

Case study

Urban water supply – Iloilo, Philippines

Project: South Balibago Resources Franchise in Jaro District, Iloilo City, Philippines	
Where (country/City):	Jaro District, Iloilo City, Republic of the Philippines
When and contact length :	April 2016 with contract for 25 years
Goal: construction and or operations?	Construction, Operations and Management
Scope: water/ Wastewater?	Water
Scope: plant and or network)?	Water Supply and Distribution
People served:	Population of around 30,000
Brief description of the project	
<p>Iloilo City is one of the 12 highly urbanized cities in the Philippines—and yet despite its progressive nature and rapid urbanization, many parts of the city lacked water supply. The government owned Metro Iloilo Water District (MIWD) was only fully serving 3 out of the 7 geographic districts within Iloilo City. The Mayor and other government officials had been clamouring for better water service by MIWD for decades but to no avail. MIWD refused to make improvements.</p> <p>The indifference of MIWD to the plight of the residents of Iloilo City gave the private water utility South Balibago Resources, Inc. (SBRI) the opportunity to acquire a franchise and serve the geographic district of Jaro. With a legal water franchise granted by the local government of Iloilo City, SBRI constructed the Jaro Project--a 10 MLD surface water treatment plant with a 17KM transmission line of size 500 mm and laid 100 kilometres of distribution pipes in Jaro District.</p>	
Is this project unusual or different compared to others?	
<p>The project is a typical water supply and distribution project. But in the Philippines, it takes so much political will power to build such a simple and conventional system. Thus, even if the Jaro project is not very innovative per se, it was still a big milestone for the residents of Iloilo City.</p>	
What have been the major outcomes or success so far?	
<p>Over a four-year period, SBRI was able to connect around 6,000 households or a population of around 30,000 and provide access to clean and potable water straight to their homes.</p>	
Has “working in partnership” helped to make the project successful?	

The Jaro project was a public-private partnership between the local government of Iloilo City and the private water utility SBRI. Having the support of the local government is integral to the project's success.

Contribution to the United Nations 2023 Conference themes

1) Which Interactive Dialogue themes does the project contribute to?

Water for Health: Access to safe drinking water, hygiene and sanitation	Yes, the Jaro Project has provided access to safe drinking water to a population of 30,000 and still growing every day.
Water for Development: Valuing Water, Water-Energy-Food Nexus and Sustainable Economic and Urban Development	Yes, the Jaro Project has also been able to contribute to development of local businesses and attract investors to open more businesses in Jaro District.
Water for Climate, Resilience and Environment: Source to Sea, Biodiversity, Climate, Resilience and Disaster Risk Reduction	Yes, the Jaro Project (having a generator set) is able to provide water even during power outages caused by natural disasters.

What topic of the “Global Acceleration Framework” does the project contribute to?

1. Optimized financing – did you improve targeting or utilize existing resources more efficiently, or mobilize additional funds	Private equity and commercial financing were used for this project.
2. Capacity development - did you create new jobs or developed local people's skills and talents?	Yes, the project was able to give employment to dozens of labourers who undertook the project construction. The project also gave regular employment to 15 persons who are now responsible for operations and management.
3. Innovation – how have you used innovation and technologies to make the service better?	We have made online payment and payment by mobile wallets available to customers.
4. Governance – what have you done to maintain and strengthen governance around the project?	Management discipline is the key to the project's success. We strictly monitor KPIs such as Non-Revenue Water, Collection Efficiency, Operating Efficiency every month.

Has the project in any way supported the development and involvement of young people and/or supported gender equality, and if yes, how ?

The project Branch Manager is female and several of the staff are female.

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