



First International Conference of the Global Water Operators' Partnerships Alliance

Raising Awareness and Communicating the Urgency to Act

3-4 December 2009. Zaragoza, Spain

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UN Water
Decade Programme on
Advocacy and Communication
(UNWDPAC)

In cooperation with:



| 01

03 December 2009, Thursday

9:00 - 9:30 Registration

9:30 - 12:30 Opening Plenary Session

9:30 – 9:40 Opening Remarks by Local Authorities and Utilities.

9:40 - 9:55 Introduction on Objectives and Structure of the Conference by Mr. Nikhil Chandavarkar, Conference Chair

9:55 - 10:30 Presentation of the Global Water Operators' Partnerships (WOPs) Alliance by Dr. Faraj El-Awar, Programme Manager, Global WOPs Alliance

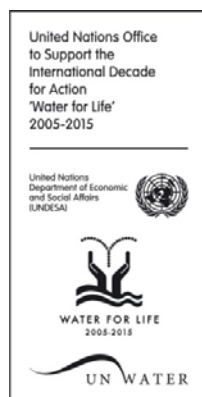
10:30 - 11:00 Launching the UN program/communication campaign for Water Operators in preparation for the World Water Day 2010 by Mr. Tarcisio Alvarez-Rivero

11:30 - 12:30 Session 1: WOPs as a platform for developing Communication and Corporate Social Responsibility Strategies.

Round table presentations

- Mr. Francisco Piedrahita, Director of the Water Branco, Empresas Públicas de Medellín (Colombia)
- Mr. Siemen Veenstra, Project Director, Vitens-Evides International (Netherlands)

12:30 - 14:00 Lunch



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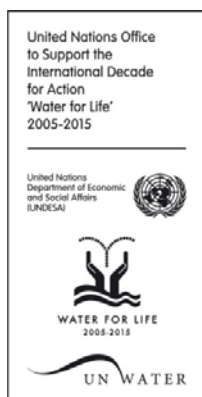
| 02

14:00 - 18:00	Session 2 on Communication and Information Practices
14:00 – 15:30	Round table presentations of existing communication practices between water utilities and the public. <ul style="list-style-type: none"> - Mr. Cheikh Tidiane Fall, Directeur de la Communication et de la Coopération, Sénégalaise Des Eaux - Ms. Pilar Gomez, Head of Department Image and Public Relationships, Canal de Isabel II (Madrid) - Mr. Eric Cequeira. Companhia de Saneamento Basico do Estado de São Paulo (SABESP, Sao Paulo: TBC) - Yokohama, Japan (TBC)
15:30 – 16:00	Presentation of the elements of the Water Operators' Communication Toolkit. Strengths and Weaknesses by Ms. Josefina Maestu
16:00 - 16:30	Coffee Break
16:30 - 18:00	Working Groups Sessions to discuss communications practices and elements of the toolkit.

20:00 Evening reception by Local Authorities (tbc)

04 December 2009, Friday

8:30 - 9:00	Presentation of Conclusions on the Working Groups Session
9:00 – 15:30	Session 3: Connecting WOPs Support Mechanisms: linking financial, legal and implementing platforms
09:00 – 10:30	Presentation of “available water and sanitation related funding/supporting mechanisms for WOPs from the North” <ul style="list-style-type: none"> - Mr. Pierre Marie Grondin, Director, pS-Eau - Ms. Anemari Ciurea, Water and Energy Facility, EuropeAid - Mr. Steen Bjerggaard, Water Operators Partnerships Coordinator, IWA - Speaker from AECID (TBC)
10:30 – 11:00	Coffee Break



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| 03

11:00 – 12:30	<p>Panel discussion on “How do you make WOPs happen?” Facilitator: Mr. Ziad Moussa, Global WOPs Alliance Panelists:</p> <ul style="list-style-type: none"> - Mr. Jaime Morell, Manager of Consorcio de Aguas de Sevilla, Asociacion Espanola de Operadores Publicos de Agua y Saneamiento (AEOPAS) - Mr. Samir Bensaid, Director General – IEA, Office National Eau Potable (ONEP) - Mr. Long Naro, Deputy General Director, Phnom Penh Water Supply Authority (PPWSA) - Panelist from France (TBC)
12:30 - 14:00	Lunch
14:00 – 15:30	Group discussions on “How Global WOPs Alliance can enhance access to available mechanisms to facilitate WOPs at the global and regional levels”
15:30 - 16:00	Coffee Break
16:00 – 17:00	Networking – Market Place
17:00 - 18:00	<p>CLOSING SESSION: Reporting on the CONCLUSIONS of each of the sessions. Wrap up and closing</p>
19:30 – 20:30	Technical visits (optional)