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Information Note

Peer-to-Peer Exchange on Non-Revenue Water Management

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WATER AND ENVIRONMENT SUPPORT (WES) IN THE ENI SOUTHERN NEIGHBOURHOOD REGION

The "Water and Environment Support (WES) in the ENI Neighbourhood South Region" project is a regional technical support project funded by the European Neighbourhood Instrument (ENI South). WES aims to protect the natural resources in the Mediterranean context and to improve the management of scarce water resources in the region. WES mainly aims to solve the problems linked to pollution prevention and the rational use of water.

WES builds on previous similar regional projects funded by the European Union (Horizon 2020 CB/MEP, SWIM I and II, SWIM-Horizon 2020 SM) striving to create a supportive environment and increase the capacity of all stakeholders in the partner countries (PCs).

The WES Partner Countries are Algeria, Egypt, Israel, Jordan, Lebanon, Libya, Morocco, Palestine, Syria, and Tunisia. However, to ensure the coherence and effectiveness of EU funding or to promote regional cooperation, the eligibility of specific actions can be extended to neighbouring countries in the Southern Neighbourhood region.



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TABLE OF CONTENTS

1	BACKGROUND AND CONTEXT	6
2	THE PEERS AND THEIR ROLE	6
2.1	THE PEERS.....	6
2.2	THE ROLE OF THE PEERS.....	6
3	SCOPE AND OBJECTIVES OF THE P2P EXCHANGE	7
3.1	SCOPE.....	7
3.2	OBJECTIVES.....	7
4	PROPOSED METHODOLOGY AND ROADMAP	7
4.1	PROPOSED METHODOLOGY.....	7
4.2	ROADMAP TO ACHIEVE THE OBJECTIVES.....	8
5	PEER-TO-PEER FACILITATORS	9
6	EXPECTED RESULTS AND DELIVERABLES	9
7	TENTATIVE P2P EXCHANGE SCHEDULE	10



ABBREVIATIONS

AM	Asset Management
CB/MEP	Capacity Building/Mediterranean Environment Programme
CBA	Cost-Benefit Analysis
DMA	District Metered Area
EC	European Commission
ENI	European Neighbourhood Instrument
EU	European Union
IFI	International Financing Institution
KPI	Key Performance Indicator
MNF	Minimum Night Flow
NGO	Non-Governmental Organisation
NKE	Non-Key Expert
NRW	Non-Revenue Water
PCs	Partner Countries
P2P	Peer-to-Peer
SOP	Standard Operating Procedure
ST	Study Tour
SWIM	Sustainable Water Integrated Management
SWIM-Horizon2020 SM	Sustainable Water Integrated Management – Support Mechanism Project
UNEP-MAP	United Nations Environment Program - Mediterranean Action Plan
UfM	Union for the Mediterranean
WES	Water and Environment Support



1 BACKGROUND AND CONTEXT

As part of the WES project workplan for the third year (2021-2022) related to the Regional Activities, a regional training focusing on Non-Revenue Water (NRW) Management (RW-6-REG) combined with a study tour (RW-6-ST) as well as a Peer-to-Peer Exchange (RW-6-P2P) activity addressing the same topic will be organised. The Peer-to-Peer (P2P) Exchange activity will start in November 2022 and will last until end of October 2023.

This Information Note addresses the Peer-to-Peer Exchange activity on NRW Management.

A separate concept note will be developed for the regional training and the study tour on NRW Management. The regional training and the study tour is to be carried out during five days in the 3rd week of January 2023 (Monday-Friday, 16-20 January, 2023), in Athens (Greece). It targets four (4) participants from each Partner Country including two nominated peers who are expected to participate in the regional training and study tour. This will allow the peers to meet and establish a common vision on the way forward in the P2P Exchange activity. A short informal meeting will be held with the peers during this week in Athens to discuss progress to date and any pending issues.

2 THE PEERS AND THEIR ROLE

2.1 THE PEERS

The idea is to have up to two (2) peers from each WES Partner Country (PC) or from the PCs that appoint peers for this P2P Exchange activity in response to the WES invitation. The peer should represent a relevant institution: water utility (both public and privately owned/managed utilities), local water authorities, municipalities, and water regulators.

2.2 THE ROLE OF THE PEERS

The peer has the responsibility to contribute to the overarching goal of capacity building by exchanging information and knowledge with other peers and relevant stakeholders. More precisely, each peer will have to:

- Fully participate in the regional training.
- Participate in the planned P2P virtual meetings and presentations.
- Communicate and update progress with the P2P Exchange Non-Key Expert.
- Inform the other relevant persons in their countries and try to apply solutions applied elsewhere to the extent possible.
- Provide practical information about good practice in their countries.
- Share references, case studies and country specific information.
- Research certain topics in their countries and present findings.



3 SCOPE AND OBJECTIVES OF THE P2P EXCHANGE

3.1 SCOPE

The purpose of this specific regional activity is to build the capacity of the PCs on NRW Management. The level of NRW accounts in most PCs to more than 50%. A significant NRW reduction is needed, preferably as fast as reasonably achievable. Participants of the regional training and the study tour as well as the peers are expected to lead and contribute to the implementation of cost-effective NRW management and reduction interventions.

3.2 OBJECTIVES

The P2P Exchange activity will focus on NRW management interventions. Throughout the P2P Exchange activity, facilitators and participants will have the opportunity to:

1. Facilitate dialogue and exchange of experiences between participating practitioners.
2. Promote sharing of experiences and Standard Operating Procedures (SOPs) among the PCs on NRW management practices; facilitate exchanges and the development of synergies and complementary activities within the Mediterranean.
3. Promote North-to-South and South-to-South exchange and experience sharing around NRW management through presenting practical examples also from a European context, as needed, and facilitating the exchange of experiences between participating practitioners.

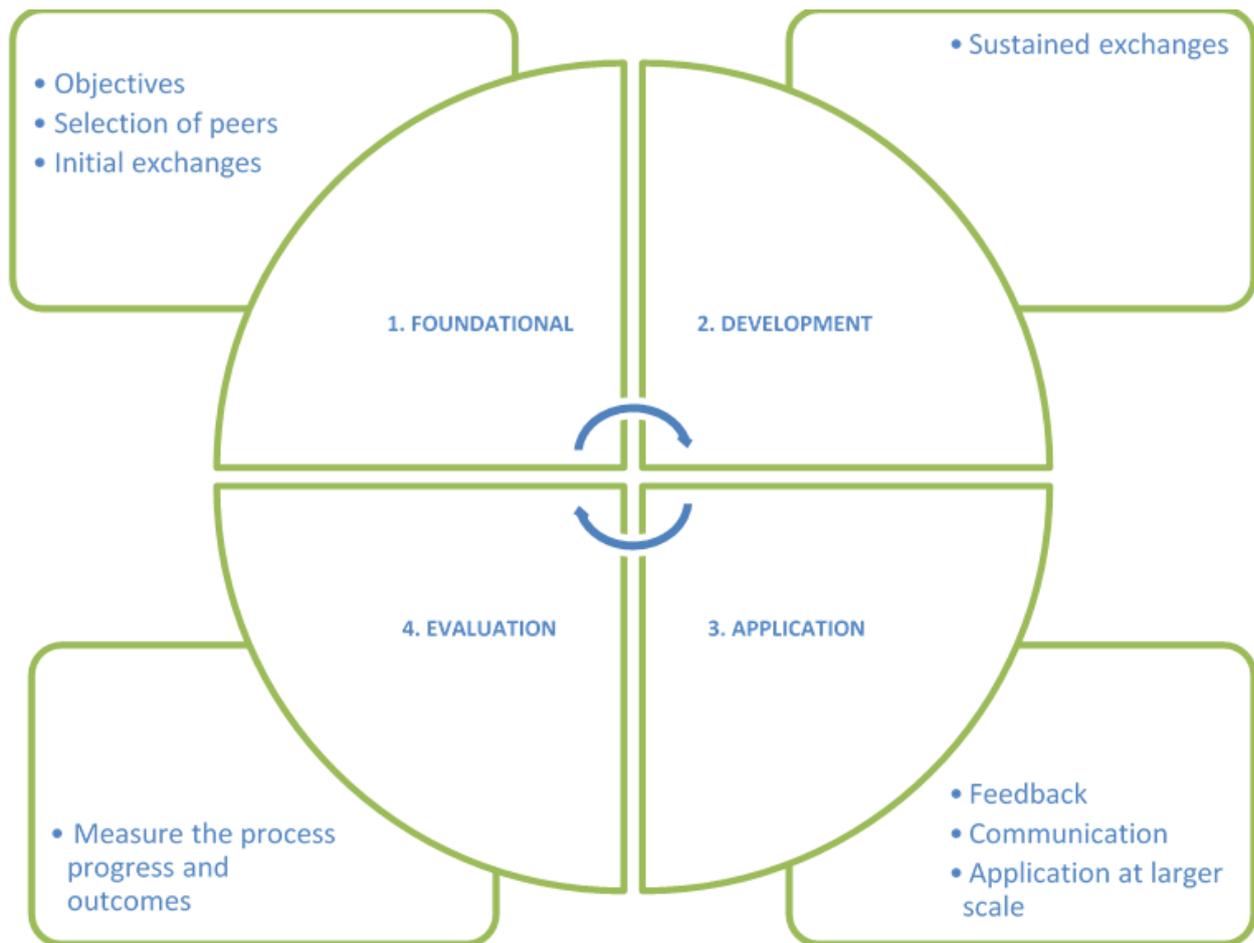
4 PROPOSED METHODOLOGY AND ROADMAP

4.1 PROPOSED METHODOLOGY

The schematic figure below presents the methodology for P2P Exchange activities that WES has been implementing successfully over the last years. This methodology will be also used for the P2P Exchange activity on NRW management.

The first initial exchange will take place during the online kick-off session, scheduled for November 21, 2022.





4.2 ROADMAP TO ACHIEVE THE OBJECTIVES

There will be two formal online P2P Exchange meetings and one informal live meeting:

- Formal online kick-off session: November 21, 2022.
- Informal live meeting: during the regional training, in Athens, Greece.
- Formal online P2P Exchange working session: sometime 1st half of 2023.

The preparation of the **online kick-off session** includes:

- a. The development of this Information Note.
- b. The development and dissemination of a simple questionnaire to be filled online by the peers and to be analysed prior to the online kick-off meeting.

The questionnaire will help:

1. Identify existing SOPs on NRW in the countries that peers are willing to share.
2. Identify the best candidate topic(s) for the SOPs based on which one or two new SOPs can be selected **during the online kick-off session** for subsequent development by the expert.
3. Identify countries with expertise in NRW management and the practices/areas/themes where expertise can be shared with other peers.
4. Identify imminent issues and questions around NRW management.

The online kick-off session will result in the selection of any existing SOPs to be shared, one or maximum two new SOPs to be developed, and the specific questions to be addressed during the P2P Exchange activity that would be the subject of email exchange between the peers and the NKE implementing the P2P exchange, and amongst the peers themselves (those offering expertise and those interested in it), as/if applicable. The said exchange will be launched following the second on line P2P meeting envisaged during the first half of 2023.

The informal live meeting will be held to discuss progress to date and any pending issues.

The formal online P2P Exchange working session will be held to discuss progress to date and present and obtain feedback on the SOPs (both the shared existing ones and the new developed ones). The preparation of this online meeting includes amongst others the development of the highest-priority new SOPs, identified during the online kick-off session, and defined more precisely during the informal live meeting in Athens, Greece.

These three meetings are with simultaneous interpretation in English and French. The facilitators of the P2P Exchange activity have a budget of 13.5 workdays.

5 PEER-TO-PEER FACILITATORS

The P2P Exchange activity will be implemented by one Ramboll Non-Key Expert (NKE) under the supervision of the Water Key Expert (KE) of the WES project, Ms Suzan Taha. The NKE implementing the P2P Exchange activity is Cor Merks.

Andreea Florea of Ramboll will facilitate the implementation of the P2P Exchange activity on NRW management. Andreea and Cor are fluent English speakers.

Cor Merks has been appointed as member of the Management Committee of the IWA Water Loss Specialist Group per November 3, 2022.

6 EXPECTED RESULTS AND DELIVERABLES

The expected results of the P2P Exchange activity are improved knowledge about NRW management and its application through a set of relevant SOPs as well as improved capacity and collaboration among the participating PCs.

The expected deliverables are:

- a. This Information Note.
- b. The formal online kick-off session with questionnaire, agenda, and presentation slide deck.
- c. The informal live meeting with short minutes of meeting.
- d. The formal online P2P Exchange working session with agenda, presentation slide deck, and the set of relevant SOPs (both shared existing and new ones).



- e. Professional communication with the peers and professional response on email questions raised by the peers about NRW reduction interventions.
- f. The P2P Report
 - Background and Objectives.
 - Methodology and Structure of the Peer-to-Peer.
 - Evaluation results of the Peer-to-Peer.
 - Conclusions and Recommendations.
 - Annexes.

The Peer-to-Peer presentations and other related material will be uploaded on the project's website as soon as the process is completed. The Peer-to-Peer report will also be uploaded on the website.

7 TENTATIVE P2P EXCHANGE SCHEDULE

As beforementioned, the schedule is built around the three meetings:

1. Formal online kick-off session: November 21, 2022.
2. Informal live meeting: during January 16-20, 2023, in Athens, Greece.
3. Formal online P2P Exchange working session: sometime 1st half of 2023.

The activity is expected to be completed by the end of October 2023.

