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# WATER MANAGEMENT INITIATIVE (WMI)

WMI's Goal: Measurable improvement and greater sustainability of Jordan water sector is achieved

Updated: March 2019

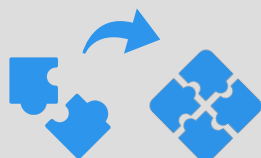
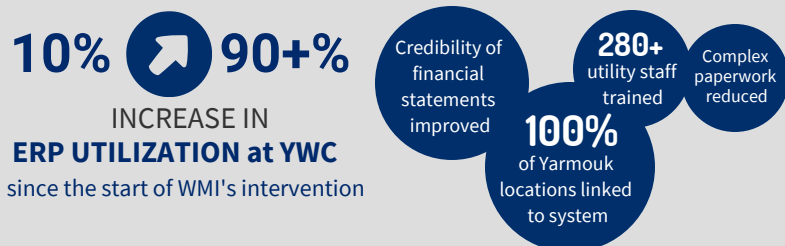
## Yarmouk Water Company (YWC):



WMI supported the implementation of the **R12 Oracle Enterprise Resource Planning System (ERP)** at YWC via numerous system upgrades and capacity-building efforts.



WMI worked closely with YWC to implement numerous **customer service improvements**. Since implementation, YWC has seen a **30% decrease in customer objections**, reflecting improved billing accuracy. Additionally, **revenues increased by 2.9 million JDs**, showing substantial improvement in billing coverage. WMI's improvements included:



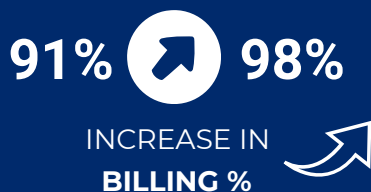
Implementing the ERP system takes YWC's financial and administrative operations from **ISOLATION to INTEGRATION**.

- The planning and launch of X7, a **customer information system**, harmonizing with other major utilities in Jordan
- The development of a **Customer Service Control Unit (CSCU)** to ensure YWC's capacity to monitor, evaluate, and plan all functions related to customer service at the water utility
- The implementation of a **debt collection campaign** reaching 285,000 individuals to enhance the utility's cash flow by improving its capacity to collect unpaid bills



## Zarqa Water Authority (ZWA):

A key-factor that negatively affects non-revenue water (NRW) is the **billing percentage**. WMI worked closely with ZWA and its customer service department to conduct daily follow up with customers who were not being billed for long periods of time. An agreement between WMI and ZWA to incentivize bill readers through overtime compensation also helped to increase the billing percentage.



WMI's work directly contributed to a 7.7% increase in billing percentage in Zarqa between January 2017 and August 2017.

By reducing non-revenue water, 2.027 million cubic meters (MCM) of physical water losses were saved.

## Ma'an Water Administration (MWA):

WMI has engaged in numerous activities supporting Ma'an Water Administration's operational performance and service delivery. These activities include:

**APRIL 2017**

- Deployment of handheld units (HHUs) for easy measurement of water meters

**JULY 2017**

- Shoubak campaign launched to encourage bill payment and more efficient water consumption

**OCTOBER 2017**

- Debt collection campaign launched
- Barcodes distributed to speed up water meter reading
- Advanced HHUs deployed
- Water Meter Readers (Jabis) trained

Since their introduction in 2017, the complete automation of meter reading and door-step billing have resulted in the following improvements:

**21.3%**

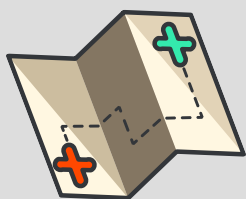
CUMULATIVE DECREASE IN READING TIME DUE TO INTRODUCTION OF HHUs AND METER BARCODES

**44%**

SUBSEQUENT INCREASE IN COLLECTIONS ACROSS MA'AN GOVERNORATE

WMI's improvements are now institutionalized at MWA, and will be sustainable for years to come.

## Water Supply Protection:



Using advanced remote sensing technology, WMI is conducting a comprehensive analysis of illegal groundwater abstraction in Jordan. So far, WMI has completed the remote sensing analysis for **five** groundwater basins.



water saved

Supported by WMI, WAJ's corrective actions based on the remote sensing analysis have resulted in groundwater savings of about **four million cubic meters** so far.

## Water Demand Management:

**4,500**

Number of students trained from Irbid, Amman, and Aqaba on water use efficiency practices



**420**

Number of water saving devices installed across 33 schools in Aqaba

## Water Safety:



**Three water safety plans** were completed to ensure a safe supply of drinking water for consumers. These plans cover the distribution systems of Wadi Esir, Abu Alanada, and Mujib.

## King Abdullah Canal (KAC) Water Losses Measurement:

Almost **1,000**

measurements taken with cutting-edge technology

**38.1%**

Proportion of KAC water estimated by WMI to be lost

- 14.5% seepage
- 23.0% unmetered/illegal
- 0.6% evaporation

**34 MILLION CUBIC METERS**

Potential quantity of water WMI experts believe can be saved each year through changed regulations and direct rehabilitation of the canal



## Training:



**2,506**

TRAINEES EMPOWERED WITH SECTOR-RELEVANT SKILLS IN FISCAL YEAR 2018 ALONE



Almost 900 women from across Jordan reached so far through WMI's training, including working professionals and students of all ages



66 interns (including 36 women) hosted in Jordan's most important water institutions to date, empowering the next generation of leaders in the water sector



35+ stakeholders engaged, ranging from governmental entities to development practitioners to schools and hotels

## Policies and Action Plans:

**3**

Legal instruments drafted, proposed, or adopted to promote gender equality or non-discrimination

including a Gender Road Map for the Water Sector

**6**

Action plans implemented for water security, integrated resource management, and/or water source protection

including a Result-Based Action Plan to reduce water losses and meet IMF commitments

**9**

Policies, regulations, and administrative procedures relating to water and natural resources in development, passed, or being implemented

including a rainwater harvesting guide, two technical standards, and numerous utility and sector policies