



# SURVEY QUESTIONNAIRE

## Peer-to-Peer (P2P) Exchange on Non-Revenue Water Management

### Activity No.: RW-6-P2P

**Date: 14 November 2022**

<b>COMPONENT:</b>	Component 2
<b>WES TOPIC:</b>	Topic 1: Assessment and Estimation of Water Use (per sector) Topic 2: Water Efficiency Gains at Decentralised Level Topic 3: Water Resources Valuation, Cost Recovery, Affordability of water services
<b>WES SUBTOPIC:</b>	Subtopic 2.2 Non-Revenue Water (NRW) Management
<b>DIMENSION:</b>	2. Capacity Building

<b>Version</b>	<b>Document Title</b>	<b>Author</b>	<b>Review and Clearance</b>
v.1	Survey Questionnaire	Cor Merks (Ramboll)	Suzan Taha



## Privacy Statement

The “Water and Environment Support (WES) in the ENI Southern Neighbourhood Region” project is considering your privacy and the protection of your personal data. According to the EU Regulation (2016/679) on General Data Protection (GDPR), by filling in this questionnaire, we acquire your explicit consent to retain the information stated in for our project's purposes (questionnaire analysis, Gap Analysis and respective activities reporting, project progress reporting, communication updates, project statistics, impact assessment analysis) only. You may hold back your consent to use your personal information collected through the questionnaire during the interview, or at any other time after that, by sending a written notice to [privacy@ldk.gr](mailto:privacy@ldk.gr).

## Disclaimer

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## 1 INTRODUCTION

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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.

The scope of this survey is to:

1. Better comprehend the backgrounds of the participating peers.
2. Collect information on the experiences, challenges and opportunities related to the wider use of Non-Revenue Water (NRW) reduction and management.
3. Explore future potential during the Peer-to-Peer (P2P) exchange activity by identifying the priority topics to be addressed in the P2P activity in terms of significant issues in NRW requiring immediate action in your countries, capacity gaps, aspects where support is mostly needed, etc.
4. Explore the expectations of the peers from the P2P exchange activity.
5. Obtain confirmation of the level of commitment to the P2P exchange activity.

This questionnaire is distributed prior to the Kick-Off Meeting (KOM) planned on the November 21, 2022, for information and review purposes by the participating peers. **Therefore, you are kindly requested to review the questionnaire before the KOM and be ready to discuss it during this meeting providing your initial reflections on the questionnaire, request any clarification and discuss any open issues with the WES project team.** There will be possibility for completing the answers shortly after the meeting and then submit it to the WES project team.

**MANY THANKS IN ADVANCE YOU FOR YOUR HELP**

## 2 GENERAL QUESTIONNAIRE

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### 2.1 RESPONDENT DETAILS

Name: .....

Gender: .....

Country: .....

Organisation: .....

Position: .....

Email: .....

Mobile Phone: .....

Additional information: .....

### 2.2 UNDERSTANDING NON-REVENUE WATER

1. Is Non-Revenue Water management a proven practice in the country?

- Yes
- No
- Limited

2. Please mention the area(s) of expertise in which your country excels in relation to NRW reduction:

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3. Are you willing you share your expertise and know-how on the above-mentioned area(s) of expertise with the other peers during the P2P exchange?

- a. Yes
- b. No

4. Please select the topics that from your point of view should be addressed in the P2P exchange activity, and that require immediate action in your country in relation to NRW:

- a. Calculating a Water Balance
- b. Key Performance Indicators
- c. NRW reduction measures
- d. Pressure Management and Pressure Managed Zones (PMZs)
- e. Active Leakage Control and District Metered Areas (DMAs)
- f. Speed and Quality of Repairs
- g. Asset Management
- h. Metering and Customer Metering Inaccuracies (CMI)



- i. Unauthorised Consumption (i.e., illegal connections, meter tampering, etc.)
  - j. Customer Accountability
  - k. Other, please specify: .....
5. Are you aware of any existing Standard Operating Procedures (SOPs) on NRW reduction in your country?
- a. Yes
  - b. No
6. If yes, which domain?
- a. Water Balance calculation
  - b. Leak Detection
  - c. Leak Repair
  - d. Organising maintenance material
  - e. Control of Illegal Connections
  - f. Installation of Customer Meters
  - g. Data Quality management
  - h. Other, please specify: .....
7. Can you/would you be willing to?
- a. Share existing SOPs from your country with other peers: Yes / No
  - b. Present examples / case studies during the P2P exchange activity: Yes / No
8. Please suggests at least one focus area that you deem important in reducing and managing NRW in your country and describe it in 1-2 sentences:
- .....
- .....
- .....
9. Do you have any suggestions for the P2P exchange activity?
- .....
- .....
- .....

