

What Private Operators Do & Don't Do

1 What Private Water Service Operators Do

- Private operators are private companies that operate public water systems under control and direction of public authorities. Their job is to deliver water and sanitation services to people and businesses. Their mission is determined on a case-by-case basis by public authorities (or public utilities) which use them as instruments to implement their public water policies.
- Depending on the locations and the directions given by authorities, they manage water resources, pump and purify raw water, operate water distribution systems, supply clean water to domestic and industrial users, collect, treat and /or re-use waste water.
- Governments set service targets and control private operators through PPP contracts or license agreements. Usually PPP contracts are signed after competitive tendering.
- Private operators provide reliable, efficient and good quality services to the population benefiting from public water services. They expand these services to un-served people as instructed by these authorities.
- They provide information & advice to their authority clients on technical, economic and customer relation issues.

2 What Private Water Services Don't do

- They don't own the water. Water is a common good in most countries.
- In most cases they do not own the water infrastructure either.
- They don't decide pricing policy. Water charges and tariffs are always fixed by the responsible public authorities.
- They don't decide who gets / does not get water
- They don't set the conditions of PPP contracts
- They don't determine the regulations under which they operate
- They don't decide water cut-off policies for non-payers
- They don't operate without regulation and control
- They don't interfere with individual's rights and liberties

3 What they can do if their contracts are set up to require it

- Own the physical assets (in all or in part)
- Finance the infrastructure (in all or in part)
- Finance Operation & Maintenance (In all or in part)
- Bill the customers
- Collect money on behalf of various public authorities
- Design & Build systems
- Communicate on behalf of public authority about water and sanitation services