

Potable Water Management Programme (PWMP) in Upper Egypt

Egypt

Project summary


The project contributes to improving the service provision of Aswan Water and Sanitation Company (AWSC), sustain equal and reliable access of potable water and ensure efficient utilization of water amongst the inhabitants in El Sail and Khor Awada in Aswan – which are poor neighborhoods with a total population of around 115'000 inhabitants, located in Aswan city

Duration of the project

- Phase 1: 2018 – 2022 (targeting Khor Awada neighborhood, around 80'000 inhabitants)
- Phase 2: 2022 - 2025 (targeting El Sail neighborhood, around 35'000 inhabitants)

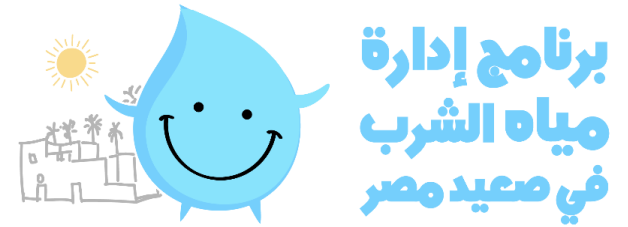
Partners




- Ministry of Housing, Utilities and Urban Communities
- Holding Company for Water and Wastewater
- Aswan Water and Sanitation Company
- Governorate of Aswan

 Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development
and Cooperation SDC

Sub-RÉSEAU MENA launch



-  Outcome 1
Improve **management and service provision** at utility level
-  Outcome 2
Provide **equal access to reliable potable water supply** system
-  Outcome 3
Promote the **adoption of efficient water use** measures



SDC Network **RésEAU**
RÉSEAU

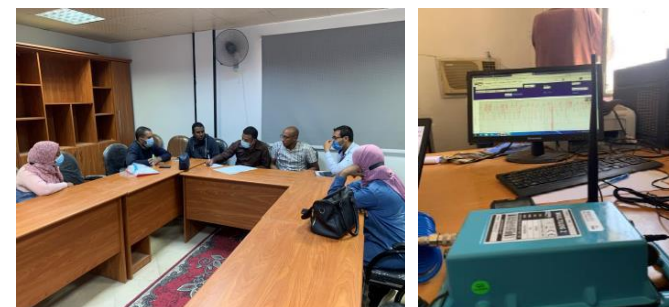
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Results Components 1 and 2 (Technical Assistance, Governance and Infrastructure)

Improved **AWSC performance** and governance through the establishment of new task forces and business processes:

- **The energy efficiency task force** focused on energy auditing and eliminating electricity penalties for main energy consumers (pumping stations and water treatment plants). As a result, AWSC succeeded in lowering the average monthly energy consumption for the 4 main energy consumers by 10% within one year (total average monthly consumption of the 4 main energy consumers: 2.0 GWh)
- **The non-revenue water task force** focused on gathering data for tracking physical and commercial losses through establishing District Metered Areas (DMA) and carrying out comprehensive subscribers' surveys (CSS). AWSC created 8 DMAs and managed to know the number of illegal connections and not working water meters, with the aim of minimizing the commercial losses
- **The billing and collection task force** focused on comparing the bills collected against households' consumption. As a result, the household collection rate increased from 42% in 2017 to 75% in 2021

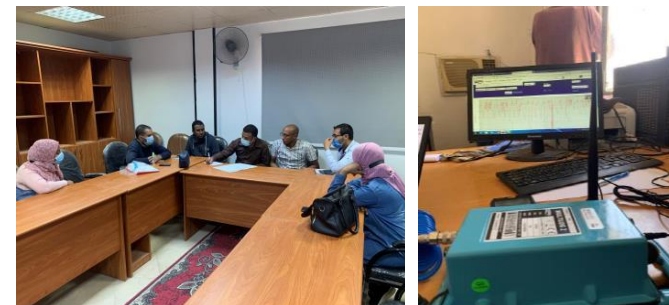
As **infrastructure works** are not completed yet, the results in supply continuity and customer satisfaction with access to drinking water cannot be measured. A survey is planned in autumn



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Results Components 3 (Awareness Raising)

- The **awareness campaigns** worked with 2'700 Khor Awada participants (out of which 1'080 were women). This succeeded in convincing 1'000 households with illegal connections to install water meters and subscribe with AWSC
- **Environmental clubs were established** and trained in 6 schools in which 352 students were registered as club members. They have implemented activities related to water and environmental awareness, beautification of their surroundings, cultural, artistic and sportive activities as well as campaigning within their communities, acting as role models for change
- Around 80 youth and women were **taught basic maintenance and repair** skills with regard to their plumbing system in the house (e.g., replacing faucets, fixing a leaking pipe, etc.) and the water-based A/C systems thereby contributing to water-saving and building up an income-generating activity
- A **dialogue with the community** and AWSC was established and proved successful through a community committee and locally recruited promoters, to address critical issues quickly and improve the relationship between the community and AWSC in general



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What did not work as expected?

- **Institutional weaknesses** are persistent and keep the water utility dysfunctional as an organization. Individual capacity building and action plans alone do not work. Organizational build-up is required as well, e.g. through task force work and re-organization, eventually leading to shifts in mind set
- **In-country differences** make communication challenging. Capital city approaches and experts brought to the province sometimes do not work. The combination of a well-rooted presence onsite and a strong presence in the capital works, both supported by the Swiss experts
- **Data scarcity and fragile contexts** do not go well with waterfall planning as implanted in the logframe approach. A pure output focus does not work efficiently. Surprises on the run can be tackled best when using the impact statement as a guiding star, while remaining agile on the output – outcome path

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What worked better than expected?

- **Three components project structure** with (i) technical assistance/governance; (ii) infrastructure support and (iii) public awareness raising worked even better than expected. Over time, all project stakeholders became to appreciate the synergies created among these components
- **Governorate support** and interest in the project became stronger and stronger, making permitting and coordination with parallel projects much easier. The many-years Swiss presence in the Aswan province is the basis for this
- **Local community promoters** in the project target area allowed being close to the target communities and continuing public awareness activities despite COVID-19 travel and meeting restrictions. Continuous activity of the project during these times gave increased credibility to PWMP
- **Middle management** got engaged in task force work. The project's training and coaching provided to task force members was recognized by some of its best members being absorbed by a Governmental program (Hayat Karima). Task force support in PWMP Phase 2 will be combined with organizational aspects

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What is the potential for replication in other countries?

- **Replication potential** of best practices should be tested inland first, before going abroad, to better understand in which regards success depends on the constellation of key persons involved
- **In country peer exchange** (among Upper Egypt Water and Sanitation Companies) on the mid management level, with attendance of top management, already was inspiring, initiating some paradigm shifts among participants, and giving acknowledgment to best performers
- **In region peer exchange** (between Aswan Water and Sanitation Company, Egypt; and Bekaa Water Establishment, Lebanon) also brought about some thought-provoking moments among participants, but was too isolated so far as a single event to initiate improvement cycles with regular mutual exchange
- **An internationally recognized framework** for utility performance improvement (such as provided by AquaRating) will facilitate monitoring and exchange across the region, as well as on a global level