meeting the requirements of banks/microfinance institutions
- ❖ Limited knowledge among operators in technical and water supply business management
- ❖ Inadequate dissemination of information to the public about the importance of clean water
- ❖ Some operators experience water source shortages
- ❖ Limited understanding among operators regarding taxation
- ❖ The majority of operators operate as family business

10.3. Challeges faced by CWA

- ❖ Heavy workload and numersous responsibilities
- ❖ Limited human and financial resources
- ❖ Unwillingness of some members to the pay annual membership contribution fee
- ❖ Reluctance of certain licensed operators to become members
- ❖ CWA's willingness to provide capacity buidling to operators, despite some operators being unwilling to enhance their own capacities.

11. Boards of Director and Staff Members

11.1. Boards of Director

In the 3rd term of the Bboards of Director for years 2020-2023, there are nine members (1 female), as highlighted in the management structure below:



Mr. Leng Kheav
President

Mr. Leng Kheav served as a Chair of Board of Directors of CWA for the 3rd term (2020-2023). He holds the position of President and legally serves as its official representative, responsible for overseeing all activities of the CWA.

During his tenure, Mr. Leng Kheav has led several pivotal initiatives of the CWA aimed at achieving its vision, mission, and strategic goals. His vision revolves around assisting members in improving their water supply businesses, particularly those facing resource limitations, and ensuring universal access to clean water for all Cambodian citizens nationwide.

With over 18 years of experience in the clean water sector, Mr. Leng Kheav is the owner of Leng Kheav Prek Ambil Water Supply in Sa'ang district, Kandal province, and Lvea Romchek Water Supply in Preah Sdach district, Prey Veng province.



Mr. Ham Nguon
Vice-President

Mr. Ham Nguon serves as the Vice Chair of Board of Directors of CWA for 3rd terme (2020-2023). He previously held a position as a BoD member during the 2nd term (2016-2019). As Vice President, he supports the President and assumes the role of Acting President in the President's absence. Over the course of these two terms, he has actively contributed to leading the CWA towards the achievement of its vision, missions, and strategic objectives. His vision is to assist CWA members in growing their businesses to the fullest extent possible.

With over 20 years of extensive experience in the clean water sector, Mr. Ham Nguon is the owner of Kampong Chamlong Water Supply located in Khsach Kandal district, Kandal province, and Techo Meanchey Water Supply in Preah Neth Preah district, Banteay Meanchey province.



Mr. Sea Sengheap
Treasurer

Mr. Sea Sengheap serves as the Treasurer for the 3rd term of the Board of Directors (BoD) from 2020 to 2023. Previously, he held the position of Vice President during the 2nd term from 2016 to 2019. His primary role is to ensure accountability, transparency, and accuracy in the financial management of the Cambodian Water Supply Association (CWA). He is responsible for overseeing the income and expenses of CWA, cooperating in annual financial audits, and undertaking other tasks assigned by the President. Throughout these two terms, he has actively collaborated with the President, Vice President, BoD members, and CWA's management team to achieve the organization's vision, mission, and strategic objectives.

Mr. Sea Sengheap envisions strengthening CWA by collaborating with development partners and other stakeholders to provide long-term loans to members, bolstering CWA's advocacy efforts, and fostering solidarity in the clean water sector.

With nearly 20 years of experience in the clean water sector, Mr. Sea Sengheap is the owner of Bek Chan Water Supply in Ang Snoul district, Kandal province.



Ms. Yan Thida
BoD Member

Ms. Yan Thida serves as a member of the Board of Directors (BoD) for the 3rd term (2020-2023). Her role involves collaborating with the president, vice president, and other BoD members in guiding CWA, participating in the decision-making processes of the BoD, and carrying out other tasks assigned by the president. During this term, she actively engages in the BoD's efforts to achieve the vision, mission, and strategic plan of CWA. Her vision is to help CWA grow stronger and share best practices to enhance the clean water sector in Cambodia.

Ms. Yan Thida has over 10 years of experience in the water sector and is also the owner of Sot Nikum Water Supply in Sot Nikum district, Siem Reap province.



Mr. Chann Thany
BoD Member

Mr. Chann Thany is a member of the BoD in the 3rd term (2020-2023). He works with the president and vice president in guiding CWA, as well as participating in decision-making processes and other assigned tasks. During this term, he actively participates in the efforts to achieve the CWA's vision, mission, and strategic objectives. His vision is to assist CWA in growing stronger.

Mr. Chann Thany has over 14 years of experience in the clean water sector. He is the owner of Borhuy Water Supply, located in Pailin City, Pailin Province.



Mr. Heak Englay
BoD Member

Mr. Heak Englay is a member of the BoD in the 3rd term (2020-2023). He works with the president and vice president in guiding CWA, as well as participating in decision-making processes and other assigned tasks. During this term, he actively participates in the efforts to achieve the CWA's vision, mission, and strategic objectives. His vision is to strengthen solidarity in the clean water sector.

Mr. Heak Englay has over 11 years of experience in the clean water sector. He is the owner of Kamchay Mear Water Supply, located in Kamchay Mear district, Prey Veng Province.



Mr. Chea Sambo
BoD Member

Mr. Chea Sambo is a member of the BoD in the 3rd term (2020-2023). He works with the president and vice president in guiding CWA, as well as participating in decision-making processes and other assigned tasks. During this term, he actively participates in the efforts to achieve the CWA's vision, mission, and strategic objectives. His vision is to improve the clean water sector.

Mr. Chea Sambo has over 16 years of experience in the clean water sector. He is the owner of Angk Ta Saom Water Supply in Tram Kak district, Takeo province and Krouch Chhmar Water Supply in Krouch Chhmar district, Tboung Khmum province.



Mr. Siev Houth
BoD Member

Mr. Siev Houth is a member of the BoD in the 3rd term (2020-2023). He works with the president and vice president in guiding CWA, as well as participating in decision-making processes and other assigned tasks. During this term, he actively participates in the efforts to achieve the CWA's vision, mission, and strategic objectives. His vision is to improve the clean water sector.

Mr. Siev Houth has over 16 years of experience in the clean water sector. He is the General Manager of Svay Romeat Water Supply Co. Ltd. in Ksach Kandal district, Kandal province and Mesor Chrey-Sopheas in Stung Trang district, Kampong Cham province.



Mr. Leang Panha
BoD Member

Mr. Leang Panha is a member of the BoD in the 3rd term (2020-2023). He works with the president and vice president in guiding CWA, as well as participating in decision-making processes and other assigned tasks. During this term, he actively participates in the efforts to achieve the CWA's vision, mission, and strategic objectives. His vision is to help in providing technical knowledge and new innovations to members and help to address the issue faced by CWA.

Mr. Leang Panha has over 15 years of experience in the clean water sector. He is the General Manager of Prek Tamak Water supply in Ksach Kandal district, Kandal province.

11.2. CWA staff

Currently, CWA comprises 9 staff members, including 4 females, whose names and position highlighted belows:



Mr. Lim Minh
Executive Director

Mr. Lim Minh is the executive director of CWA. He began working with CWA in late 2017. He takes overall management of CWA and oversees the operators in both program and financial management. He is the key player in decision-making in implementing the strategic plan for ensuring the vision and mission of CWA are achieved.

With over 20 years of experience across various sectors, including education, community development, WASH, and program management in Cambodia, Mr. Minh brings a wealth of expertise to his role. He has previously held positions with organizations such as World Vision Cambodia (WVC), Save the Children Australia (SCA), German Agency for International Cooperation (GIZ), and Aide et Action (AEA). Mr. Minh holds a Bachelor of Mathematical Science from the Royal University of Phnom Penh, along with a Highschool Teacher Degree specializing in Mathematics from the National Institute of Education. Additionally, he holds a Master's degree in Project Management and Rural Development from Build Bright University.



Mr. Hong Kimly
Relationship Manager

Mr. Hong Kimly serves as the Relationship Manager at CWA, commencing his role on May 22, 2023. In this capacity, he oversees the management of CWA's core activities, coordinates with members, liaises with relevant ministries, development partners, local and international NGOs, CWA members, and local authorities engaged in the water sector.

With over 30 years of experience in the community development sector and program management in Cambodia, Mr. Hong Kimly brings extensive expertise to his role. Previously, he held positions at CIDSE and DPA as an Integrated Community Development Program Manager. These projects focused on various areas such as public health, sanitation, agriculture, education, and natural resource management. Furthermore, Mr. Hong Kimly served as a senior advisor at VBNK, offering capacity-building support to NGOs and cooperatives in organizational development, human resource management, and leadership. He holds a bachelor's degree in Fishery from the Cambodia-Soviet Advanced Technology Institute and a master's degree in General Management from Build Bright University.



Miss Sim Bonech
Admin and Finance
Manager

Miss Sim Bonech is the Administration and Finance Manager of CWA. She commenced her employment with CWA on February 6, 2023. In her capacity, she is responsible for overseeing financial operations, financial management, financial reporting, development of controls, and monitoring actual expenditures compared to policy. Additionally, she provides coaching and technical support to team members and relevant entities on financial management. Furthermore, she is responsible for coordinating with donors, conducting audits, and responding to the needs of the Royal Government of Cambodia, as well as other tasks to ensure compliance with CWA's good governance policies.

Miss Sim Bonech holds a bachelor's degree in accounting from Vanda Institute. Currently, she is pursuing a Master's degree in Accounting and Auditing at Vanda Institute. Bonech brings extensive experience in administration, finance, and operations, with over 12 years spent in various local and international NGOs, as well as the banking sector.

Bonech's rapid promotion from a junior position to senior management is attributed to her consistently demonstrated exceptional learning capabilities and work performance.



Ms. Douk Mary
Admin and Finance
Officer

Ms. Douk Mary is an Admin and Finance Officer at CWA. She began her first career with CWA on February 15, 2016, and rejoined CWA on August 18, 2021. In her current role, Ms. Douk Mary undertakes significant responsibilities, including managing staff payroll, checking expenditure documents and accounting operations before entering them into the QuickBooks accounting system, preparing financial reports, and organizing documents for the National Social Security Fund and monthly tax payments. Ms. Mary works closely with the Admin and Finance Manager in managing administrative tasks and financial operations to ensure effective operations and compliance with CWA's policies and government regulations.

Ms. Douk Mary graduated with a bachelor's degree in Business Management, specializing in Accounting and Finance from Build Bright University in 2016. She has extensive experience in administration and finance, with over 8 years of experience working with NGOs.



Ms. Toch Sokunthea
Program Coordinator

Ms. Toch Sokunthea holds the position of Program Coordinator at CWA. She began her first employment with CWA in 2015 and returned in 2019 for a second stint. Currently, she is responsible for facilitating CWA projects and providing capacity building to members, including water operators and other stakeholders. She closely collaborates with the Program Manager and Executive Director, assisting in drafting project proposals, organizing events, and coordinating with relevant partners to ensure project success and attainment of expected outcomes.

Ms. Toch Sokunthea brings over 20 years of experience in the education sector and development work with both local and international NGOs. Before joining CWA, she served as a government official and worked with organizations such as the Khmer Youth Association (KYA), World Vision Cambodia (WVC), Volunteer and Business Network Cambodia (VBNK), and Habitat for Humanity Cambodia (HHC). Additionally, she obtained a master's degree in Business Management, specializing in general management from Build Bright University.



Mr. Chrin Phat
Senior Water Supply Engineer

Mr. Chrin Phat serves as a Senior Water Supply Engineer at CWA. He has been working with CWA since 2014. Currently, he specializes in designing piped water supply systems, conducting feasibility studies for water supply projects, building the capacity of members, providing technical consultation on relevant regulations, and delivering technical services to both members and partners of CWA. Additionally, he leads and facilitates various projects with development partners aimed at advancing the clean water sector to achieve CWA's goal of improving access to clean water for people.

Phat obtained his degree in Water Resources and Rural Infrastructure Engineering from the Institute of Technology of Cambodia in 2014.



Miss Khath Davy
WASH Technical Officer
Membership Coordinator

Miss Khath Davy serves as a WASH Technical and Membership Coordinator at CWA. She has been with the organization since her graduation in 2016. Davy's responsibilities include developing the capacity of members, providing consultation on technical and regulatory matters, delivering technical services to members, managing the members' database, assisting the CWA management team in addressing members' challenges, and contributing to project implementation. Davy closely collaborates with the Admin and Finance Department, Relationship Manager, and Executive Director to ensure the achievement of expected outputs.

Davy obtained her degree in Water Resources and Rural Infrastructure Engineering from the Institute of Technology of Cambodia in 2016.



Mr. Em Sarom
Communication Officer

Mr. Em Sarom serves as the Communication Officer at CWA. He commenced his role with the organization in August 2018. Sarom is responsible for designing educational materials, facilitating the production of educational videos, preparing documents for publication, developing the website and social media platforms, as well as providing support in project implementations as requested by the project team to ensure the achievement of CWA's vision and mission.

Mr. Em Sarom brings over 10 years of extensive experience in the social development and WASH sectors. He previously worked with the Community Legal Education Center (CLEC) and the Center for Alliance of Labor and Human Rights (CENTRAL). He holds a bachelor's degree in International Relations from the University of Cambodia (UC).



Mr. Saraen Hin
IT Assistant

Mr. Saraen Hin serves as an IT Assistant at CWA. He has been working with CWA for over 3 years, starting in 2020. In his role, he is responsible for addressing technical issues related to information technology, designing websites and managing social media platforms, as well as repairing office equipment such as computers, phones, printers, and internet connections. Saraen graduated with a bachelor's degree in Information Technology from the National University of Management (NUM) in 2015 and obtained an Associate Degree in English Literature from the Cambodian International Cooperation Institute (CICI) in 2016.

Mr. Saraen Hin belongs to the Kreng minority group from Ratanakiri province. With over 7 years of experience working with private companies and NGOs in Cambodia.

Hin is committed to contributing to the growth and success of CWA. He aims to share his expertise, knowledge, and experience to strengthen solidarity among staff members and help CWA achieve its goal and vision in promoting the clean water sector.



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