



Improving Performance of Public Utilities in Areas Affected By Conflict Palestine Case - Jerusalem Water Undertaking (JWU)



Jerusalem Water Undertaking
(JWU)

gtz

German Technical
Cooperation

KfW

German Development Bank

gtz Partner for the Future
Munich



Background

- Jerusalem Water Undertaking (JWU) is an independent non profit public-owned water utility founded in 1966 during the Jordanian rule of the WB before 1967 Israeli occupation
- JWU is empowered to utilise water resources and supply East Jerusalem and Ramallah/Al Bireh Districts with drinking water (Area of Jurisdiction)
- Main Offices in Ramallah city

JWU
Location
Map



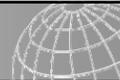
26.07.2006



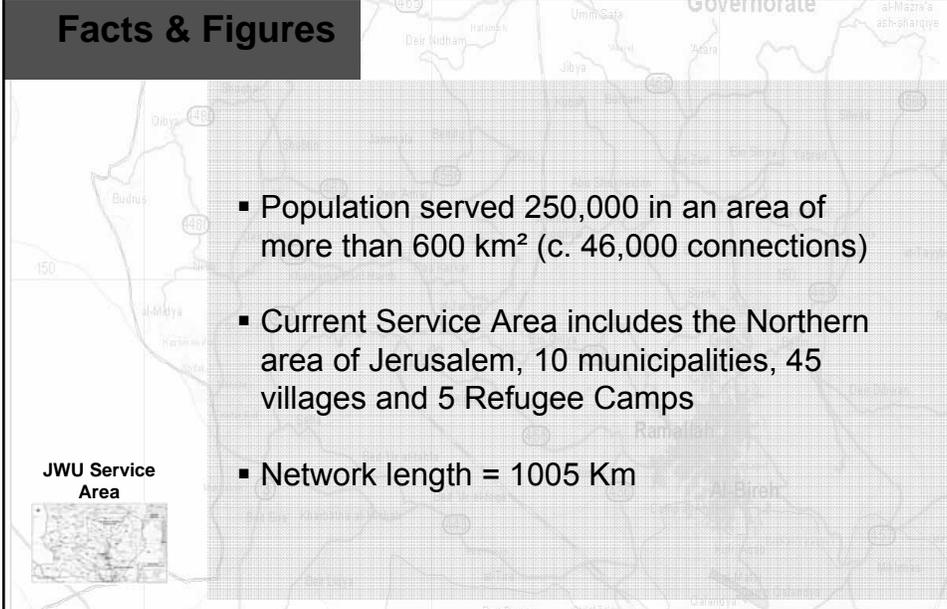
JWU Location Map



26.07.2006

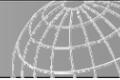


Facts & Figures

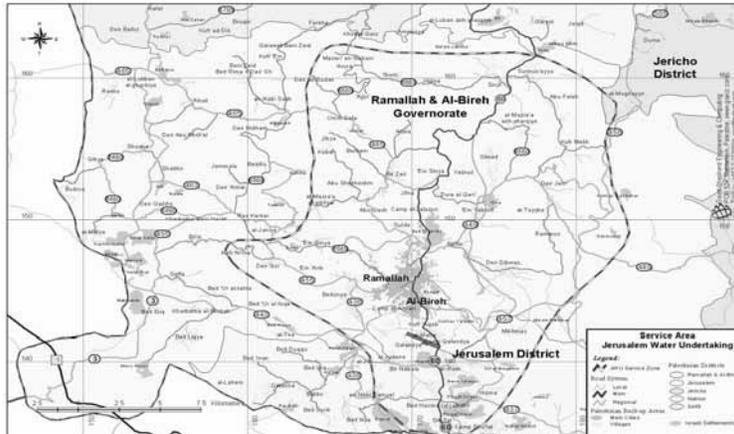


- Population served 250,000 in an area of more than 600 km² (c. 46,000 connections)
- Current Service Area includes the Northern area of Jerusalem, 10 municipalities, 45 villages and 5 Refugee Camps
- Network length = 1005 Km

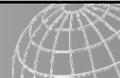
26.07.2006



JWU Service Area



26.07.2006

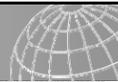


Facts & Figures



- Annual Water Supplies = 14 MCM (80% purchased & 20% from own sources)
- Average Consumption = 100 lcd
- Progressive Tariff at least covering O&M
- Average m³ Price = 1 US\$

26.07.2006

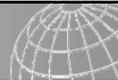


Facts & Figures



- Mission Statement “good-value services”
- JWU is managed on commercial bases
- JWU is run by a Board of Directors representing the major participating local authorities – 7 members
- Executive management (General Director and 5 Directors of Departments)
- Total employees around 200

26.07.2006



JWU Operates in Area Featured with Conflict



1967 War

2000 Second Intifada

1973 War

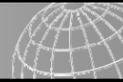
2002 West Bank Incursions and Curfews

1987 First Intifada

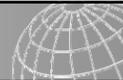
These days - Movement Restrictions, Sporadic Incursions....

Gulf Wars

26.07.2006



26.07.2006

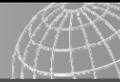


Scenes from 2002 Incursion

Video



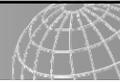
26.07.2006



Nevertheless, JWU has not only survived, but it is striving for distinction.....with the help of its friend and supporters



26.07.2006



German DC

A Joint Endeavour to Improve Performance & Services

- In 1994, the German Ministry for Economic Cooperation and Development (BMZ) commissioned GTZ to contribute technical assistance and financial grants
- Total German contribution through GTZ amounts to € 7.05 Mio
- Ongoing German FC Programme through KfW (€ 11 Mio)



26.07.2006



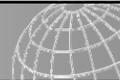
Initial Stage 1994 - 1997

- Financial contributions utilised for drilling new wells and rehabilitating existing ones



- Technical assistance focused on improving O&M and Loss Reduction etc.

26.07.2006



Later Stages till 2004

JWU Pumping Operations Optimised

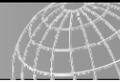
- Remote Control and Communication System installed (Microwave and Fibre Optic SCADA based system)
 - Historical and current operational / performance data
 - Automatic control of operations

Facts & Figures

- Active Surveillance and Monitoring Introduced



26.07.2006



Later Stages till 2004

- **JWU** organization development (OD) process resulted in tangible management changes



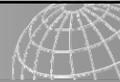
- An organization development Guidebook citing **JWU OD** experience published



Companion CD

- PDF Text
- Examples
- Exercises

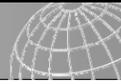
26.07.2006



Community Campaigns

School Campaigns
Publications
TV Spots

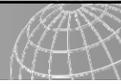
26.07.2006



School Campaigns



26.07.2006



Publications



26.07.2006

gtz Partner for the Future
 Marktautorität
 Jordanien

TV Spots

Consumption Rationalization
 Public Awareness

Protect Meter from Freezing
 Public Awareness

26.07.2006

gtz Partner for the Future
 Marktautorität
 Jordanien

Current / Future Efforts

Ongoing JWU and German TC work **focuses** on bringing about fundamental Business-Oriented Reforms

- Systematic flow of information
- Sound business planning
- integrated financial systems and procedures
- Community Education and Mobilisation
- Prompt Crises / Emergency coping and planning

26.07.2006



So far.....Fruitful Work

Despite continuous years of conflict, fluctuating socio-economic conditions..... 2005 performance figures are compatible

Working Ratio: 0.86
operating cost / operating revenue w/o dep.

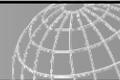
Non-Revenue Water: 27%

Collection Efficiency: 88%
including historical arrears

Average Collection Period: 2 - 7 months

Staff Cost: 29%

26.07.2006



Why Success?

Independence

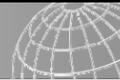
Commercial management

Exposure and determination to succeed
against external threats

Ability to attract and retain competent human
resources

Knowledgeable and motivated employees

26.07.2006



Why Success?

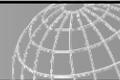
Applying Tariffs that covers at least O&M costs

Cooperation not imposition

Socio-economic conditions, although fluctuating in the Palestinian context

Public involvement

26.07.2006



**With hope and
peace, we'll
succeed!!
Thanks**

26.07.2006