

ACWUA

NEWSLETTER

13TH EDITION
DECEMBER, 2020



INTRODUCTION

WELCOME TO OUR LATEST NEWSLETTER -THE THIRTEENTH EDITION, WHICH WE HOPE HAS KEPT YOU UPDATED ON OUR LATEST NEWS, AND HAS PROVIDED YOU WITH VITAL INFORMATION PERTAINING WATER SECTOR IN THE ARAB COUNTRIES.

SINCE ITS OFFICIAL LAUNCH IN 2009 AT AMMAN, JORDAN; ACWUA HAS EXPANDED ITS MEMBERSHIP NETWORK TO REACH MORE THAN 100 UTILITY MEMBERS FROM 18 ARAB COUNTRIES, IN ADDITION TO PRIVATE SECTOR COMPANIES, NGOS AND ACADEMIC INSTITUTIONS ALONG WITH MORE THAN 200 INDIVIDUAL MEMBERS. FURTHERMORE, ACWUA HAS ALSO DEVELOPED IMPORTANT PARTNERSHIPS WITH SEVERAL INTERNATIONAL ORGANIZATIONS AND DONORS, THUS INTRODUCING POTENTIAL OPPORTUNITIES TO ITS MEMBERS.

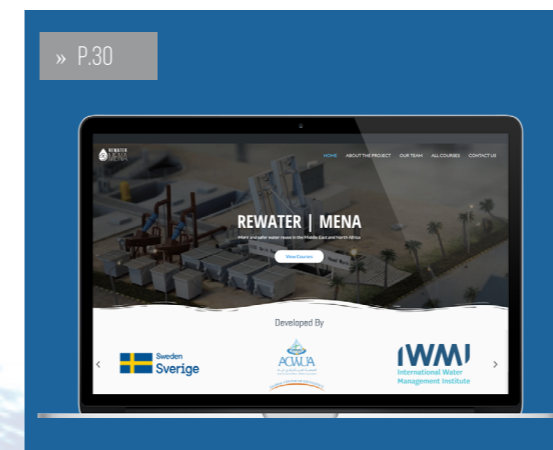
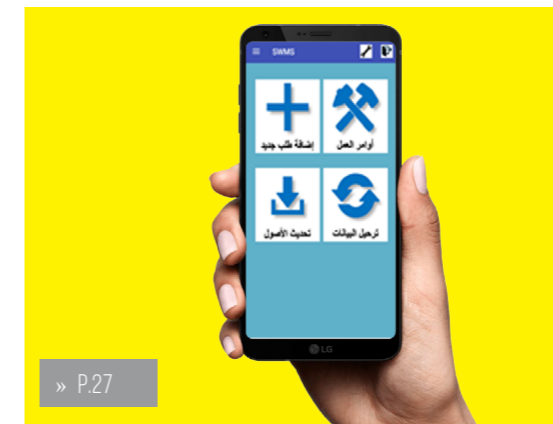
IN ORDER TO SUSTAIN KNOWLEDGE SHARING WITH OUR ESTEEMED MEMBERS AND PARTNERS, WE TRUST THIS NEWSLETTER MAY BE USEFUL TO YOU AND YOUR ORGANIZATION IN COMPREHENSIVELY PROJECTING THE LATEST REGIONAL AND INTERNATIONAL DEVELOPMENTS IN WATER SECTOR.

Sincerely Yours

ACWUA SECRETARY GENERAL
ENG. KHALDON H. KHASHMAN

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POLICY

ACWUA, AS A GLOBAL CENTER OF EXCELLENCE, WILL WORK IN PARTNERSHIP WITH WATER AND WASTEWATER UTILITIES IN THE ARAB COUNTRIES, ON INSTITUTING BEST PRACTICES AND ON BUILDING CAPACITIES WITHIN A HIGH-QUALITY LEVEL.

ACWUA IS COMMITTED TO PROVIDE ALL SERVICES WITH HIGH QUALITY, PROVIDE SAFE AND HEALTHY WORKING CONDITIONS AND TO PROTECT THE ENVIRONMENT, WHICH WILL BE ACHIEVED THROUGH THE FOLLOWING:

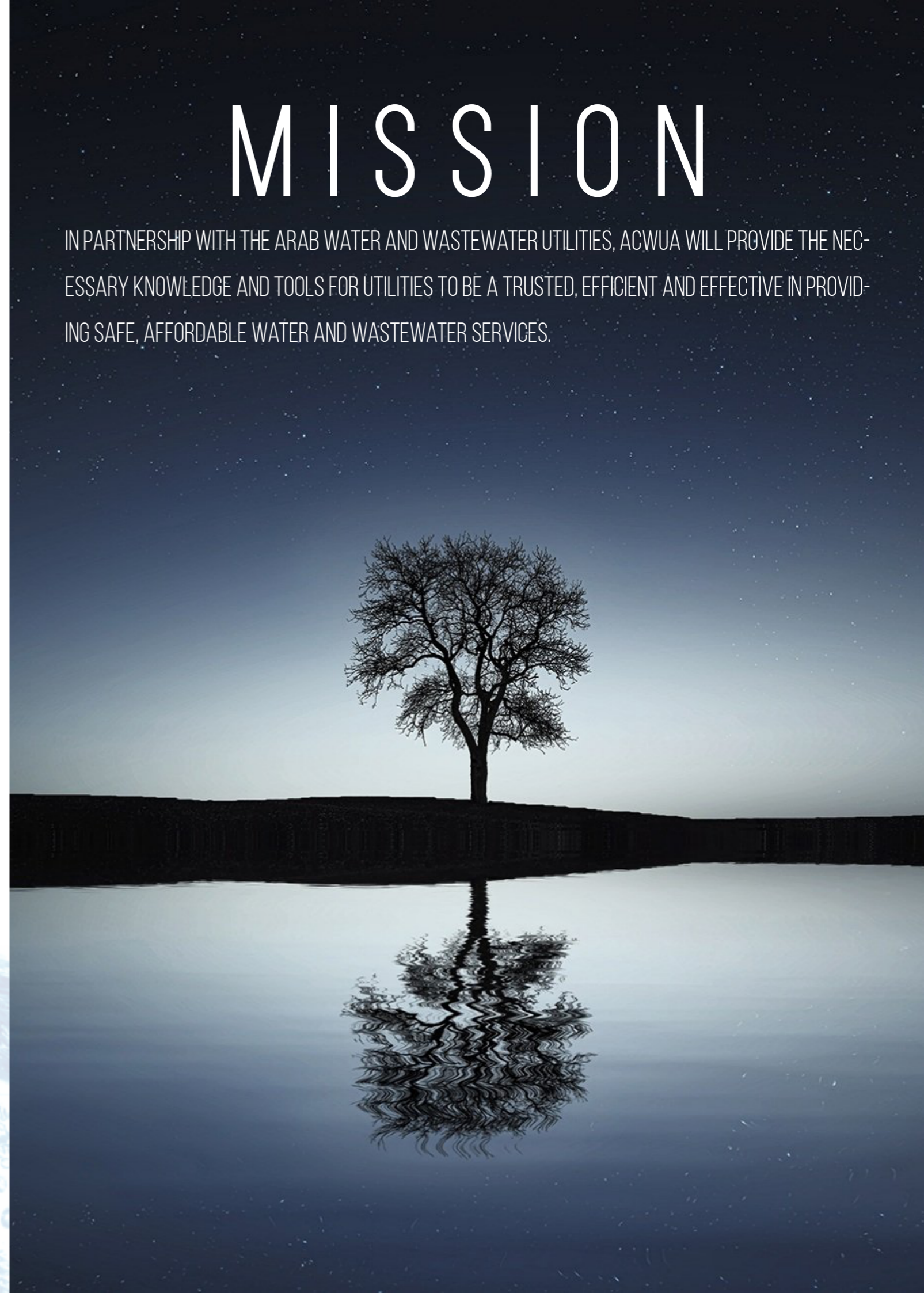
- CONFORM WITH THE QUALITY REQUIREMENTS AND SPECIFICATIONS IN ALL ACWUA MATTERS.
- PROVIDE HEALTH AND SAFE WORKING CONDITIONS.
- APPLY PRO-ACTIVE ACTIONS AND PROCEDURES TO ELIMINATE HAZARDS AND REDUCE OHS RISKS TO PREVENT INJURY AND ILL HEALTH.
- COMMITMENT TO CONSULTATION AND PARTICIPATION OF EMPLOYEES REGARDING THEIR HEALTH AND SAFETY.
- REDUCTION OF ENERGY AND WATER CONSUMPTION.
- PROTECT THE ENVIRONMENT AND REDUCE THE POLLUTION RESULTED FROM ACWUA ACTIVITIES.

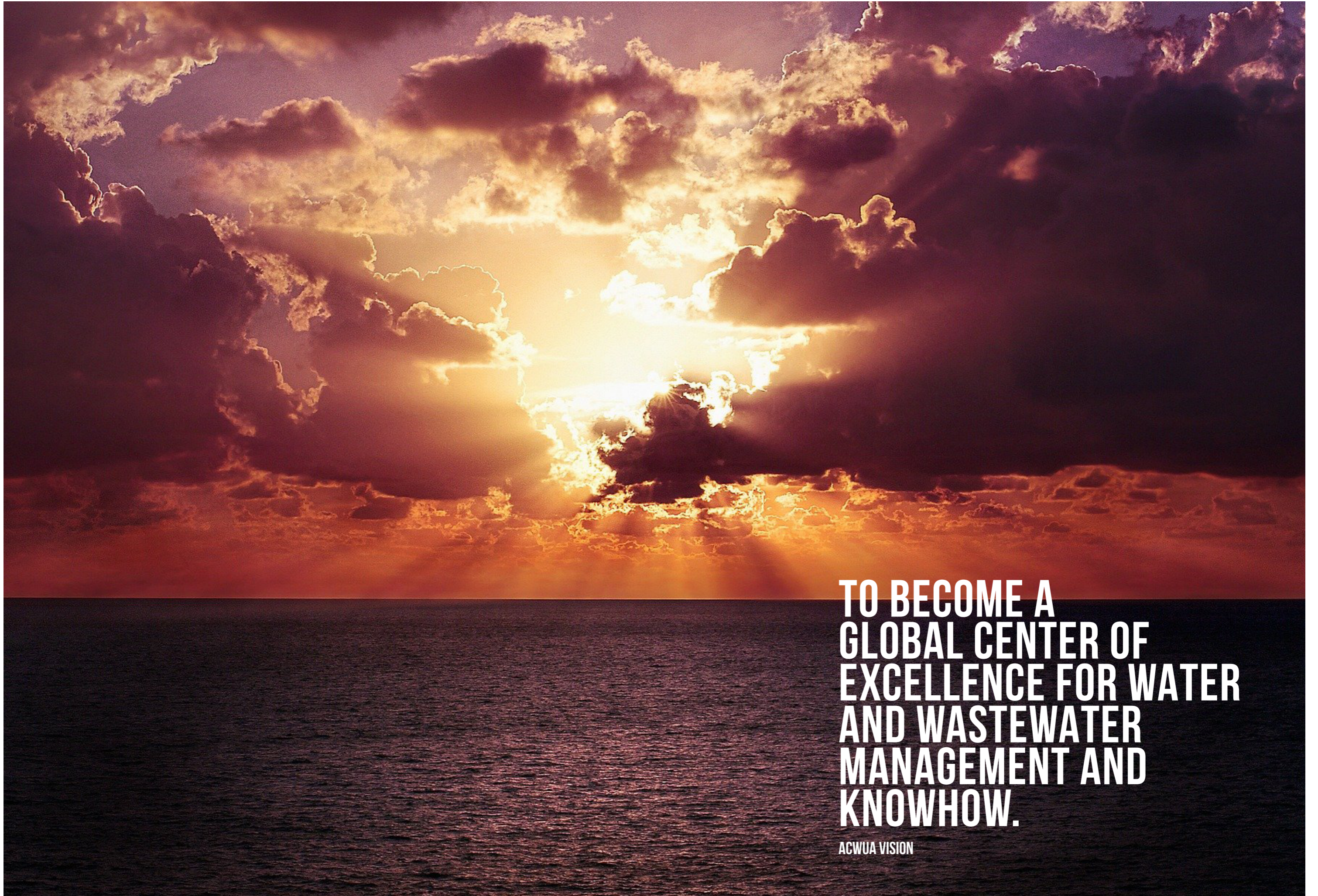
IN ADDITION, ACWUA IS COMMITTED TO MEET ALL APPLICABLE LEGAL AND OTHER REQUIREMENTS RELEVANT TO QUALITY, HEALTH, SAFETY, AND ENVIRONMENT.

ACWUA COMMITMENT WILL BE ACHIEVED THROUGH CONTINUAL IMPROVEMENT BY PLANNING AND IMPLEMENTING SPECIFIED AND MEASURABLE QHSE OBJECTIVES AND TO ENHANCE MEMBERS AND OTHER INTERESTED PARTIES' SATISFACTION.

MISSION

IN PARTNERSHIP WITH THE ARAB WATER AND WASTEWATER UTILITIES, ACWUA WILL PROVIDE THE NECESSARY KNOWLEDGE AND TOOLS FOR UTILITIES TO BE A TRUSTED, EFFICIENT AND EFFECTIVE IN PROVIDING SAFE, AFFORDABLE WATER AND WASTEWATER SERVICES.





**TO BECOME A
GLOBAL CENTER OF
EXCELLENCE FOR WATER
AND WASTEWATER
MANAGEMENT AND
KNOWHOW.**

ACWUA VISION

STRATEGIC OBJECTIVE

THIS SECTION LIST KEY STRATEGIC OBJECTIVES PLANNED BY ACWUA FOR THE PERIOD 2019-2023, WHILE THE NEXT SECTION DETAIL ACTION PLAN AND TARGETED INDICATORS FOR EACH OBJECTIVE:

EXPAND ACWUA MEMBERS' KNOWLEDGE EXCHANGE

- IMPROVE KNOWLEDGE EXCHANGE WITH MEMBERS THROUGH CONSULTING ACTIVITIES FOR MEMBERS OR THROUGH PARTNERSHIPS WITH THEM USING AVAILABLE KNOWLEDGE/KNOWHOW, ACWUA TOOLS (NON-REVENUE WATER, TECHNICAL SUSTAINABLE MANAGEMENT (TSM), WASTEWATER TREATMENT AND REUSE, ENERGY EFFICIENCY, WATER SAFETY PLAN, BENCHMARKING, COMPREHENSIVE CUSTOMER SURVEY AND ANY ADDITIONAL REQUIREMENTS FOR THE MEMBERS DURING THE LIFE OF THIS STRATEGIC PLAN) AND POOL OF EXPERTS WORKING WITH/FOR AT LEAST 5 MEMBERS BY THE YEAR 2023.

- BUILD MEMBERS' CAPACITY BY PREPARING AN ANNUAL TRAINING PLAN STARTING YEAR 2020 (SCHEDULED TRAINING) BASED ON NEEDS ASSESSMENT OUTCOMES AND RESPONDING TO NEW MEMBERS' TRAINING REQUESTS WHERE FUNDING IS AVAILABLE USING CERTIFIED PROGRAMS AND TRAINING MATERIAL, TO BE IMPLEMENTED THROUGH BOTH E-LEARNING AND CONVENTIONAL TRAINING PROGRAMS WORKING WITH AT LEAST 7 MEMBERS BY THE YEAR 2023.

- SHARE OUTCOMES WITH MEMBERS THROUGH ANNUAL REPORT, CONFERENCES REPORTS (BI-ANNUAL), GUIDELINES/MANUALS (AT LEAST 3 BY THE YEAR 2023), OPERATION MEMBERS AND OUTCOMES OF LARGE PROJECTS IMPLEMENTED BY ACWUA OR MEMBERS (AT LEAST 3 BY THE YEAR 2023-IF ELIGIBLE PROJECTS AVAILABLE).

IMPROVE MEMBERS' COMMUNICATION

- UPDATE THE ASSESSMENT OF MEMBERS NEEDS ANNUALLY FROM THE YEAR 2020 TO ACCOMMODATE THEIR INTERNAL AND EXTERNAL FACTORS CHANGES.

- CONTINUE THE IMPLEMENTATION OF THE ACWUA APPROVED "MARKETING STRATEGY & COMMUNICATION PLAN" TO IMPROVE ACWUA MARKETING AND MEMBERS' PROMOTION BY THE YEAR 2023.

- EXPAND MEMBERS BASE BY AT LEAST 20% WITH MORE FOCUS ON INDIVIDUALS AND PRIVATE SECTOR IN COOPERATION WITH MEMBER UTILITIES.

- CONTINUOUS NETWORKING THROUGH BI-ANNUAL ARAB WATER WEEK, AND PARTNERSHIP WITH MEMBERS INTERESTED IN ORGANIZING A THEMATIC CONFERENCE BY SHARING KNOWLEDGE AND EXPERIENCE.

- RESPOND TO MEMBERS' UTILITIES REQUESTS (OR SUGGEST) AT LEAST 3 TWINNING/MATCH MAKING ACTIVITIES BY THE YEAR 2023 SUBJECT TO FUNDS AVAILABILITY.

- BUILD AN INTERNAL MECHANISM TO CONNECT ACWUA MEMBERS FROM THE PRIVATE SECTOR AND UTILITIES TO TRANSFER THE KNOWLEDGE AND NEW BUSINESS OPPORTUNITIES BY THE YEAR 2021 IMPROVE ACWUA EFFICIENCY AND EFFECTIVENESS.

IMPROVE ACWUA EFFICIENCY AND EFFECTIVENESS

- UPDATE THE ORGANIZATIONAL STRUCTURE TO ACCOMMODATE CURRENT AND FUTURE NEEDS OF ACWUA AND ITS MEMBERS IN THE YEAR 2019.

- ACHIEVE COST RECOVERY (NET INCOME ADJUSTED FOR DEPRECIATION) BY THE YEAR 2023 WITH A MAXIMUM OF 10% VARIANCE (CALCULATED BASED ON NET REVENUE) TO ASSURE SUSTAINABILITY.

T R A I N I N G

2020 NEWSLETTER





ONE OF ACWUA MANDATES IS TO DEVELOP RESOURCES, FACILITATE TRAINING PROGRAMS, AND ADVOCATE FOR PROFESSIONAL CERTIFICATION TO ENABLE STAFF OF UTILITY MEMBERS TO PERFORM THEIR DUTIES IN A PROFESSIONAL, RELIABLE AND COST-EFFECTIVE MANNER. ACWUA IS PROVIDING ALL KINDS OF TRAINING PROGRAMS FOR WATER AND WASTEWATER UTILITIES IN DIFFERENT AREAS, SUCH AS: INSTITUTIONAL, MANAGERIAL, TECHNICAL AND FINANCIAL DISTRIBUTED ON DIFFERENT WORKING LEVELS.

ACWUA HAS TRAINED DIFFERENT LEVELS OF UTILITIES STAFF AT TOP AND MIDDLE MANAGEMENT AND OPERATIONAL LEVELS FROM WATER AND SANITATION UTILITIES IN THE MENA REGION. WHERE ACWUA HAD INITIATED, DEVELOPED AND IMPLEMENTED 34 NEW TRAINING PROGRAMS, ACCREDITED BY THE ASSOCIATION OF BOARDS OF CERTIFICATION (ABC) AND THE TECHNICAL AND VOCATIONAL SKILLS DEVELOPMENT COMMISSION (TVSDC) /MINISTRY OF LABOR – JORDAN.



- NUMBER SPEAKS -

TRAINING PROGRAMS



TRAINING COURSES:

ONLINE-TR#1 CLIMATE CHANGE

30 | NOV - 10 | DEC 2020

TR#1 OPERATOR TWO- WASTEWATER COLLECTION

11-19 | AUG | 2020

TR#2 OPERATOR TWO- WATER TREATMENT PLANT

11-20 | AUG | 2020

TR#3 OPERATOR TWO- WATER TREATMENT PLANT

11-20 | AUG | 2020

TR#4 OPERATOR ONE- WATER DISTRIBUTION

26 | AUG - 3 | SEP 2020

TR#5 OPERATOR ONE - WASTEWATER TREATMENT PLANT

31 | AUG - 9 | SEP 2020

TR#6 OPERATOR ONE - WATER DISTRIBUTION

2 - 10 | SEP 2020

INTERNATIONAL STANDARDS

THE ASSOCIATION OF BOARDS OF CERTIFICATION

ACWUA CERTIFIED PROGRAMS DEVELOPED WITHIN THE INTERNATIONAL STANDARDS, WHICH WERE TECHNICALLY REVIEWED AND ACCREDITED BY (TECHNICAL AND VOCATIONAL SKILLS DEVELOPMENT (TVSDC), ASSOCIATION OF BOARDS OF CERTIFICATION (ABC), UMWELT BUNDESAMT (UBA) AND INTERNATIONAL EXPERT (IWA AND WORLD BANK)).



TECHNICAL AND VOCATIONAL SKILLS DEVELOPMENT COMMISSION

TVSDC VISION:

MANPOWER WITH VOCATIONAL AND TECHNICAL EXPERIENCE AND SKILLS, THAT MEETS THE NEEDS OF THE LABOR MARKET, AND CAPABLE TO PARTICIPATE IN ENTREPRENEURIAL PROJECTS.

THE TECHNICAL AND VOCATIONAL SKILLS DEVELOPMENT COMMISSION (TVSDC) WAS ESTABLISHED IN 2019. TVSDC ENCOURAGING ALL FORMS OF LEARNING, SKILLS DEVELOPMENT, AND RECOGNIZING THEM WITHIN THE EDUCATIONAL SYSTEM AND THE LABOR MARKET, IN ADDITION TO CREATE NEW HIGH-LEVEL OPTIONS FOR TVET IN LINE WITH THE NATIONAL QUALIFICATIONS' FRAMEWORK LEVELS. AS WELL AS, ACCREDITING THE TRAINING PROGRAMMES

LICENSE OF VOCATIONAL AND TECHNICAL TRAINING PROVIDERS BY ISSUANCE OF A DOCUMENT (LICENSE) TO PRACTICE THE TRAINING, IT IS ONE OF THE MOST IMPORTANT QUALITY ASSURANCE PROCESSES FOR TVET PROVIDERS, TO ENSURE THAT THE TRAINING PROVIDER HAS THE CLEAR INFRASTRUCTURE, PLANS, OWNS ALL SYSTEMS AND RESOURCES BEFORE CARRYING OUT TRAINING, UNDER THE GOVERNING BY-LAWS AND INSTRUCTIONS.



ACWUA PLATFORM

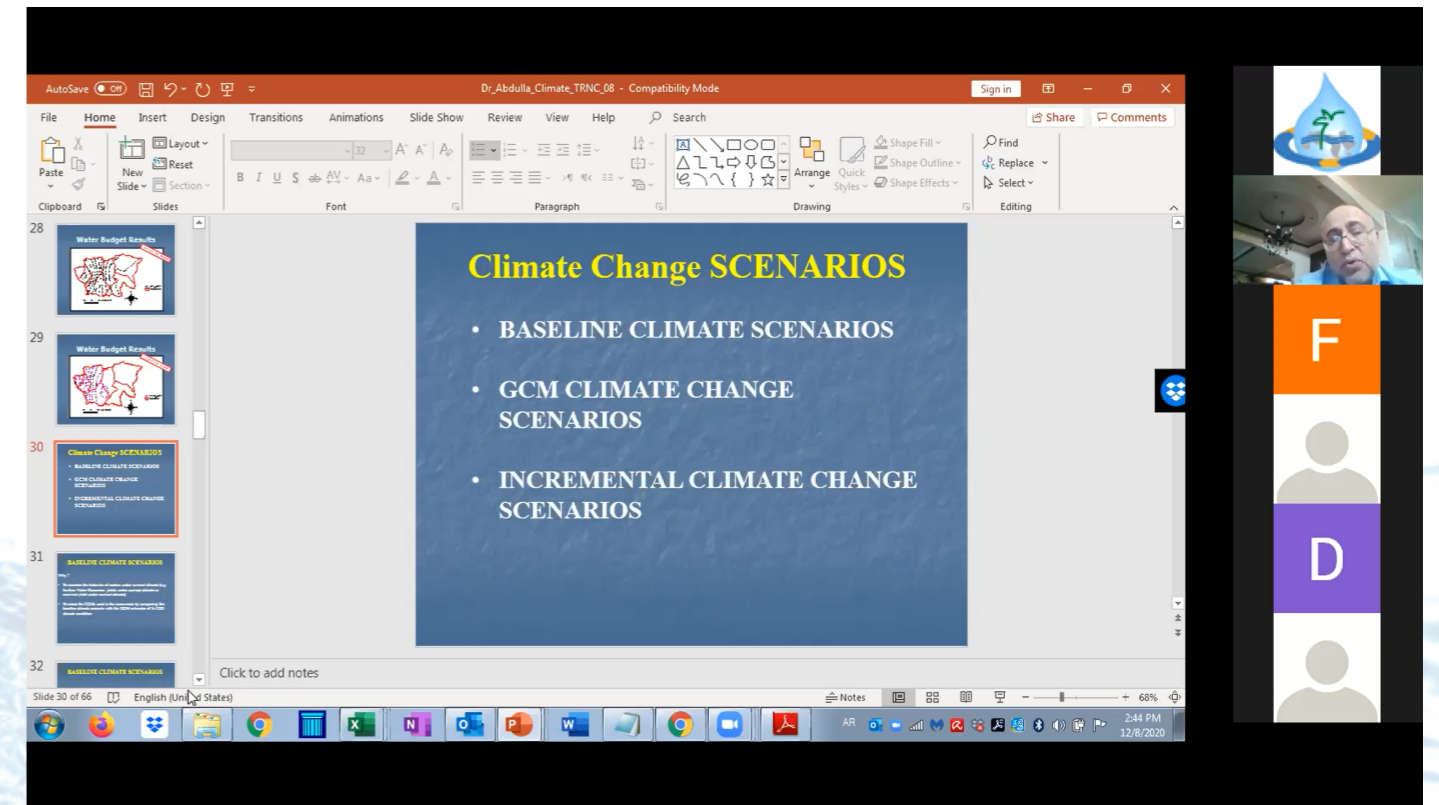
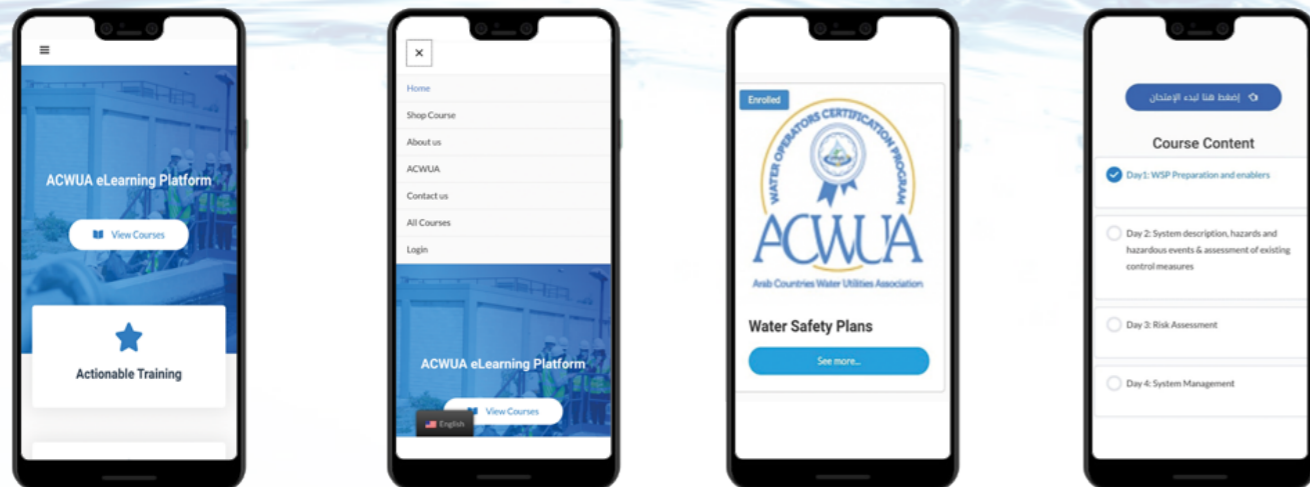
WWW.ACWUALEARNINGPLATFORM.ORG

ACWUA HAS DEVELOPED ITS TRAINING SERVICES TO UPPER LEVEL, BY CREATING THE ACWUA EDUCATIONAL PLATFORM AND DEVELOPING THE TRAINING MATERIALS INTO ELECTRONIC MATERIALS AND ENHANCING THEM WITH EXPLANATORY VIDEOS AND 3D ANIMATIONS. IT AIMS TO ACHIEVE A COMMON INTEREST BY EXPANDING THE DEPLOYMENT OF TRAINING WHILE SAVING TIME AND EFFORT FOR THE RECIPIENT.

ONLINE-TR#1 CLIMATE CHANGE

THIS PROGRAM WAS CONDUCTED ONLINE THROUGH ACWUA PLATFORM FROM 30 | NOV - 10 | DEC 2020 THIS PROGRAM WAS DELIVERED TO 30 IRAQI PARTECEPENTS.

IN DECEMBER 2020, THE FIRST VIRTUAL TRAINING COURSE WAS "CLIMATE CHANGE VULNERABILITY ASSESSMENT, ADAPTATION AND MITIGATION" AS PART OF THE PROJECT "CAPACITY- BUILDING FOR IRAQI TECHNICAL STAFF ON SHIFTING WASH TOWARDS CLIMATE- RESILIENT PROGRAMMING". THIRTY PARTICIPANTS FROM IRAQI UTILITIES ATTENDED THIS TRAINING. THE TRAINING WAS SUCCESSFUL AT THE HIGHEST LEVEL, AND MET DONOR SATISFACTION.



CLIMATE CHANGE ONLINE COURSE - DELIVERED TO 30 IRAQI PARTECEPENTS

ACWUA WATER GOVERNANCE MANAGEMENT TOOLS

ACWUA HAS CONDUCTED A DEEP TRAINING NEED ANALYSIS RELATED TO WATER AND WASTEWATER SECTOR, IN WHICH TYPES, LEVELS AND NUMBERS TRAINED MANPOWER IN WATER AND WASTEWATER SECTOR, IS REQUIRED.

ACWUA DEVELOPED DURING 2020 NON-CERTIFIED PROGRAMS IN COOPERATION WITH ITS POOL OF EXPERTS AND MEMBERS.

UNCERTIFIED COURSES PROGRAM



FACE TO FACE TRAINING

FACE- TO- FACE TRAINING CONTINUES AS ACWUA HAS TRAINED 82 TRAINEES DURING THE YEAR UNDER THE WATER MANAGEMENT INITIATIVE PROJECT.

THE UTILITIES THAT HAVE BENEFITED FROM THESE TRAINING PROGRAMS ARE: AQABA WATER COMPANY, MIYAHUNA AND WATER AUTHORITY OF JORDAN. THE CERTIFIED TRAINING COURSES IMPLEMENTED UNDER THE WATER MANAGEMENT INITIATIVE PROJECT AS THE FOLLOWS:

TR#1 OPERATOR TWO- WASTEWATER COLLECTION

THIS PROGRAM WAS CONDUCTED IN JORDAN FROM 11 - 19 | AUG | 2020 THIS PROGRAM WAS DELIVERED TO 15 EMPLOYEES OF AQABA WATER COMPANY.



TR#2 OPERATOR TWO- WATER TREATMENT PLANT

THIS PROGRAM WAS CONDUCTED IN JORDAN FROM 11 - 20 | AUG | 2020 THIS PROGRAM WAS DELIVERED TO 15 EMPLOYEES OF MIYAHUNA - JORDAN.



TR#3 OPERATOR TWO- WATER TREATMENT PLANT

THIS PROGRAM WAS CONDUCTED IN JORDAN FROM 11 - 20 | AUG | 2020 THIS PROGRAM WAS DELIVERED TO 10 EMPLOYEES OF WATER AUTHORITY OF JORDAN.



TR#4 OPERATOR ONE- WATER DISTRIBUTION

THIS PROGRAM WAS CONDUCTED IN JORDAN FROM 26 | AUG - 3 | SEP 2020 THIS PROGRAM WAS DELIVERED TO 15 EMPLOYEES OF AQABA WATER COMPANY.



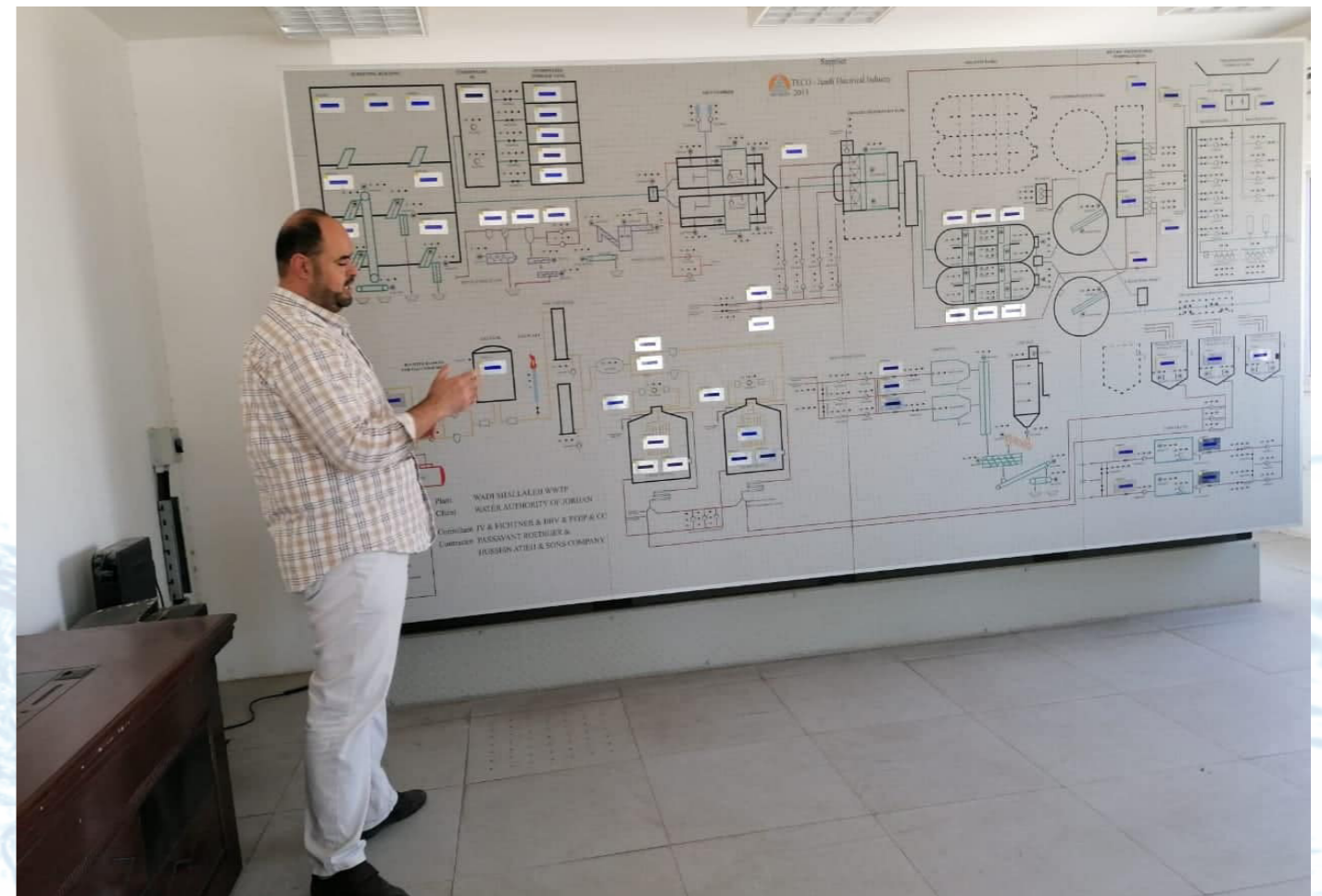
TR#5 OPERATOR ONE - WASTEWATER TREATMENT PLANT

THIS PROGRAM WAS CONDUCTED IN JORDAN FROM 31 | AUG - 9 | SEP 2020 THIS PROGRAM WAS DELIVERED TO 17 EMPLOYEES OF AQABA WATER COMPANY.



TR#6 OPERATOR ONE- WATER DISTRIBUTION

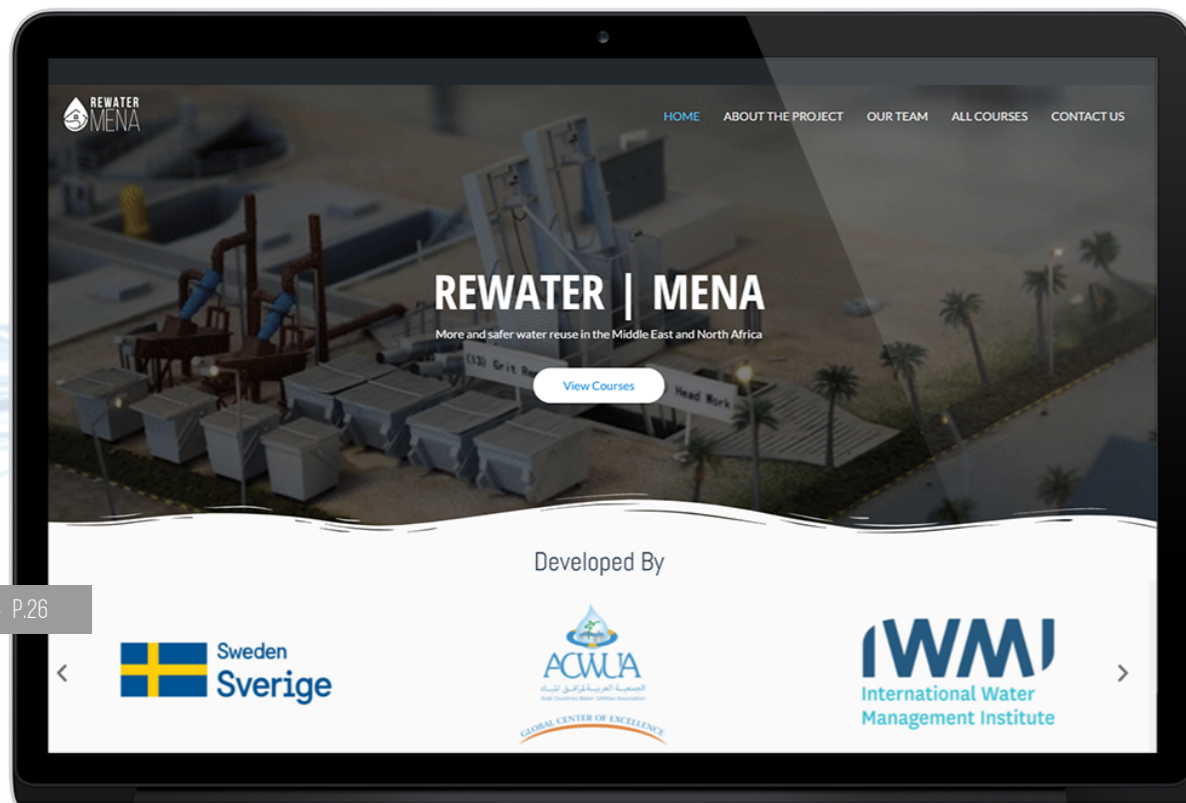
THIS PROGRAM WAS CONDUCTED IN JORDAN FROM 2 - 10 | SEP 2020 THIS PROGRAM WAS DELIVERED TO 10 EMPLOYEES OF WAJ & MIYAHUNA - JORDAN.



2020

PROJECTS

2020 NEWSLETTER



PROJECTS LIST

PR#1 MIYAHCON PROJECT.

THE SYSTEM USES GIS DATA OF CUSTOMERS AND ASSETS AS WELL AS USER-DEFINED LOCATIONS TO ALLOW FOR PINPOINTING LOCATIONS WHERE WORK IS NEEDED WITH DETAILS AND PHOTOGRAPHS, AND TO FOLLOW-UP ON WORK IMPLEMENTATION. WORK IS THEN ASSIGNED TO TEAMS FROM THE CENTRAL CONTROL CENTER USING THE MOBILE APP. TEAMS THEN CAN PROCEED TO LOCATION AND FILL A JOB-SPECIFIC WORK-ORDER DETAIL SHEET, AS WELL AS UPLOADING PHOTOS SHOWING THE RESULTS OF THE FINISHED WORK.

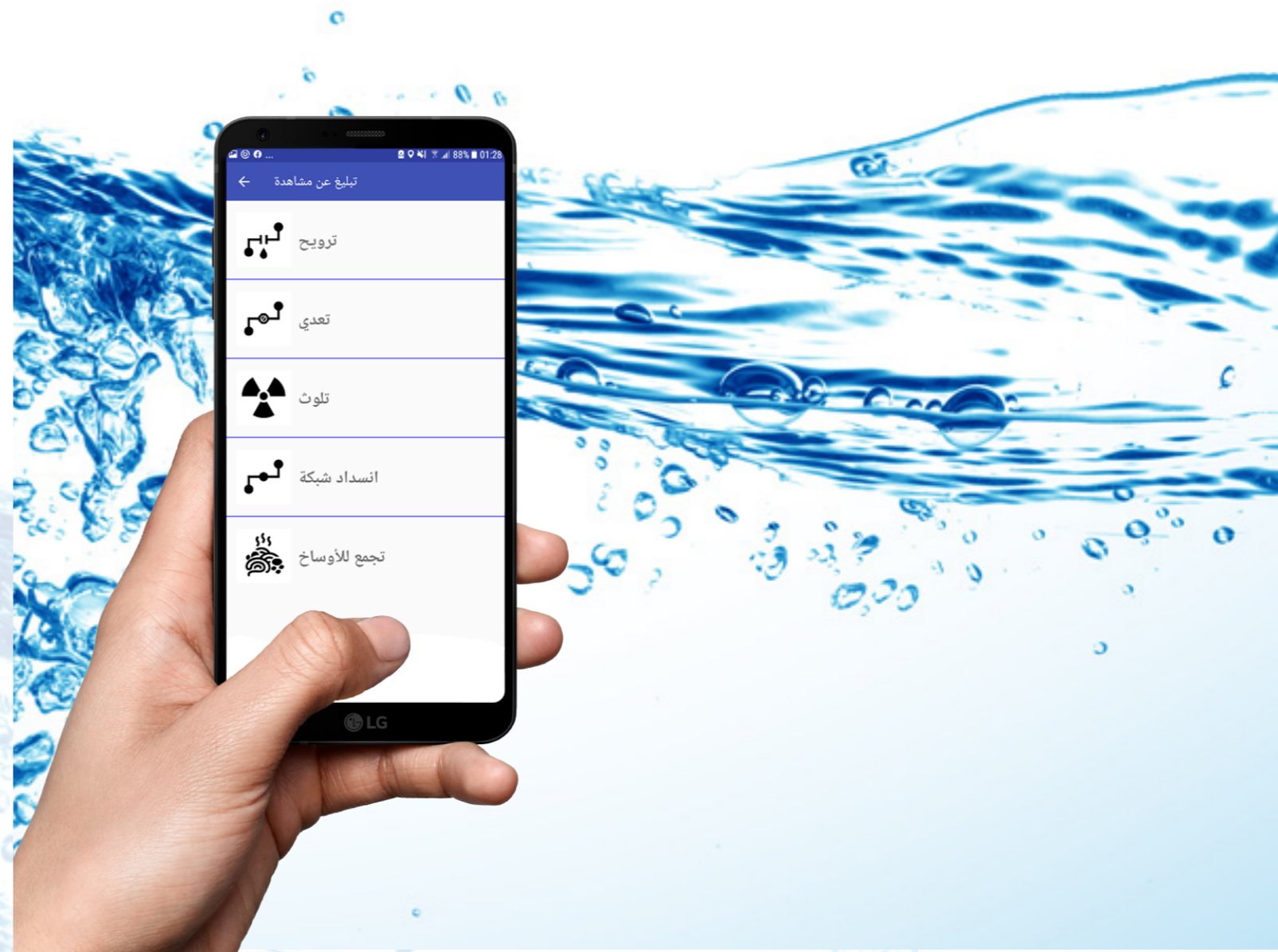
PR#2 REWATER MENA PROJECT.

ACWUA HAS DEVELOPED TRAINING MATERIALS FROM PARTNER COUNTRIES ON INNOVATIVE REUSE TECHNOLOGIES, ECONOMIC MODELS FOR REUSE PROJECTS, REUSE SAFETY PLANS, REUSE GOVERNANCE, PUBLIC ACCEPTANCE AND GENDER INTEGRATION IN REUSE INTERVENTIONS.

PR#3 PERFORMANCE BASED CONTRACT FOR SEWERAGE REVENUE IMPROVEMENT IN IRBID GOVERNORATE PROJECT.

ACWUA AND THE JOINT VENTURE WITH ARABTECH JARDANEH (AJ) HAVE FINALIZED PERFORMANCE BASED CONTRACT FOR SEWERAGE REVENUE IMPROVEMENT IN IRBID GOVERNORATE PROJECT. THIS PROJECT AIMS TO IMPROVE SEWER SYSTEM REVENUE THROUGH THE IMPROVEMENT OF THE OPERATIONAL DEFICIT OF YARMOUK WATER COMPANY (YWC) WHICH HAS RAPIDLY INCREASED AND ACCORDINGLY RESULTED IN A CRITICAL ECONOMIC SITUATION.

PR#1 MIYAHCON PROJECT



MIYAHCON SMART WORKFORCE MANAGEMENT SYSTEM (SWMS): USING INFORMATION TECHNOLOGY TO INSTALL WATER O&M GOOD PRACTICES.

THE EU MADAD MIYAHCON PROJECT HAS INSTALLED A WORKFORCE MANAGEMENT SYSTEM AT THELEBANESE WATER ESTABLISHMENT (WE) THAT USES DESKTOP AND MOBILE APPS TO MANAGE OPERATIONS AND MAINTENANCE IN THE MIYAHCON PILOT AREAS AND BEYOND.



THE SYSTEM USES GIS DATA OF CUSTOMERS AND ASSETS AS WELL AS USER-DEFINED LOCATIONS TO ALLOW FOR PINPOINTING LOCATIONS WHERE WORK IS NEEDED WITH DETAILS AND PHOTOGRAPHS, AND TO FOLLOW-UP ON WORK IMPLEMENTATION. WORK IS THEN ASSIGNED TO TEAMS FROM THE CENTRAL CONTROL CENTER USING THE MOBILE APP. TEAMS THEN CAN PROCEED TO LOCATION AND FILL A JOB-SPECIFIC WORK-ORDER DETAIL SHEET, AS WELL AS UPLOADING PHOTOS SHOWING THE RESULTS OF THE FINISHED WORK. THE SYSTEM ALLOWS MANAGEMENT TO OBSERVE THE SITUATION

ON THE GROUND FROM AN UPDATED MAP THAT PINS LOCATIONS OF JOBS BASED ON THEIR STATUS. THE MANAGEMENT CAN CHOOSE ANY LOCATION AND REVIEW THE DETAILS OF REQUESTS AND WORK ORDERS IN DOCUMENT VIEW. SUMMARY REPORTS CAN ALSO BE GENERATED AT ANY TIMES SHOWING THE NUMBER OF EACH WORK TYPE AND PERFORMANCE INDICATORS SUCH AS THE AVERAGE RESPONSE TIME.



MIYAHCON SWMS WAS DEVELOPED WITH THE CONSIDERATION OF THE NEEDS OF LEBANESE WE WHERE STORAGE IS NOT CLOUD-BASED AND A UNIFIED CODING SYSTEM CAN BE IMPLEMENTED TO INTEGRATE WITH OTHER WE SYSTEMS IN THE FUTURE. MOREOVER, SWMS ALLOWS FOR COLLECTING GROUND ASSETS AT ANY TIME FROM ANY MOBILE APP TO HELP COMPLETE THE MISSING GIS DATA, AS WELL AS SENDING COMMENTS ON ERRORS ENCOUNTERED IN THE FIELD, WHEN WORKING WITH THESE ASSETS SUCH AS INCORRECT SERIAL NUMBERS, SIZES, OR LOCATIONS. MOREOVER, THE SYSTEM COMES WITH PREPARED TEMPLATES FOR INSPECTION AND MAINTENANCE DEPENDING ON THE ASSET AND WORK

TYPE AND GENERATES NEW REQUESTS AUTOMATICALLY BASED ON THE ISSUES SPECIFIED DURING WORK IMPLEMENTATION. THIS MAKES SWMS SIMPLE TO ADOPT AND WORKS TO REDUCE HURDLES OFTEN FACED BY WATER ESTABLISHMENTS.



THE MIYAHCON SWMS IS THEREFORE ON ITS WAY TO HELP THE WE TO ORGANIZE WORK PROCESSES, FOLLOW WORK PROCEDURES, CAPTURE WORK DATA, AND REMOTELY MANAGE THE WORKFORCE IN THE PILOT AREAS AND BEYOND. BEYOND FUNCTIONALITY, SWMS ALSO GIVES THE WES AND OTHER STAKEHOLDERS A PRACTICAL APPROACH AND AN AWARENESS OF WHAT CAN BE BUILT UPON IN THE FUTURE FOR UTILIZING GIS AND OPERATIONAL DATA IN WATER OPERATIONS. THE SYSTEM WILL BE MORE ACCESSIBLE FOR THE WES WITH FURTHER USER TRAINING, AS WELL AS ASSISTANCE IN SETTING UP SYSTEM ADMINISTRATION. ACWUA WILL SUPPLY THE WES WITH A USER MANUAL TO COVER THE FUNCTIONALITY OF THE SYSTEM FROM THE BUSINESS SIDE, AND WILL WORK WITH THE WES TO INTRODUCE AND EXPLAIN THE MANUAL IN A LIVE SESSION OR MORE AS

NEEDED. DURING THIS YEAR, ONLINE TRAINING WAS CONDUCTED IN BWE AND NLWE. THIS TRAINING WILL BE MOSTLY DIRECTED AT FIRST-TIME TRAINEES OF THE SYSTEM INCLUDING FUNCTIONAL STAFF WHO WILL USE THE SYSTEM AT THE WE ALONGSIDE THE PROJECT'S SECONDED SPECIALISTS WHO HAD BEEN OFFERED AN ONLINE TRAINING HELD IN MAY 2020 ALONGSIDE THE HYDRAULIC TRAINING.

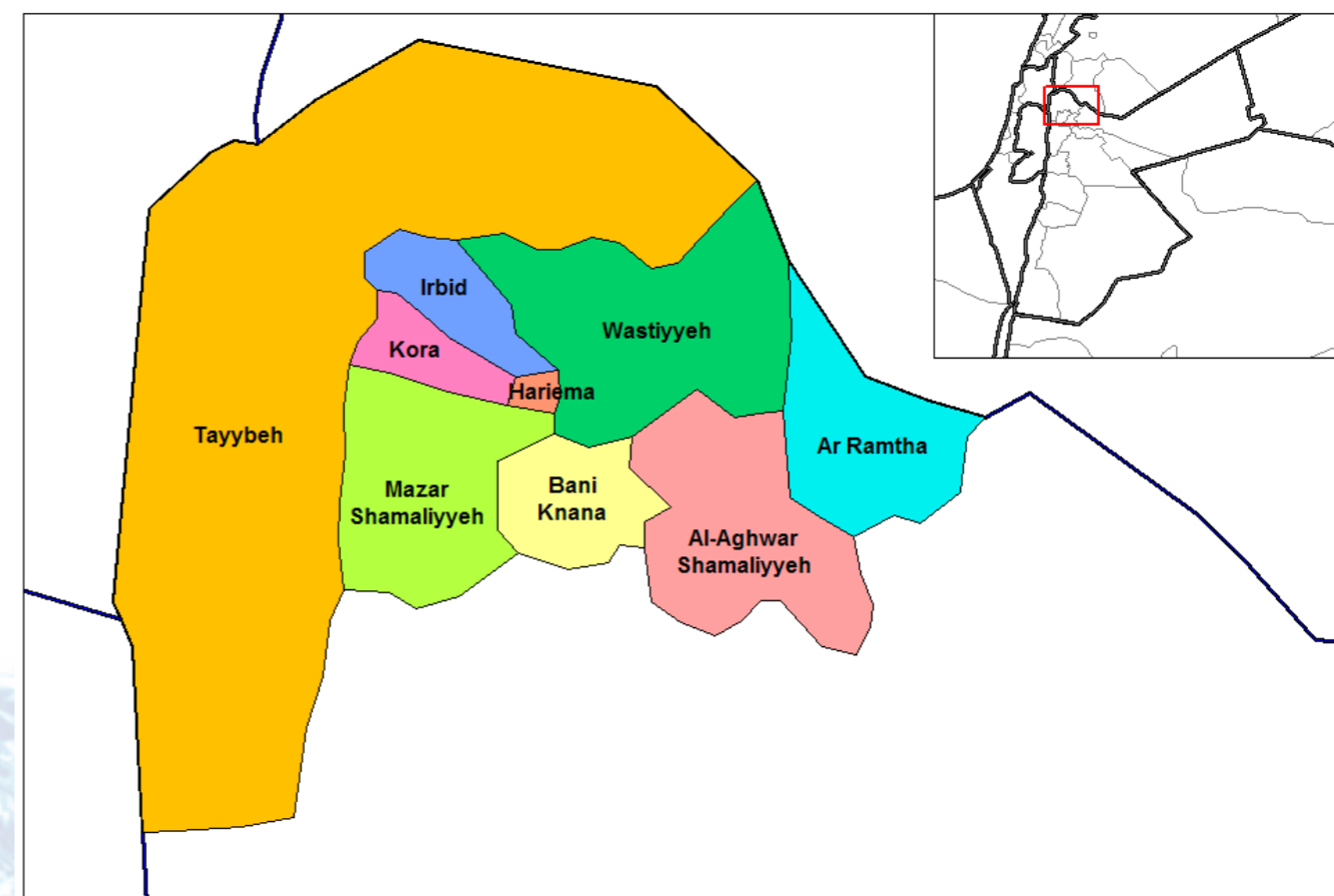


AFTER THE TRAINING, ACWUA WILL WORK WITH THE WES THROUGH REAL WORLD APPLICATION OF SWMS, AND WILL PARTNER WITH THE PROJECT THROUGH PARTNERS AND CONTRACTORS TO HELP UTILIZE SWMS DURING FIELD TRAINING ACTIVITIES FOR MAINTENANCE, LEAK DETECTION AND REPAIR, METER INSPECTION AND REPAIR, ILLEGAL USE REPORTING AND OTHER PROJECT ACTIVITIES. ACWUA WILL ALSO ATTEMPT TO MAINTAIN ACCESS TO THE WE ENVIRONMENTS DURING THE REMAINING PROJECT DURATION TO PROVIDE MONITORING AND SUPPORT OF ISSUES FROM THE BUSINESS AND IT SIDES.

PR#2

PERFORMANCE BASED CONTRACT FOR SEWERAGE REVENUE IMPROVEMENT IN IRBID GOVERNORATE PROJECT.

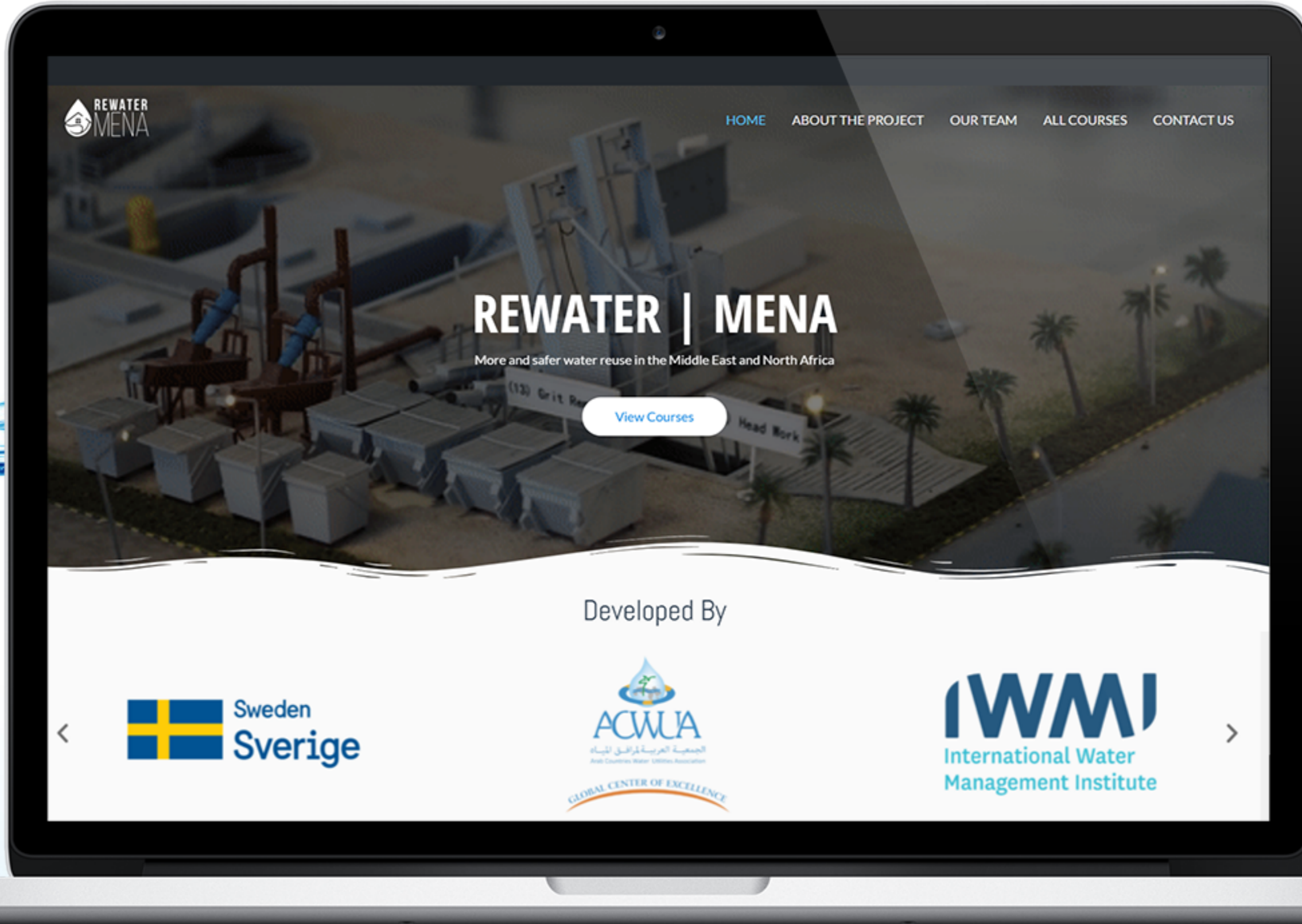
ACWUA AND THE JOINT VENTURE WITH ARABTECH JARDANEH (AJ) HAVE FINALIZED PERFORMANCE BASED CONTRACT FOR SEWERAGE REVENUE IMPROVEMENT IN IRBID GOVERNORATE PROJECT. THIS PROJECT AIMS TO IMPROVE SEWER SYSTEM REVENUE THROUGH THE IMPROVEMENT OF THE OPERATIONAL DEFICIT OF YARMOUK WATER COMPANY (YWC) WHICH HAS RAPIDLY INCREASED AND ACCORDINGLY RESULTED IN A CRITICAL ECONOMIC SITUATION, WHERE THE CONTRACTOR WAS ASSIGNED TO COLLECT ALL OUTSTANDING FEES AND CHARGES AND IMPROVE THE REGULAR REVENUE COLLECTION FROM SEWER CUSTOMERS BY ESTABLISHING A STABLE ENVIRONMENT AND COMPUTER-AIDED TOOLS FOR A SUSTAINABLE SEWER CUSTOMER MANAGEMENT. THE ACHIEVEMENT OF THIS PROJECT WAS COLLECTING MORE THAN 2.0 MJD AS AN ADDITIONAL REVENUE COMPARED WITH THE PROJECT TARGET OF 1.8 MJD. IN ADDITION,



ACWUA AND AJ MANAGED TO EXCEED THE ADDITIONAL REVENUE TARGET OF 1.8 MJD TO ACHIEVE 5.7 MJD PLUS ADDITIONAL INCOME FROM CUSTOMER CYCLE CHARGES AND ANNUAL AGREEMENTS FOR NON-WATER CUSTOMERS CONNECTED TO THE SEWER NETWORK.

PR#3

REWATER MENA PROJECT





ACWUA, AS A PARTNER IN REWATER MENA PROJECT, IS WORKING ON STRENGTHENING THE CAPACITIES OF STAKEHOLDERS IN THE MENA REGION IN THE FIELD OF SAFE USE OF WASTEWATER. THEREFORE, ACWUA HAS DEVELOPED TRAINING MATERIALS FROM PARTNER COUNTRIES ON INNOVATIVE REUSE TECHNOLOGIES, ECONOMIC MODELS FOR REUSE PROJECTS, REUSE SAFETY PLANS, REUSE GOVERNANCE, PUBLIC ACCEPTANCE AND GENDER INTEGRATION IN REUSE INTERVENTIONS.

MOREOVER, AND WITH THE AIM OF EXPANDING THE WATER REUSE CONCEPT IN THE REGION, ACWUA HAS DEVELOPED A PLATFORM FOR REACHING THE MAXIMUM NUMBER OF BENEFICIARIES IN THE MENA REGION. WITHIN THIS PLATFORM, ACWUA HAS CREATED MANY VIDEOS AND ANIMATIONS TO IMPLEMENT AN INTERACTIVE TRAINING.



ECONOMIC FEASIBILITY OF WASTEWATER



GENDER & ACCEPTANCE



WASTEWATER REUSE TECHNOLOGIES



GOVERNANCE & REUSE PLANS



“THIS PROJECT CAN GIVE NEW LIFE FOR EVERYONE AND VULNERABLE COMMUNITIES”.

DR AMGAD ELMAHDI
HEAD OF IWMI'S MENA OFFICE

ACWUA'S PARTICIPATION IN REGIONAL AND INTERNATIONAL EVENTS

2020 NEWSLETTER



1. ON THE OCCASION OF THE WORLD FUTURE ENERGY SUMMIT (WFES) 2020 IN ABU DHABI, UAE, THE GLOBAL WATER OPERATORS' PARTNERSHIPS ALLIANCE (GWOPA) OF UN-HABITAT, ACWUA PARTICIPATED IN THE 2ND GWOPA EXPERT GROUP MEETING (EGM) ON WATER UTILITIES IN WATER SCARCE CITIES THAT WE ORGANIZED ON THE 14TH OF JANUARY 2020 WITH THE SUPPORT OF ABU DHABI DEPARTMENT OF ENERGY. THE MAIN OBJECTIVE OF THIS EGM IS TO FORMULATE EXPERT AND PEER-TO-PEER RECOMMENDATIONS FOR URBAN WATER UTILITIES IN WATER SCARCE CITIES IN ARID REGIONS, IN LINE WITH THE SDGS AND THE NEW URBAN AGENDA LED BY UN-HABITAT, TO BE PRESENTED AT THE 10TH WORLD URBAN FORUM IN 2020 IN ABU DHABI. ALSO, THIS MEETING SERVED TO IDENTIFY KNOWLEDGEABLE MENTOR AND MENTEE WATER UTILITIES TO ENGAGE AT A LATER STAGE IN WATER OPERATORS' PARTNERSHIPS THEMED AROUND WATER SCARCITY, ENERGY EFFICIENCY AND RESILIENCE TO CLIMATE CHANGE. WATER UTILITIES, GOVERNMENTAL ADMINISTRATIONS IN CHARGE OF WATER AND ENERGY AND KNOWLEDGE INSTITUTIONS FROM COUNTRIES IN THE MENA REGION AND FROM OTHER COUNTRIES IN ARID REGIONS ARE INVITED TO THIS EGM.



2. ACCWUA HAS PARTICIPATED IN THE WORKSHOP "WATER INNOVATION TECHNOLOGIES", IN AMMAN, JORDAN ON 23RD OF FEBRUARY 2020 ORGANIZED BY MERCY CORPS. THE WORKSHOP AIMED TO BRING TOGETHER SCIENTISTS, POLICYMAKERS, URBAN DESIGNERS AND OTHER STAKEHOLDERS TO DISCUSS THE CHALLENGES AND PROBLEMS IN COVERING WATER ISSUES IN THE MEDIA.



3. IN COOPERATION WITH THE UNION FOR THE MEDITERRANEAN (UFM), IME HAS ORGANIZED THE 2NDBRAINSTORMING VIDEOCONFERENCE MEETING ON 27TH OF APRIL 2020. THIS VIRTUAL EXCHANGE MEETING AIMED TO BRING HIGH LEVEL PERSONALITIES FROM THE EASTERN MEDITERRANEAN COUNTRIES IN CHARGE OF WATER ISSUES SUCH AS DECISION MAKERS, OPERATORS AND LOCAL AUTHORITIES (CYPRUS, EGYPT, GREECE, JORDAN, LEBANON, MALTA, PALESTINE, SPAIN, AND TURKEY).



Union for the Mediterranean
Union pour la Méditerranée
الإتحاد من أجل المتوسط

4. ICESCO (SECTORS OF SCIENCES AND TECHNOLOGY AND HUMAN AND SOCIAL SCIENCES) IN COLLABORATION WITH OFFICE NATIONAL DE L'ÉLECTRICITÉ ET DE L'EAU POTABLE (ONEE) IN THE KINGDOM OF MOROCCO AND THE EXECUTIVE SECRETARIAT OF THE 9TH WORLD WATER FORUM ORGANIZED A VIRTUAL MEETING ON THE 27TH OF JULY 2020 ON WATER SECURITY FOR PEACE AND DEVELOPMENT IN THE ISLAMIC WORLD, WHICH IS PREPARING THE NEXT DAKAR 2021, 9TH WORLD WATER FORUM. THE MEETING MAIN GOAL IS TO ENSURE A WIDE AND ACTIVE PARTICIPATION OF THE ISLAMIC WORLD INSTITUTIONS AND ORGANIZATIONS IN THE 9TH WORLD WATER FORUM AND BEYOND AND INITIATE DISCUSSIONS ON ITS KEY THEMES



5. ACWUA PARTICIPATED IN THE 12TH MEETING OF THE ARAB MINISTERIAL WATER COUNCIL, WHERE THE MEETING COMPRISED MINISTERIAL AND TECHNICAL MEETINGS FOR THE HOUSING, ENVIRONMENT AND WATER RESOURCES TECHNICAL ADVISORY COMMITTEE. THIS MEETING WAS CONVENED BY THE WATER LEAGUE OF ARAB STATES, THE ECONOMIC SECTOR - DEPARTMENT OF ENVIRONMENT, HELD VIRTUALLY BETWEEN 22ND TO 25TH OF NOVEMBER 2020.



COVID-19 PANDEMIC





THE YEAR OF 2020 HAD BEEN HEAVILY DEFINED BY THE COVID-19 PANDEMIC, WHICH LED TO GLOBAL SOCIAL AND ECONOMIC DISRUPTION, MASS CANCELLATIONS AND POSTPONEMENTS OF EVENTS, WORLDWIDE LOCKDOWNS AND THE LARGEST ECONOMIC RECESSION. ACWUA, LIKE OTHER SIMILAR INSTITUTIONS, HAS SUFFERED FROM THE CURRENT CONDITIONS, ESPECIALLY IN THE TRAINING AND CAPACITY- BUILDING SECTOR. TO MAINTAIN THE CONTINUITY AND SUSTAINABILITY OF WORK, ACWUA HAS LAUNCHED AN EDUCATIONAL PLATFORM IN THE LAST QUARTER OF 2020, WITH THE AIM OF HOLDING VIRTUAL TRAINING COURSES FOR VARIOUS BENEFICIARIES.

THE ACCELERATED DEVELOPMENT THAT TOOK PLACE DURING COVID-19 PANDEMIC HAS CONTRIBUTED TO THE CREATION OF A RADICAL CHANGE IN THE BUSINESS MAP AT THE GLOBAL LEVEL IN GENERAL AND AT THE GOVERNMENTAL LEVEL IN PARTICULAR. GOVERNMENTS AND INTERNATIONAL ORGANIZATIONS REQUIRED CITIZENS ALL OVER THE WORLD TO ADHERE TO SOCIAL DISTANCING DURING THE FIRST MONTHS OF THE OUTBREAK OF COVID-19 PANDEMIC, IN ADDITION TO IMPOSING A NUMBER OF PRE-CAUTIONARY MEASURES, INCLUDING THOSE THAT HAVE INFLUENCED THE WORKING PLACES, IN ORDER TO COMBAT THE SPREAD OF THE DISEASE.

DURING THIS CRISIS, THE WORLD BUSINESS HAS BEEN SERIOUSLY AFFECTED. THEREFORE, ALL ACWUA MEMBERS, INCLUDING UTILITIES, PRIVATE SECTOR AND BUSINESS OWNERS, HAVE TO PLAY THEIR ROLE IN PROTECTING THEIR EMPLOYEES, WORKERS AND THEIR FAMILIES, AND THE COMMUNITY IN LARGE.

IN ADDITION, THE CRISIS HAS CREATED A NEW AWARENESS AND A NEW CULTURE IN THE MARKET, WHICH HAS CHANGED THE WAY BUSINESS IS CARRIED OUT. THIS INCLUDES HOLDING REMOTE MEETINGS THROUGH THE MODERN MEANS OF COMMUNICATION WHICH ALLOW HOLDING VIRTUAL CONFERENCES BETWEEN EMPLOYERS AND EMPLOYEES, THROUGH AN ELECTRONIC BUSINESS ENVIRONMENT, WHICH ALLOWS TASKS TO BE PERFORMED WITHOUT THE NEED TO COME TO THE WORK PLACE AT THE SAME TIME IT FACILITATE THE COMMUNICATE WITH ACWUA MEMBERS ON DIFFERENT PARTS OF THE WORLD.

DURING COVID-19 PANDEMIC, THE ARAB COUNTRIES WATER UTILITIES ASSOCIATION (ACWUA) CONTACTED ITS MEMBERS AND STUDIED THE WORK PROTOCOLS. A TRAINING PLATFORM WAS ALSO ESTABLISHED, AS A RESULT OF THE DIRECT IMPACT ON THE TRAINING AND THE WORK SUSTAINABILITY, WHERE A TRAINING PROGRAM WAS IMPLEMENTED IN IRAQ, AND IS GOING TO BE IMPLEMENTED LATER ON IN SEVERAL COUNTRIES.



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ESCWA'S STUDY FOR THE IMPACT OF COVID-19 ON THE WATER SCARCE ARAB REGION

A NEW POLICY BRIEF HIGHLIGHTING THE IMPACT OF THE COVID-19 PANDEMIC ON THE WATER-SCARCE ARAB REGION HAS BEEN RELEASED BY THE UNITED NATIONS ECONOMIC AND SOCIAL COMMISSION FOR WESTERN ASIA (ESCWA). WHILE IT HAS BEEN AGREED WORLDWIDE THAT HANDWASHING WITH SOAP AND WATER IS THE BEST PREVENTION AGAINST COVID-19 CONTAGION, THIS SIMPLE ACT PROVES TO BE DIFFICULT IN THE WATER-SCARCE ARAB REGION. COVID-19 SERVES



AS A REMINDER OF THE CRITICAL IMPORTANCE OF WATER AND SANITATION SERVICES, AND SHOULD ENCOURAGE GOVERNMENTS TO PRIORITIZE THE AVAILABILITY AND SUSTAINABLE MANAGEMENT OF WATER AND SANITATION FOR ALL, AS STIPULATED IN GOAL 6 OF THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT AND THE HUMAN RIGHTS TO WATER AND SANITATION. THIS POLICY BRIEF IS PART OF A SERIES OF IMPACT ASSESSMENTS OF COVID-19 UNDERTAKEN BY ESCWA TO SUPPORT ARAB GOVERNMENTS IN JOINING EFFORTS TO MITIGATE THE EFFECTS OF THE PANDEMIC.

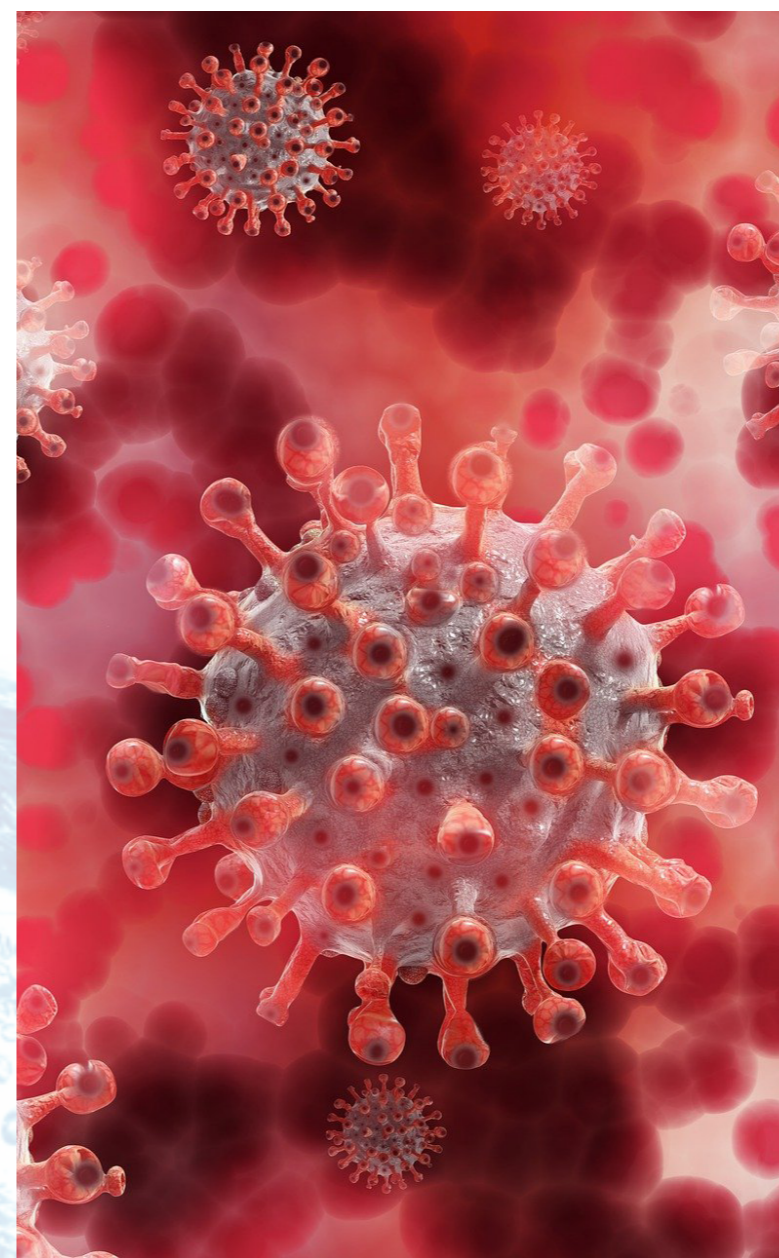
THE POLICY BRIEF IS AVAILABLE IN ENGLISH AT : [HTTPS://WWW.UNESCWA.ORG/SITES/WWW.UNESCWA.ORG/FILES/20-00150_COVID-19_WATER-SCARCITY-EN.PDF](https://www.unescwa.org/sites/www.unescwa.org/files/20-00150_COVID-19_WATER-SCARCITY-EN.PDF) AND IN ARABIC AT : [HTTPS://WWW.UNESCWA.ORG/SITES/WWW.UNESCWA.ORG/FILES/20-00149_PB5_WA-TER-SCARCITY-AR_1.PDF](https://www.unescwa.org/sites/www.unescwa.org/files/20-00149_PB5_WA-TER-SCARCITY-AR_1.PDF)



2019 STATUS REPORT ON THE IMPLEMENTATION OF INTEGRATED WATER RESOURCES MANAGEMENT IN THE ARAB REGION

THE SDG 6.5.1 IWRM BASELINE STATUS REPORT FOR THE ARAB REGION HAS BEEN ISSUED EARLIER THIS YEAR. THE REPORT FINDS THAT NATIONAL EFFORTS SUPPORTED BY BILATERAL, SUBREGIONAL, AND REGIONAL COOPERATION INITIATIVES OVER THE YEARS HAVE HELPED ARAB COUNTRIES IMPLEMENT SOME ELEMENTS IWRM. MOST, HOWEVER, NEED TO SET TARGETS IN LINE WITH NATIONAL PRIORITIES AND CAPACITIES TO ENCOURAGE ACTION ON THE GROUND AND FURTHER PROGRESS. IT IS HOPED THAT THE REPORT FINDINGS WILL BE USED AS AN IMPORTANT SOURCE OF INFORMATION TO FOSTER REGIONAL DIALOGUE AND ACTION TO ACCELERATE IWRM IMPLEMENTATION. THE REPORT IS A RESULT OF COLLABORATION BETWEEN ESCWA AND UNEP, WITH SUPPORT FROM THE UNEP-DHI CENTRE ON WATER AND ENVIRONMENT. IT WOULD NOT HAVE BEEN POSSIBLE WITHOUT THE EFFORTS AND CONTRIBUTIONS GOVERNMENT OFFICIALS AND OTHER STAKEHOLDERS FROM 19 ARAB COUNTRIES IN REPORTING ON SDG INDICATOR 6.5.1 IN 2017/18.

THE REPORT IS AVAILABLE AT THE FOLLOWING LINK: <https://www.unescwa.org/publications/implementation-integrated-water-resources-management-arab-countries>



ACWUA'S MEMBERS & PARTNERS ADVERTISEMENTS

2020 NEWSLETTER



PARTNERS



A GLOBAL FIRST FOR NIVUS GMBH

THE RADAR SURFACE VELOCITY FLOW MEASUREMENT SYSTEM OF THE MANUFACTURER RECEIVES MCERT'S ACCREDITATION

THE NIVUS SURFACE VELOCITY RADAR DOPPLER TECHNOLOGY FLOW MEASUREMENT SYSTEM HAS RECENTLY BEEN AWARDED MCERT'S ACCREDITATION. THE NIVUFLOW 550 FLOW MEASUREMENT SYSTEM WHICH COMBINES RADAR SURFACE VELOCITY AND ULTRASONIC WATER LEVEL SENSORS HAS UNDERGONE EXTENSIVE IN-HOUSE, FIELD AND INDEPENDENT UNIVERSITY LABORATORY TESTING TO ENSURE COMPLIANCE WITH THE SIRA/CSA STANDARDS.

WITH MULTI-SENSOR AND MULTI-CHANNEL MEASUREMENT CAPABILITY, THE CERTIFIED NIVUFLOW 550 PROVIDES CONTACTLESS FLOW MEASUREMENT IN BOTH OPEN CHANNEL AND PART-FILLED PIPE APPLICATIONS. BY MEASURING BOTH THE SURFACE VELOCITY AND WATER LEVEL VARIABLES AND COMBINING THE RESULTS WITH THE NEWLY DEVELOPED NIVUS DYNAMIC HYDRAULIC MODEL, THE NIVUFLOW 550 PROVIDES HIGH ACCURACY REAL TIME FLOW MEASUREMENT RESULTS ACROSS A WIDE RANGE OF WASTE WATER AND CLEAN WATER APPLICATIONS, CHANNEL SHAPES AND SIZES.

THE FLOW MEASUREMENT SYSTEM SENSORS ARE SUPPLIED WITH AN IP68 PROTECTION RATING AND ARE AVAILABLE FOR USE IN EX ZONE 1 RATED APPLICATIONS. THE CONTACTLESS FLOW MEASUREMENT TECHNOLOGY ENSURES EASE OF INSTALLATION WITHOUT ANY INTERRUPTION TO FLOW OR THE NEED FOR A CHANNEL CLOSURE, AND IS PARTICULARLY SUITABLE FOR FAST FLOWING OR SHALLOW WATER APPLICATIONS OR WHERE AN AGGRESSIVE OR ABRASIVE MEDIUM NEEDS TO BE MEASURED. THE SENSOR DIMENSIONS MAKE IT IDEAL FOR INSTALLATIONS WITHIN CONFINED SPACES AND MEASUREMENT APPLICATIONS WHERE ACCESS MAY BE DIFFICULT.

MCERTS CERTIFIED RADAR FLOW MEASUREMENT SYSTEM WITH NIVUFLOW 550, OFR RADAR FLOW VELOCITY SENSOR AND I3 LEVEL SENSOR

THE NIVUS GROUP IS A LEADING DEVELOPER, MANUFACTURER AND SUPPLIER OF MEASUREMENT INSTRUMENTATION FOR THE WATER INDUSTRY. FOR OVER 50 YEARS NIVUS HAVE BEEN LEADING THE WAY IN MEASUREMENT TECHNOLOGY THROUGH THE CONTINUOUS DEVELOPMENT OF NEW PRODUCTS AND PRACTICE ORIENTED MEASUREMENT SOLUTIONS. BASED IN EPPINGEN, GERMANY, NIVUS OPERATE NINE INTERNATIONAL SUBSIDIARIES AND COLLABORATE WITH OVER 40 DISTRIBUTORS ACROSS THE WORLD.

Contact Person:
NIVUS GmbH
Martin Mueller
Im Taele 2
75031 Eppingen
Germany
+49 (0) 7262 9191-832
martin.mueller@nivus.com



A PARADIGMATIC SHIFT IN GRAY WATER REUSE IN JORDAN

Because Gray water is the least polluted source of wastewater generated from homes and residential buildings, it constitutes an excellent source for on-site treatment and reuse. In the Hashemite Kingdom of Jordan, the use of treated gray water in Jordan is limited to irrigation purposes only.

For the past twenty years our company has designed and installed several large scale Grey Water Treatment systems, but recently, and as a result of our continued Research & Development, we have developed and installed small Grey Water System that complies to the Jordanian Standard:

(JS 1776-2013) [table-2]

Whereas, the treated graywater is reused to flush toilets and is also suitable for sidewalks washing and irrigation.

We also provide cloud connectivity and remote monitoring solutions for all of our systems (wastewater treatment, grey-water treatment, rainwater harvesting).

Remote monitoring leads to lower operation costs and draws immediate attention to the system faults as they occur resulting in optimized system performance.



We have applied the highest sanitary standards in the design, installation and operation of these systems, and have incorporated the following top-notch procedures and technologies in our newly designed systems

- ✓ The use of ultrafiltration technology, which is considered to be one of the safest technologies worldwide.
- ✓ Subsequent sterilization mechanism, despite the fact that the product water from the ultrafiltration doesn't necessarily require disinfection, a subsequent sterilization mechanism is used to ensure the safe reuse.
- ✓ Separation of the water sources, by implementing the Jordanian code and international standards, we have ensured that there is no contact between the sources of fresh water and treated gray water, in addition to avoiding any direct contact between gray water and other wastewater.
- ✓ Remote Monitoring, we have connected the treatment plants to remote monitoring and alarm systems to facilitate operations, maintenance and ensure 24/7 monitoring.

It is estimated that this developed Grey Water System will result in up to 40% saving on the Fresh Water consumption for domestic uses, which meets the national vision in the sustainability of water resources.

In addition to high efficiency, the simple design of the treatment system makes it easy to maintain, decreases the power consumption and requires a very small footprint.





 Tel.: +962 6 4650574 • Fax: +962 6 5693471
 www.wakileh.co • info@wakileh.co



 Global Water Operators' Partnerships Alliance



 FOR A BETTER URBAN FUTURE

The **EU-WOP Programme** has launched a call for proposals for not-for-profit peer partnerships. This is the first step in a four-year Programme, financed by the European Union and implemented by GWOPA UN-Habitat. The Programme will fund between 20 and 30 Water Operators' Partnerships (WOPs) with between USD 250,000 and 450,000, over three years. Eligible partners are encouraged to prepare WOP proposals and apply before the 15th of April 2021.



DOWNLOAD CALL FOR PROPOSALS PACKAGE

ENGLISH

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SUBMIT YOUR PROPOSAL **HERE** BEFORE 15 APRIL 2021
(midnight CET)

What is the EU-WOP Programme?

The EU WOP Programme is a four-year initiative, led by UN-Habitat's Global Water Operators' Partnerships Alliance (GWOPA) and funded by the European Commission DEVCO. Through the programme, between USD 250,000 and 450,000 is available for each of the 20 to 30 Water Operators' Partnerships (WOPs) projects of 36 months' duration.

[MORE](#)



The **EU-WOP Programme** is an initiative led by **UN-Habitat's GWOPA** and funded by the **European Commission DEVCO**. A total of 8.3M USD is available for 20-30 **Water Operators' Partnerships (WOPs)** projects of 36 months' duration.

→ gwopa.org/eu-wops



click here to download the brochures in: [\(English, Spanish, French\)](#).

CLICK BELOW AND REGISTER TO THE UPCOMING WEBINAR (FEBRUARY 4, AT 13.30 CET) WHERE GWOPA WILL PRESENT THE EU-WOP PROGRAMME AND THE GUIDELINES FOR SUBMITTING PROPOSALS.

THE EU-WOP PROGRAMME: WHAT YOU NEED TO KNOW (WORKSHOP AND Q&A)



| @gwopa #EUWOP

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NEWSLETTER

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EMAIL: ACWUA_SECRETARIAT@ACWUA.ORG

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