



**OCT – DEC 2017**

# NEWSLETTER

## Water Management Initiative (WMI) Project

### HR DIRECTORATE AT YWC

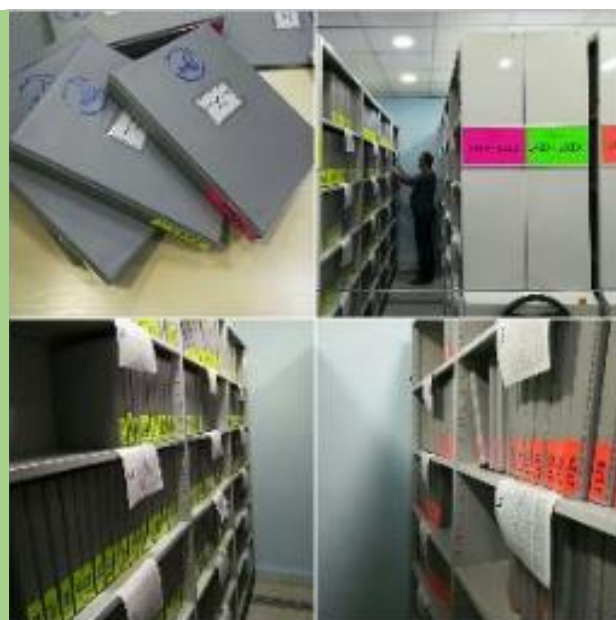
Various interventions to expand the HR and organizational initiatives were implemented at the Yarmouk Water Company (YWC) with the aim to reach all employees across the 11 Regional Operating Units.

The HR assessment and implementation will support YWC in extending to all employees the full package of HR systems and components including job descriptions, clear lines of responsibility, career paths, training plan, incentive program and necessary equipment to conduct their daily job. Interestingly, interns are assisting YWC in leading the transformation process at the HR directorate.



### ERP GRADUATION

In collaboration with USAID/WMI, YWC held a ceremony to graduate staff who trained on Oracle Enterprise Resource Planning (ERP), and internal audit. In addition, the ceremony included presenting the staff of the newly established Customer Service Control Unit with new job descriptions, tasks, and status to meet the targets of raising customer satisfaction. The event concluded with handing over appreciation letters to interns who have helped YWC with different tasks during the past 6 months.



### AW KICK OFF MASTERPLAN

Aqaba Water (AW) and USAID/WMI have initiated the activity to prepare an investment plan for water and wastewater systems in Aqaba city. The activity is for 5 months and will include data collection and analysis, developing water and wastewater hydraulic models, infrastructure phasing planning, and a financial model.

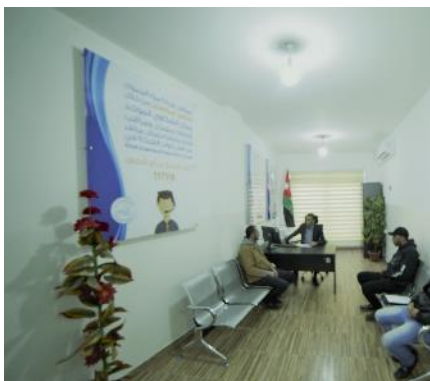
### INTERNAL AUDIT UNIT

An integrated methodology has been implemented to improve effectiveness of the Internal Audit Unit at the Yarmouk Water Company to be in par with best practices and international professional standards. This also included creating a charter for the Unit, job descriptions for all the Unit positions, an internal audit guide, as well as extensive and specialized training program in the CIA Program, which was held over two months (Oct and Nov) as well as helping the staff register and sit for the CIA exam in order to become certified.



### THE NEW CUSTOMER SERVICE CONTROL UNIT

Within the company's headquarters, a mobile unit was set up to accommodate the fast-growing needs to establish, develop, and build staff capacity of a Customer Service Control Unit. The unit was built to have a standardized best-practice identity of the company by monitoring, evaluating and planning of all functions related to customer service at a water utility, in addition to monitoring the performance indicators, reporting the progress of all Regional Operating Units' various projects and campaigns, auditing transactions, and much more. The unit's staff received extensive training to be prepared for the new phase.



### JERASH CALL CENTER

The Yarmouk Water Company's Call Center and entrance to customer service area in Jerash have been renovated and equipped with new furniture. Being a pilot, the Regional Operating Unit of Jerash will automate processes, integrate GPS, and use handheld units, and more.



### WSP

The 3rd Water Safety Plan Workshop was conducted on Dec. 19, 2017 with an aim to build on the skills of the Water Safety Teams that represent WAJ, Miyahuna, and the Yarmouk Water Company who work closely to contribute into protecting water systems.

### INDUSTRIAL REUSE

A workshop was organized with invitation to the private sector to present a report about wastewater reuse demand and opportunities for the industrial sector. The report is currently being distributed for review and feedback.

### YWC BUSINESS PLAN 2018 RETREAT

To roll out the 2018 business plan's projects and activities, WMI organized a two-day retreat in the Dead Sea for YWC's board members and managers. The attendees listened to presentations over the company's vision and financial plans in addition to proposals for HR, internal audit, IT, governance, and strategic planning. The attendees formulated and agreed on next steps to initiate the proposed activities.

### GIS Training

Managers and technical staff at Ma'an Water Administration were trained on Geographic Information System (GIS) to become aware of the features and benefits for the water sector. The training, which took place on Oct 31 – Nov 1, is part of larger efforts to integrate GIS within customer service systems, operations and maintenance, and assets management.

## KAP SURVEY

The Knowledge, Attitudes, and Practices (KAP) survey aims to create a baseline for different patterns of behavior change among Jordanians and Syrians through identifying their knowledge about water resources and supply challenges in Jordan, and their attitudes and current practices toward water consumption pertaining to hosting communities within the north region governorates served by Yarmouk Water Company.

Establishing the baseline will help measure the impact of its activities over years of implementation, specifically regarding the number of people who have improved understandings of critical water scarcity issues facing Jordan, including the cost of water and importance of conservation, and the number of adoptions of technologies or techniques to save water or increase reuse of water.

Actual sample included the following: 20% of the interviewed households were Syrians, 80% of the interviewed households were Jordanians, 6 focus group discussions with Jordanians, and 4 focus group discussions with Syrians.

The KAP report will be complete during Q1 2018.

## WATER BASIN UNIT

Based on WAJ request and building on USAID/WMI report on assessment of current groundwater monitoring practices, options were developed to improve management of groundwater in the non-agricultural wells sector. Options were presented and discussed with H.E. Minister of Water and Irrigation Dr. Hazim El-Naser where the next steps were agreed on.

Furthermore, the tender documents for installing 241 ultrasonic meters for private non-agricultural wells were finalized and WAJ issued the tender. USAID/WMI will be involved in offers evaluation.

## IMPROVE GROUNDWATER MONITORING

USAID/WMI continues to work on Remote Sensing Usage for verifying the private wells' water abstraction task. A series of training sessions for 10 specialists from WAJ and MWI were conducted to build the capacity to conduct remote sensing.

In addition, teams representing MWI have worked closely with USAID/WMI to collect and analyze data and aerial photos to identify the level of abstracted water at various basins.

