



# Water and Environment Support

in the ENI Southern Neighbourhood region

**Design actions/modalities for improved water billing and fees' collection rates also with a view to support outsourcing and PPP and engagement through Micro PSP**

## **Information Note and Agenda**

**Stakeholders' Consultation Workshop: Activity No.: N-W-PS-1**

**16 March 2023, 10:00 to 14:00**

**Tulkarm Municipality Meeting Hall, Tulkarm, Palestine**

**'Water and Environment Support (WES)' Project**

## **I. CONTEXT**

As part of the water component of the project "Water and Environment Support (WES)" funded by the European Union, an activity entitled "Design actions/modalities for improved water billing and fees' collection rates also with a view to support outsourcing and PPP and engagement through Micro PSP" is currently under implementation in partnership with the Palestinian Water Authority (PWA) and Tulkarm Municipality.

The **general objective of the activity** is to improve water billing and fees' collection rate through improved procedures and processes - including through out-sourcing to the private sector.

The **specific objectives** of the activity are:

1. Increase the capacity and performance of a selected service provider through increasing its financial ability for self-finance and enable applying the tariff by-law.
2. Reduce the high rate of Non-Revenue Water (NRW) and high customers' debts, and improve management and control of commercial and financial processes.
3. Improve water services' resilience to external shocks.
4. Paving the way of private sector engagement for better financial position of the water utilities through a pilot Micro-PSP Project.

The activity focuses on the 'unbilled authorised consumption (metered or unmetered)' and 'commercial (apparent) losses' (See the International Water Association (IWA) Standard Water Balance in Figure 1 below). In addition, the 'billed yet unpaid authorised consumption' (within the 'Revenue Water') might offer potential options and opportunities for reducing customers' debts to the water authority and might be reflected in the improvement of its financial situation accordingly.

During the first year of the activity, WES embarked on and completed the following two tasks:

- **Task 1:** Review the institutional, organizational, legal and regulatory framework; Preparation of Inception Report; Inception workshop (remote)
- **Task 2:** Data and Information collection and review. Develop a set of actions required to pursue alternative option(s) for improved billing and collection practices





in the pilot area, including assessing the feasibility of Micro PSP approaches. Propose respective improvements on existing practises

**FIGURE 1: THE IWA STANDARD WATER BALANCE**

<b>Water Production (Input into the System)</b>	<b>Authorised Consumption</b>	<b>Billed Authorised Consumption</b>	<b>Billed Metered Consumption</b>	<b>Revenue Water</b>	<b>Paid</b>
			<b>Billed Unmetered Consumption</b>		<b>Unpaid</b>
		<b>Unbilled Authorised Consumption</b>	<b>Unbilled Metered Consumption</b>	<b>Non-Revenue Water</b>	<b>Non-Revenue Water</b>
			<b>Unbilled Unmetered Consumption</b>		
	<b>Water Losses</b>	<b>Commercial (Apparent) Losses</b>	<b>Unauthorized Consumption</b>		
			<b>Customer Meter Inaccuracies and Data Handling Errors</b>		
		<b>Physical (Real) Losses</b>	<b>Leakage on Transmission and Distribution Mains</b>		
			<b>Leakage and Overflows from the Utilities Storage Tanks</b>		
		<b>Leakage on Service Connections up to the Customer Meter</b>			

## II. TARGET ZONE

The area where the activity is implemented is Tulkarm Municipality. However, the tasks related to potential private sector engagement in billing and collection will be carried at a national level, instead of pilot project level.

## III. WORKSHOP OBJECTIVES AND EXPECTED RESULTS

The aim of the national consultation workshop is to present and validate the main findings of tasks 1 and 2 to the stakeholders, including the recommended improvements to processes/procedures of billing and collection in the pilot area, as well as the main challenges and requirements for possible implementation of a Micro PSP approach.

The expected workshop results are:

1. The whole activity is introduced/presented to the stakeholders, and they are aware of its scope.
2. The conclusions and recommendations of tasks 1 and 2 are validated.
3. The main challenges facing the engagement of local private companies in the implementation of water services are presented
4. The planned program for the implementation of the remaining tasks is presented.





## Water and Environment Support

in the ENI Southern Neighbourhood region

5. A dialogue between the relevant stakeholders is established and the various stakeholders concerned are engaged, as applicable, in the implementation of the remaining tasks.

### IV. PARTICIPATION

---

This workshop will involve **the officials representing relevant institutions involved in different aspects of Non-Revenue water**. Specifically, below is the list of the stakeholders:

1. Palestinian Water Authority (PWA)
2. Ministry of Local Government (MoLG)
3. Ministry of Finance (MoF)
4. Tulkarem Municipality
5. Water Sector Regulatory Council (WSRC)
6. Representatives of the main service providers
7. Representatives from the Private sector
8. The EU delegation in Palestine
9. Interested Donors (Netherlands).

**Other relevant stakeholders will be identified with the focal point and targeted as applicable such as:**

1. environmental and water-related Civil Society Organisations (CSOs) and Non-government Organisations (NGOs),
2. Academia,
3. Local consultants,
4. Consumer associations,
5. Women's and youth groups in the region,
6. Representatives of local authorities (municipalities and elected local councils) and refugee camps
7. Community representatives; and
8. the media concerned with water issues at the local level.

**Total 60 participants**

### V. MODERATION & RESOURCE PERSONS

---

- Dr. Ayman Rabi – PPP expert WES
- Ms. Majeda Alawneh – WES Focal Point, Director Water Control Directorate, Palestinian Water Authority PWA
- Mr. Omar Zayed – Acting Director General of Water Resources Directorate, PWA
- Mr. Salam Abu Hantash – PWA





## Water and Environment Support

in the ENI Southern Neighbourhood region

- Mr. Marwan Bdair – PWA
- Mr. Kamal Isa – Director Water Tariff
- Eng. Ahmad Abu Baker – Head of Water Department, Tulkarm Municipality

### **Remotely:**

- Professor Michael Scoullas – WES Team Leader
- Dr. Emad Adly – WES Stakeholders Engagement and Impact Assessment Expert
- Eng. Suzan TAHA – WES Water Key Expert

## VI. INTERPRETATION

---

Interpretation EN/AR/AR/ EN will be provided **if needed**.

## VII. DATE

---

The workshop will take place on 16 March 2023 between 10:00 am and 02.10 pm Ramallah local time (**including 1 hour lunch**). Registration to start at 9:30 am

## VIII. VENUE

---

Tulkarm Municipality Meeting Hall, - Jerusalem Hall - Tulkarm, Palestine.

Registration will start at 9.30 am.

The workshop will be followed by Lunch at 2:00 pm.

## IX. AGENDA

---

See next page for the agenda.





# Water and Environment Support

in the ENI Southern Neighbourhood region

**Design actions/modalities for improved water billing and fees' collection rates also with a view to support outsourcing and PPP and engagement through Micro PSP**

**Stakeholders' Consultation Workshop  
16 March 2023 (from 10:00hr to 14:00hr)**

**Tulkarm Municipality Meeting Hall, Tulkarm -Palestine**

**'Water and Environment Support (WES)' Project**

## AGENDA

09:30-10:00	REGISTRATION
10:00-10:15	WELCOME & GENERAL INTRODUCTION
	<ul style="list-style-type: none"><li>- <b>Welcome and Introductory notes</b> <i>Mr. Mohanad HIJAZI, Water &amp; Sanitation Programme Manager, The Office of the European Union</i> <i>Professor Michael SCULLOS, WES Team Leader</i> <i>Ms. Majeda ALAWNEH, WES Focal Point, Water Quality Department Director, Palestinian Water Authority</i> <i>Dr. Riyadh AWAD, Mayor of Tulkarm Municipality</i></li></ul>
10:15-11:37	Presentation of the main findings and recommendations and general discussion
	<ul style="list-style-type: none"><li>- <b>Introducing the WES activity in Palestine (7 min)</b> <i>Ms. Suzan TAHA, Key Water Expert, WES</i></li><li>- <b>Presenting Main Findings of Task 2 related to NRW management in Tulkarm Municipality, with emphasis on Billing and Collection (45 min)</b> <i>Eng. Ahmad ABU BAKER, Eng. Salah EL JALLAD – Tulkarm Municipality &amp; Dr. Ayman RABI - PPP expert, WES</i></li><li>- <b>-Discussion (30 min)</b> <i>Facilitated by Dr. Ayman Rabi, PPP expert, WES</i></li></ul>
11:37-11:50	Coffee break
11:50-12:50	<ul style="list-style-type: none"><li>- <b>Presenting Main Challenges and Recommendations for Micro PSP – Case Studies from Palestine and Jordan (30 min).</b> <i>Dr. Ayman RABI, PPP expert, WES</i></li><li>- <b>-Discussion (30 min)</b> <i>Facilitated by Dr. Ayman RABI, PPP expert, WES</i></li></ul>





## Water and Environment Support

in the ENI Southern Neighbourhood region

12:50-13:00	<b>CONCLUSIONS AND RESULTS VALIDATION</b>
13:00-13:15	<b>The way forward and schedule of the remaining activity</b>
13:15-13:45	<b>THE ROLE OF THE STAKEHOLDERS</b> <ul style="list-style-type: none"><li>- <b>Impact Monitoring and Stakeholder Engagement (10) min</b> <i>Dr. Emad ADLY, Expert for Stakeholder Engagement and Impact Evaluation, WES</i></li><li>- <b>The role of the stakeholders in the activity (20 min)</b> <i>Facilitated by: Dr. Ayman RABI and WES Experts</i></li></ul>
13:45-14:00	<b>Closure and Workshop Evaluation</b>
14:00	<b>Lunch</b>

