



Table of Content

Read Inside this issue:

Introduction	<u>2</u>
4th Arab Water Week 2017	<u>3</u>
Achievements	<u>4 - 6</u>
ACWUA's participation in events	<u>7 - 8</u>
ACWUA Training and Certification	<u>9</u>
Completed Projects and Workshops	<u>10 - 11</u>
Current Projects and Workshops	<u>12 - 13</u>
Upcoming Events	<u>14</u>
Flashnews	<u>15</u>
Partners & Supporters	<u>16</u>
About ACWUA—Contact Information	<u>17</u>
ACWUA Board of Directors (2015-2016)	<u>18</u>



الجمعية العربية لمرافق المياه
Arab Countries Water Utilities Association



Water Arabia

Volume 3, Issue 5

DECEMBER 2016

2016 - YEAR OF PRODUCTIVITY

Water Arabia comes back in 2014 to all members, partners and friends with an extensive new edition; rich with its news, proud with its achievements and accomplishments, and promising for forthcoming projects.

A YEAR OF PRODUCTIVITY. Indeed it was!.

Throughout this year, ACWUA has started new projects, established new partnerships, embraced new members and built a more solid ground regionally and globally.

As one of ACWUA resolutions for the new year is to strengthening liaisons with members, enhancing cooperation and services provided; ACWUA has opened a new section in ACWUA website (homepage) for promoting our valued members - www.acwua.org

You are invited to explore this comprehensive edition of ACWUA's **Water Arabia** to gain wider idea about our activities and become more involved in our future events.

ACWUA Secretariat team is pleased to extend their sincere greetings for a happy and prosperous new year to all our members, partners and friends around the word.

Thanks to all members of ACWUA for their continuous support.

Sincerely Yours, **Eng. Khaldon Khashman**

Upcoming Event

4th Arab Water Week
 19-23 March 2017, Dead Sea, Jordan

ACWUA will be hosting the fourth Arab Water Week under the Patronage of the Minister of Water & Irrigation H.E. Dr. Hazem El Naser.

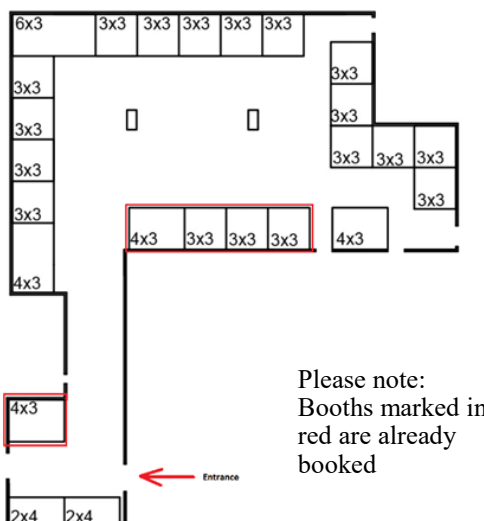
The conference will focus on “*Managing Water Systems within fragile environments in the Arab Region*” and take place from 19-23 March 2017 at the Kempinski Hotel Ishtar at the Dead Sea in Jordan.



Registration fees

ACWUA Member : \$765
 Non-ACWUA Member : \$850

ACWUA Members - Group of 5 and above: \$ 748
 Non-ACWUA Members - Group of 5 and above : \$765



The conference also features a **trade fair** where companies and organizations will exhibit their technologies, programs and innovations related to water services.

Please contact us if you wish to reserve a booth at the trade fair.

Exhibition Space Price

	Price per sqm Non-ACWUA Members	Price per sqm ACWUA Members
With Shell Scheme	\$550	\$450
Without Shell Scheme	\$500	\$400

Shell Scheme Stands include:

1 table, 2 chairs, spotlights, electricity connection, name panel (with company name displayed in English)

If you or your company are interested in sponsoring a session, coffee break or other event during the AWW please take a look at our **Sponsoring Packages**.

If you wish to present your work or research at the conference please review the list of conference topics in the **call for papers** and submit your abstract until 24 December 2016.

After the conference training, meetings etc. will be held during the back-to-back activities from 22-23 March. ACWUA was able to gain the World Bank’s support for a two day **Leadership Empowerment Training**.



During the Arab Water Week the first University Challenge MENA Region will take place. It is a competition in which engineering students get to chance to apply their knowledge from university.

Read more



POWERED BY DWA & ACWUA

For further questions and inquiries please visit the event’s [website](#) or contact us through ACWUA_Secretariat@acwua.org

Achievements

ACWUA wins a Fixed Amount Award—A Direct Grant from USAID

ACWUA gladly announces the winning of a fixed amount award (FAA) from the U.S. Agency for International Development through USAID Middle East Regional Platform under the program "Developing and Expanding Certification to cover Business Management and Operational Excellence".



Purpose

The purpose of this new assistance activity is to help ACWUA meet the objectives of its Business Plan (2015-2019) in three of its four strategic areas. The development of the Business Plan was supported by the two-year USAID-funded activity "Improving Water and Sanitation Services in the Middle East Region" (IWSMR) that ended on September 29, 2015. The three strategic areas that ACWUA will focus on under this program include the following:

- Strategic Objective 2 (SO2): Expand ACWUA's reach regionally and internationally
- Strategic Objective 3 (SO3): Support the Arab utilities in providing their customers with the best services possible
- Strategic Objective 4 (SO4): Attain financial sustainability

ACWUA will provide current and state-of-the-art training for its member water and wastewater utilities across the Middle East and North Africa (MENA) region, thereby increasing efficiency in operations, and improving service quality in water supply and sanitation for communities and citizens.



Grant Period

The effective date of this grant is February 16, 2016. The completion date of the grant is February 15, 2018 or upon submission of the final milestone.

This program falls under the Middle East Regional (MER) Middle East Water Security Initiative (MWSI). MWSI seeks to increase the supply of water, while decreasing demand, by engaging both international and local actors from among private sector, civil society, public sector, and other organizations to support dynamic entrepreneurs, researchers, and consumers with opportunities to develop, test, scale-up, market and utilize "water-smart" technologies .

Assistance activities will be implemented through a Fixed Amount Award (FAA), which is based on a milestone system.

ACWUA is a first time recipient of U.S. government funds. An FAA provides several advantages for both USAID and the first-time grantee as it focuses on outputs and results, limits risk for both parties, and requires only limited financial and management capacity.

The total amount of award: \$300,000.

[Read more](#)

Current Status of the USAID Project

ISO



ACWUA started the process to obtain the certification for 3 ISO Systems (ISO 9001:2015 for quality management, ISO 14001:2015 for environmental management and OHSAS 18001:2007 for occupational health and safety) in March 2016. Along the whole procedure ACWUA will be supported by an external consultant.

After conducting a GAP analysis and Business Understanding Analysis system design were created. These designs include HR procedures (Hiring, Training, Evaluation, Job description, Organization Chart with all needed Forms), preparing Risk Assessment charts, KPI's, SMART objectives, company policies for 3 systems and work on the infrastructure and work environment. Furthermore communication and documentation information was prepared, as well as an evaluation of the financial department, environmental hazards, occupational hazard and its assessment (Action Plan). In order to be ready in case of an emergency a civil defense training had been delivered to all ACWUA employees.

After finishing and reviewing all the procedure internally and with the external consultant an internal audit and pilot implementation will take place during the second half of November in order to proceed with the external audit and certification in December.

[Read more](#)



Civil Defense Training for ACWUA's staff

Marketing and Communications Plan

ACWUA has developed marketing and communication plans for its activities (e.g. marketing ACWUA and its activities and programs in regional and international conferences) to reach out to a wide range of potential members. In order to tailor these plans to its members wishes and needs a membership satisfaction survey for the private sector members has been conducted. The results were used to formulate concrete strategies for ACUWA so that the following deliverables are now waiting for approval from the grant manager:

- ACWUA Marketing Strategy and Communication Plan (including Positioning Statement, Marketing Objectives, Segmentation Strategy, marketing mix and advertising in all its aspects)
- Membership Plan (revising ACWUA membership categories, membership recruitment & retention, restructuring the annual fee system, etc.).
- Social Media Guidelines
- Event Management Standard Operating Procedures

As a next step the marketing strategy and communication plan will be implemented for all of ACWUA's activities and membership processes.

[Read more](#)

Current Status of the USAID Project

Intellectual Property and Trademarks

ACWUA has registered **six logos as property trademarks** according to IPR Laws in Jordan at the Ministry of Industry, Trade & Supply. On 31 July 2016 they were officially announced in the Gazette— gazette edition: 600 pages (266-271)

Furthermore a total of **15 ACWUA publications** were registered and deposited in the National Library/ Ministry of Culture following IPR laws in Jordan. After obtaining the approval to deposit ACWUA 15 publications and acquiring the serial numbers for each publication three copies of each publication were submitted to the National library.

[Read more](#)

Developing and Updating Training Programs

The process of developing and updating ACWUA's training programs was kicked-off in March by inviting many experts in water and wastewater utilities management to a first workshop. This workshop was conducted in the end of March 2016 in Arjan hotel – Amman, to present project objectives, formulate working teams, introduce the methodology for training design and job analysis for each training module.

The project team and Instructional System Design (ISD) expert have arranged and held a series of meetings with each group over the period from April to August to follow up and guide the process of drafting course outlines, job analysis, tasks and objectives for each training topic. In mid-August (21/8/2016), the second group workshop was conducted in Marriott hotel Amman. This workshop aimed at sharing updates on Job Analysis, Curriculum Development & Instructional Material Development. Development Teams Presentations included: final course outline, responsible authors, progress status, obstacles, next steps, delivery time. Then the ISD expert presented the methodology of creating theoretical and practical exam for each training module.

Until the end of 2016 all groups are expected to deliver their materials (training materials & tests) so that the revision process can start. All materials will be revised by the ISD expert and send to ABC and CAQA for accreditation.

[Read more](#)



ACWUA's participation in events

ACWUA at IFAT, 30 May - 03 June 2016 Munich

ACWUA participation at IFAT was very unique this year. ACWUA could organize a very successful representation of Arab Water Utilities at IFAT 2016 jointly with our members from water utilities and private sector. ACWUA had a large joint stand (48 sqm) shared with members from water utilities and private sector companies co-exhibiting besides ACWUA.

Six Co-exhibitors joined ACWUA this year at IFAT 2016:

- Holding Company for Water & Wastewater (HCWW) - Egypt
- Ministry of Water & Irrigation - Jordan
- Union of Palestinian Water Service Providers - Palestine
- Jordan Water Company, Miyahuna - Jordan
- WAKILEH contracting, Private Sector
- Aqaba Water Company - Jordan



ACWUA also organized a joint session with German Water Partnership (GWP) as part of IFAT 2016. In the session experts from Jordan, Palestine and Egypt talked about “Water Solutions for Sustainable Development in MENA region: Experiences and Lessons Learned“

[Read more](#)

ACWUA at Middle East Sustainable Water & Drainage Summit, 9-10 November 2016 in Doha

In partnership between the Arab Countries Water Utilities Association (ACWUA) and Nispana, ACWUA was pleased to invite its members and followers to register in this conference .

[Read more](#)



ACWUA at Arab Water under Occupation, 26-28 October 2016 in Cairo

Under the patronage of His Excellency Mr. Ahmed Aboul Gheit, Secretary-General of the League of Arab States

League of Arab States represented by:

- Environment, Housing and Sustainable Development Department,
- Technical Secretariat - Arab Ministerial Water Council
- And the Centre for Water Studies and Arab Water Security

This conference was organized covering the following four main topics:

1. Water situation in areas under occupation
2. Water rights in the occupied Arab territories and the role of international and humanitarian laws to protect water
3. Israeli violations of Palestinian water and the challenges of the Palestinian Water Security
4. Arab Plan of Action to ensure the restoration of fair water rights in the Arab territories under occupation.

[Read more](#)

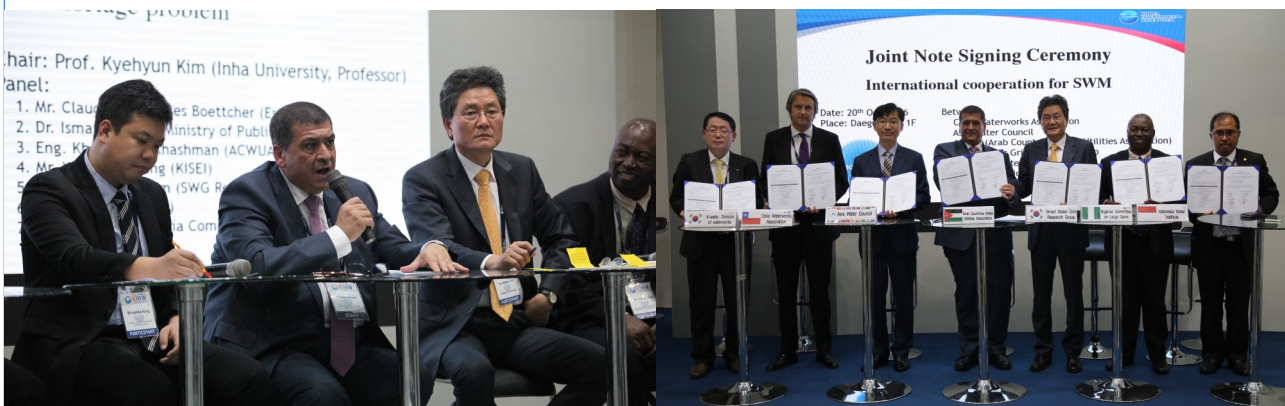


ACWUA at Korea International Water Week, 19-22 October 2016

ACWUA took great pleasure in participating in the Korea International Water Week from 19-22 October 2016. Under this year's topic "Water partnership for sustainable development" many interesting ideas were exchanged and new contacts established. Eng. Khaldon Khashman, ACWUA's Secretary General, also contributed to the exchange through his presentation about Diagnosis Techniques & Strategies to reduce Non-Revenue Water in Jordan.

ACWUA is also glad to announce that during the KIWW a international cooperation for Smart Water Grid (SWG) was signed with the Asian Water Council, Chile Waterworks Association, K-water, Smart Water Grid Research Group, Indonesia Water Institute and Nigeria Committee on Large Dams.

[Read more](#)



ACWUA Training and Certification

Trainings delivered by ACWUA in 2016

Certification Programmes in Lebanon founded by DAI

Thanks to the financial support of USAID in the DAI project ACWUA was able to deliver certified trainings with different training at XXX Utility of the South Lebanon Water Establishment (SLWE). The courses included:

23.8 - 2.9.16: Water distribution Level 1 with 15 participants

20.9 - 30.9.16: Water treatment Operator Level 1 with 15 participants

More trainings on the topics of ??? Will be held this month.



Certification programmes in Aqaba, Jordan

ACWUA organized certified training courses on different topics for employees of the Aqaba Water Authority.

20.4 - 2.5.16 Waster Water Treatment Level 1 with 21 participants

24.4 - 5.5.16: Waster Water Collection Level 1 with 20 participants

24.4 - 5.5.16: Water Distribution Level 1 with 16 participants

12.5 - 23.5.16: Waster Water Collection Level 1 with 23 participants

17.7 - 28.5.16: Water Distribution Level 1 with 18 participants

NRW Medrec Oman

17.1 - 2.2.16, Oman, Number of Participants 21

Training of the Trainers (TOT)

6.3 - 10.3.16, Aqaba, Number of Participants 15

[Read more](#)

Completed projects and workshops

TSM- ACWUA WANT

Closing of TSM-Arab/ACWUA WANT Project and the certification of Zai WTP in Jordan and Ghdir El Gollah WTP in Tunisia

Technical Sustainable Management TSM-Arab is a Quality Management System managed by the following stakeholders:

- ACWUA-WANT program as financing and supervision of the TSM-Arab implementation.
- Arab Countries Water Utilities Association (ACWUA)
- Holding Company for Water and Wastewater (HCWW), Egypt as consultant of the program
- German International Cooperation GIZ.

The Final inspection at the pilot project in Jordan WTP-Zai took place from 17-21 January 2016. One week earlier, from 10/15 January 2016 the Final Inspection at the pilot project in Tunisia WTH Ghdir Elgulah ST4 had taken place. Both utilities were awarded with TSM Arab certification.

[Read more](#)



Closing Stakeholder Workshop of "Improving the Regulatory Framework and Strengthen National Standards for Wastewater Discharge"

The final stakeholder workshop of "Improving the Regulatory Framework and Strengthen National Standards for Wastewater Discharge" Project implemented in Jordan by ACWUA took place in Kempinski Hotel Amman on 20 January 2016. "Improving the Regulatory Framework and Strengthen National Standards for Wastewater Discharge" is funded by the European Bank for Reconstruction and Development (EBRD). ACWUA as project consultant took a leading role in supporting and implementing the necessary steps to develop elements within the Project implementation period in cooperation with Water Authority of Jordan (WAJ) and support from other project Stakeholders.

[Read more](#)



The NRW Final Regional Workshop, 13 - 14 January 2016



The Arab Countries Water Utilities Association (ACWUA) and in collaboration with the U.S. Agency for International Development's Further Advancing the Blue Revolution Initiative (FABRI) project/MENA Network for Water Centres of Excellence (MENA-NWC) and in association with the African Water Association (AfWA) arranged the Final Regional Workshop for discussing the project outcomes (NRW toolkit), achieved results, scale-up plan and ideas for future collaboration. The workshop convened at the Dead Sea from 13-14 January 2016 within the activities of the NRW research project.

[Read more](#)

Workshop on Climate Change Adaptation in Human Settlements Using Integrated Water Resources Management (IWRM) Tools Amman, 22-24 May 2016

Within the framework of the United Nations Development Account Project on Developing the Capacities of the Arab Countries for Climate Change Adaptation by applying Integrated Water Resources Management Tools, the United Nations Economic and Social Commission for Western Asia (ESCWA) and the World Health Organization Regional Centre for Environmental Health Action (WHO/CEHA) organized the Expert Workshop on Developing the Capacities of the Health Sector for Climate Change Adaptation to Protect Health from the Climate Change Effects on Freshwater Resources. The workshop was held at the WHO/CEHA offices in Amman, Jordan from 22 to 24 May 2016.

The expert workshop examined the linkages and integration between health assessment guidance and methodologies related to the impacts of climate change on freshwater resources and health, as well as their possible incorporation in regional and national policies and plans for climate change adaptation. In doing so, it will discuss the draft module on health sector in light of soliciting comments from workshop participants to support its finalization.

[Read more](#)

Internal Audit Training

Amwaj Conference, 28-29 November 2016, Amman

ACWUA was the water partner at this year's "Amwaj" Conference. AMWAJ ("waves" in Arabic) is an international Sustainability and Entrepreneurship forum organized by PepsiCo and Revolve Media focused on offering socially innovative ideas, sharing best practices and finding practical solutions to build inclusive societies for a sustainable future in the MENA region.

AMWAJ 2016 brought together the private and public sectors, leaders in environmental sustainability, social entrepreneurs and media to create a socially-responsible, water and energy conscious community-based on sharing natural resources to drive positive change.

Mohammad Kurdi, an ACWUA member, presented ACWUA's non-revenue water tool in the sessions about Connecting & Investing in Water & Energy Projects



6th Meeting of the Water Expert Group, 20 December 2016, Brussels

HE Eng. Khaldon Khashman was invited by the Union for the Mediterranean (UfM) to represent ACWUA at the 6th Meeting of the Water Expert Group. The Meeting is co-sponsored by the European Commission and the GWP Water, Climate and Development Programme and of paramount importance since it contributed to the consultation towards a draft ministerial declaration, integrating and expanding contents of the UfM regional water agenda.

Regional Mediterranean Workshop on Desalination, Non Revenue Water Reduction and Public-Private Partnership under Water Scarcity, 12-14 December 2016, Marseille, France

ACWUA was invited to participate in a desalination workshop organized by the World Bank under the umbrella of the Center for Mediterranean Integration (CMI)

The objectives of the workshop are to facilitate knowledge exchange between countries of the Mediterranean region confronted with water scarcity on the one hand, and learn from best practices both within the region and beyond. The focus of the workshop will be on approaches that can help better manage supply and demand through desalination and Non Revenue Water reduction with the help of the private sector.

Read more

<http://www.cmimarseille.org/highlights/regional-mediterranean-workshop-desalination-non-revenue-water-reduction-and-public>

Regional Conference and Consultation Roundtable on ‘Water Security, Migration and Youth Employment in the Mediterranean’, 5-7 December 2016, Tunis, Tunisia

ACWUA was invited to take part in the Regional Conference and Consultation Roundtable on the topic: ‘Water Security, Migration and Youth Employment in the Mediterranean: what priorities and what synergies?’

The Roundtable was organized by the Global Water Partnership-Mediterranean (GWP-Med) and the Secretariat of the Union for the Mediterranean (UfM). The Roundtable contributes to the development of the ‘Water Security, Migration and Youth Employment in the Mediterranean’ (WaSMYE) Programme. The Swedish International Development Cooperation Agency (Sida) supports the process through the ‘Making Water Cooperation Happen’ Project, coordinated by GWP-Med.

The Roundtable was organised back-to-back with the 2nd Regional Conference on ‘Governance & Financing for the Mediterranean Water Sector’, 5-6 December 2016, in Tunis. The Conference was organized by GWP-Med and UfM under the auspices of the Tunisian Ministry of Agriculture, Hydraulic Resources and Fisheries, and was supported by Sida. During the two days experts from different countries discussed amongst others the environmental and socio-economic importance of water investments for the Mediterranean Region and emerging financing mechanisms for sustainable water investments.

Read more

Study Tour to Tunisia for Palestinian Utilities, 18– 25 December, Tunis

With the financial support of GIZ and technical support by ONAS in Tunisia, ACWUA organized a study tour for its Palestinian members. The 7 day-long study tour aimed at visiting wastewater treatment plants in Tunisia and learning more about the reuse technology implemented there.

Final Regional Workshop of the MDG+ Initiative from 1-2 November 2016 in Amman, Jordan

ACWUA has organized the third regional workshop for the MDG+ Initiative. This initiative was founded to establish a regional mechanism for improved monitoring and reporting on the MDG goals, formulated by the United Nations.

This final regional workshop for the MDG+ initiative focused on presenting key findings, lessons learned and developing recommendations for improved monitoring of water access and sanitation services. The experts identified a need for indicators that address water issues more precisely and target the water quality, quantity, intermittency, treatment and affordability.

Furthermore the participants discussed the possibility of a subsequent initiative monitoring the sixth Sustainable Development Goal (SDG) related to clean water and sanitation. Overall a consensus was found that also this goal should be studied related to the MENA region.

As another results of the MDG+ initiative two reports were printed (2015 and 2016) in Arabic and English compiling data and results from all the participating countries.

[Read more](#)



Current projects

NRW Diagnostic Tool implemented with Miyahuna

An ACWUA-led researcher team applied ACWUA's NRW Diagnostic Tool Miyahuna's utilities in the Amman Governorate.

A Performance Implementation Plan (PIP) for Miyahuna, named later "basic PIP" was developed as an outcome of the project in a full agreement between ACWUA research team and the management in Miyahuna. ACWUA management offered to help Miyahuna to expand the basic PIP using Miyahuna's five years strategic plan incorporating the ongoing projects financed by USAID, KfW and AFD to control NRW reduction in Miyahuna Amman Governorate service area.

[Read more](#)



SWIM/ H2020

Sustainable Water Integrated Management – Horizon 2020 Support Mechanism (SWIM-H2020 SM)

SWIM-H2020 SM is an EU Funded Service Contract of 7m Euros with a duration of 3 years. It aims to assist the MEDA countries* (Morocco, Algeria, Libya, Tunisia, Egypt, Jordan, Palestine and Lebanon) in their sustainable water management and reduced marine pollution. The implementing consortium is led by LDK Consultants and consists of companies and NGOs originating from Europe and the MEDA region.

The purposes of this project are:

- under the H2020 component: to support the implementation of the Horizon 2020 Initiative Road Map and Work Plan aiming for strengthened environmental management, including stronger and better enforced national regulatory and policy frameworks, for reducing and preventing pollution of the Mediterranean Sea, in particular from municipal waste, urban waste water and industrial pollution, with a special focus on commitments under the Barcelona Convention and on addressing issues undermining investment and business opportunities.
- under the Sustainable Water Integrated Management component: to strengthen integrated water resources management, with a special focus on water co-operation (including specific actions on shared water resources in the Maghreb), river basin management, water demand management, the water/ energy / food security nexus, broad stakeholder participation and open access to data;

The main themes and topics are:

- On marine pollution (H2020): policy and regulatory frameworks, facilitating sustainable investments, environmental impact assessments and strategic environmental assessments, hazardous waste, municipal waste, marine litter, urban waste water, industrial emissions, environmental mainstreaming in sector policies. National-level support will target priority areas identified in the updated National Action Plan.
- On water management: river basin management, good environmental and chemical status of water bodies, stakeholder participation in water management, the water / energy / food security Nexus, facilitating sustainable investments in water and sanitation services, policy and regulatory frameworks, water demand management, groundwater management, ecosystem services, food risk and drought management, trans-boundary water resources

[Read more](#)

Cooperation with GVC in NRW, Lebanon

ACWUA is part of the MADAD Consortium - Promoting Sustainable Management of Water Services and Resources in Countries Affected by the Syrian Crisis

The consortium consists of NGOs Promoters: GVC (Italy), CISP (Italy), CONCERN (Ireland) and ACWUA (Jordan) - **In collaboration with BWE, NLWE, SLWE**

The project includes a water strategy that is promoting water demand management and cost recovery in water sector with the objective to guarantee: improvement of the service for final users; sustainability of the service; conservation of water resources; institutional reinforcement.

Locations of Action: Lebanon: Akkar, Tripoli (North Lebanon), Bekaa (East Lebanon), and South Lebanon
Overall objective: Provision of reliable and sustainable water services to Syrian refugees and host communities by strengthening infrastructural and managerial capacities of local Water Establishments.

The proposed action is in line with the Madad Trust Fund's (MTF) overall objective of providing a coherent and reinforced aid response to the Syrian crisis on a regional scale, responding primarily to the critical needs of Syrian refugees, Lebanese host community members, and their administrations. The MTF's goals of promoting resilience and early recovery will be achieved through the provision of increased access to a reliable water service at an affordable price through sustainable means

ACWUA will be responsible for the assessment, identification of measures to be applied and set-up of the strategy for NRW reduction within pilot project areas defined for each Establishment. ACWUA will be also responsible for follow-up and monitoring upon timing and methodologies.

Newsflash

ACWUA's Cloud

As part of the ISO certification process and in order to make work more efficient ACWUA Secretariat and all its employees started using ACWUA's one share point for all work-related matters. Thanks to the share point ACWUA's staff will always have access to the newest version of all documents and be able to share their work easily with their colleagues.

Website

After many months of work ACWUA is finally ready to launch its new website. Besides a new design and new content we are also happy to announce that the URL will change from www.acwua.org to www.acwua.ngo

During the transition period ACWUA's website will be accessible by both URLs. We will keep you posted on further development in this area.

Partners and Supporters



About ACWUA - Contact Information

ACWUA Secretariat Team

[Khaldon H. Khashman](#)

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[Mustafa Nasereddin](#)

Director of Programs and Technical Services

[Dr. Jarrah AlZubi](#)

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[Ahmad Azzam](#)

Director of Certification, Capacity Building and HR

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Partnership Building Team Leader

[Sarah Abu Salim](#)

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Join ACWUA Membership

- Be part of a local, regional and international platform which offers opportunities to exchange the know-how knowledge, best practices in water and wastewater management and experiences with different stakeholders.
- Establish partnerships with the private sector, governmental institutions, donor agencies and water professional organizations. [And more](#)
- Become a Member:
 - [Utility](#)
 - [Private Sector](#)
 - [NGO's & Academic Institutions](#)
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