

# Water and Environment Support

in the ENI Southern Neighbourhood region



## Elaboration of non-revenue water policy for Jordan Activity No. : N-W-JO-1

### Task 3: Elaboration of the NRW Policy document

11 March 2024, Video Conference  
Amman, Jordan

## Policy Validation Workshop

Presented by: Udo KACHEL, WES Non Key Expert on NRW





- Content

- Preamble
- Facts and Figures

## Policy Statements

- National Priorities – Institutional Legal Framework
- NRW Management – Principles and Standards
- NRW Planning, Monitoring and Reporting
- Real Loss Reduction – Operation and Maintenance
- Apparent Loss Reduction - Customer Services
- Technology and Innovation
- Capacity Building and Training





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# The Way Forward



# Strategy/ Policy Cycle

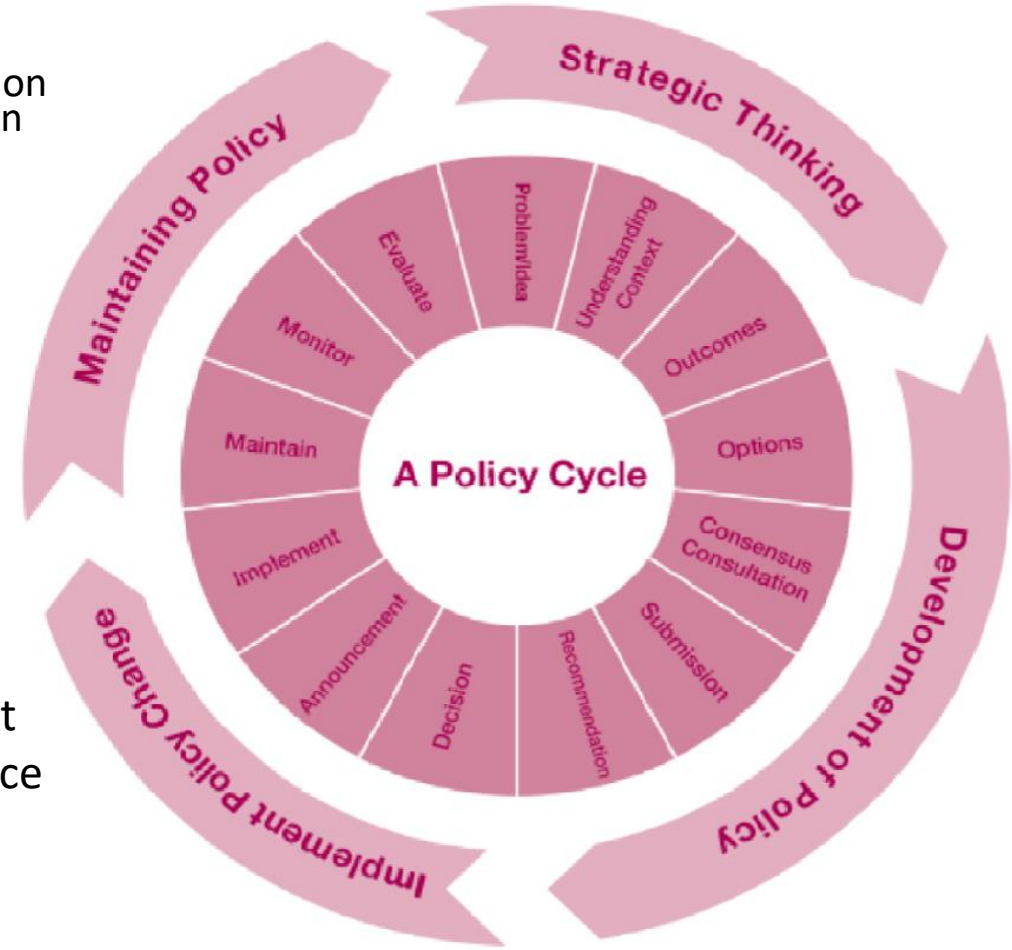


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Monitoring & controlling based on real measurements, reporting on KPI's on regular basis under implementation.

Will be operational mid 2025

Foundation tasks and project implementation ongoing since 2017



NRW Strategy developed and approved in March 2022

NRW Policy under review, awaiting approval

# NRW policy – Implementation



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- Four Pillars

1. Institutional capacity
2. Measurement/  
Monitoring &  
Control
3. Commercial  
Losses
4. Physical (Real)  
Losses



# Workshop Evaluation

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Kindly complete the digital evaluation sheet using the QR code shown below:





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Thank you for your attention!

