

# Multi-Country Twinning Program

## FSM Knowledge Exchange

*Facilitating sustainable FSM programs through collaborative, knowledge-sharing, and action-oriented partnerships.*



### Our Mission

Advance the knowledge and expertise of FSM professionals and their organizations through exposure visits to successful FSM programs and lessons learned in other countries. Develop a platform and initiate actions to encourage knowledge-sharing within and among countries. Create opportunities for FSM professionals to network and foster development of long-term twinning relationships between organizations and utilities.

### How this will benefit you:

- Exposure to FSM best practices, including regulatory and management aspects
- Learning from experience of others
- Support your development and implementation of FSM solutions
- Network with other FSM professionals
- Opportunity for long-term collaborative partnerships
- Be an ambassador for FSM knowledge sharing

### Participant expectations:

- Complete pre-trip preparation questionnaire and background reading
- Brief presentation during introductory session, highlighting current FSM status, plans, challenges and expectation of how the trip / follow up activities / twinning may be able to help.
- Attend exposure visit and develop work plan for applying knowledge to your city/ organization
- Conduct workshop with other colleagues/professionals in home country
- Apply knowledge to FSM solutions in your city/organization
- Participate in collaborative knowledge sharing and follow ups with other FSM professionals

Malaysia Exposure Visit  
May 7 / May 11, 2018

Final Date to Register:  
March 30, 2018

Contact:  
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## What you will take away to your organization/city:

- Regulatory and Institutional approaches
- Comparison of different business models
- Other learnings on approaches, success factors and pitfalls to avoid
- A variety of treatment options: mechanical system, non-mechanical system, cotreatment with sewage
- Promotion and awareness programs and strategies
- Desludging practices

Day	Location	Learning Objectives	Format
1	Indah Water Training Centre, Kuala Lumpur	<ul style="list-style-type: none"> <li>• Introductions and overview of program</li> <li>• Participant city presentations &amp; expectations</li> </ul>	Presentations, discussions
		<ul style="list-style-type: none"> <li>• Malaysian sanitation journey – experiences and changes in governance, regulatory and institutional framework, technology, management</li> <li>• Operations of Indah Water</li> <li>• Sewerage works approval</li> <li>• Business models, tariff, costs</li> </ul>	Presentations, discussions
	Pantai Sewage Treatment Plant, Kuala Lumpur	<ul style="list-style-type: none"> <li>• Centralised sewage treatment plant : 80,000 MLD</li> <li>• Co-treatment of septage and sewage</li> </ul>	Site visit, Q&A, discussions
2	National Water Commission (SPAN) Cyberjaya	<ul style="list-style-type: none"> <li>• Regulatory aspects</li> <li>• Approval processes</li> <li>• Technology</li> <li>• Policy &amp; planning</li> <li>• Tariff setting</li> </ul>	Presentations, discussions
	Klang Centralised Sludge Treatment Plant, Klang	<ul style="list-style-type: none"> <li>• Centralised sludge</li> <li>• Dedicated treatment of septage</li> </ul>	Site visit, Q&A, discussions
3	Indah Water, Melaka	<ul style="list-style-type: none"> <li>• Sludge management: desludging, transport, planning, sludge treatment</li> </ul>	Presentations, discussions
		<ul style="list-style-type: none"> <li>• Desludging operations</li> <li>• Sludge technologies: geobag, drying bed, mechanised dewatering, co-treatment, dedicated centralised sludge treatment facility</li> </ul>	Site visit, Q&A, discussions
4	Indah Water, Melaka	<ul style="list-style-type: none"> <li>• Debrief, discussions, Q&amp;A, and further actions</li> </ul>	Presentations, discussions

## Host country organisations:

### Indah Water Konsortium Sdn Bhd

Indah Water is the National Concessionaire managing wastewater and septage services in most of West Malaysia. They are a Government owned utility, operating over 7,000 sewage and sludge treatment plants, serving over 20 million people. Learn on their experiences over the past 24 years, covering technology, operations, management, business models, customer relations and others.

### National Water Services Commission (SPAN)

SPAN is the regulator for Water and Wastewater (including septage) services. They are an economic regulator, responsible to protect consumer interests and operator viability through tariff setting and regulation of service provision. Learn the regulatory approach and aspects of technology system approvals, licensing and permits, guidelines, capacity building and accreditation and other frameworks.

