



PPP – Performance based contract in improving the financial sustainability in utility

Eng. Khaldon Khashman


ACWUA Secretary General

Khaldon_khashman@acwua.org




Performance based contract project implemented by ACWUA and financed by GIZ in Yarmouk Water Company (YWC)The main target of the project is to:

- Increase the revenue from the wastewater running charges (wastewater treatment tariff) to improve the financial status of YWC towards financial sustainability.
- Conduct Comprehensive Customer Survey on the field to collect all data and status of the customers connected to the sewage system by using integrated GIS Maps containing the available data on the customer information system. The result of the survey will help the project and to achieve the following.

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- Collect all outstanding fees and charges and improve the regular revenue collection from sewer customers by establishing a stable environment and computer aided tools for sustainable sewer customer management.
 - Digital documentation of all existing sewer customers in coordination with YWC,
 - Digital recording of all new customers (buildings, additional customers, etc.),
 - Identify and record all additional areas in customer buildings after the connection process, to enable charging and collection of applicable fees.
 - Identify all illegal buildings and customer connections; record and collection of all payment dues including fees, back date running charge.

- Add a running charge to the water bills of all customers connected to the sewer.
- Establish annual agreement for all non-water customers and include collection of backdated dues.
- Establish computerized system to automatically and systematically collect all regular and installment payment (fees & charge) to all related sewer connections.
- Update, link, integrate and establish all related database system (GIS System, Sewer Customer System, Billing system & Financial System) to enable systematic follow up for required sewer customer management.
- Document, establish and introduce related process to ensure stable operation;

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- Continuous cleaning for SDS Data;
 - Continuous monitoring and evaluation (Internally and externally) for the process;
 - Introduce, document and early handover for all sewer customer related process, documents, systems, source code, etc.to ensure sustainable operation in future.
 - Capacity building during the project for YWC's related employees on the new systems to attain continuity of the process in the future.

Phases

Phase I- Data Cleaning

- Site visit & data collection.
- Prepare records for all data received.
- Prepare records of outstanding, unavailable & contradictory, or additional data.
- Assess, analysis & prepare report for Sewer Data System (SDS) database.
- Assess, analysis & prepare report for GIS database.
- Assess, analysis and prepare report for Billing System (COBOSS/ X7)
- Matching/ Linking SDS, COBOSS/X7 & GIS
- Develop monitoring tools for progress.
- Test & approve the monitoring tools by YWC.

Phases

Phase II- Pre-Field Survey

- Plan field work's procedures & process based on the best practice.
- Coordinate & approve with YWC for the Data that need to be captured in the field including the form.
- Plan & prepare survey crews routes for 3 ROUs.
- Prepare AMIRI Law procedure & design module for documentation & monitoring of the related Cases.
- Design & develop installments & payments module.
- Approve installments & payments module by YWC.

Phases

Phase III- Field Survey

- Train the survey crews in the best practice to collect the required data.
- Conduct survey works, including (if the customers connected, ability to connect, compare data, additional floors, illegal cases, etc.).
- Update the data to Include (customer geographical address /land cadaster-based address code (PK), splitting of land parcels, no of floors, national number, etc.).

Phases

Phase IV- Cash Allocation

- Calculate connection fees & backdated running charges.
- Calculate missing payments according to additional area/ floors.
- Print official bills with WAJ -YWC letter head to each sewerage case identified.
- Distribute official bills & follow up with the customers with the help of YWC.
- Obtain written pledge from all property owners of illegally connection properties.
- Issue & distribute warning for disconnection.

Phases

Phase IV- Cash Allocation

- Act according to the customer response including (disconnection of the service, escalation to Amiri & court cases, seal all water meters pertaining to the property, etc.).
- Reconnection of the services for all customers who reach to settlement with YWC.
- Conduct repetitive inspection visits for disconnected water customer cases that have not paid sewerage fees and/or backdated sewerage running charges according to the approved billing and collection
- Report to team leader & YWC any observation related to environmental violation, illegal Water Uses/Disconnection

Milestones achievements

Description	Planned Date	% of the Project Activities	Planned % of Completion	Actual % of Completion
Data handling, cleaning and analysis	13 March – 13 Nov. / 2018	10%	100%	100%
Pre-field survey	17 April -31 July /2018	10%	100%	100%
Field Survey	8 May 2018 -26 Nov 2019	40%	100%	92%
Cash Allocation Activities	22 May 2018 -20 March 2020	40%	100%	*100%

Financial achievements

- Cash Allocation Percent represents the total achieved amount of additional revenue:
 - Target in the project for the billed amount was 1.8 million.
 - Achieved additional billed amount = 5,747,191.90JD
 - Achieved additional billed in percentage = 319.3 %

- The billing results achieved and collected for all cases surveyed from the new SDS-MT of the PBC project as below table:

PBC Bills for all Cases surveyed from the new SDS-MT System from 20/3/2018 to 20/3/2020

تاريخ من الجديد الصحي الصرف بيانات قاعدة نظام من الممسوحة الحالات لكافة المتحققه الفواتير 20/3/2018 الى 20/3/2020

ROU	عدد الفواتير المتحققة Billed Invoices Numbers	اجمالي التحققات Billing Amount (JD)	عدد الفواتير المتحققة و المعتمدة Numbers of bills (billed , Verified & Issued)	اجمالي التحققات المعتمدة Total of bills approved (JD)	عدد الفواتير المحصلة Collected Bill's Numbers	اجمالي التحصيلات Collection Amount (JD)	المبلغ المقسط Installment (JD)	اجمالي اليرادات المحصلة Addational Revenue (JD)
اريد- Irbid	10256	3,563,177.52	3393	1,743,086.72	2159	1,108,158.15	101,002.46	1,209,160.61
الرمثا- Ramatha	2108	716,603.39	940	377,867.91	588	156,574.71	13,281.42	169,856.13
بني عبيد- Bani Obied	5505	1467355.974	2755	801498.844	2105	541991.53	49634.08	591625.61
المجموع- Total	17869	5,747,136.88	7088	2,922,453.47	4852	1,806,724.39	163,917.96	1,970,642.35



Thank you