



## ACWUA's Vision

ACWUA, as a Global Center of Excellence will partner with water supply and wastewater utilities in Arab Countries to provide capacity building and best practices to achieve their goals.

## ACWUA's Mission

1. Serve as a regional platform for International exchange of knowledge and best practices amongst member experts and professionals.
2. Develop resources, provide training programs and professional certifications to help utilities' staff members to perform their duties in a professional, reliable and cost-effective manner.



3. Develop and promote standards and specifications applied in the sector of water and sanitation; in governance, management of water supply and wastewater utilities and in operation and maintenance.

4. Support the technical needs of ACWUA members through the provision of advice and consultation to water

utilities by developing an informational database for all water experts and professionals in

5. Develop, promote and disseminate reports, publications and scientific documents that meet the needs of the members and other water experts as well as rectify the common challenges that face the water utilities in the Arab region

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## Strategy Workshop on Blue Peace in the Middle East

Co-Hosted by Strategic Foresight Group and Swiss Agency for Development and Cooperation In Cooperation with Human Security Division of Swiss Federal Department of Foreign Affairs

21-22 August 2017

Zurich, Switzerland

Strategy Workshop on Blue Peace in the Middle East Co-Hosted by Strategic Foresight Group and Swiss Agency for Development and Cooperation In Cooperation with Human Security Division of Swiss Federal Department of Foreign Affairs. ACWUA participated in “Strategy Workshop on the Future of Blue Peace in the Middle East ”during 21-22 August 2017 at Zurich, Switzerland.

The workshop was organized by Swiss Agency for Development, it aimed at exploring the future of the Blue Peace Process in in the Northern Circle of the Middle East which includes Iraq, Iran, Jordan,

ACWUA’s participation was valued as we had the chance to present ACUWA’s work and achievement’s along with our perspective for regional strategies on water which is resulted from our accumulative knowledge and experience on Water and Water waste utilities in the Arab sates.



Lebanon, Syria and Turkey. Also aimed at presenting ideas for the transfer of management leadership to regional institutions and to initiate the creation of a coordinating group in the region.

The meeting was a real opportunity to reshape and reactivate regional water cooperation to evolve a shared vision. The anticipated result was to develop a forward looking concept paper that lays out this shared vision for regional water cooperation, activates it and presents a road map with concrete steps. The concept paper shall be presented to the entire Blue Peace community.

## Promoting Sustainable Management of Water Services and Resources in Countries Affected by the Syrian Crisis (MADAD Consortium)

15-16 October 2019

Project funded by the European Union

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.

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 water strategy 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.

Progress project: at present ACWUA team is preparing a Plan of Operations that will be anchored in the 3 WEs Performance Improvement Plans.



# New Era with ACWUA workflow

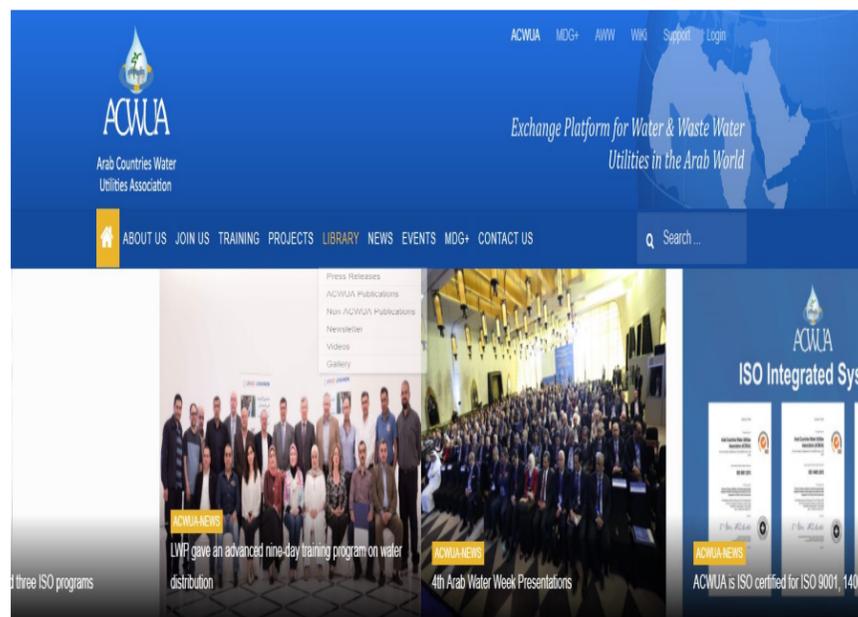
## ACWUA's Cloud

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 free cloud storage for all work-related matters. 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.

Moreover, as ACWUA is always seeking for the best for its partners and members with many special thanks to GWP (German Water Partnership) for supporting the new updates on the website. by adding new features which will make it easier gateway to know all the tendering opportunities and keeping ACWUA's members, partners and friends aware about the upcoming events and activities in addition to the new technologies about water and wastewater.



## New Theme

ACWUA officially changed the theme for all materials to adapt the nature of ACWUAs main purpose and focusing on Water issues. These designs were printed on recycled paper to support the environment in simple attempt to reduce environmental pollution and promote recycling

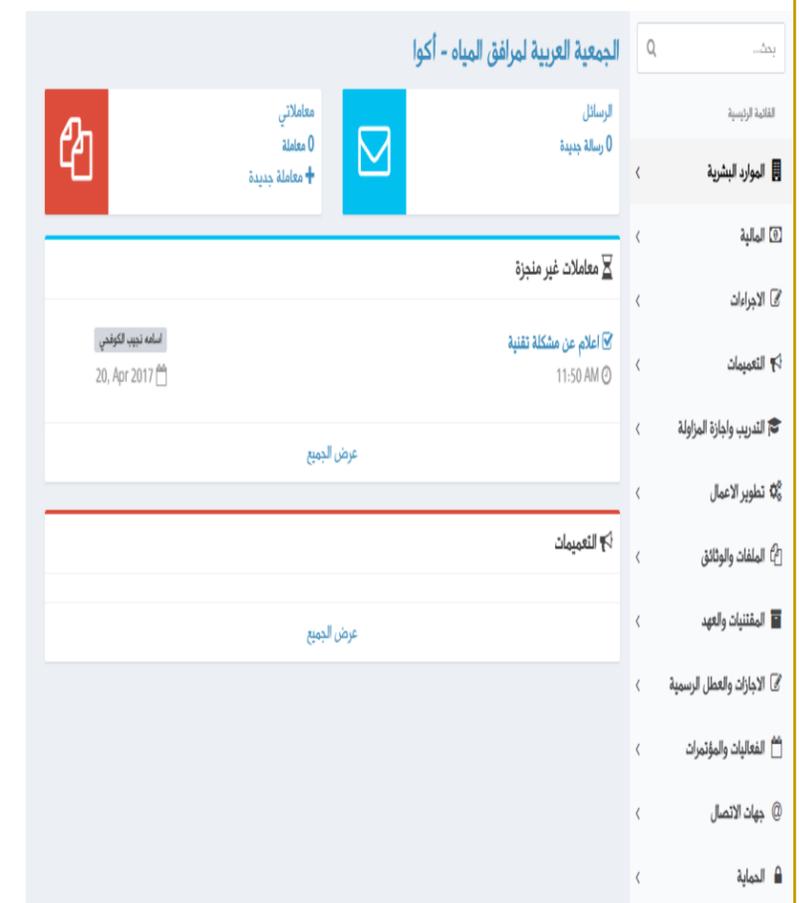


## New Strategies

ACWUA officially published new communication and Marketing strategy and social media guideline to find the best practice for the communication and marketing department to bring up more support to its members.

## E-ACWUA

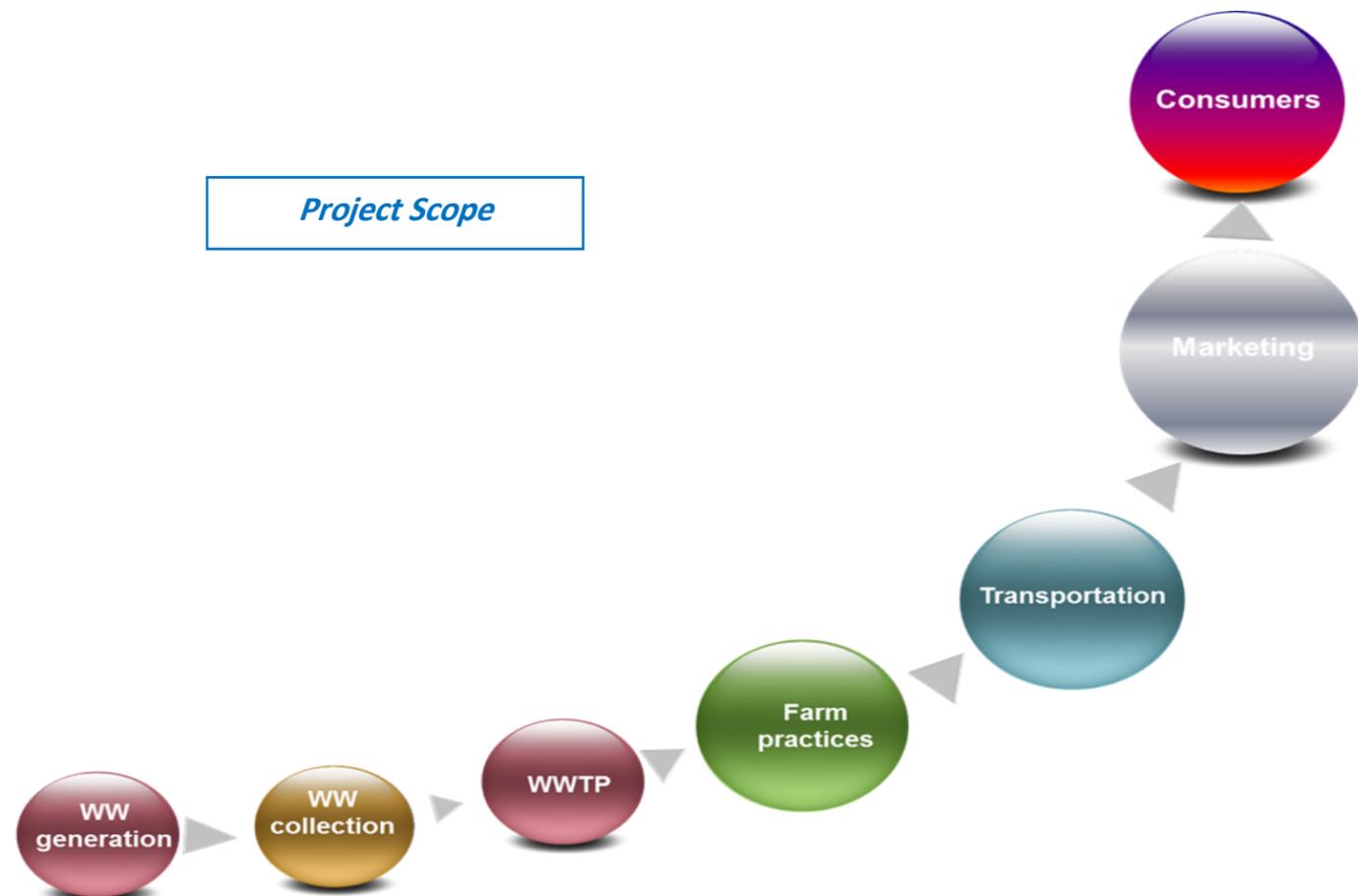
ACWUA Finished new automated website for all its internal procedures and managing internal processes website, encompassing employee services, training, information sharing, and even recruiting through electronic applications. This website support components of the management process: planning, organizing, leading and controlling.



# ACWUA Vision on Sanitation Safety Plan

Most Arab Countries rely on conventional water resources, which are threatened by depletion due to over-pumping of groundwater basins, while some countries rely on seawater desalination, which is high cost, therefore the use of treated wastewater is one of the most important sources of Unconventional, it is renewable increasing source by increasing the population. ACWUA concluded the importance of using treated Wastewater in the Arab Region as in below:

- Help in the sustainability and development of the Agricultural sector.
- Relieve the pressure on freshwater resources and reallocate them for other uses.
- Treated wastewater must be a part of Water Resources in the water budget and the national water master plan in the Arab Countries.
- The treated wastewater has to use in all irrigation purposes and using the fresh water for Municipalities and industrial purposes which will increase the Gross domestic product (GDP).



Building on all the above mentioned facts, ACWUA is working on getting the approval on a submitted proposal under the title of “TOWARDS A NEW PARADIGM FOR AGRICULTUREAL WASTWARER USE: SANITATION SAFETY PLAN- NING FOR MENA COUNTRIES”. This proposal was submitted to Swiss Agency for Development and Cooperation (SDC) and will be implemented, when getting the approval, by the leadership of ACWUA with partners from UN-Habitat, UN- University Flores, WHO and University of Jordan in the selected Arab countries.



## The specific objectives of the proposal are to

1. Assessment of generated, collected and treated wastewater use status in Arab countries and updating the collected data regarding sewerage system within the MDG+ project for the Arab Countries.
2. implement regional pilots’ sanitation safety plans according to criteria that will be developed for choosing these countries.
3. Develop and implement Capacity Building training program for ACWUA’s.
4. Organize awareness workshops to enhance the public awareness for the using of treated wastewater.
5. Publish the collected data in objective no. (1) and the results of the pilots in the targeted countries in objective no. (2) in manuals, reports and guidelines available for the users in Arab Region.
6. Building on the success of phase one, the project will be expanded to the next phase (Phase II) in other Arab Countries.

# Developing and Expanding Certification to cover Business Management, and Operational Excellence (DECOE)

16/2/2016 — 16/2/2018

Project funded by USAID

This program falls under the Middle East Regional (MER) Middle East Water Security Initiative (MWSI).

A fixed amount award to the Arab Countries Water Utilities Association (ACWUA); the first direct grant for ACWUA from USAID.

The **purpose of this project** 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.

## Progress project:

ACWUA has developed marketing and communication plans and implemented for all ACWUA activities and membership.

Copy of completed IPR applications:

**ACWUA Trademarks:** ACWUA has registered six logos as property trademarks according to IPR Laws in Jordan at the Ministry of Industry, Trade & Supply. **ACWUA Publications:** A total of 15 ACWUA publications were registered and deposited in the National Library/

Ministry of Culture following IPR laws in Jordan.



ACWUA has completed requirements of: ISO 9001:2015: requirements of quality management systems, ISO 14001:2015: Requirements of Environmental management systems and OHSAS 18001:2007: Requirements for health and safety management systems.



ACWUA has updated and developed the 35 certification programs, which were technically reviewed and accredited by (Central of Accreditation and Quality Assurance (CAQA), Association of Boards of Certification (ABC), Umwelt bundesamt (UBA) and International expert (IWA and World Bank)).

ACWUA submitted the energy audit report for 2 utilities in Jordan and Lebanon .

## SWIM and Horizon H2020 Support Mechanisms

Duration: 39 months, Commencement Date: 1/2/2016



Project funded by the European Union

It aims to assist the countries of 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.

ACWUA will be implementing: “Socio-Economic Impact Assessments of Groundwater Over-Abstractions in Azraq Basin” in Jordan, “Identification of Non-Revenue Water (NRW) and Intervention for Leakage Reduction” in Algeria, Provide consultancy services on conceptualization and planning of Palestinian International Water Forum and other components to be defined later.





## ACWUA Certification Program Delivered Training for Countries Lebanon, Palatine and Jordan

The training delivered to South Lebanon Water Establishment, and all trainees from Lebanon country. This training funded by DAI- Lebanon and

### “Operator Two\_ Water Distribution”

The number of Participant is 14

25 Apr – 5 May 2017



### “Operator One\_ Water Treatment Plant “.

The number of Participant is 16.

16.

28 Mar – 7 Apr 2017



### “Operator One\_ Water Distribution”.

The number of Participant is 15.

21 Feb. – 3 Mar. 2017



**Palestine**

The training delivered to Palestine water authority at Jordan and all trainees from Palestine country. This training Funded by **Spanish government —SIDA**



**Jordan**

The training delivered to “Miyahuna water Company –Zarqa and Madaba” & “ WAJ – Balqa”, and all trainees from Jordan. This training Funded by **OXFAM**

**Lebanon**

The training delivered to Beqaa Water Establishment and all trainees from Lebanon country. This training funded by **World Vision Lebanon**

“Operator One\_ Wastewater Treatment Plant”

13 Participant

8-18 January 2017



“Operator One\_ Water Distribution”

15 Participant

10 Jul – 18 Aug 2017



“Operator One\_ Wastewater collection”

4 Participant

6-15 March 2017



“Operator Two\_ Wastewater Treatment Plant”

10 Participant

19 Feb. – 1 Mar. 2017



“Operator One\_ Water Distribution”

30 Participant

17-26 Aug. 2017



## New Project between German Water Partnership and ACWUA

German government directed GWP to start defending the area of collaboration were the Jordanian government can develop and support the needed efforts to enhance the water sector in Jordan directly with the Ministry of Water and Irrigation and with cooperation of ACWUA .

German Water Partnership and ACWUA signed a new agreement on March, 23<sup>rd</sup> 2017 to start a new Project to support ACWUA. The aims of the project are:

- Improve the Management of ACWUA
- Enlarge sustainable service portfolio to meet the needs of ACWUA members
- Establish sustainable and efficient regional structures for ACWUA
- Develop international cooperation



The Project duration is three years, which is funded by the German Federal Ministry for Economic Cooperation and Development BMZ. The project and the office of German Water Partnership in Amman is Managed by Dr. Azmi Ghneim. For further information:

[ghneim@germanwaterpartnership.de](mailto:ghneim@germanwaterpartnership.de)



## ACWUA's International Posts

### Workshop on Diagnostic Mission Findings & WEs Performance Improvement Plan (PIP) on 11-14 July 2017

*Beirut – Lebanon*

Under the consortium composed by GVC, CISP, CONCERN WW and ACWUA, a final workshop was organized with purpose of defining the Performance Improvement Plans for application of Non -Revenue Water Reduction strategies for the three Water Establishments of Bekaa, North and South in Lebanon.

This workshop was organized within the project financed by European Union “Promoting Sustainable Management of Water Services and Resources in Countries Affected by the Syrian Crisis” and implemented by the consortium of international partners in collaboration with the three Water Establishments of Bekaa, North and South.



The duration of the workshop was from 10-14 July 2017 with the presence of the three Water Establishments in Lebanon and active donors in the region. Through the three first days a deep discussion took place with each utility separately in order to assess the current situation and set an implementation plan to reach the project's goals. The findings of the workshop were concluded in the 4th day and presented in front of establishments' directors and donors

Joenergy /Rebuild Syria Conference,2017 & Exhibition organized by Global Expo Co.is jointly organizing with JCCA on July 31- 1 August 2017

*Amman - Jordan*

Dr. Ahmed Al-Azzam, Director of Training and Human Resources, representing the Secretary General of the ACWUA presented a lecture entitled "Capacity Building for Workers in the Water and Sanitation Sector in the Arab Region". The event was held under the patronage of the Jordanian Prime Minister in Amman, Jordan.



Atlantic Council Global Energy Forum : The Geopolitics of the Energy Transformation January 12-13, 2017

*Abu Dhabi, United Arab Emirates*

Held Under the Patronage of His Highness Sheikh Mohammed Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the United Arab Emirates (UAE) Armed Forces



ACWUA Participated gladly with such a well-organized Conference. And represented by its secretary general as Moderator on The **Energy-Water Nexus session** joining Framing Keynote Address by: H.E. Moulay Hafid Elalamy, Minister of Energy, Mines, Water and Environment, Kingdom of Morocco and with the Participants:

- Dr. Rabia Ferroukhi, Head, Policy Unit and Deputy Director, Knowledge, Policy, and Finance, International Renewable Energy Agency
- Dr. Matar Al Neyadi, Undersecretary, Ministry of Energy, United Arab Emirates; Chairman of the Board, Gulf Cooperation Council Interconnection Authority
- N. Guy Winebrenner, Vice President, Energy and Environment, RTI International

WSTA 12<sup>th</sup> Gulf Water Conference “Water in the Gulf Cooperation Council (GCC) ... Towards an Integrated Strategy” on 28-30 March 2017

*Manama – Bahrain*

ACWUA discussed on of its successful applied research projects about:

“**Diagnosis Techniques & Strategies to Reduce Non-revenue Water in the MENA Region *Miyahuna 5-Years NRW Strategic & Investment Plan 2017 – 2021***”



# Korea International Water Week 2017 (KIWW 2017)

20-23 September 2017

Gyeongju, Republic of Korea

The Korea International Water Week 2017 (KIWW 2017) co-hosted by the Ministry of Land, Infrastructure and Transport (MoLIT), the Ministry of Environment (ME), Daegu Metropolitan City, Gyeongsangbuk-Do Province and K-water of the Republic of Korea, which will be held from September 20 to 23 in Gyeongju, Republic Korea.

KIWW 2017 includes number of prominent programs and side events such as World Water Partnership, Water Leaders Round Table, Water Business Forum, the 2nd Annual Review Meeting on the Implementation Roadmaps, and World Water Challenge, where ACWUA shall be participating in such activities.

## Upcoming Events

The High Level Conference on Climate Change Assessment and Adaptation in the Arab Region organized by the United Nations Economic and Social Commission for Western Asia (ESCWA), in collaboration with the implementing partners of the “Regional Initiative for the Assessment of Climate Change Impacts on Water Resources and Socio-Economic Vulnerability in the Arab Region” (RICCAR).

The conference will be held in Beirut, Lebanon from 26 to 28 September 2017 and features the launching of the Arab Climate Change Assessment Report and the Training Manual on Climate Change Adaptation by Applying Integrated Water Resources Management Tools in the Arab Region, which draw upon the RICCAR findings.

ACWUA’s participation shall be as a panelist for the “Regional Roundtable on Adaptation: Climate Change Adaptation is a Water Story” as part of the session on Pursuing Climate Change Adaptation workshop.

**High Level Conference on Climate Change Assessment and Adaptation in the Arab Region organized**

**Beirut, Lebanon**

**26-28 Sep. 2017**

The International Exhibition & Conference for the Infrastructure of New & Sustainable Cities In Africa & Middle East is going to be held in Cairo, Egypt from 17th to 19th October 2017. The Exhibition is under the patronage of The Prime Minister, Ministry of Housing ,Utilities & Urban Communities, The ministry of water resources and irrigation, Ministry of agriculture and land reclamation, Ministry of Environmental Affairs, Minister of Trade, Industry and SMEs, Ministry of Electricity and Renewable Energy, Ministry of Communications and Information Technology, Ministry of Investments, and Ministry of Local Development.

**The International Exhibition And Conference for Water In Africa And Middle East (Water Africa &Middle East Expo)**

**Cairo, Egypt**

**17-19 Oct. 2017**

## Context and current perspective of water efficiency in the Mediterranean

22-24 November 2017

**Barcelona, Spain**

The Association of Mediterranean Chambers of Commerce and Industry (ASCAME) and the Union of Mediterranean Confederation of Enterprises (BUSINESSMED) are organizing the 11th Mediterranean Week of Economic Leaders, from 22-24 November at Casa Llotja de Mar, in Barcelona.

ACWUA's participation shall be as speaker for the I MedaWater Forum during the session "Context and current perspective of water efficiency in the Mediterranean".

## Regional Workshop on "Management of Municipal Wastewater in Arab Countries – Present Status and future Prospective"

22-24 November 2017

**Kuwait, Kuwait**

Kuwait Institute for Scientific Research (KISR) in collaboration with the Wastewater Treatment and Reclamation Program and Water Research Center, organizing a regional workshop on Management of Municipal Wastewater in Arab Countries and requested the support of ACWUA as a regional partner and the good knowledge to nominate speakers from the Arab region to discuss the main topics and summarize the current situation and future visions of experts who will attend the workshop

### **Objectives of the workshop:**

Provide a platform for the experts from the Arab world in municipal wastewater management to discuss the key issues related to the municipal wastewater treatment plants in the Arab region.

Reach a regional perspective and share experiences on municipal wastewater management.

Identify need areas and come up with a road map to strengthen KISR support to Kuwait and other Arab countries in municipal wastewater management.

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شركة أبوظبي لخدمات الصرف الصحي  
 Abu Dhabi Sewerage Services Company  
 مياه العقبة  
 Aqaba Water  
 مصلحة مياه بلديات الساحل  
 COASTAL MUNICIPALITIES WATER UTILITY  
 الهيئة الاتحادية للكهرباء والماء  
 Federal Electricity & Water Authority  
 وزارة الأشغال العامة  
 MINISTRY OF PUBLIC WORKS  
 North Lebanon Water Establishment  
 Reetaj  
 Technology & Technical Services  
 SONEDE  
 هيئة كهرباء ومياه دبي  
 Dubai Electricity & Water Authority  
 شركة أبوظبي للتقسيط والتحكم  
 Abu Dhabi Transmission & Despatch Company  
 TRANSSCO  
 ARABTECH JARDANEH  
 Define . Design . Deliver  
 Dorsch Gruppe  
 Dorsch International Consultants  
 Haya water  
 Hashemite Kingdom of Jordan  
 Jordan Valley Authority  
 Hashemite Kingdom of Jordan  
 MINISTRY OF WATER AND IRRIGATION  
 الديوان الوطني للتطهير  
 Office National de l'Assainissement  
 مؤسسه مياه بيروت وجبل لبنان  
 Establishment of The Water of Beirut & Mount Lebanon  
 ECO Consult  
 بلدية الخليل  
 Lebanon Eco Movement  
 الحركة البيئية اللبنانية  
 وزارة الموارد المائية والري  
 Ministry of Water Resources  
 الديوان الوطني للتطهير  
 OFFICE NATIONAL DE L'ASSAINISSEMENT  
 PAM  
 SAINT-GOBAIN  
 بلدية طوباس  
 Water Supply & Sewerage Authority  
 Bethlehem - Bet Jala - Beit Sahour  
 شركة العين للتوزيع  
 Al Ain Distribution Company  
 مؤسسة مياه البقاع  
 Bekaa Water Establishment  
 EWRA  
 مورد الخبز بون القرب  
 والصرف الصحي ومعالجة المياه  
 Itron  
 MAALOUF  
 Trading & Contracting S.A.L.  
 وزارة الأشغال وخدمات البلديات والتخطيط العمراني  
 Ministry of Works, Municipalities Affairs and Urban Planning  
 المكتب الوطني للكهرباء و الماء الصالح للشرب  
 Office National de l'Electricité et de l'Eau Potable  
 شركة صلاحة لخدمات الصرف الصحي  
 Salah Sanitary Drainage Services Co  
 بلدية طولكرم  
 wilo  
 شركة مياه الشرب  
 بالألكندرية  
 BORDA  
 EKOTANK  
 JENIN MUNICIPALITY  
 بلدية جنين  
 شركة أبو ظبي للتوزيع  
 Abu Dhabi Distribution Co.  
 سلطة المياه الفلسطينية  
 PALESTINIAN WATER AUTHORITY  
 بلدية سلفيت  
 Salfet Municipality  
 شركة تنمية المرافق  
 Utilities Development Company  
 W.E.T  
 World Engineering & Technology  
 ALLIED  
 LAW & ARBITRATION  
 شركة مياه الشرب  
 بالماطرة الكبرى  
 شركة الإمارات سيمكوب للماء والطاقة  
 EMIRATES SEMBCORP  
 WATER & POWER COMPANY  
 بلدية أريحا  
 Jericho Municipality  
 Ministère Délégué auprès du Ministère de l'Énergie, des Mines de l'Eau et de l'Environnement Chargé de l'Eau  
 المياه الوطنية  
 NWC  
 ديديم  
 Diadem  
 هيئة كهرباء ومياه اشارة  
 Sharjah Electricity & Water Authority  
 SWSLC  
 Sana'a Water & Sanitation Local Corp.  
 بلدية عفرين  
 MUNICIPALITY OF AFRIN  
 Chemonics  
 Development works here.  
 engicon  
 مصلحة مياه محافظة القدس  
 لمصلحة رام الله والمجهر  
 وزارة الهندسة والانشغال العامة  
 MMPW  
 بلدية قاقيلية  
 QALQILIA MUNICIPALITY  
 هيئة مياه و كهرباء أبو ظبي  
 Abu Dhabi Water & Electricity Authority  
 YARMOUK WATER  
 المياه  
 اليرموك