



Operation & Maintenance Advisory Service

Operation & Maintenance Network brings expertise to you

Who is the service for

The O&M Advisory Service offers in-depth advisory support related to operation and maintenance for urban water and sanitation systems and is targeted at specific organisations, working in low and middle income countries, including:

- National governments
- Local governments
- Service providers / Utilities
- Non governmental organisations (NGOs);
- Other institutions involved in O&M of water and wastewater services

What do we offer

The service draws from the extensive technical expertise from the members of International Water Association and the Operation and Maintenance Network.

We can provide advice on O&M queries related to:

- Performance indicators, assessment & improvement
- Design and construction considerations for O&M
- Documenting standard operating procedures (SOPs)
- Documenting emergency operating procedures (EOPs)
- Strategic asset management
- Information systems and data management
- Non-revenue Water management
- Cost benefit analysis
- Technologies and O&M requirements

How does it work

The advisory service will respond to **two** types of requests

- 1) **Specific technical requests** in which the organisation that submits the request already has a clear understanding of what the problem is. We will link your request to a relevant expert from the OMN members who will then provide advisory support through the online system.
- 2) **General requests for onsite support and capacity building** - in these cases, the OMN will identify a qualified O&M expert with relevant geographical experience to work with you onsite to:
 - a) Assess the O&M within your organisation and identify priority O&M areas
 - b) Support the development of an O&M improvement plan
 - c) Identify measures to support implementation of the improvement plan.

Up to three days of onsite advisory support may be recommended, and the online advisory system can be used as often as you wish.

Continued support

The O&M advisory service aims to continue its support after the advice is provided. This is achieved through:

- 1) Monitoring and feedback of the actions implemented
- 2) Seeking opportunities to support and develop Water Operator Partnerships (WOPs) to exchange knowledge and experiences
- 3) Providing ongoing online support through the online advisory mechanism.