

# Utility of the Future



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World Bank



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**WATER**  
&  
**WASH** 2023  
FUTURES

Achieving SDG6 in a Changing Climate



#WaWF23

# Ignite transformation in water and sanitation facilities

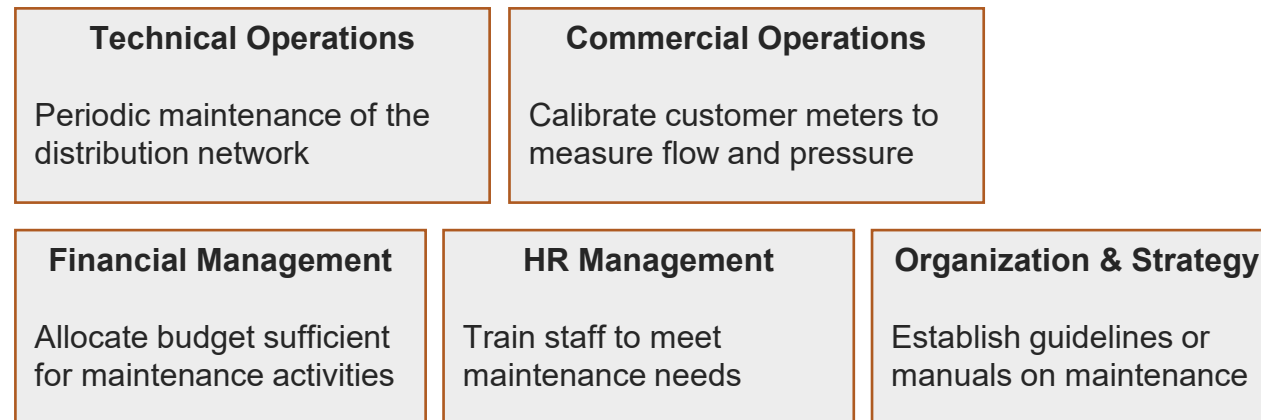
## Current challenges

High NRW  
Low collection efficiency  
Lack of human resources  
etc.

## Future challenges

Water security  
Expand services  
Aging infrastructure  
etc.

Example challenge: Achieve 24x7 supply to customers  
Sample intervention: Ensure adequate and proactive maintenance  
Action plan: Aligned actions in the 5 operation areas

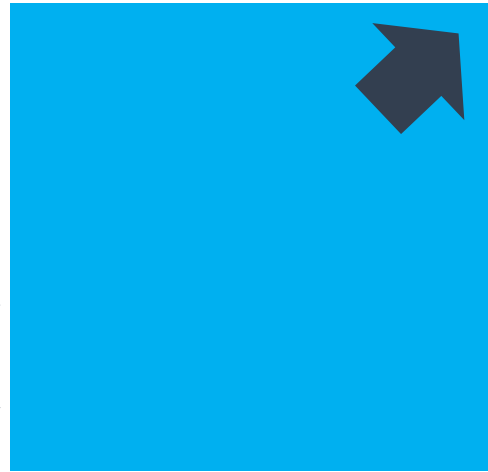


Other improvements (non-infrastructure):

*Innovation:* Use computer system for asset registry  
*Inclusion:* Extend services to marginalized communities  
*Customer orientation:* Seek customer feedback to improve services  
*Resilience:* Keep maintenance records on a digital back-up

# Empowering utilities...

Essential Processes  
to ensure efficiency  
and continuity

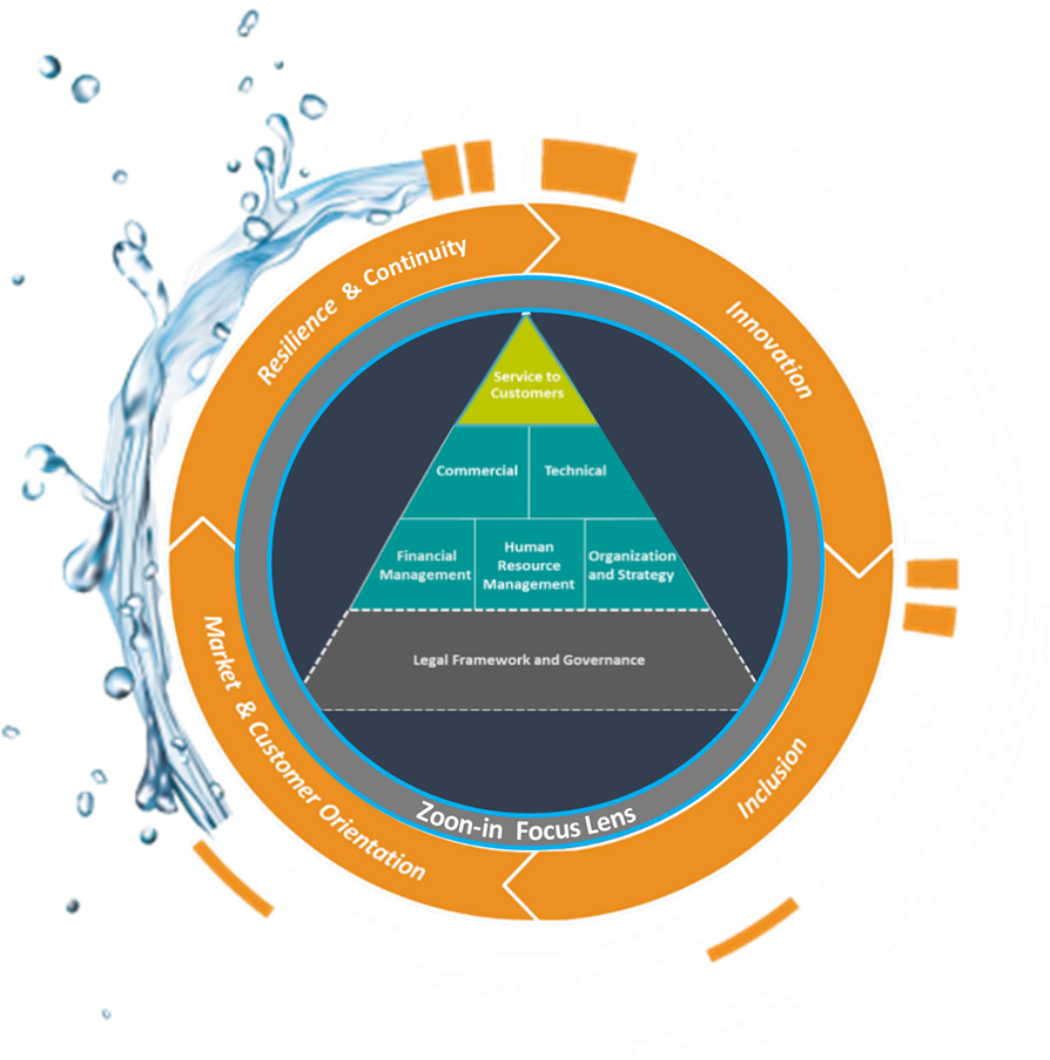


Future Readiness

Staying one step ahead in a  
rapid paced environment



# ...through the Utility of the Future



Commercial Management  
Technical Operations  
Human Resources  
Planning & Strategy  
Financial Management



Innovation  
Inclusion  
Market Orientation  
Resilience



Green Management



Energy Efficiency

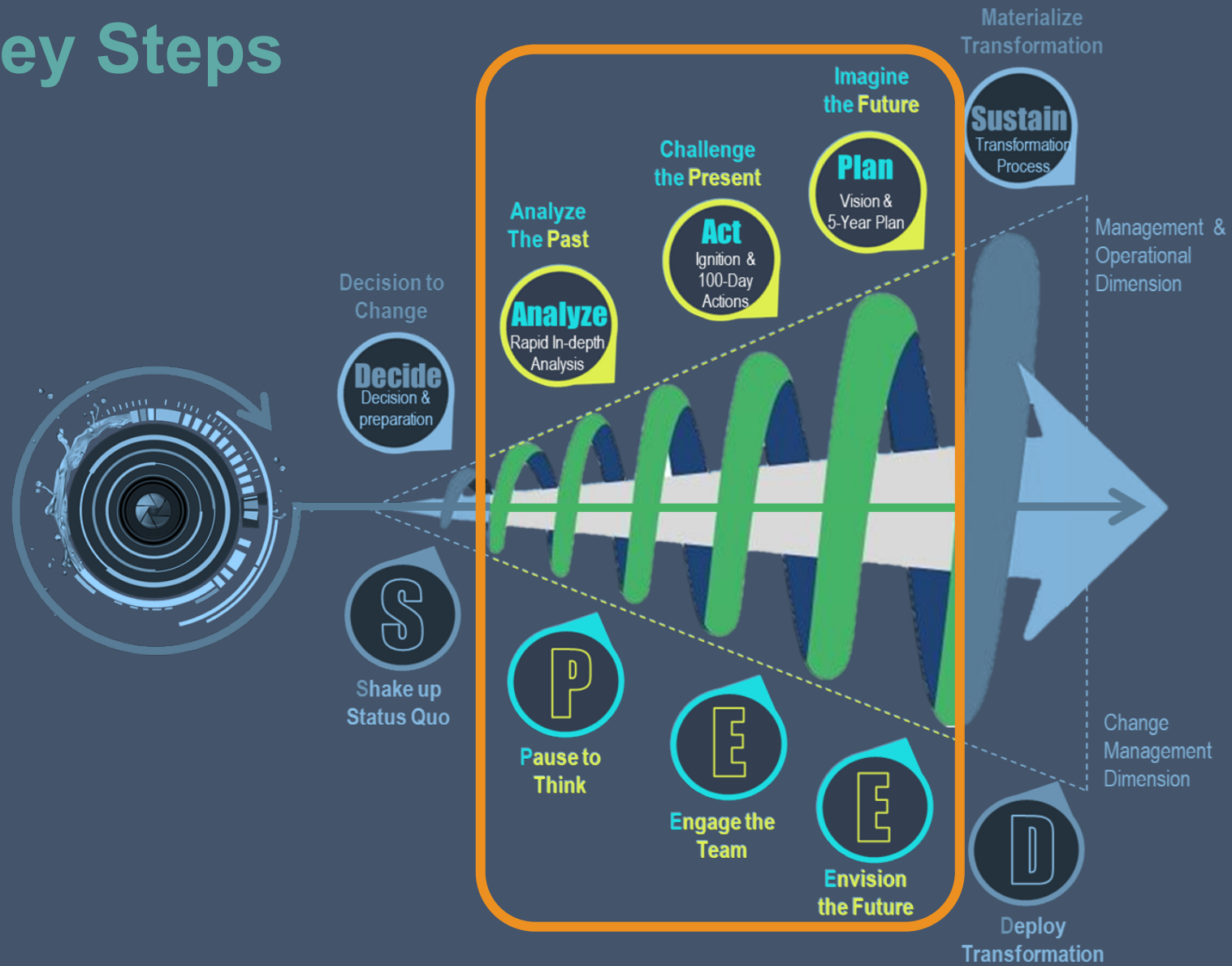


Gender Balance

# Growing, learning, improving

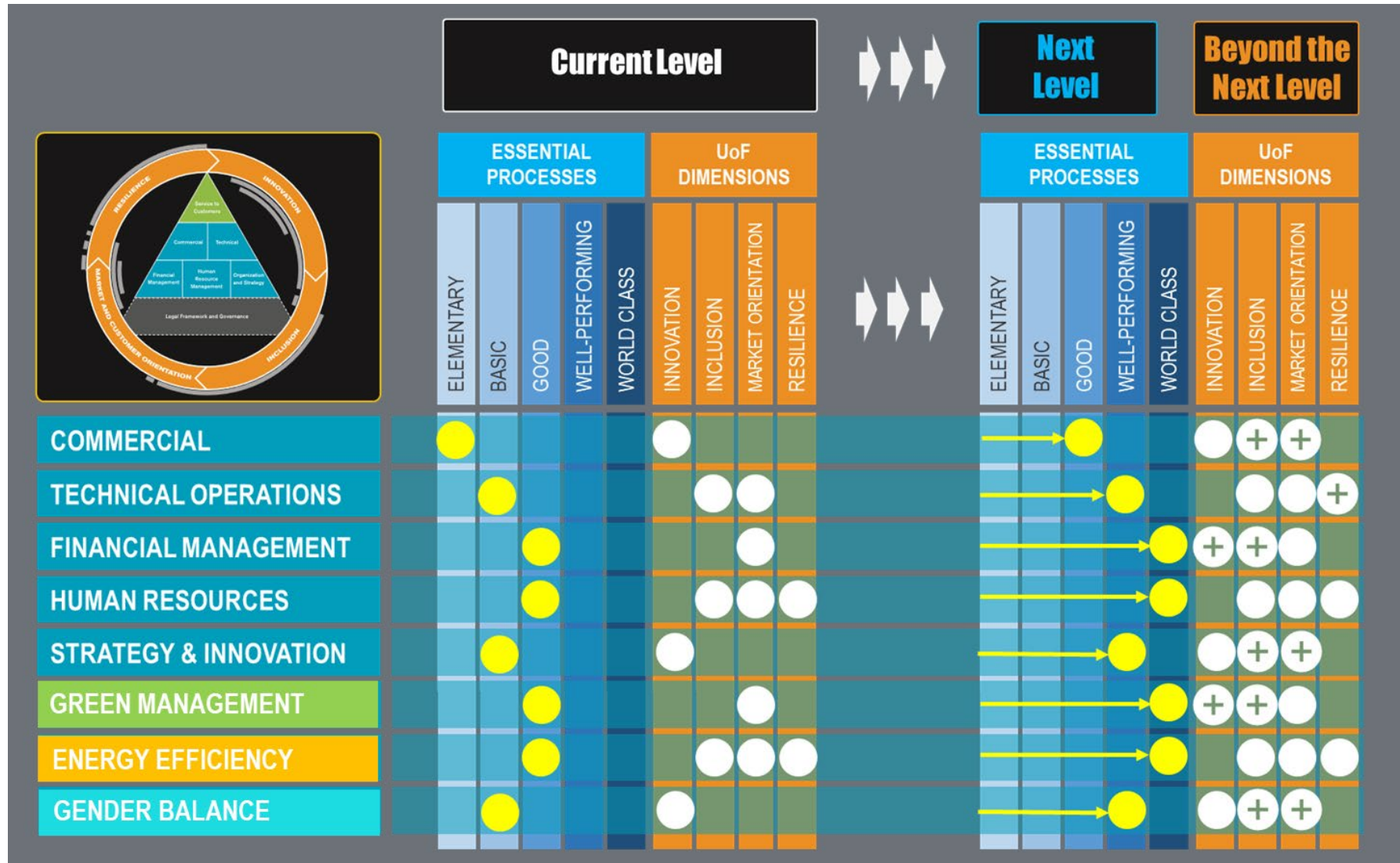


# UoF Key Steps





# Analyze the Past

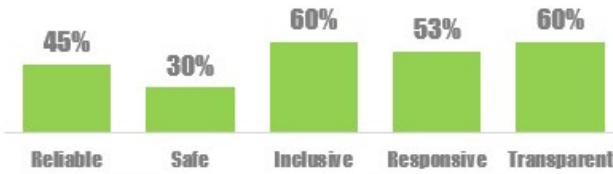


# Analyze the Past

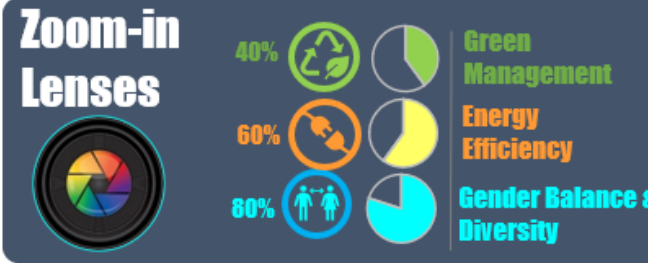
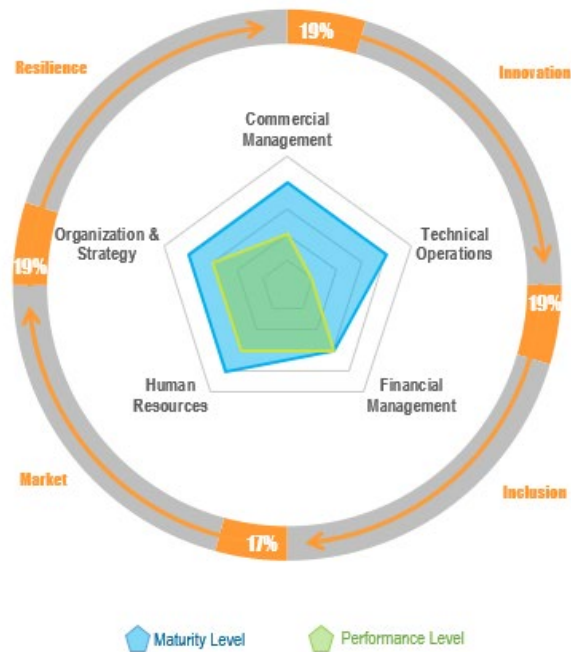
		ESSENTIAL PROCESSES					UoF DIMENSIONS				
		(Select ONE Current Level and ONE Desired Level)					(Select ALL THAT APPLY Current Level and Desired Level)				
AREA	TOPIC	ELEMENTARY	BASIC	GOOD	WELL-PERFORMING	WORLD-CLASS	Innovation	Inclusion	Market	Resilience	
Business Strategy	Strategic Architecture	No strategic architecture	Mission and vision in place, but not updated and not known within the utility. No strategic objectives.	Mission, vision and strategic objectives in place, not updated and not known within the utility. Annual plan and budget not aligned with strategic objectives, mission and vision.	Strategic framework in place but not updated, contains vision, mission, values, strategic objectives, annual plan is partially aligned with strategic framework.	Strategic framework contains vision, mission, strategic objectives, strategic programs, projects by program, corporate values, risk analysis, SWOT analysis, PEST analysis, constraint analysis, scenario analysis. The strategic framework is communicated to all staff and external stakeholders. It is reviewed/updated annually.	Strategic architecture include the aspiration to remain the Utility of the Future and is aligned with SDG's	Mission and vision promote inclusion, internal diversity, community engagement, and social equity as organizational values	Mission and vision reflect considerations to customers	Mission and vision include ensuring resilience for the utility, such as continued provision of services despite shocks and stresses experienced. Includes robust scenario analysis	
		Current Level	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Desired Level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# Analyze the Past

## Current Level of Service



## Maturity Level Vs. Performance Level

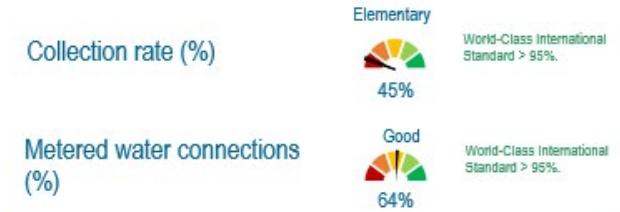


## Cross-cutting Analysis



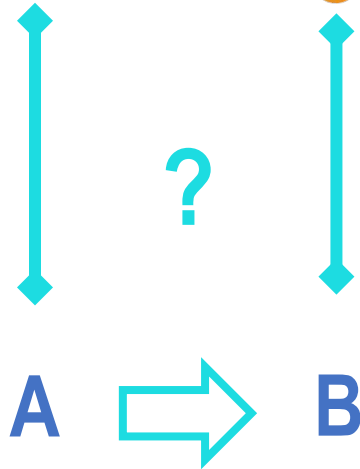
## Preliminary Improvement Opportunities

	Essential Practices	UoF Practices	Total
Commercial Management	10	6	16
Technical Operations	9	10	19
Financial Management	5	18	23
Human Resources	9	6	15
Organization & Strategy	5	9	14
Gender Balance & Diversity	4	7	11
Energy Efficiency	6	10	16
Green Management	18	10	28
<b>Total</b>			<b>142</b>



# Challenge the Present

AREA	TOPIC	ESSENTIAL PROCESSES (Select ONE Current Level and ONE Desired Level)					Key DIMENSIONS (Select ALL THAT APPLY Current Level and Desired Level)				
		ELEMENTARY	BASIC	GOOD	WELL-PERFORMING	WORLD-CLASS	Innovation	Inclusion	Market	Resilience	
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		Desired Level	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Close the gaps

# Challenge the Present



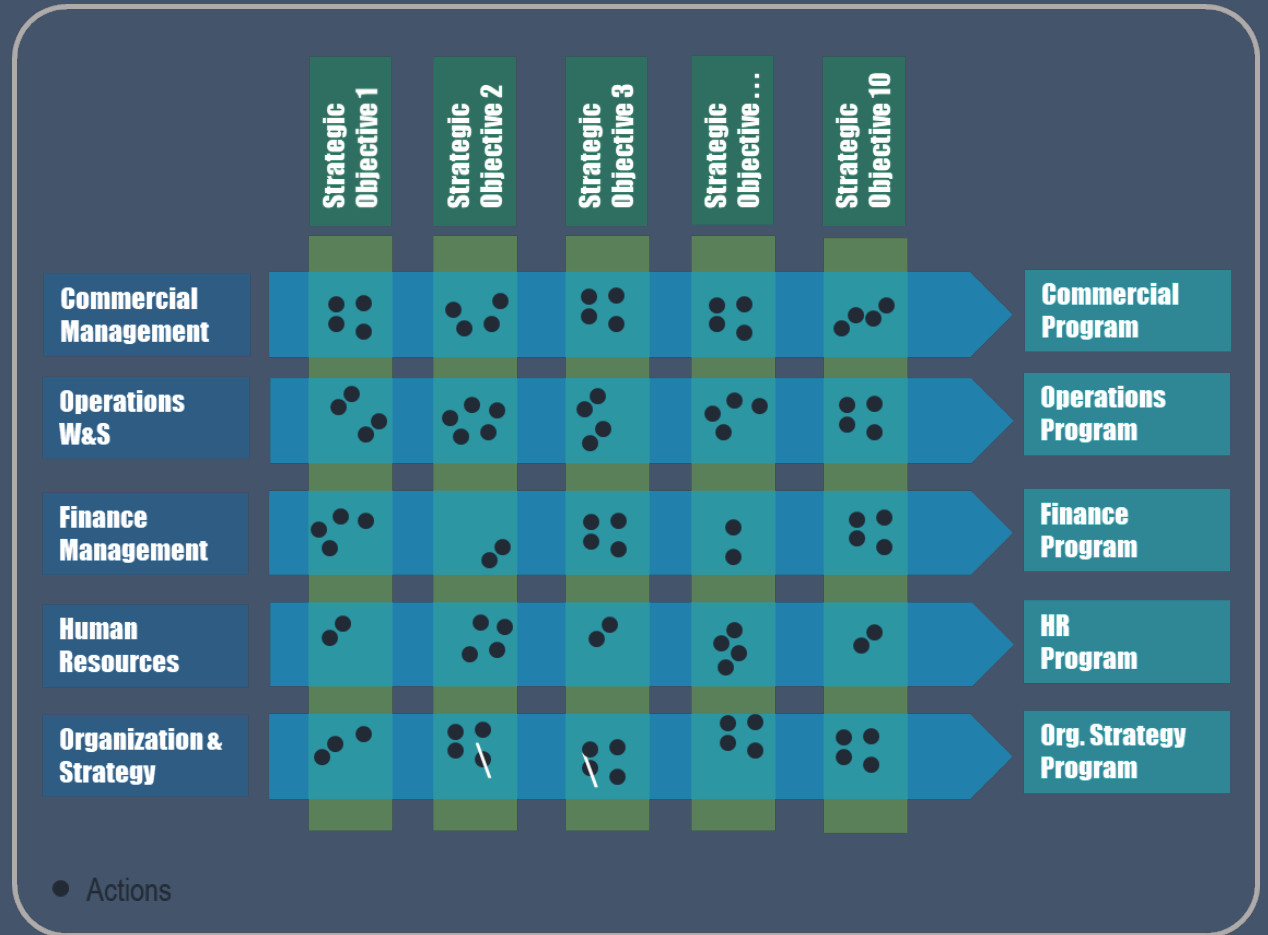
- Conduct a gap analysis for improvement
- Define improvement actions for each gap
- Prioritize actions for 100-day plan: high impact, low cost/difficulty
- Define 100-day action plan: timeline, responsible parties, estimated cost



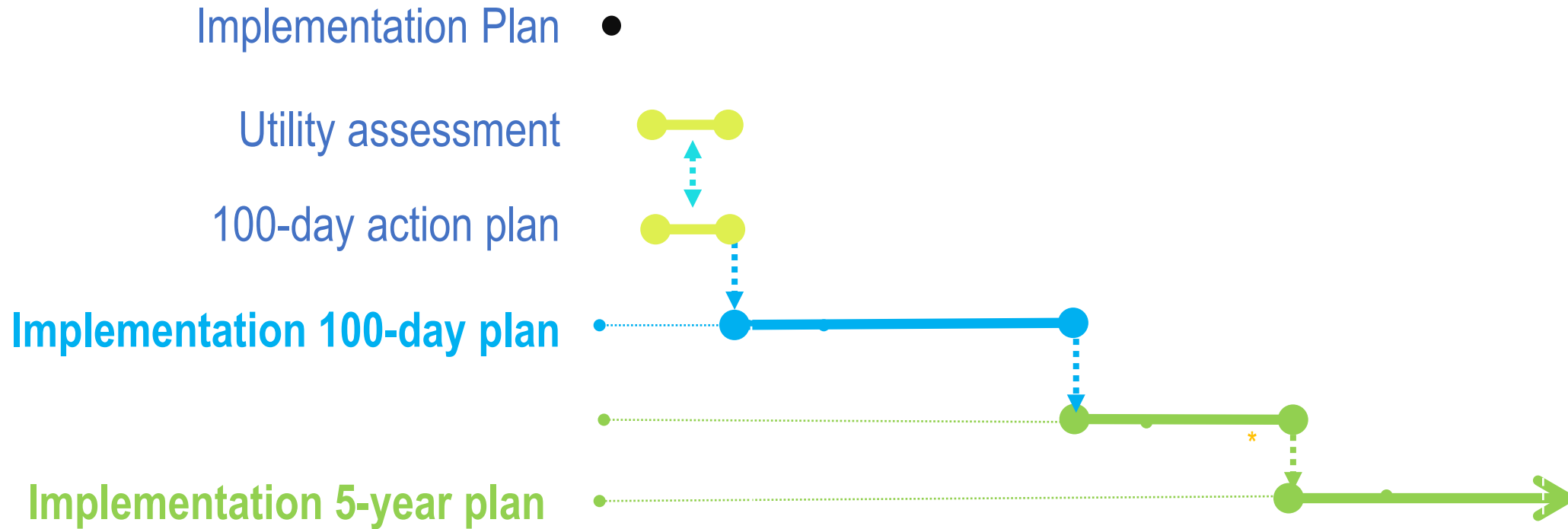
# Imagine the Future



- Review, update and/or change the elements of the strategic framework
- Develop high-level strategic program per element



# Implementation: Ignition Week



# Utility of the Future

[www.worldbank.org/uof](http://www.worldbank.org/uof)



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