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.
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
JWU Service Area

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$
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

JWU Operates in Area Featured with Conflict

1967 War
1973 War
1987 First Intifada
Gulf Wars

2000 Second Intifada
2002 West Bank Incursions and Curfews
These days - Movement Restrictions, Sporadic Incursions….
Scenes from 2002 Incursion Video
Nevertheless, JWU has not only survived, but it is striving for distinction...with the help of its friend and supporters.

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)
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.

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
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

Community Campaigns

School Campaigns
Publications
TV Spots
TV Spots

Consumption Rationalization
Public Awareness

Protect Meter from Freezing
Public Awareness

Current / Future Efforts

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

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

So far......Fruitful Work

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
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

With hope and peace, we’ll succeed!!

Thanks