


UTILITY OF THE FUTURE

# CENTER OF EXCELLENCE

BOOSTING KNOWLEDGE, INNOVATION AND  
COLLABORATION TO ACCELERATE UNIVERSAL ACCESS



 Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra  
  
Swiss Confederation  
  
Federal Department of Economic Affairs,  
Education and Research EAER  
State Secretariat for Economic Affairs SECO





# UTILITY OF THE FUTURE



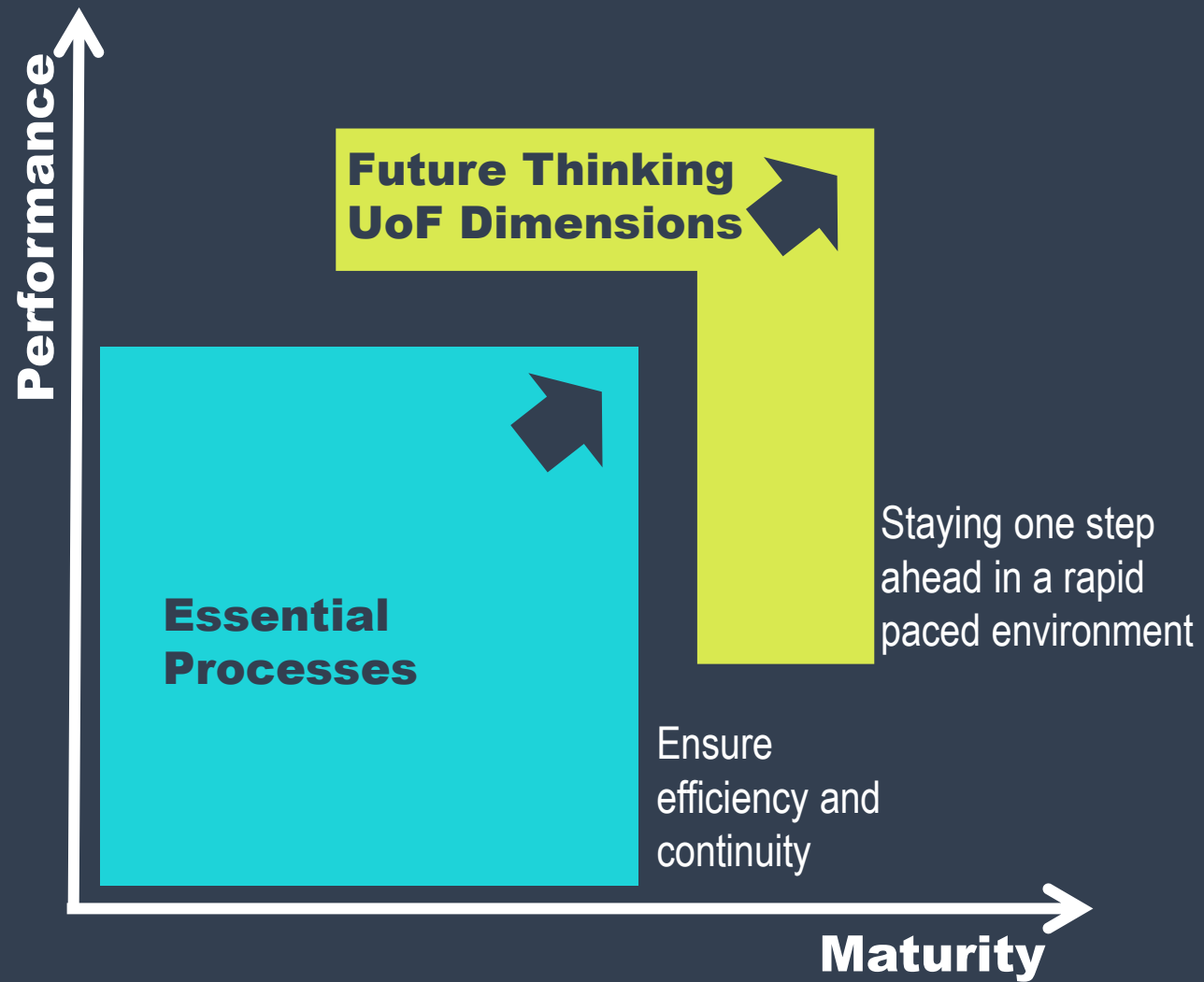
# THE PURPOSE OF THE UOF PROGRAM



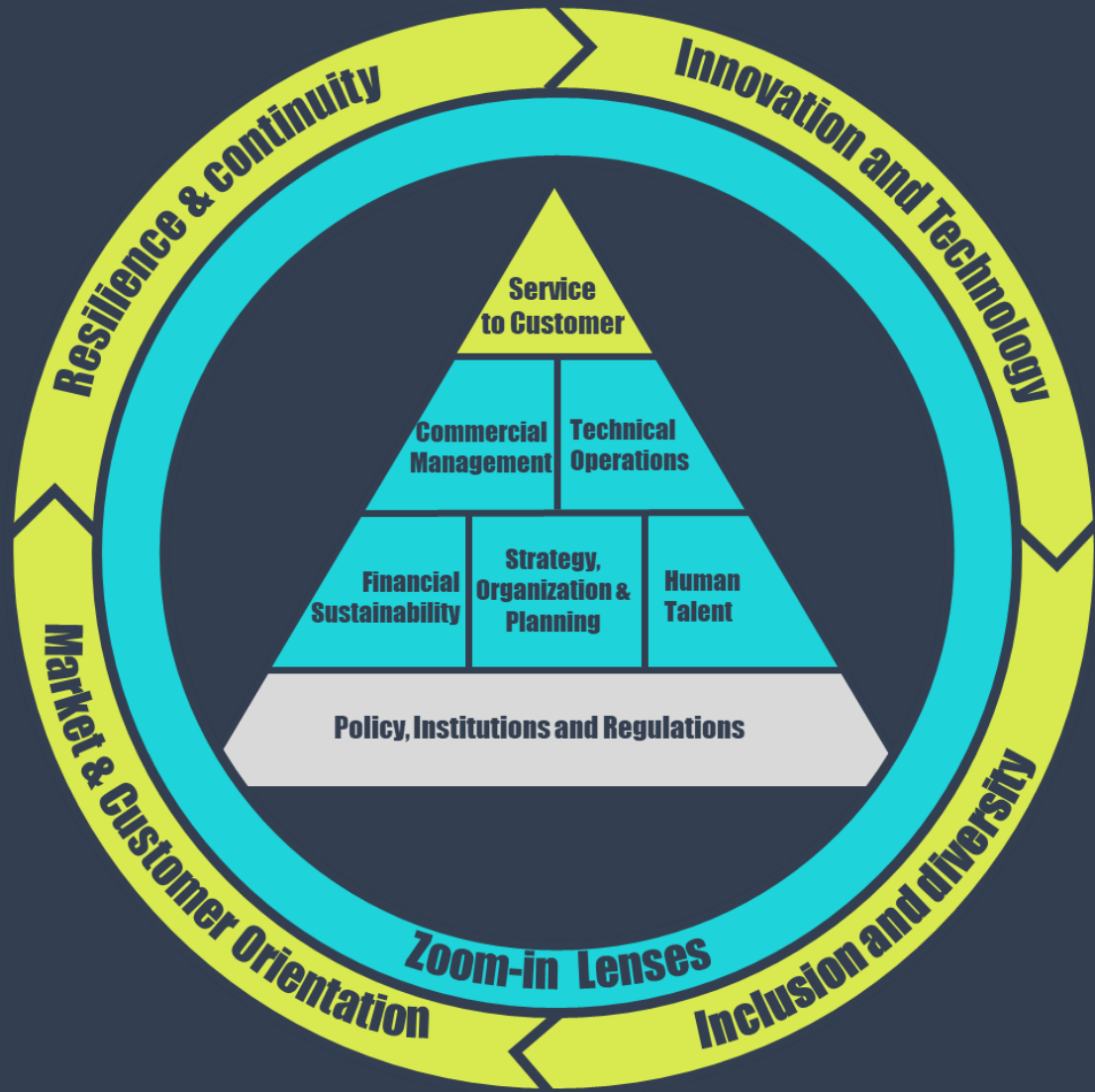
IGNITE TRANSFORMATION IN WATER  
AND SANITATION UTILITIES TO REACH  
UNIVERSAL ACCESS



# STRENGTHENING IN PARALLEL....



# ... THROUGH A CONCEPTUAL FRAMEWORK ...



**Green Management**



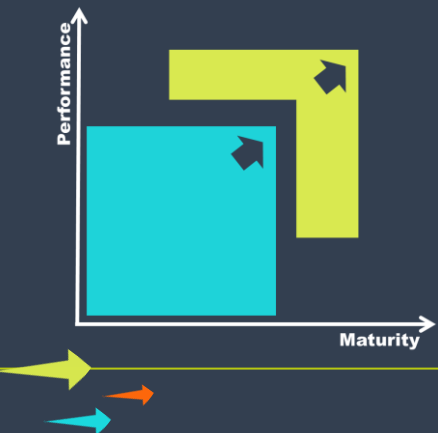
**Gender Balance**



**Energy Efficiency**



**Digital Transformation**



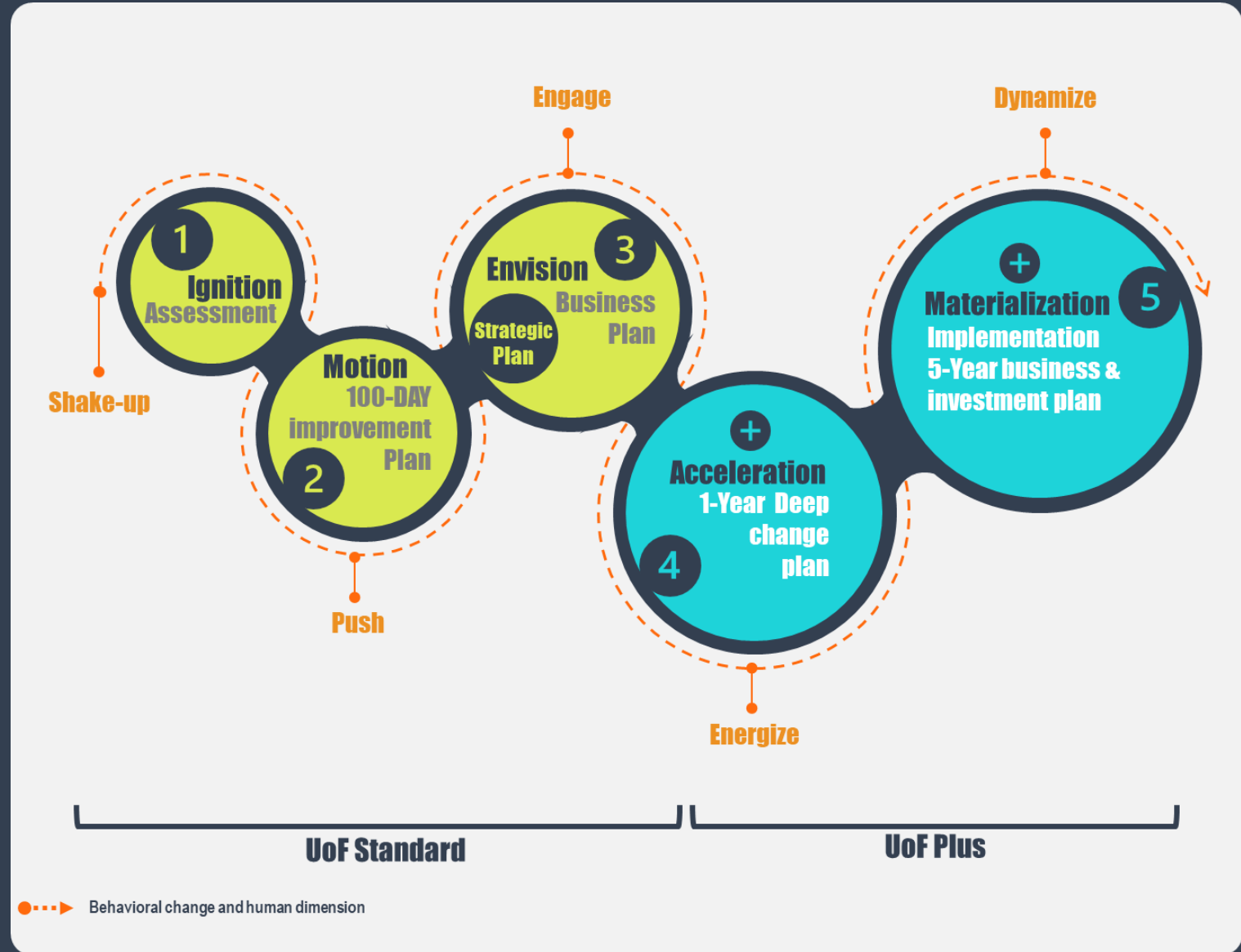
# ... WITH A BIDIMENSIONAL PERSPECTIVE



MANAGEMENT &  
OPERATIONAL  
DIMENSION



HUMAN/CHANGE  
MANAGEMENT  
DIMENSION



# PRESENCE WORLDWIDE

- Albania
- Argentina
- Bangladesh
- Belarus
- Bosnia and Herzegovina
- Brazil
- Burundi
- Cambodia
- Central Africa
- DRC
- Egypt
- El Salvador
- Ethiopia
- Ghana
- Honduras
- India
- Indonesia
- Jordan
- Kenya
- Kosovo
- Lebanon
- Mexico
- Moldova
- Mozambique
- Nepal
- Nigeria
- Pakistan
- Peru
- Philippines
- Poland
- Rwanda
- Sao Tome
- Sri-Lanka
- Timor-Leste
- Turkey
- Uruguay
- Zambia

100+ UTILITIES  
37 COUNTRIES

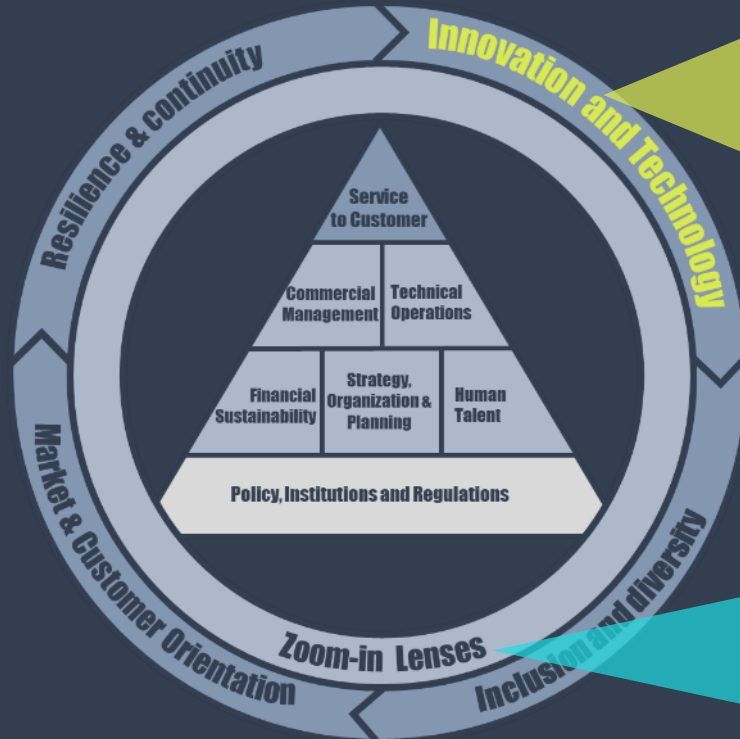




# INNOVATION & DIGITALIZATION



# INNOVATION



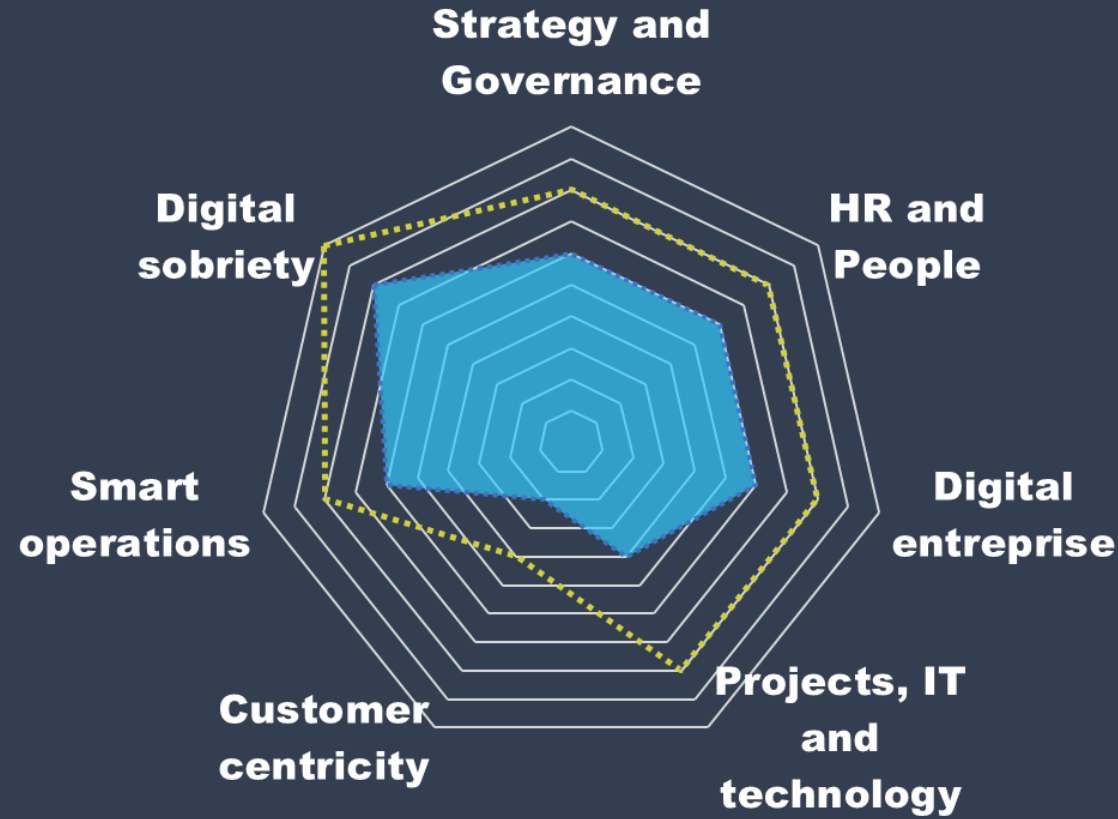
## 130+ practices and Resources

- Planning/Strategy: 11
- Commercial: 17
- Operations: 24
- Finance: 11
- Human Resources: 18
- Gender Balance: 9
- Energy Efficiency: 18
- Environmental Mgt: 24



## Digital Transformation

# DIGITALIZATION



<b>Strategic Organization</b>	
Digital strategy	Red
Digital investment	Yellow
Digital partnerships	Green
Digital performance	Red
Digital innovation	Green
<b>Digital Competence</b>	
Digital culture	Yellow
Digital Taskforce	Yellow
Digital Leadership	Green
Digital Workplace	Red
Digital Learning	Yellow
<b>Data Governance</b>	
Data Creation	Yellow
Data integration	Red
Data Management	Red
Data reporting	Yellow
Data Analytics	Yellow
<b>Smart Operations</b>	
Asset management	Red
Infrastructure Automation	Green
Workflow Management	Red
Hydraulic Efficiency	Yellow
Network Simulation	Green
<b>Customer Centric</b>	
Customer Information	Red
Customer Management	Red
Customer Engagement	Green
Customer Experience	Green
Customer Marketing	Yellow

# UOF CHALLENGE

## 2021 Innovation Challenge



## 2022 Net-Zero Challenge



## 2023-2024 Aquapreneurs Challenge

World Bank  
Youth Innovation Challenge  
Water Solutions for a New Climate Reality

40 finalists have been selected!

The World Bank would like to congratulate the 40 finalist teams who were selected from a very competitive pool of over 300 applications

Meet the Winners  
2024 World Bank Youth Innovation Challenge

@S4YE\_Coalition | @WorldBank Water | #UtilityofTheFuture

## 6-month Accelerator Program...





# WHAT'S NEXT





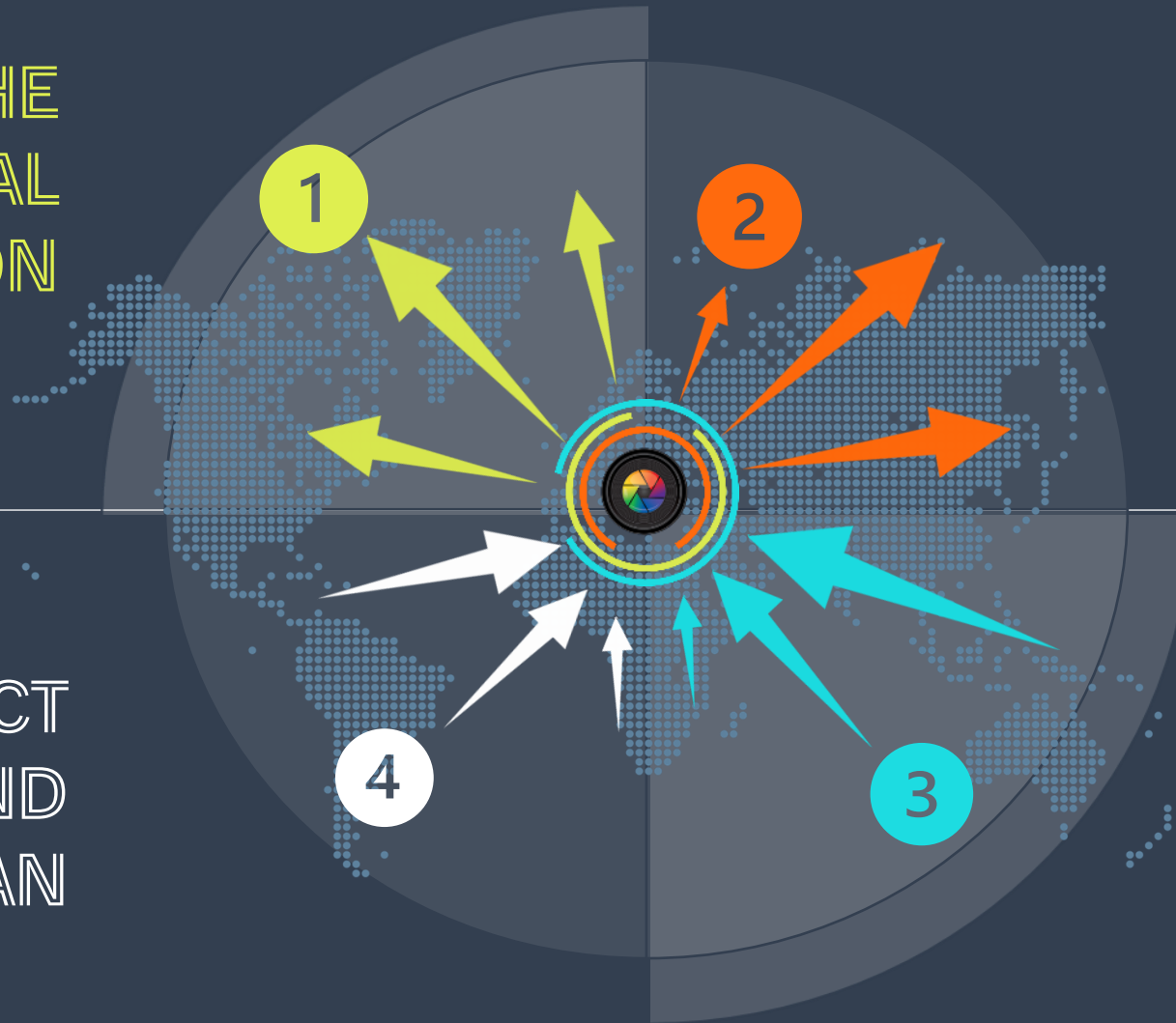
# UOF-COE COMPONENTS

UTILITY OF THE  
FUTURE GLOBAL  
OPERATION

GLOBAL  
KNOWLEDGE,  
INNOVATION AND  
COLLABORATION  
HUB

PROJECT  
INCUBATOR AND  
BUSINESS PLAN

PERFORMANCE  
BASED FINANCIAL  
FACILITY



UTILITY OF THE  
FUTURE

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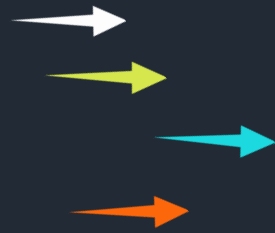
WESTERN  
BALKANS  
PROJECT



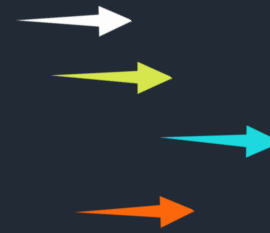
# WESTERN BALKANS PROJECT 2024-2029



NATIONAL STRATEGIES  
AGILE PIR + ACTION PLAN



UTILITY OF THE FUTURE  
+ 1-YEAR MENTORING  
PROGRAM



IN-DEPTH CAPACITY  
BUILDING  
+ IMPROVEMENT  
PROJECT  
IMPLEMENTATION



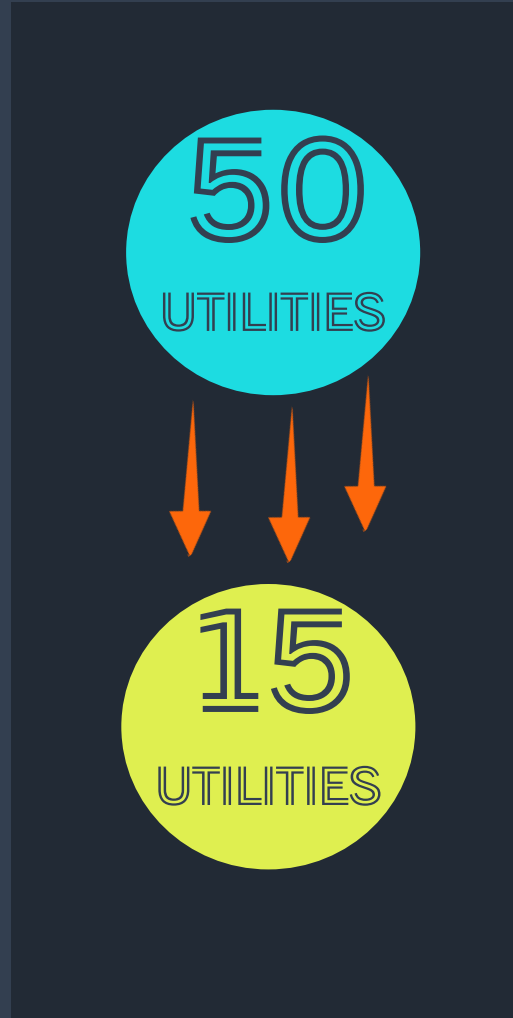
REGIONAL CAPACITY BUILDING





# WESTERN BALKANS PROJECT 2024-2029

GROUP 1  
2024-2025



# WESTERN BALKANS PROJECT 2024-2029

GROUP 1  
2024-2025

15  
UTILITIES

- 1 UTILITY OF THE FUTURE  
3-MONTHS
- 2 MENTORING PROGRAM  
1-YEAR
- 3 PROJECT IMPLEMENTATION (UP TO 5)  
1-YEAR

UTILITY OF THE  
FUTURE

WESTERN  
BALKANS  
PROJECT



GROUP 2024-2025



59 REGISTRATION

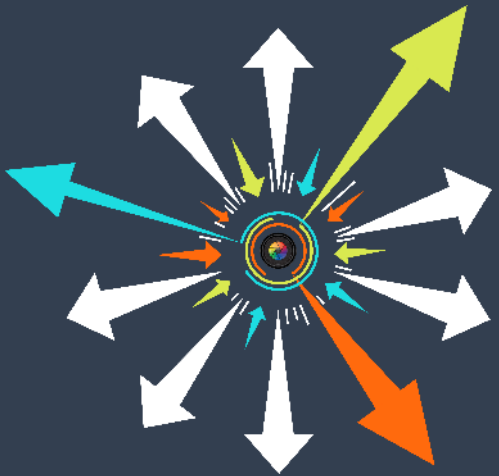


45 APPLICATIONS



15 GROUP #1





ALBANIA

GJIROKASTER  
TIRANA



BOSNIA-  
HERZEGOVINA

KALESIJA  
TREBINJE  
ŽIVINICE



KOSOVO

GJAKOVË  
FERIZAJ



MONTENEGRO

HERCEG NOVI  
PODGORICA



NORTH  
MACEDONIA

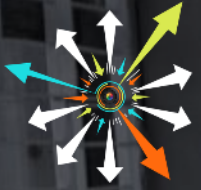
RESEN  
PRILEP  
VELES  
NEGOTINO



SERBIA

SUBOTICA  
KRAGUJEVAC






# UTILITY OF THE FUTURE CENTER OF EXCELLENCE

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## Utility of the FUTURE



**WORLD BANK GROUP**  
Water