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USAID Water Governance Activity (WGA)

Brief on NRW and WDM

May 23, 2024

Introduction/Overview

Main Tasks:

- Water Sector Governance,
- Institutional Reform,
- Financial Sustainability
- Infrastructure planning and E-booklet
- IWRM
- Water demand and Conservation
- Utility Performance Improvement
- Communication, Outreach, and water exhibit
- Capacity Building and Certification
- Gender, Youth, and PWD
- Academia and water labs
- Information Technology Support



NRW Utility Support

Planning Level and Management Improvement

- **National NRW Strategy for Jordan's Water Sector 2022-2040** is developed
- **NRW Action Plans** for all governorates, and Central NRW Unit Established.
- Service delivery improvement plan

Institutional development and capacity building

- Development of a comprehensive **incentive plan**, SOPs for water distribution, illegal use, etc.
- Provision of NRW-related **equipment** and **on-the-job training** for southern governorates.
- Establishing **Customer Services Offices**
- **GIS strengthening and activation** in the governorates

Data measurement, analysis, and reporting

- **CIS** support
- Maintenance data improvement – Maintenance Mobile App
- National Complaints and Control Center (NCCC) data utilization

CIS Support

Reporting unification

- X7 report unification, and upgrading - deployment and training in Southern Governorates and YWC

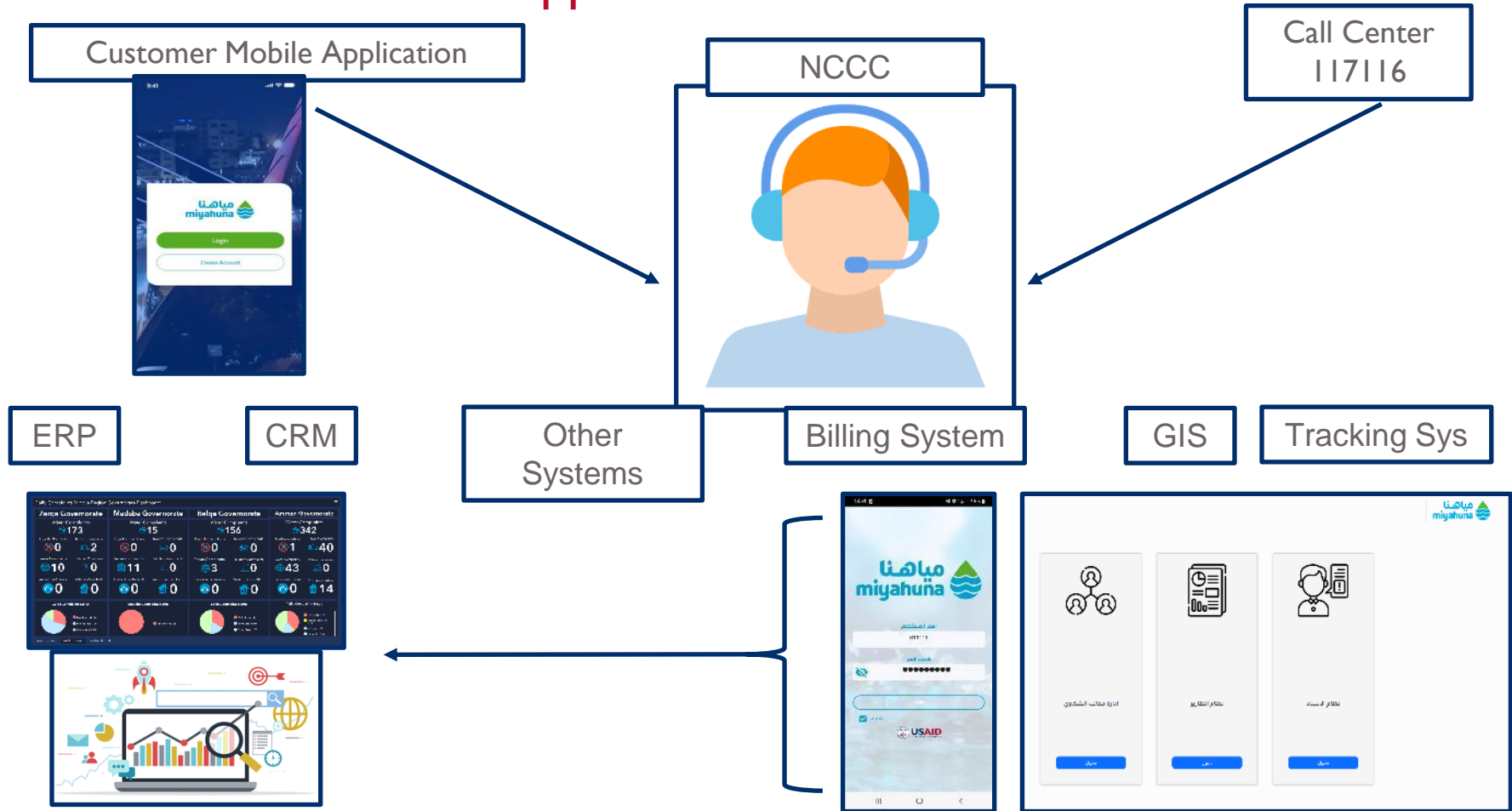
Utilization

- Technician utilization reporting and provision of technical support
- Manager utilization training and developing dashboards

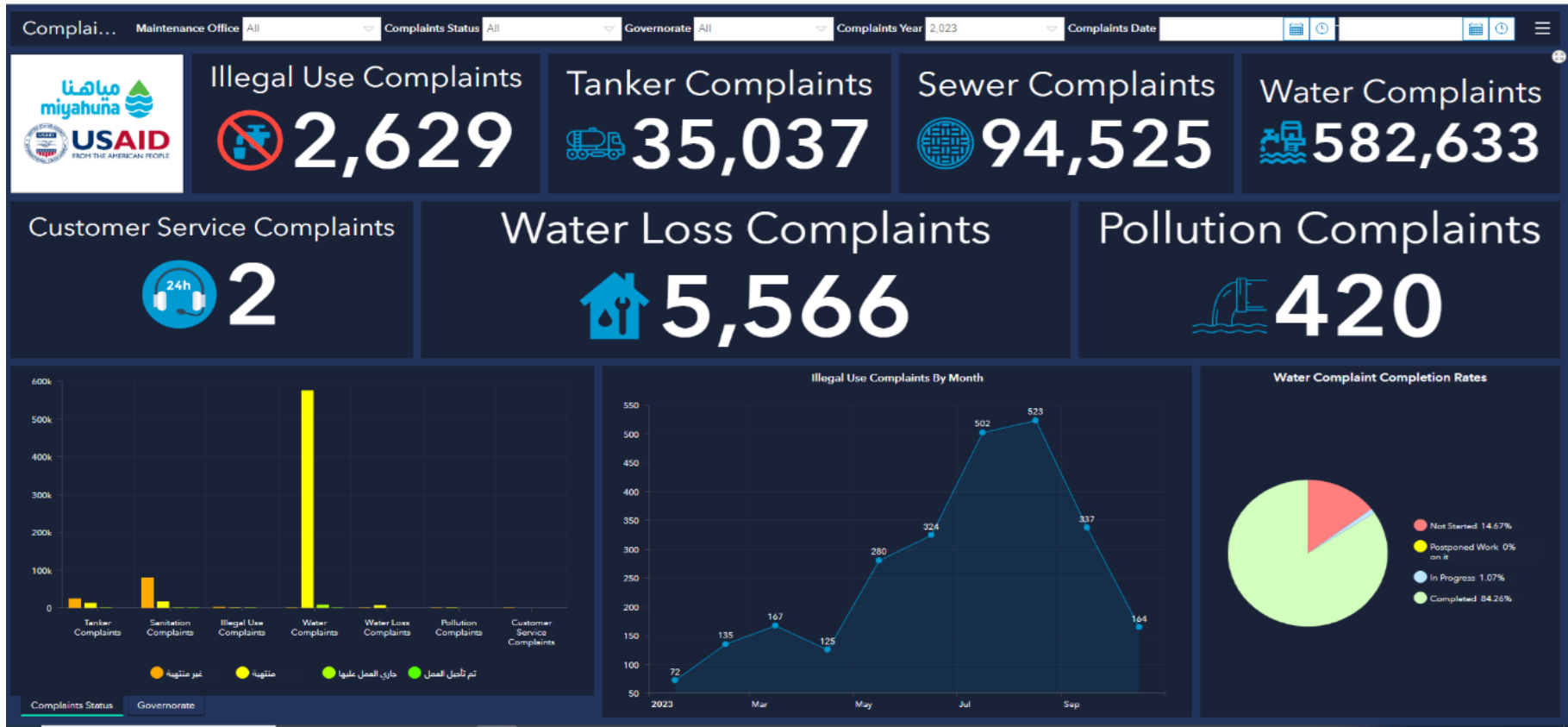
SOPs

- Procedure upgrading and unification such as billing, collections, etc.

Maintenance Mobile App



NCCC Dashboard



<https://gis.miyahuna.com.jo/portal/apps/opstdashboard/index.html#/134f484a3c1148c7a531a9bc383488e3>

NRW support to JVA

Water loss measurement and reporting at all levels

Establishing NRW Unit and developing its SOPs

NRW action plan development

Capacity building and on-job training

Level 1

- Losses in Dams/Evaporation

Level 2

- Losses from Dams to Conveyance System

Level 3

- Losses through Conveyance Systems

Level 4

- Losses through Distribution Systems

Water Demand and Conservation Tasks

Tasks	Key outcomes
Utility Demand Side Management	<ul style="list-style-type: none">• Water conservation and efficiency pilots implemented at the utility level for large consumers where 3 MOUs are signed• Water Auditing manual developed, institutionalized, and trained on.• White paper on water auditing for large consumers
Water Efficiency Enforcement Mechanisms for buildings	<ul style="list-style-type: none">• Gaps analysis based on the existing regulations• Mechanisms for enforcement in the pre- and post-construction activities
New Technology Adopted in the Municipal Sector	<ul style="list-style-type: none">• Two pilots are under development• Monitoring and controlling water use for a public security training center• Institutionalizing the water conservation practices for hospitalities in ASEZA with private-sector collaboration

Thank you!

Questions?

