



Report on The 3rd Water Conference and Exhibition



2019

30-31 October

I. Overview:

The 3rd Water Conference and Exhibition were organized based on the successful of the 1st and 2nd Water Conference and Exhibition in 2015 and 2017 respectively. Cambodian Water Supply Association (CWA) in collaboration with Ministry of Industry and Handicraft (MIH) and other development partners organized the 3rd Cambodia Water Conference and Exhibition in 2019 which focus on “Racing together **to meet the 2025 challenge- 100% service coverage**”

II. Aims:

To bring together national and international stakeholders working in the water sector to discuss and share innovative ways and technologies to accelerate the access to clean water supply for all Cambodian people by 2030.

III. Objectives:

The objectives of the 3rd water conference and exhibition were:

- Engaging and building a better relationship with stakeholders on how to improve the water service sector in Cambodia.
- Strengthening networking and collaboration among stakeholders focus on marketing platform for water service sector business in Cambodia.
- Sharing business and technology innovation and practical experience in water sector.

IV. Themes of the conference:

“Racing together to meet the 2025 challenge- 100% service coverage”

V. Participants:

There are 1000 participants (279 females) within two days the participants are from Ministry of Industry and Handicraft, public and private water utilities, development partners, non-government organizations, community people, students, National companies, and international companies from Australia, Japan and China. **See the annex 1 for the participants list.**

VI. Date and place:

The conference took place from October 30- 31, 2019 at Tonle Bassac II.

VII. Delegates of the conference:

It was a great honor that His Excellency Oum Sotha, Secretary of States, Ministry of Industry and Handicraft, His excellency Angela Concoran, Australian Ambassador in Cambodia, Dr. Paul Smith, International Manager, and Ohna Un Yuthy, CWA president provided keynote and opening speech during this occasion.

Ohna Un Yuthy thanked to the participants who presence in this special event and gave the rationale of why this conference and exhibition was organized. He also mentioned that this was the great opportunity for key players who worked in water sectors to meet, shared and discuss how to improve water sector in Cambodia. This also the best time for private water operators who could see and learn the new technology to treat their water.

Dr. Paul Smith, International Manager at Australian Water Association, appreciated the partnership between CWA and AWA and highlighted that this was a great time while AWA led the delegation to attend CWA water conference and exhibition.

His Excellency Angela Corcoran, Australian Ambassador to Cambodia expressed the good collaboration between Cambodian and Australian government on water sector (pipe) since 2017 through investment in Infrastructure program (3i). The show case on Water Utilities Improvement program (WUIP) between South East Water and Bekchan, Kampong Chamlong, and Krouchmar water utilities demonstrate new technologies to share modern management practices to Cambodia.

His Excellency Om Sotha, Secretary of State, Ministry of Industry and Handicraft mentioned the commitment from Government in order to reach 100% coverage pipe water supply in year 2025 by using another methods such as involvement private water operators in investing water sector, to use the block tariff from 0-3 m3 for the poor family, to provide capacity building to private water operator in order to benefit on their investment. He also raised some challenges which Private water operators such as lack of financing, water source, technical aspect, pipe network destruction. He acknowledged the collaboration between MIH and CWA to organize this great event in order to share new knowledge and new learning in and technology to improve water sector in Cambodia.

V. Process of the conference and exhibition

1. Exhibition:

There are 19 booths were displayed from 21 supplied companies, 10 companies were national and 11 companies from international companies from Australia and Japan. The exhibition was displayed in the grant ball room where participants had time to question and learn about the products which they interested to benefit to their water treatment plant. The products during the exhibition were pipes, electric devices and vending machine, water meters, mobile printing, pumping machine, water treatment tanks, micro-finance institute, water quality testing kits, small scale water treatment plant, etc.

2. Panel discussion: "How to support water operators to accelerate water supply service into their coverage areas?"

The panel discussion was divided into 3 parts: 1. The presentation about the research on "A study of barriers and drivers toward to piped water connection" from East meets West. 2. The presentation about the history of the water utilities challenges and suggestions from 3 water operators (Modulkiri, Pbeng Kpos, and Borhouy) and 3. the panel discussion.

As the sum up for the 3 water utilities we could see that the challenges that they face are:

	Name of Water utilities	Challenge faced and Suggestions
1	Mondulkiri Water Supply	Challenges: <ul style="list-style-type: none"> - The most demand area cannot supply because of the water elevation is higher than water treatment plant Suggestion: <ul style="list-style-type: none"> - World bank please speed up the process of financing the process of supporting the operation
2	Borhuy Water Supply	Challenges: <ul style="list-style-type: none"> - The water source is very changing rapidly so it is difficult to treat the water - High pressure so it is easy to damage the pipe network, - Pipe network destruction because of the road construction. Suggestions: <ul style="list-style-type: none"> -
3	Phbeng Kpos Water Supply	Challenges: <ul style="list-style-type: none"> - Water source is not benefit of using clean water

		<ul style="list-style-type: none"> - People want to low down the water tariff - the household is far from one to another, so it is not worth to invest - the network is not always broken <p>Suggestion:</p> <ul style="list-style-type: none"> - MIH issue water law to support PWO who is willing to invest in the rural areas - CWA please provide more capacity building to PWOs - Development partners please support the rural water utilities related to technical and awareness raising on important of clean water.
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The guest speakers for the panel discussion were from Ministry of Industry and Handicraft (MIH), Ministry of Rural Development (MRD), World bank group, Investment for Infrastructure (3i) , Japan International Cooperation Agency (JICA), Cambodian Water supply Association (CWA). The panel were facilitated by Mr. Min Muny from Wash-fin.

For the starting of the discussion the guest speakers were invited to do short introduction about their background, their projects which link to water sectors.

The questions that appear during the discussion were:

- What have been done from the ministries to deal with water source and destruction on pipe network because of road construction? and lack of water in dry season?
 - MIH: to protect the water source it is everyone duty to protect it. Recently, the price minister has announced to 9 points related to water so I would like to suggest all to practice the nine points so that everything goes well.
 - MRD: MRD did a lot of awareness raising on water pollution and keep inform to community to save water during the dry season. MRD also support community by digging the well, providing community pound, and giant jar to make sure that people save water during the dry season.
- There are a lot of budget in water sectors but there most of PWOs still loan with the bank to enlarge their business what will the development partners as World bank and Jica do to support the water operator's investment?
 - 3i: provided subsidy to 70 water operators to support them to extend their investment to the distance areas where they hesitate to invest their own money because it is hard for them to make benefit with that so the subsidy will help them to get enough benefit for their investment. Even with the subsidy the operators still loan from the bank this shows that subsidy is not the only tool that water operators can invest in water business there should be other tools too.
 - WB: through data from 2016 there are only 30% of total population can access to piped water and 50% of this is the involvement from private sectors. In order to achieve 2025 target world bank has worked closely with the MIH to find possible better way to do public private partnership (PPP) model and this can support private operators to invest in this sectors more. For example, WB can invest in water source for 2 million and then invite the private to put the pipe network with some contract to work together.

3. Parallel sessions:

The sessions for parallel sessions could be divided into three group: Cambodian Australian Workshop on Water Utilities Improvement Program (WUIP), Young Water Professional, the marketplace and the technical seminar (technology demonstration).

<p>Session 1: Australian Cambodian Workshop (Water Utilities Improvement Program)</p> <ul style="list-style-type: none"> - Asset protection at South East Water, including current practices in Australia that can be implemented to assist the Cambodian water industry in protecting and identifying assets. - Non-Revenue Water practices at South East Water, using real time monitoring, system pressure and flows. - Water Quality Optimization proposals that can assist in reducing impacts on treatment plant, and also improving the end product. - Panel discussion: On learning and challenges 	<p>Facilitate by Mr. Paul Smith, International Manger, AWA</p>
<p>Session 2: Young Water professional</p> <ul style="list-style-type: none"> - Young Water Professional on experiences in Australia and the role of the Australian YWP network in supporting career development - Cambodia Young Water Professional on experiences and opportunities for developing the YWP network in Cambodia - Presentation from three Private water operators on major water challenges being faced 	<p>Facilitate by Matthew Robertson , Young water professional award from Australia and Ms. Chea Sovattei, Young water professional scholarship 2019</p>
<p>Session 3: TEM</p> <ul style="list-style-type: none"> - Water electric pump and water meter 	<p>Presented by Mr. Ney Vannei from, Marketing manager from TEM</p>
<p>Session 4: TCU</p> <ul style="list-style-type: none"> - Presentation about pipe products 	<p>Presented by Mr. CHin , Marketing officer from TEM</p>
<p>Session 5: Micro Purification Science and Technology (Cambodia) Co., Ltd.</p> <ul style="list-style-type: none"> - Purification with 50 m3 per day 	<p>Presented by the representative from that company</p>
<p>Session 6: Market place</p> <ul style="list-style-type: none"> - Urban water supply strategy and water supply by MIH - water supply strategy and plan (by RWSD of MRD) - Pitching on water supply project and assistance (3i, JICA, Water.org, WaterAid, Stone family foundation) - Pitching from suppliers (Royal Group, TEM, PP Plastic, E-Water, AMK/FTB, Isle and Un-Tape, KOWBA, AWA) from 4 countries to pitch their products and services 	<p>Facilitate by Mr. Lim Minh, Business development Manager, CWA</p>
<p>Session 8: E-water</p> <ul style="list-style-type: none"> - Auto main water meter reading 	<p>Presented by Mr. Morn Raksmei, Manger at E-WATER</p>
<p>session 9: Water mech</p> <ul style="list-style-type: none"> - Innovation solution for water supply 	<p>Presented by Ms. Chea Sovattei , Marketing director at Water mech</p>
<p>Session 10: ISC</p> <ul style="list-style-type: none"> - The parent company, Idemitsu Credit, is a Japanese financial company. - It is the 10th largest financial company in Japan. 	<p>Presented by Mr. Try Seyha, Manager at Idesimitsu Saision Microfinance</p>
<p>Session 11: KOWBA</p> <ul style="list-style-type: none"> - Water purification and water treatment plant - GPS for building in water business - Fiber filtration 	<p>Presented by representative from:</p> <ul style="list-style-type: none"> - De Nora CECHLO - NiHOn GENeyo - Hitachi Zosen - Giocraft

<p>Session12: Australian Water Association</p> <ul style="list-style-type: none"> - Chemical Free Water Treatment - Membrane Solutions for Water Treatment - Potable Water Production & Electricity Generation With REWART System - Heritage Tanks (Industrial) Pty Ltd - Innovations in Storage Tank Design - Improved disinfection technology for water supplies in Cambodia - Salf-free nano filtration system - Monitoring for Water & Wastewater Sector 	<p>Presented by representative from:</p> <ul style="list-style-type: none"> - Akvoteck - Evoqua - fcubed Reward JBALB - HTI - Hydrodis - NanoCube - Waterlink
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4. Presentation from World bank

- Exploring new approaches to increase water supply services coverage through public and private investments
 - Why is it a need for private investment in water sector investment?
 - What is the new way to engage private investors into water sector?
 - What are the policies to support the clustering Public Private Partnership?
- Enhancing capacity of MIH in executing regulatory functions to improve water quality and services
 - What is Certificate of Operation (CO)? Why do we need CO?
 - What is the process to apply for CO?
 - What is the benefit of CO?
 - What should be the next step to do with the CO?

5. Closing conference and exhibition

Mr. Sok Samedy, Executive director thanked all support from Ministry of Industry and Handicraft (MIH) staff, the donors, national and international companies, private water operators, other non-governments staff, students and others relevant stake holder who participate in this water conference and exhibition.

The support from all relevant stakeholders were very crucial to CWA team to continue to organize such an event in the next 2 years.

At the end of the session His Excellency Soy Phyrum, Secretary of State, Ministry of Industry and Handicraft thanked for commitment from the team MIH and CWA which organize this event. His excellency also sends the message to private water operators to send improve water quality service, staff capacity building and to inform to the MIH if there were any challenges happened in their business.

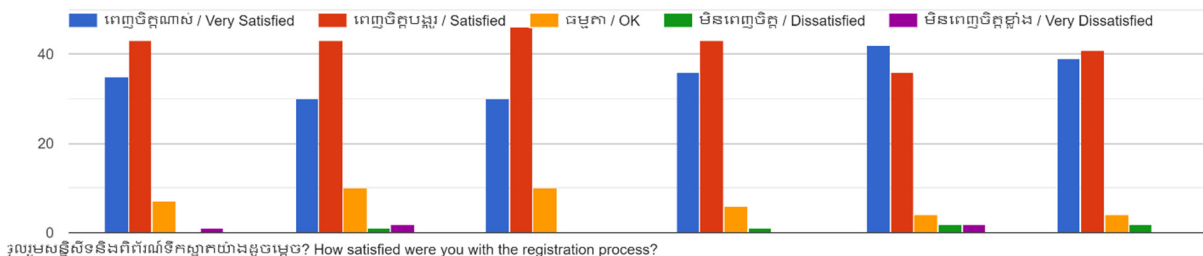
6. Feedback from participants:

To support the environment CWA decided to do the evaluation online and this is the first time so the we could get the number of the evaluators only 86 people.

There are 6 questions in the process of the evaluation: How satisfied were you with the registration process? How satisfied were you with the conference materials provided? How satisfied were you with the speakers/presenters? How satisfied were you with the conference facilities? How satisfied

were you that the conference was well organized? The content of conference sessions was appropriate and informative? The answers rate from very satisfied to very dissatisfied.

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Please rate this session by marking the box that most accurately reflects your opinion.



There are some comments to improve the next water conference and exhibition such as time management, seat arrangement, the quality of translation, the conference promotion should share to many networks so that a lot of people can attend. Snack and coffee break should be provided. This kind of conference should organize yearly because it is very important for water sector.

7. Reflection from the teams:

To improve next water conference and exhibition CWA team also do the reflection to see what went well and what should be done better as follow;

➤ **What went well!**

- Good teamwork within CWA staff (registration, the session arrangement, be flexible in the event)
- Good design and decoration (backdrop, booths, stage, flower for ribbon cutting)
- The topic in each session catch a lot of interest from participants (technical seminar, marketplace, water utilities improvement program, young water professional)
- Participants are more than expected and most of them are active and fully participants
- The participants are very interested in Chapey Doung Veng during the opening ceremony.
- Good collaboration with MIH staff` (during the invitation, support with the preparing the stage and also keep updating the information to the events)
- A lot of products displayed during the exhibition and the companies who exhibited are happy with the conference because a lot of people visit their booths.
- The international companies also exhibit during the water conference and exhibition (Australian and Japanese companies) make this conference looked very interesting.

➤ **Improvement**

- The refreshment should be provided
- Should control time properly (timekeeper)
- Art performance should by dry run and display to audiences on the stage or video live

- Should have a team to organize a booth tour visit or visit during the break time
- Agenda should include the break
- Should allocate and assign staff to coordinate in the seminar (MC, facilitator)
- Should not change the seminar room immediately
- MC should announce about the seminar session in each room
- Should have an event map for participants and keep inform groups (Telegram and Facebook) about the session
- Should hire a professional booths installer
- Should assign everyone to involve in the event
- The event should be public (more publicly) try to mobilize resource, participants
- Evaluation should scan by Barcode

Phnom Penh, November 20, 2019

Reported by

Bernadin Sang
Relationship Manager

Seen and approved

Executive director

Mr. Sok Samedy

Annex 1: Participants list

No	Institutions
1	Government staff from MIH <ul style="list-style-type: none"> - Staff from ministry of MIH - Staff from provincial department of industry and handicraft within 25 municipal and provinces - Representative from 14 public utilities
2	Government from MRD <ul style="list-style-type: none"> - Staff from Department of Rural water supply
3	Students from ITC
4	Development partners <ul style="list-style-type: none"> - Worldbank - USAID - Wateraid - Water.org - East meet West - Investment in Infrastructure (3i) - Plan International - Japanese International Cooperation Agency (JICA) - Unicef - Wash-fin - AVI - Bridgemount - Engineer without border - Rainwater Cambodia - Centre for Sustainable Water (Sustainable water) - UN Habitat - KDW - Stone Family Foundation - Gret - Development Foreign and Trade (Dfat) - Australian Water Association (AWA) - Sevea
5	Private water operators (PWOs) from 25 provinces
6	Companies and others <ul style="list-style-type: none"> - South East Water - Chamroeun Micro-finance - Amk micro finance - Royal Group - Dynamic - Ground fos - Cambo Asia - Cashin Water - Nakanihon - Iza water utilities - DHM - Banhji
7	National exhibitors <ul style="list-style-type: none"> - TEM - TCU

	<ul style="list-style-type: none"> - Phnom Penh plastic - E-Water - Water mech - Idesimitsu Saison Microfinance (ISC) - KMS - Rose plastic - Thinimix co,ltd - Fuji electric <p>International exhibitors</p> <p>Australian companies</p> <ul style="list-style-type: none"> - Akvotek pty Ltd - Evoqua, FCUBED - Heritage tanks - Hyfro-dis - Quantum - Saltfree - Solari - Wastelink <p>Japanese companies</p> <ul style="list-style-type: none"> - Geo graft - Nora Water Technologies - Japn Go Graft Co.Ltd - Hitachi Zosen Corporation - NIHON GENRYO
9	<p>Journalist and Media</p> <ul style="list-style-type: none"> - Bayon TV - CNC - PNN - The Phnom Penh Post - Khmer Times - VOD - Cambodga
10	Photographers
11	Community
12	CWA staff and volunteers

The 3rd Cambodian Water Conference & Exhibition 2019
“Racing together to meet the 2025 challenge- 100% service coverage”
30th -31st October ^{and} November 1st, 2019
Tonle Bassac II

1. Objective:

- Engaging and building a better relationship with stakeholders on how to improve the water service sector in Cambodia.
- Strengthening networking and collaboration among stakeholders focus on marketing platform for water service sector business in Cambodia.
- Sharing business and technology innovation and practical experience in water sector.

2. Date and Place

The **3rd Cambodian Water Conference & Exhibition** will take place on **30th October to 1st November, 2019** at Tonle Bassac II Restaurant, No. 534, Preah Monivong Blvd (93), Sangkat Tonle Bassac, Khan Chamkar Mon, Phnom Penh, Cambodia.

Wednesday 30th October 2019 (Morning)		
8:00-8:45	Registration	Room
8:45- 9:45	<ul style="list-style-type: none"> ❖ Opening: - National Anthem - Chapei Dangveng singing - Welcome remarks: <ul style="list-style-type: none"> • Oukha Un Yuthy, CWA president • Dr Paul Smith, AWA International Manager • H.E Angela Corcoran, Australian Ambassador - Opening remarks: <ul style="list-style-type: none"> • H.E , Ketti Settha Pandita CHAM Prasadh, Senior Minister, Minister of Industry and Handicraft 	Grand ball room
09:45-10:20	<ul style="list-style-type: none"> ❖ Opening ceremony: - Photo session - Cutting Ribbon - Press session 	

	- Visiting booth	
10:20-12:00	<p>❖ Panel discussion</p> <p>How to support water operators to accelerate water supply service into their coverage areas?</p> <p>1. Research sharing “A study of barriers and drivers toward to piped water connection” from EMW</p> <p>2. Presentation: 3 (history, Key performance indicator, Challenges, Suggestion)</p> <ul style="list-style-type: none"> - Mondulkiri Water Supply - Borhuy Water Supply - Tbeng Kpos Water Supply <p>3. Panel discussion:</p> <p><i>How to support water operators to accelerate water supply service into their coverage areas?</i></p> <p><i>Moderator (Mr. Min Muny)</i></p> <p><i>Guest Speakers: MIH, MRD, WB, 3i, AFD, JICA and CWA</i></p>	
12:00-13:30	Lunch break	

Wednesday 30th October 2019 (Afternoon)					
Time	Activities	Room	Time	Activities	Room
13:30-14:00	Technical seminar: Phnom Penh Plastic	Pkachhuk	13:00- 15:00	Cambodia-Australia Water Utility Improvement Program Workshop	Pkanakry
14:00-14:30	Technical Seminar: TEM	Pkachhuk			
14:30-15:00	Technical Seminar: TCU	Pkachhuk	15:00- 17:00	Young Water Professional Workshop	Pkanakry
15:00-15:30	Technical seminar: Purification	Pkachhuk			
Thursday 31th October 2019 (Morning)					
Time	Activities	Room	Time	Activities	Room
8:30-12:00	<ul style="list-style-type: none"> ❖ Market place - Registration and networking - Welcome remark by CWA - Open remark by MIH - Keynote from USAID on “Water Supply Market in Cambodia” - Urban water supply strategy and plan (by GDPWS of MIH) - Rural water supply strategy and plan (by RWSD of MRD) - Pitching on water supply project and assistance (3i, JICA, Water.org, WaterAid, Stone family foundation) 	Pka Chhuk	8:30-9:00	Technical Seminar: E-Water	Pkanakry
			9:00-09:30	Technical Seminar: Water Mech	Pkanykry
			09:30-10:00	Technical Seminar: ISC	Pkanakry
			10:00- 10:45	Technical Seminar: KOWBA	Pkanakry
			10:45-12:00	Technical Seminar: Australian team	Pkanakry

	<ul style="list-style-type: none"> - Pitching from suppliers (Royal Group, TEM, PP Plastic, E-Water, AMK/FTB, Isle and Un-Tape, KOWBA, AWA) from 4 countries to pitch their products and services - Coffee networking 				
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Thursday 31st October 2019 (Afternoon)		
Time	ACTIVITIES	Room
13:30-14:10	Exploring new approaches to increase water supply services coverage through public and private investments <ul style="list-style-type: none"> • Jointly presented by MIH and World Bank representatives 	Grand Ball
14:10-14:40	Q &A	Grand ball
14:40-15:10	Coffee Break	Grand ball
15:10-16:00	Enhancing capacity of MIH in executing regulatory functions to improve water quality and services <ul style="list-style-type: none"> • Jointly presented by MIH and World Bank representatives 	Grand ball
16:00-16:30	Q &A	
16:30- 5:00	❖ Closing <ul style="list-style-type: none"> - Report from CWA Executive director - Closing speech from MIH 	Grand ball
Friday 1st November 2019		