

2021 - 2022

Annual Report N° 14

Egyptian Water Regulatory Agency (EWRA)



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Board of Directors



Dr. Assem El Gazzar Minister of Housing, Utilities, and Urban **Communities Chairman of EWRA**



Dr. Sayed Ismail Alsayed Deputy Minister of infrastructure, Ministry of Housing



Mohamed Hassan Mostafa Chief Executive Officer of **EWRA**



General.Eng. **Ehab Ahmed Khedr** Chairman of **NOPWASD**



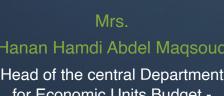
Ahmed Abdel-Qadir Chairman of CAPW



Eng. Mamdouh Raslan Chairman of HCWW



Hanan Hamdi Abdel Maqsoud Head of the central Department for Economic Units Budget -



Representative

of the Ministry of Finance



Ragab Ali Abdel-Azim Supervisor of the Office of the Minister of Water Resources and Irrigation

Dr.



Mohamed Essam El–Din Ramadan Assistant Minister of Housing Supervisor of the Minister's office



Dr.

Mustafa Mohamed Murad

Head of the Environmental

Quality Sector - Ministry of

Environment



Amr Kandil
Head of Preventive Medicine
Sector - Ministry of Health
and Population



Dr.
Ali Gomaa
Chairman of the Board
of Trustees of Misr El
Kheir Foundation



Mohamed Musa
Omran
CEO of Egyptian
Electric Utility and
Consumer Protection
Regulatory Agency



Dr.
Ali Sharif Abdel Fayad
Emeritus Professor,
Faculty of Engineering, Ain
Shams University



Osama Hamdi Abdel
Wahed
Advisor to the Minister of
Housing for Follow-up and
Utilities Affairs



Ibrahim Mahmoud
El-Araby
Chairman of the
Federation of Egyptian
Chambers of Commerce



Eng.
Mohammed Zaki
Al–Suwaidi
Chairman of the
Federation of Egyptian
Industries



Mr.
Ayman Hossam El–Din
Head of the Consumer
Protection Agency



Hossam El–Din Ahmed
El–Qabbani
Chairman of the Board of
Directors of Orman
Association





Statement of Professor Dr. Minister of Housing, Utilities and Urban Communities (MHUUC) Chairman of EWRA's Board of Directors

The state has made a great effort to improve the level of water and wastewater services across Republic, the the as utilities currently witnessing sector is an unprecedented boom in the implementation of projects. The coverage rate of water supply services at the Republic level has reached about %98.7, and the coverage rate of wastewater services at the level Republic to about %66.7. It is planned to reach a %100 coverage rate for wastewater services under

the presidential initiative "Haya Kareema" to develop the Egyptian countryside.

The Ministry is making every effort to implement various development projects within the framework of the comprehensive development process that the Egyptian state is witnessing since the assumption of President Abdel Fattah El-Sisi.

MHUUC seeks to prepare a draft of the national strategy for water

and wastewater sector until the year 2050, which aims to develop, modernize and improve water and sanitation facilities sector in line with the objectives of the Sustainable Development Strategy (Egypt Vision 2030) and the Sustainable Development Goals of the United Nations. The strategy included all the main issues that help the Egyptian government chart a path to develop and modernize water and wastewater services and maximize the sustainability of water resources through modernizing management systems and developing alternative resources, including water desalination and the safe reuse of effluent, and achieving integration between programs and projects implemented in the sector.

Furthermore, it is the role of EWRA to perform its basic mission in regulating the sector in a way that enables service providers to achieve appropriate levels of performance and high quality at the technical and financial levels and to ensure consumer protection by monitoring the quality of the service provided.

May God grant success and help,,,

Minister of Housing, Utilities and Urban Communities
Chairman of the EWRA's Board of Directors
Prof. Dr. Eng. Assem Al-Gazzar





Statement of Dr.
Deputy Minister
of Housing for
Infrastructure Affairs

The state, represented by the Ministry of Housing, Utilities and Urban Communities, has paid great attention to improving water and wastewater facilities sector, to provide basic water supply and wastewater services, which is considered the cornerstone of achieving justice and improving the standard of living of citizens.

Water and wastewater facilities sector has experienced some challenges related to water scarcity, so an integrated methodology and plan has been prepared to maintain

water security, in light of water scarcity, in cooperation with the concerned authorities in the country which aims to develop water resources to meet current and future water needs. Providing water resources for various sectors through optimal use of current water resources and rationalization of consumption in a way that preserves these resources for future generations.

water and wastewater facilities sector has also worked on

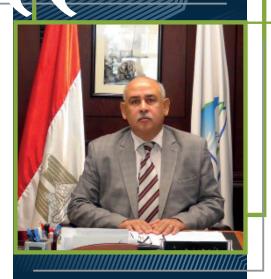
developing a plan to rationalize water consumption, maximize the use of available water resources, and reduce water loss which includes three basic axes. The first axis covers the use of available water resources for drinking water on top of which comes the provision of drinking water from surface water that depends on the Nile River, which represents the lifeline and primary source of drinking water in Egypt, then comes the benefit from the sea coasts by providing desalinated water, as well as maximizing the benefit from groundwater. The second axis covers the safe reuse of treated wastewater, while the third axis of the plan covers works to reduce water losses and rationalize consumption.

In the same context, EWRA spares no effort in the continuous development of the sector, raising the efficiency of workers, increasing investments, and ensuring the efficiency of services provided to citizens by monitoring the quality of the services provided.

May God grant success and help,,,

Deputy Minister of infrastructure, Ministry of Housing
Member of EWRA's Board of Directors
Dr. Sayed Ismail





Statement
of Professor Dr.
EWRA>s Chief
Executive Officer

Given the State>s attention to reforming the water and wastewater sector and in the context of the restructuring process that began at the beginning of the new millennium, Presidential Decree No. 136 of 2004 was issued to establish the Egyptian Water Regulatory Agency (EWRA) to be responsible for the organization, monitoring and control all activities related to the production and distribution of water and the safe disposal of wastewater. By successive stages of reform, there

were successive presidential and ministerial decrees have been taken to strengthen the agency's fulfillment of its responsibilities. EWRA seeks to regulate the water and wastewater sector, develop its infrastructure and pursue new strategies in the sector in a manner consistent with the latest means of modern technology and to promote the dissemination of water and wastewater services to citizens, as well as to ensure availability and continuity in accordance with international standards at a high quality at a

fair, affordable and satisfactory price for the parties involved in the sector in order to ensure that current investments are maintained and the climate is created to enter new investments in the sector based on key principles of transparency and the establishment of rules of free competition and the protection of corporate and consumer rights.

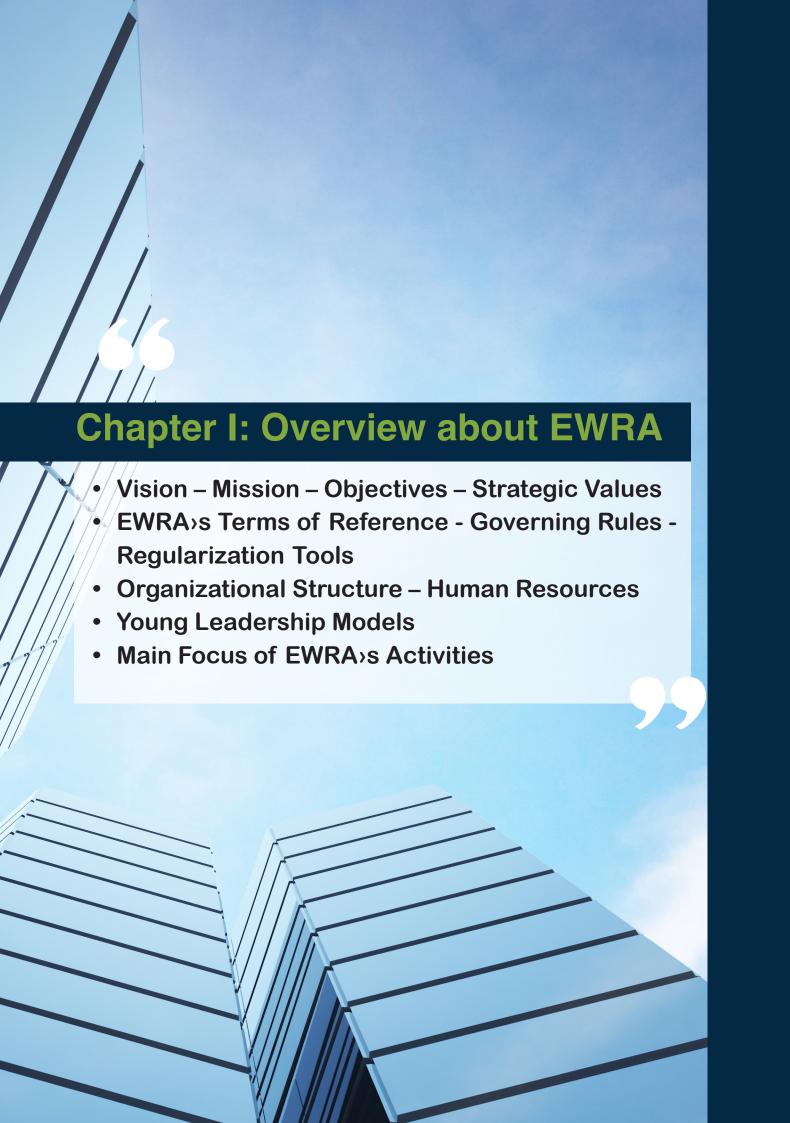
EWRA continues issuing its annual reports, so that the annual report No.14 that is in your hands addresses the most important achievements made during the fiscal year 2022-2021, and includes a presentation of the most important figures and facts on the situation of the sector as well as the companies that provide the service. It also includes a presentation of the activities and achievements of the various departments during the same period, in addition to performance indicators and evaluation of companies levels. The report concluded by reviewing the departments work plans for the fiscal year 2023/2022.

We hope that God Almighty will help us to achieve our goals for the benefit of the sector. We thank the tangible effort of the colleagues working in the Service.

May God grant success and help,,,

EWRA's Chief Executive Officer Prof.Dr.Eng. Mohamed Hassan Mostafa





Overview About EWRA

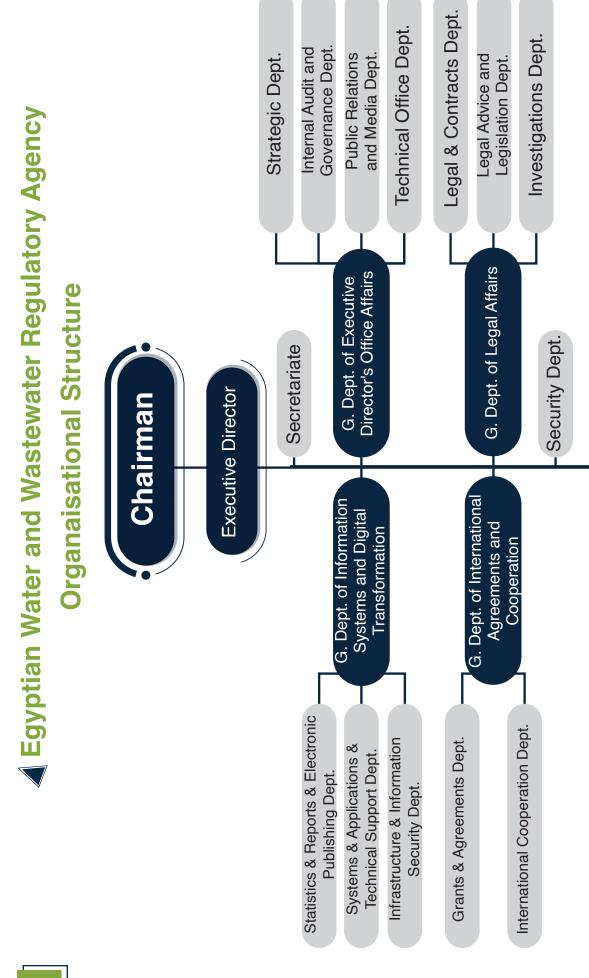
EWRA was established pursuant to Presidential Decree No. 136 of 2004, with the aim of regulating, following up and monitoring all aspects of water and wastewater activities throughout the Republic, in such a way as to enable and encourage sector operators to achieve the highest level of performance in order to ensure the continuity of the service with the required quality and efficiency and to provide service to the consumer satisfactorily and at the most appropriate prices. The establishment of EWRA as a supervisory authority and as a regulator for water and wastewater sector to achieve a balance between service providers and consumers is one of the important steps in restructuring the sector in order to develop it and increase its efficiency, operation and maintenance (Affiliated Companies & City Authority), monitoring and regulation (EWRA).

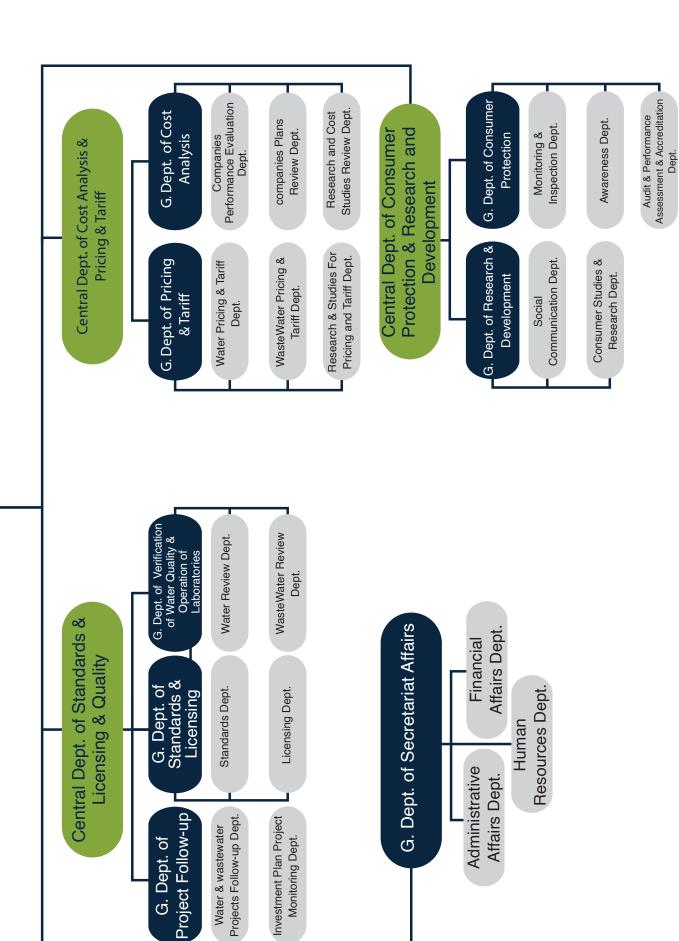


EWRA's Terms of Reference

- Ensure that the activities of treatment, desalination, transportation, distribution and sale of water, as well as the activities of collection, treatment and safely disposal of wastewater and industrial waste, are all carried out within the framework of compliance with the laws and regulations in force in the Arab Republic of Egypt.
- Review plans for the consumption, treatment, desalination, transportation and distribution of water and plans for the collection, treatment and safe disposal of wastewater and industrial waste, on a periodic basis, including investments necessary for them to ensure their availability in order to achieve the State's policy in this area.
- Provide technical assistance to service providers in the preparation of studies based on which the targeted technical, commercial, economic and financial performance levels are assessed.
- Regular follow-up and verification that the cost of treatment, desalination, transportation, distribution and sale of water and the cost of collection, treatment and safe disposal of wastewater and industrial waste, guarantee the interests of service providers and consumers.
- Ensure that service providers are committed to achieving technical, commercial, financial and economic performance standards and that they apply the tariff schedules approved by the Cabinet.
- Study requests to define and amend tariffs to ensure financial and economic balance for service providers, taking into account consumption segments and patterns, for approval by the Cabinet.
- Review and approve contracts and agreements forms that regulate the relationship between service providers and consumers.
- Monitor the availability of administrative, technical, financial and economic competencies of service providers.
- Ensure the quality of technical and administrative services provided by service providers and provide them with technical assistance.
- Disseminate information, reports and recommendations that help service providers and consumers to know their rights and obligations and define them the nature of the role played by the agency.
- Examine subscribers complaints in order to ensure balance in protecting of service providers and consumers and to reduce disputes that may arise in this regard.







Statement of the number of employees in EWRA

- Number of Employees in EWRA
 - 67 Employees of specialized qualitative groups with higher qualifications
 - Employees in specific clerical, technical and craft groups (with intermediate qualifications or less)

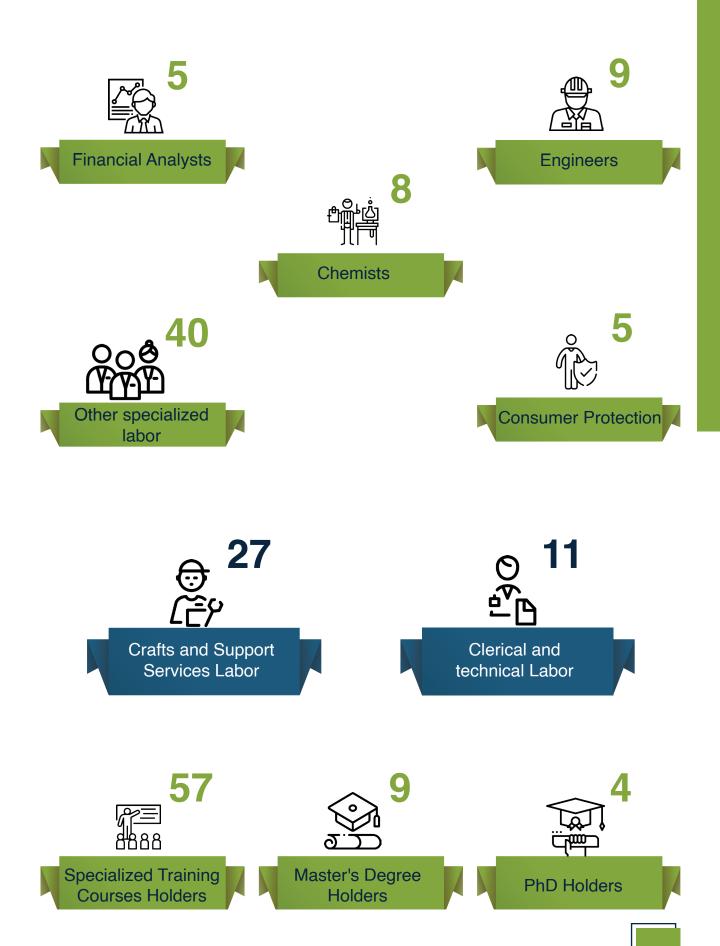
EWRA's Employees





Employees on unpaid leave

Statement of the number of employees in real terms



Young Leadership Models



Mr. Hisham Ezzat
General Manager of the General
Department of Pricing and Tariffs



Mr. Abdullah Hassan Madkour General Manager of the General Department of the CEO Office Affairs



Dr. Hamdi Abdel NabiAl-SadiqGeneral Manager of the
General Department of Standards
and Licensing



Mr. Walid Tawfiq Muhammad General Manager of the General Department of Information Systems and Digital Transformation



Mr. Abdel Hamid Al-Masry
General Manager of Cost
Analysis and Performance
Evaluation



Mr. Hossam Magdy Al-Wazir General Manager of the General Secretariat

Adviser

Counselor Dr. Mahmoud Zaki

EWRA's Legal Adviser

Vice President of the State Council





Consultant Eng. Khaled Diaa El Din

Technical Adviser at EWRA



Dr. Faraj Ahmed Samhan

Scientific Adviser at EWRA

Professor of water pollution at the
National Research Center





Dr. Muhammad Abu Al-Nasr Sobhi

Media Adviser at EWRA

Expert at the Information and Decision

Support Center at the Cabinet

Main Focus of EWRA's Activities

1. Monitoring of Water Quality

- Collecting samples from water production sites in the governorates and analyzing them by the laboratories of neutral scientific bodies.
- Issuing reports on the quality of water and wastewater services in the governorates.
- Field visits to the central and subsidiary laboratories and the laboratories of the plants of the service providers.
- Comparing the results through the reports issued by the agency to assess the improvement in the quality of water and the efficiency of wastewater treatment.





2. Consumer Protection

- Following up listing and classification of consumer complaints through various means.
- Site visits to discuss water and wastewater complaints.
- Reviewing the customer service, awareness and information system
- **Modifying negative behaviors** and supporting positive behaviors in the community's dealings with issues of water and wastewater, and raising consumers) awareness.
- Measuring the satisfaction degree with water and wastewater services.

3. Financial Analysis & Economic Regulation

- Analysis of financial statements of water and wastewater service providers.
- Review investment budgets of water and wastewater service providers.
- Issue reports on the recommendations needed to improve performance.
- Carry out cost studies and adjust the tariff for water and wastewater services.

4. Monitoring companies performance to reduce water losses:

- Install flow meters at water production sites and review all installed meters on consumer connections.
- Divide the service areas into separate areas (DMA-DMZ) in order to control and ensure the amount of water within the distribution networks carried out by the companies.
- install flow meters at the outlets of the water treatment plants in order to measure the amount of raw water entering the water treatment plants carried out by the companies.

5. Ensure controlling the technical and financial performance of service providers through performance indicators and service levels

- Preparation of tables of annual data required from companies for submission to EWRA for the purpose of calculating performance indicators for companies and service levels for the consumer
- Review and analysis of the data received.
- Calculation of corporate performance indicators and consumer service levels.
- Issuing reports with recommendations for improving and developing service providers> performance.

6. The legislative framework for water and wastewater sector

- Sector Regulation Act.
- · Licences.
- · Unification of legislation.
- Protecting the sector's investments and assets.
- Attracting private investments.

7. International Cooperation

- United States Agency for International Development (USAID)
- Egyptian-European Partnership Agreement (SAAP)
- Egyptian-German Development Technical Cooperation (GIZ)
- World Bank (WB)

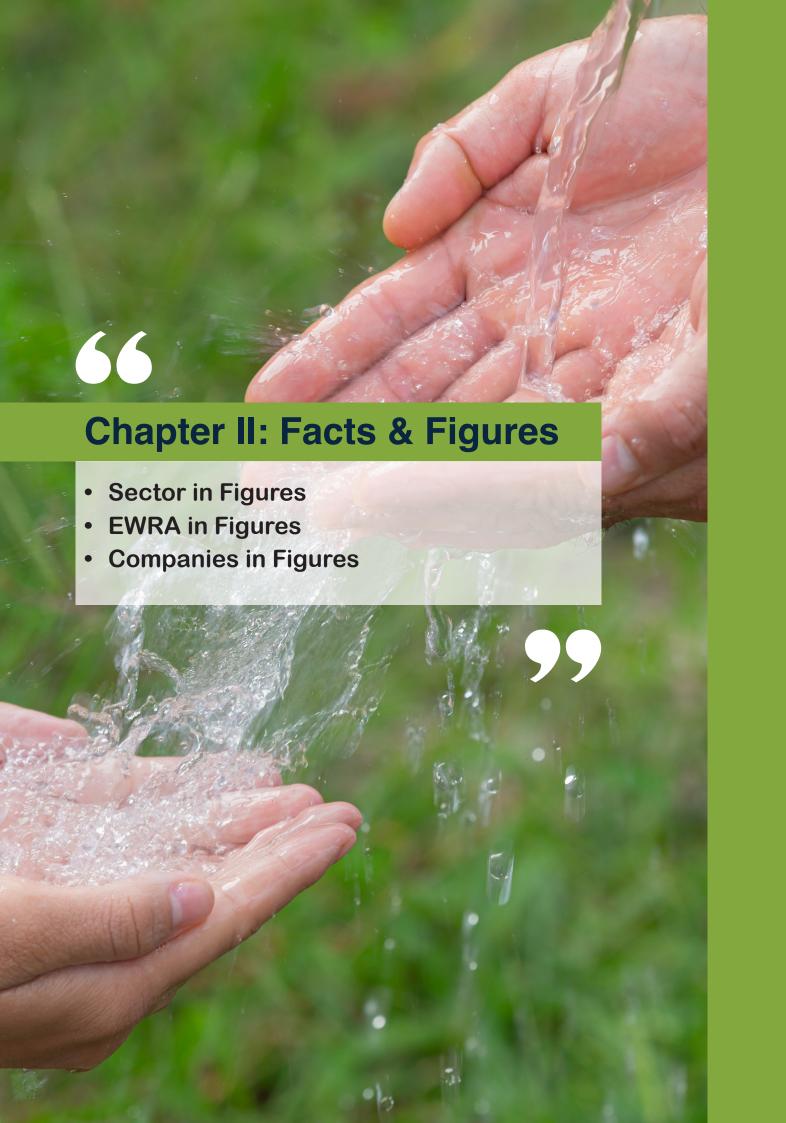
In this context, the EWRA seeks to achieve the following objectives:

- Ensure the provision of sufficient and high-quality water to citizens throughout the Arab Republic of Egypt, ensuring that all citizens have access to high quality treated water.
- Achieving the financial sustainability of companies in the sector, allowing them to develop their ways of operating and managing their activities efficiently.
- Safe collection and treatment of wastewater conforms to environmental and health standards.
- Achieving a high degree of institutional independence for service providers in order to achieve their objectives without being bound by restrictions that affect their paths and work efficiency.
- Achieving a fair return on investment on the sector's activities in order to achieve a Cost Effectiveness concept.

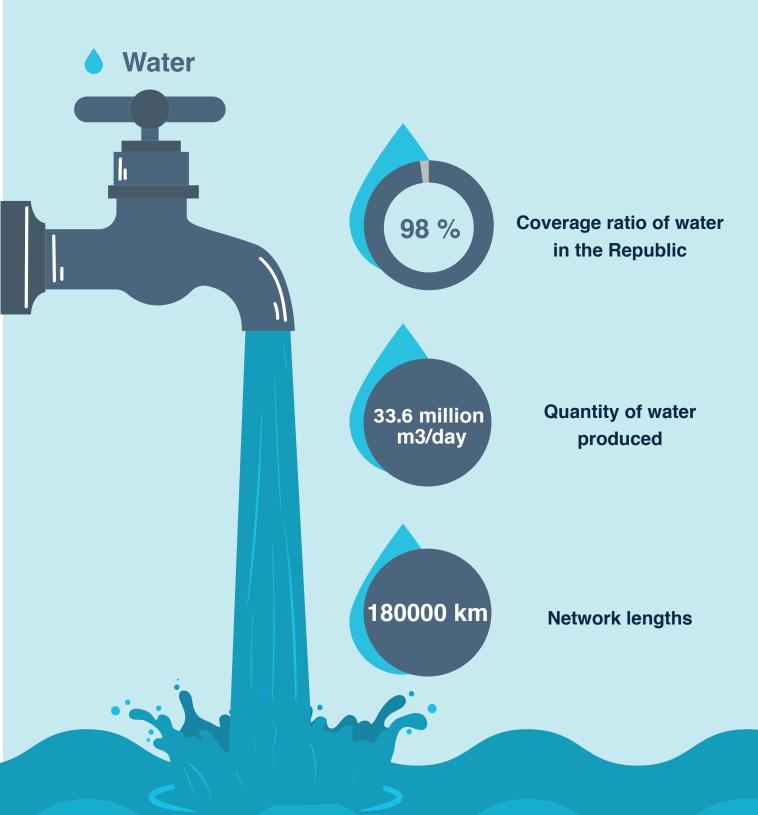
The service regulator within the water and wastewater sector means the existence of a set of regulating and binding rules issued by an entity that has the legal capacity and the necessary authority (EWRA) to monitor, follow up and supervise the commitment of other regulated entities (service providers) to carry out their responsibilities towards their customers, take the necessary measures and apply the necessary penalties if these responsibilities are breached.

EWRA plays this role as it is considered the head of the triangle whose base consists of both service providers and service recipients.





Sector In Figures





Coverage ratio of water in the Republic



At the rural level

At the urban level

Design Capacity for WWTPs 16.2 million m3/day
Actual Capacity for WWTPs 13.7 million m3/day
Equivalent to 5.0 billion m3/year







Total Capacity **917000** m3/day Served Governorates(North Sinai - South Sinai - Red Sea - Matrouh - Ismailia - Suez)

Under Implementation
Desalination Plants

14
plants

Total Capacity 518000 m3/day

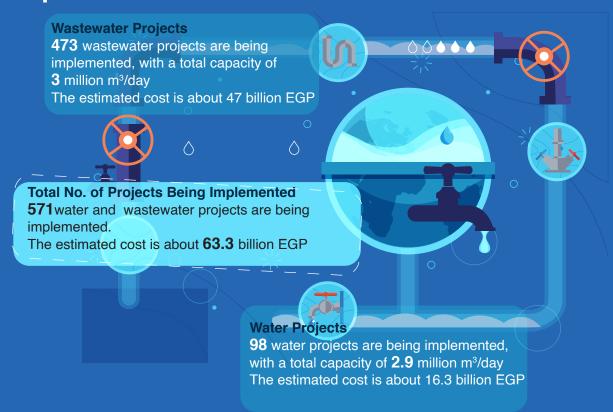
Served Governorates(Matrouh - Red Sea - North Sinai - South Sinai - Port Said - Dakahlia - Suez)

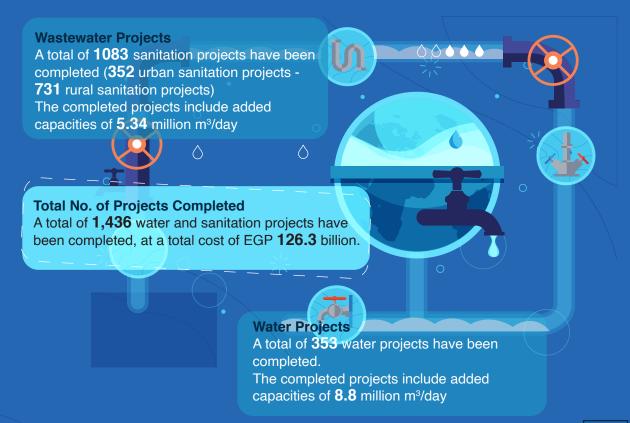
Total

96

1.44 m m³/day

Water and Wastewater Projects Projects being implemented nationwide

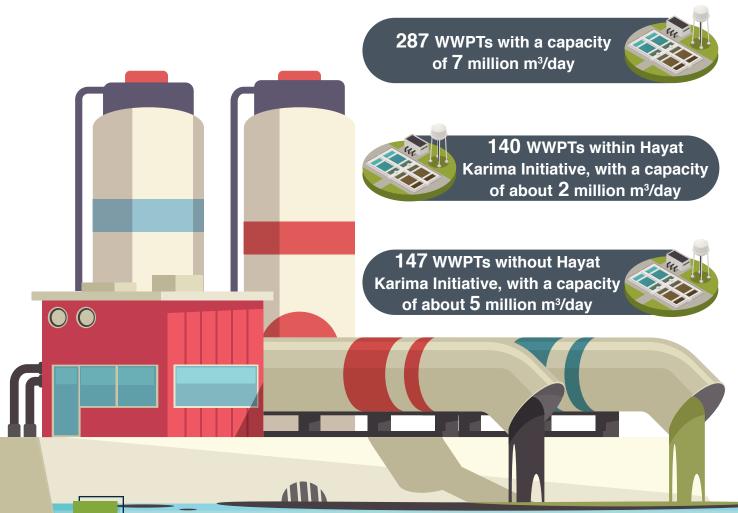




∠ Expanding the implementation of wastewater treatment plants, upgrading the existing wwtp, and improving the quality of the effluent to allow mixing and reuse in agriculture



including WWTPs being implemented in phase I of Hayat Karima



Completed rehabilitation & extension projects from July 2014 to December 2021



EWRA In Figures

Water and Wastewater Quality System

Ensure the quality of water by collecting and analyzing samples from the intakes and force mains of water treatment plants and networks



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21-2022





Field verification of operation of central and subsidiary laboratories, treatment and desalination plants, and networks:







Consumer Protection



Verification of the customer service, awareness and information system for service providers



10 companies were verified.



Total number of 29 customer services center.



Complaints received by EWRA



Total number of complaints



Complaints being resolved

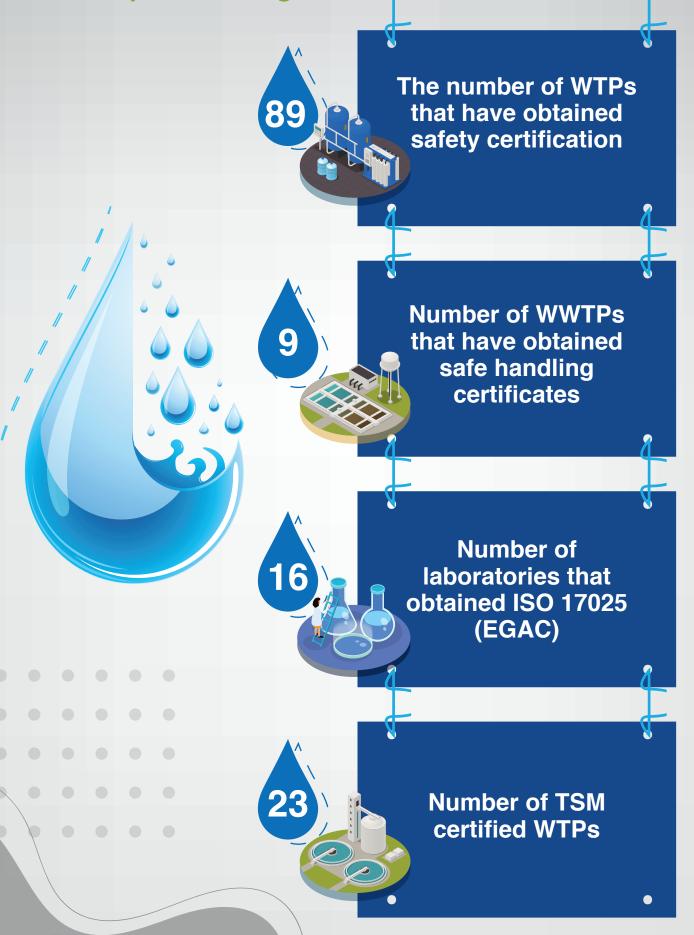


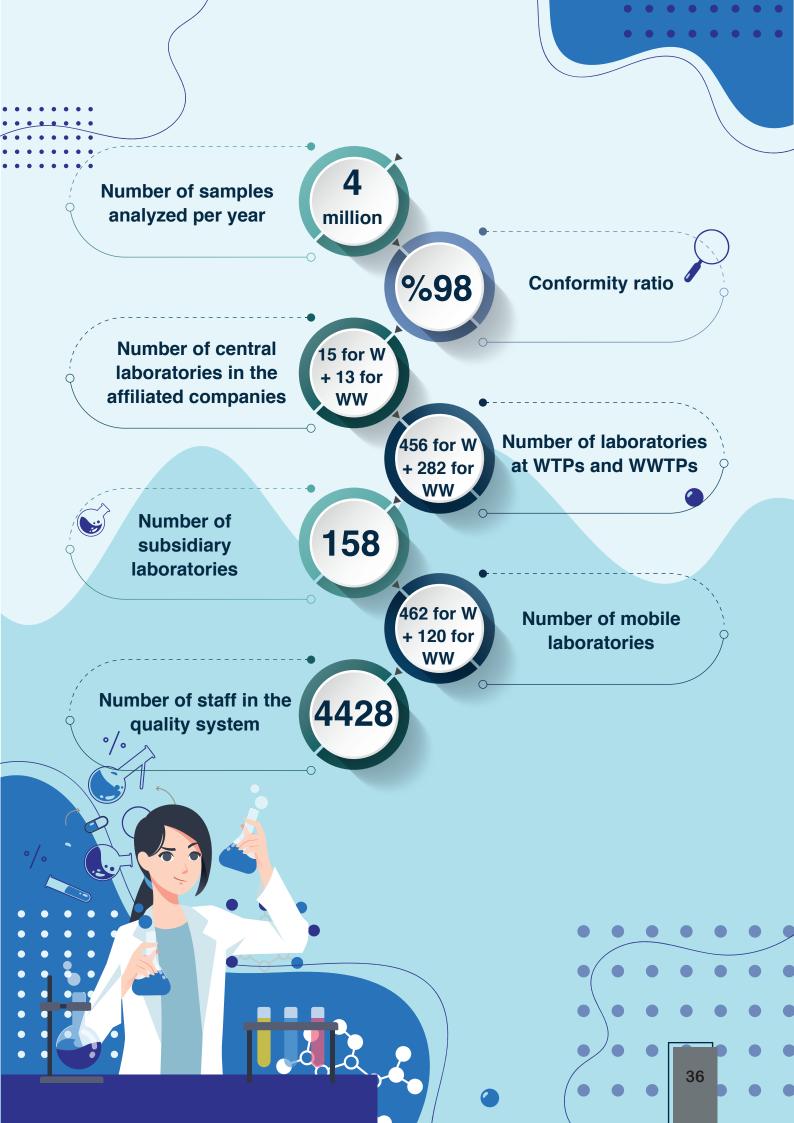
Total number of complaints resolved



(WhatsApp - received by EWRA)

Companies In Figures









Research & Studies

Ministerial decree No. 1028 of 2020 was issued to form a committee to supervise the research and studies plan for EWRA, under the supervision of Dr. Deputy Minister for Infrastructure Affairs, and chaired by Dr. Executive Chairman of the agency and the membership of professors from the faculties of engineering, Egyptian Environmental Affairs Agency, Ministry of Health, and service providers.





△ Assessment of screw press technology in concentrating sludge produced from digesters

The study aimed to evaluate the efficiency of screw press technology in concentrating sludge through its application in the treatment of sludge produced from digesters and to assess the optimal operating conditions that give the highest percentage of solids after the dewatering process at the lowest possible cost. The study concluded several points, the most important of which are:

- The cost of the consumed polymer in operation is the main component in the total cost of operating the Screw Press.
- The cost of electrical energy consumed in operating the Screw Press equipment does not constitute a tangible part of the operating costs of the equipment, as the machine rotation speed (rpm/min) is very low between 0.55 rpm to 2 rpm. The operating cost increases with the increase in the rotation speed and electricity consumption, and does not exceed %7 of the total cost in the most extreme cases.
- The percentage of solids in the outflow sludge (TS%) is directly proportional to the increase in the polymer dose and inversely proportional to the rotation speed (rpm/min). The percentages of (TS%) for the dried sludge the outflows from Press ranged between %13.9 and %25.1.
- At the beginning of its operation, the equipment needs a period of time to stabilize its operational indicators, which may reach about (30) minutes, so that the polymer injection doses and power

consumption are homogeneous. In the case of continuous operation, it does not need any time periods.

The study concluded that there is no scientific objection to the use of a Screw Press in dewatering sludge produced from the digesters.







✓ Study of the Continuous flow SBR System (CF-SBR)

- A technical study was prepared to assess the CF-SBR model presented by EMAS Company, which was operated at the WWTP in El Badrashin and followed up by conducting analyzes of inflow samples and operational indicators, through which operation efficiency can be assessed and included the following: (pH COD BOD TSS N-NH3 O&G) and the follow-up was daily, and the operation of the model was subject to direct supervision by the staff of EWRA at a rate of two to three times per week.
- The results of the sample analyzes were reviewed, and all the results were in conformity with the standards and determinants of Law No. 48 of 1982 and its amendments, which are related to the discharge of secondarily treated effluent into non-fresh waterways, which confirms the previously recognized efficiency of the wwtps.
- Based on the findings of the results of sample analyzes of the experimental model of the CF-SBR and its conformity with the standards stated in Law No. 48 of 1982 and the executive regulations of decree No. 91 of 2013 regarding discharge to non-fresh waterways, EWRA recommended the following:
- There is no scientific objection to the implementation of the extension of the Badrashin WWTP with the CF-SBR system, according to the design principles stated in the Egyptian code and the manufacturer's instructions for discharging to non-fresh waterways.
- Continuing to monitor, assess and develop the model until it reaches the limits of advanced treatment,
 especially with regard to the removal
- Encouraging qualified Egyptian staff to continuously innovate, manufacture locally, give the opportunity as an alternative to import from abroad and save the costs of construction, operation and maintenance, which is the aim of the political leadership.

of nitrogen and phosphorus.







Prepared by EWRA

December 2021

Study on the development of efficiency indicators of the overall performance of water and wastewater service providers

Introduction to the study:

Introduction

The main purpose of developing indicators for measuring and assessing performance is to identify the development of performance levels of service providers in terms of technical, financial, administrative and social aspects, develop a system capable of improving the level of understanding of the operational performance of service providers, and identify strengths and weaknesses in performance rates.

✓ Problem Definition

The relative importance of the indicators used in the assessment process represents the keystone of the process, as a group of performance indicators must be selected from the regulator's perspective to reflect all dimensions of the results of the operational performance of the service providers and to exclude the indicators that are less important or somewhat unnecessary.

In order to define the optimal performance indicators in quantity and quality, EWRA searched for appropriate tools to support the decision to reduce the number of indicators used, and according to that, the agency reviewed the performance indicators used in similar regulatory agencies in addition to IBNET, and the agency decided to study some cases in the continents of Africa, Asia and Europe.

∠ EWRA's Perspectives

Theagencyaimsthroughthedevelopmentprocesstoreachanintegrated set of performance indicators that address the basic dimensions and multiple perspectives of aspects of operational performance (quality, technical, financial, customer, and administrative).

The quality perspective determines the extent to which service providers are able to meet high quality standards that are compatible with the standards approved by the state in this regard for the water and wastewater services, while the technical perspective determines the evolution of the performance of service providers regarding coverage rates for water and wastewater services and the efficiency of managing plants and networks and controlling losses.

The financial perspective determines the ability to recover the operation costs, profitability rates, collection rates, its impact on incoming cash flows, and the ability to fulfill current obligations. With regard to customers perspective, it determines the average per capita consumption, the degree of response of service providers to complaints, and the percentage of working meters, which means the percentage of customers who are charged according to actual readings as an input to measure customer satisfaction with the performance of service providers.

Finally, the management perspective and the efficiency of the manpower management of service providers compared to the number of their customers and the management of the water loss in networks, as well as any other perspectives that must be used in the future based on the sector's milestones.

Objectives of the study

This study aims to:

 Access to an integrated set of optimal performance indicators in quantity and quality.

Cover the different performance aspects of the service providers,
 and contribute to reaching the milestones of the sector in light

of the directions of the state's general policy.

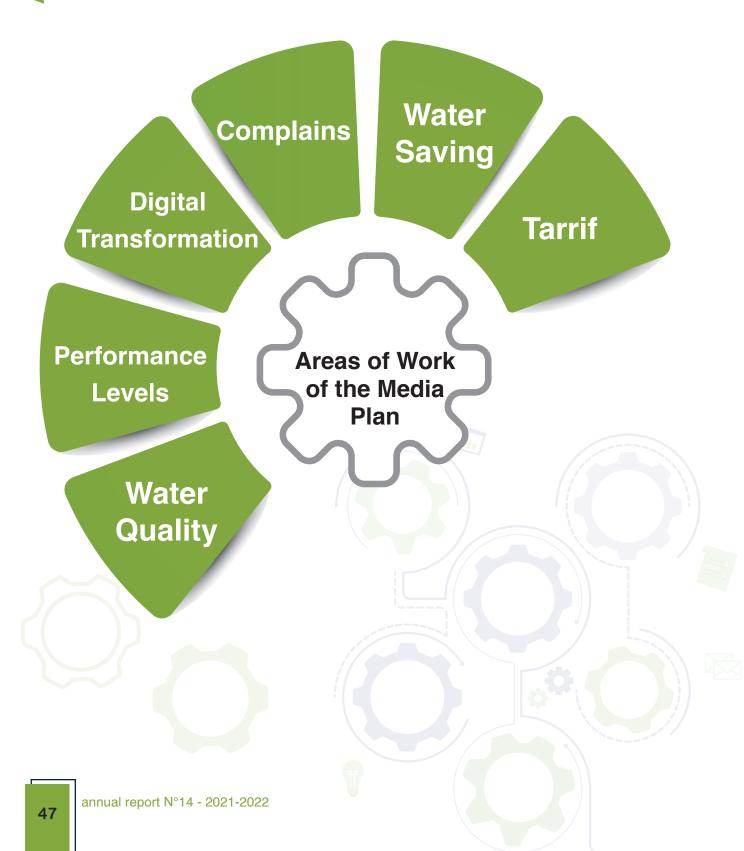
- Create a compatibility between the regulatory authority represented by the Agency service and the providers represented by the affiliated companies of the Holding Company regarding the set of indicators to be used in performance. measuring
- Develop the necessary tools to evaluate the performance of service providers individually or the overall performance of the sector as a whole.



▲ Communication & Media

1. Media plan:

Implementation of the plan over two financial years 2023\2022 & 2022\2021



∠ Tools & Means of Communication:



2. «Know Your Right» E-Awareness Initiative

This initiative targets all categories of society, with different age groups, to ensure achieving the required positive impact by changing wrong behaviors and practices in dealing with water and wastewater networks. The initiative aims to disseminate some important information to inform citizens of their rights and duties, and to spread awareness of the need to save water consumption and optimize the handling of sewage networks, which will have a great impact on raising water awareness and strengthening channels of effective communication with citizens. The initiative addressed many awareness-raising topics, including the awareness of citizens of the importance of utilizing modern technology and electronic services provided by water and sanitation service providers to citizens, through the application of «My Reading» for registering consumption, as well as the payment of water bills electronically through the electronic payment system «Fawry» and some tips to save and reduce consumption using water-saving pieces, in addition to knowing a package of procedures for easy handling of service providers, including (water delivery, main meter - sub meter sewage service delivery procedure - meter inspection request procedure - damaged meter replacement procedure - meter Change of ownership procedure - activity change procedure - reconciliation procedure - meter reading arrears reconciliation procedure).

The campaign also aims to raise citizens' awareness of the negative effects of illegal connections and the damages of connecting hand water pumps to the public network.



Publications & Reports

1. Central Department of Cost & Pricing Analysis

Field visits were carried out to follow up each of water and wastewater companies as well as to apply tariff schedules, structure of customer segments and categories, and unified commercial regulations, and to issue reports on those visits. The number of field visits carried out by the department's staff during the period from 2022/1 to 2022/12 to the companies providing the service was about (13) companies\agencies, and their statement is as follows:

S.No	Description	Date of Visit	Report Issuance Date
1	Menoufia	August 2021	August 2021
2	Sharkia	August 2021	August 2021
3	Assiut	October 2021	October 2021
4	Sohag	October 2021	October 2021
5	Kafr El-Sheikh	December 2021	December 2021
6	atteimaD	December 2021	December 2021
7	huortaM	January 2022	January 2022
8	Beni Suef	January 2022	January 2022
9	Fayoum	February 2022	February 2022
10	Alexandria Water	February 2022	February 2022
11	Alexandria Wastewater	May 2022	May 2022
12	Behira	June 2022	June 2022
13	Minya y	June 2022	June 2022

- Thedepartment, incooperation with the holding company, continuously reviews and responds to inquiries about the commercial regulations and their application, and records suggestions and corrections resulting from the application.
- A review of complaints received by the department regarding the tariff of water and wastewater has been carried out. 25 complaints were made at the level of affiliated companies and the New Urban Communities Authority.



✓ Main recommendations stated in the reports of those visits:

- The service providers should be obliged to limit the number of units to the category of housing extensively, as stipulated in the approved tariff for fairness in accounting for subscribers.
- Implement a quality control reports software in reading meters, so that a program is designed for random examination of meter readings on a statistically sound sample of subscribers, due to what we have shown of the stability of water consumption readings for domestic and non-domestic subscriptions throughout the months of the year and the non-reading of water consumption meters to subscribers on a regular basis.
- Create a software for cost estimates and link it to the billing system in order to standardize all branches and not to interfere with the human element in calculating the value of the cost estimate.
- Billing the customers who have previous meter readings with actual and not estimated averages in accordance with Article 54 of the Commercial Regulations.
- Household units supplied from a main meter shared with nondomestic activities are not charged with the domestic category tariff, but they are charged with the non-domestic activities tariff until those activities are separated.
- Consider of industrial wastewater by preparing a guide for the standard procedures and the documentary cycle of the industrial wastewater system in an integrated manner (inspection and analysis of samples and how to calculate the claim of industrial facilities in return for treatment costs).
- Include the meter diameter in the bill in the non-domestic categories to comply with Tariff Decree No. (1012) of 2018 approved by the Cabinet and applying the sustainability value to the non-domestic meter diameter.
- Commitment to calculate the water quantities of buildings construction according to the tables attached to the Unified Commercial Regulations.

✓ Main recommendations in the report of the General Department of cost analysis and performance evaluation:

- 1. Continued activation of work system to reduce water loss more effectively, as the high amount of water loss in the company is considered a waste of power and operation and maintenance requirements in addition to the lost revenue on the company, and providing it is considered a better alternative than extending existing plants or implementing new ones to address the increase water demand with taking the following measures for the rational management of the water balance system.
- Develop and implement appropriate preventive and emergency maintenance plans for flow meters in all water production sites.
- Develop and implement periodic calibration plans for flow meters and follow up their measurements through the company's competent departments.
- Complete the implementation of the isolated areas (DMA-DMZ) in accordance with the previously established plan in this regard.
- Develop a program to detect and deal with illegal connections as soon as they are discovered, with a system of incentive rewards for the committees members entrusted with this task.
- Affiliated companies shall apply the Cabinet decree and the decree of the Minister of Housing, Utilities and Urban Communities No. (377) of 2016 regarding the installation of code meters.
- The broken water meters & without meters replacement plan with prepaid or mechanical meters (stocked with subsidiaries) for the rest of the categories shall be completed and expand the use of prepaid meters according to the timeline.
- Establish a mechanism for measuring the quantities of water used in flushing networks based on the age of the networks, technical efficiency, depth and any other factors to be taken into account.
- Measure the second consumption quantities at the company's facilities through consumption meters or estimate them using the relevant code, taking into account the number of working hours and days and any other considerations.



- 2. Develop internal audit and control systems in the company by developing and strengthening the electronic link between its various sectors and update the outputs of the cost software to meet the needs of different users and remove the burden on those working in cost management, support senior management in decision-making, and monitor various activities in the company through the following:
- Develop the organizational structure of the cost department of the company and develop its units in different districts and regions of the company to tighten control over expenses and ensure the application of cost centers in accordance with the existing system of the company.
- Develop the cost department of the company and train its staff according to a more specialized training plan, and assure reequipping the department and supplying it with modern computers and appropriate work tools.
- Complete linking the cost system to the human resources system applied in the company, as it was unable to obtain a verified list of the number of employees for the operation processes and the extent to which they are linked to payroll and cost systems.
- 3. Improve collection rates of period billing and customers' arrears in the company's various districts by building credibility with customers through improving the efficiency of meter reading systems, maintaining them and replacing damaged ones. In addition to develop strict control systems for incentives related to collection rates and restructuring the company's employment in order to achieve this, and to provide EWRA with the targeted plan and the measures taken in this regard.



Actions taken:

The reports issued by EWRA have been sent to the sector officials and stakeholders to implement the recommendations and improve performance levels as follows:

- Ministry of Housing, Utilities and Urban Communities
- Holding Company for Water and Wastewater
- Water and Wastewater Companies
- Urban Communities Authority
- Visited City Agencies

Companies and City Agencies are followed up in responding to the recommendations contained in the reports, which indicate the implementation of corrective measures, and follow-up service providers on the implementation of these measures through upcoming visits.



2. General Department of Water Quality

1. Verification of Water Quality

During the financial year (2022/2021), EWRA assessed the quality of water for two governorates and issued two reports on the quality of water for these governorates.



2. Verification of Operation of Central and Subsidiary Laboratories, Water Plants Networks

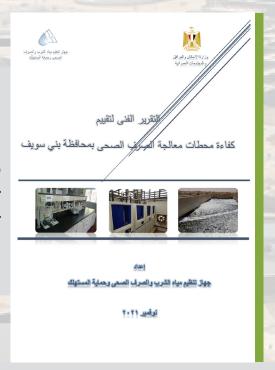
During the financial year (2022/2021), EWRA verified the operation of water labs, plants, boosters and networks for 11 governorates and issued 11 reports on the verification of the efficiency of the operation of water labs, plants and networks including the plants affiliated with companies and city agencies of the Urban Communities Authority.





3. Efficiency of Wastewater Treatment Plants In the Governorates

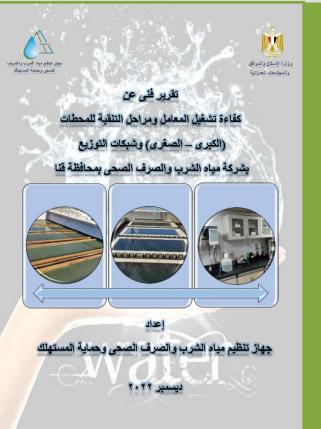
During the fiscal year (2022/2021), EWRA developed a monitoring plan to all governorates in order to monitor the operation efficiency of wastewater treatment plants in 26 governorates and issued 26 reports.



4. Field Inspections of Complaints

During the fiscal year (2022/2021), EWRA investigated 3 complaints and issued 3 reports about the quality of water and wastewater in the governorates (Fayoum, Qalyubiya, Red Sea).





5. Verification of Wastewater Treatment Efficiency at the New Cairo Plant (Ursqualia):

In view of EWRA's role in monitoring wastewater at the level of the Republic, including private companies, as well as the Public-Private Partnerships (PPP) basis for the participation of the public and private sectors, it was agreed to collect wastewater samples from the Urasqualia plant (Public-Private Partnerships) and issue a quarterly report and send it to the Urban communities Authority in order to activate their role in reviewing capital expenditures. Accordingly, from July 2021 to June 2022, EWRA issued 4 quarterly reports on the efficiency of wastewater treatment at the New Cairo plant (Ursqualia) according to the plan set and the table below shows that.



Main recommendations contained in the water quality reports:

- 1. Conduct regular visits to plant intakes to monitor the intake condition due to the high percentage of organic nitrogen and the increased concentration of BOD and COD in order to know whether it is an incident or frequent accident, its causes and consequences.
- 2. The environmental survey of the water plants intakes must be verified to ensure that they comply with Article No. (6) of Law No. (27) of 1978 regarding the regulation of public water resources necessary for drinking and human use, with the Ministry of Irrigation and Water Resources, as the one responsible for monitoring water plants intakes in accordance with the law, to monitor the conformity of the analyzes with what was stated in Article No. (49) of decree No. 92 of 2013 amending the executive regulations of Law No. (48) of 1982 regarding the condition in which fresh water bodies must remain.
- 3. Stress on reviewing the calculations of chlorine injection doses at plants.
- 4. Stress on reviewing plans for backwashing and disinfection of the treatment processes in the plants and implementing them on time in the manner stipulated in the Network Operation Manual.
- 5. Stress on reviewing flushing and disinfection plans of networks and implementing them on time in the manner stipulated in the Network Operation Manual.



Main recommendations of the verification reports on the operation of water treatment plants:

- Coordinate with the relevant authorities, especially the ministry of irrigation, in cleaning the intakes to maintain the quality of water at the sources.
- Update the plant intake risk assessment matrix consistent with the source and potential risks.
- Implement regular decontamination plans for clarifiers, review actual chlorine doses and periodically calibrate injectors.
- Develop an external training plan for operation and maintenance staff.
- Cover all indicators in the Egyptian Standard for Water in the organic and inorganic Chemistry lab such as cyanide and mercury.
- Complete analytical quality control procedures for the samples of each indicator or group of indicators in bacteriological and biological factors.
- verify and adjust the doses of alum and chlorine injection, and perform the required maintenance for the alum flash mixers in the clarifiers.
- Ensure that the plant has Standard Operation Procedures (SOPs).
- Construct iron and manganese treatment units in non-conforming plants due to increased concentrations of iron and manganese and maintain the nonfunctional units.
- Accelerate the completion of removing some worn out tanks so that the staff at the plants are not exposed to any accidents.
- Civil protection report approved by the competent authority shall be available.
- Update the comprehensive and detailed maps of the water distribution networks in the laboratories.
- The number of technical staff should be proportional to the length of the networks according to chapter IX of the Egyptian code 2/301 regarding the operation of water networks and boosters.
- Periodic and emergency maintenance records should exist.
- Records indicating the implementation of internal audit programs and the results of the internal audit should be available by the general department of occupational health and safety of the company.
- An emergency plan should be prepared for occupational health and safety equipment such as (fire chlorine leakage evacuation of the injured in confined spaces treatment of the injured power cut).
- A matrix to assess risks in some plants should be prepared.
- Include security, occupational health and safety within the training needs and training programs at the level of laboratories and networks.



Main recommendations of the verification reports on the operation of wastewater treatment plants:

- 1. Ensure that EWRA is provided with the expected dates for the completion of any rehabilitation works at the visited plants.
- 2. Ensure that calibration and maintenance plans for of all flow meters are prepared and implemented.
- 3. Ensure that EWRA is provided with plans (extensions new wwtps) to cope with excess flows that affect operational and treatment efficiency.
- 4. Ensure the maintenance of chlorine leakage devices at plants in order to provide safe working conditions for the operators.
- 5. Ensure the activation of the safety system at the plant and the availability of the necessary records.
- 6. Ensure providing EWRA with the environmental situation for WWTPs.

3. General Department for Consumer Protection

1. Verification Reports of customer service, awareness and information system for service providers:

The General Directorate of Consumer Protection of the regulatory body conducts periodic field verifications of service providers in the field of customer service, awareness and information system with the aim of:

- Assessment of the performance level of departments dealing with consumers which are customer service, awareness, media, hotline, community engagement and consumer satisfaction studies.
- Contribute to monitor upgrade and development in performance that benefit the consumers.
- Assist decision makers in taking actions that are directly related to the consumer.

10 companies have been verified nationwide within EWRA's plan for the fiscal year (2022/2021), which was approved by the agency's board of directors in its meeting held on 11.08.2021, as follows:

Table No. (1): Verification of the customer service, awareness and information system

S.No	Company	Report Issuance Date	
1	Sharkia	September 2021	
2	Bani Sweif	October 2021	
3	(Alexandria (Wastewater	November 2021	
4	Marsa Matrouh	November 2021	
5	Damietta	December 2021	
6	Fayoum	January 2022	
7	Luxor	March 2022	
8	Aswan	March 2022	
9	Canal Cities	May 2022	
10	Qalyubia	June 2022	





مراجعة منظومة خدمة العملاء والتوعية والإعلام

شركة مياه الشرب والصرف الصحي بمرسيي مطروح







جهاز تنظيم مياه الشرب والصرف الصحى وحماية المستهلك

الإدارة العامة لحماية الستهلك

نوفمسبر ۲۰۲۱

2. Study Reports for Citizen Report Cards (CRC):

- Within the framework of the Sustainable Rural Sanitation Services Project based on payment-for-results (P for R) funded by the World Bank, which aims to enhance sanitation services in rural areas (phase 2&1), which is funded by the World Bank and the Asian Bank.
- EWRA has carried out the research study to measure the opinions and satisfaction of citizens (CRC) within the requirements of the indicator (DLI3) in cooperation with the project management unit of the Ministry of Housing, Utilities and Urban Communities (PMU) to conduct the required study during the fiscal year 2022/2021 in the governorates of phase 1 (Dakahlia Sharqia Buhaira) and phase 2 governorates (Damietta Gharbia Menoufia).

Citizen Report Cards - CRC

- It is a participatory survey in which users' opinions, experiences and information on the quality and performance of public services are collected in order to raise citizens' awareness and with the aim of bringing about reforms in the provision of public services. The main feature of this method is that the results of its survey are developed and made available to all through the use of various means of advertising and public meetings, which makes it an effective tool to enhance transparency, accountability and responsiveness to the public and society.
- Citizen report cards are a tool to engage citizens in assessing the quality of public services such as primary health care, water supply and sanitation, public transport, primary education, etc.
- This type of studies can be used to comprehensively evaluate the performance of entities on the basis of customer/citizen experience that has been quantified in terms of their satisfaction and with regard to specific features of services such as accessibility, availability, quality, reliability, along with the service provider's response and transparency.

Objectives of Citizen Report Cards Study:

- Identifying the current status of water and sanitation services in communities, citizens' views and status of satisfaction.
- Identifying problems and challenges facing the implementation of water and wastewater services projects in rural areas.

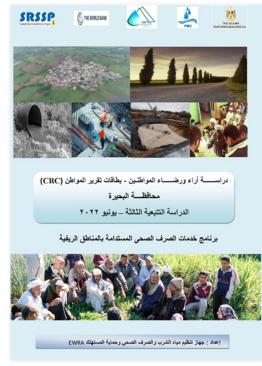
- Identifying citizens' and stakeholders' recommendations on water and sanitation services.
- Rating the level of local communities' satisfaction with citizen engagement mechanisms and the complaints & grievances system.
- Identifying priorities and areas of immediate intervention in improving water and sanitation services.
- Enhancing the constructive relationship between water &wastewater companies and citizens based on the criteria of public interest, accountability, transparency and engagement.
- The overall objective of the use of citizen's report cards is to link public and government service reforms to citizens' demands and initiatives, and provide public service providers with the information necessary to improve and develop services (Systematic Feedback), as well as stimulate participation in decision-making and service delivery, and accept and act upon citizens' views, complaints and suggestions.

Tasks performed:

- Survey opinions and identify the experiences and recommendations
 of citizens and stakeholders on some sanitation services, the level
 of satisfaction and the reasons for dissatisfaction with the scope of
 water and sanitation companies.
- Collect information that monitors the current situation and any obstacles that may cause citizens' dissatisfaction.

 Select the method of analyzing data, prepare reports and formulate the study's main findings.

- Prepare initial / final reports and make an executive summary for each report, (3) reports for phase 1 governorates and (3) reports for phase 2 governorates, in addition to a combined report for each phase, bringing the total to (8) reports.
- Prepare a combined report for phase 1 governorates and a combined report for phase 2 governorates.
- Prepare a strategy to disseminate the results and channels of communication with citizens at the community level in the six governorates.



3. Reports of Hotline Complaints at the level of water and wastewater companies:

The department publishes a quarterly report on complaints received from water and sanitation sector in cooperation with the Holding Company for Water and Wastewater.

Methodology for issuing quarterly complaints reports:

- Listing and analysis of complaints received from the General Department of Awareness and Customer Service of the Holding Company, which are complaints received by the hotlines of all water and wastewater affiliated companies nationwide.
- Complaints received are classified into:
- Water complaints such as (water interruption bursts quality...).
- Wastewater complaints such as (overflows...).
- Commercial complaints such as (complaints of bills meters...).
- Recognize the impact of complaints on citizens and the services provided to them, and assess the level of actual performance of companies during each report.
- Examine the responded and unanswered complaints, to see how quickly companies respond to citizens making complaints. Some of these responses are also studied to determine the quality of responses and solutions, as well as

the satisfaction of citizens with the companies' methods of resolving complaints.



Verification of the customer service, awareness and information system in companies

Objective:

To assure that corrective actions are taken based on the recommendations, which ensures:

- Sustainability of providing services within service levels.
- Consumers' satisfaction with the services provided is reached.
- support and develop these departments in companies.

Verification Report Recommendations:

- Assure structuring the components of the customer service, awareness and information system to be include under one sector in order to ensure coordination and integration between its parts, facilitate the task of managing, supporting and developing it, and establish a specialized department for opinion surveys.
- Assure expanding the establishment of customer service centers to be equal to the population, geographical distribution, and administrative division of the service provider's scope of service (companies, city agencies).
- Assure the development of new mechanisms for providing online services and electronic payment.
- Assure the development of work guidelines and operation procedures and pay attention to measuring the actual periods of time taken to perform different services for beneficiaries or resolve their complaint.
- Assure recruiting a sufficient number of qualified personnel in different units and departments within the customer service, awareness and information system.
- Assure the establishment of a unified database of complaints received by the service provider from different sources to prepare a list of the total complaints, their quality, sources and timing of their resolution and to issue reports containing the required indicators for decision makers.
- Assure the use of the company's website and the documented official page on (Facebook) to disseminate information, educate citizens about the services provided, rationalize consumption, and conduct opinion surveys to measure the degree of satisfaction with the services provided.
- Assure that facebook page administrators interact with consumers by answering questions and inquiries and receiving complaints.
- Assure the establishment of a system for evaluating the performance of employees in the various units and departments within the customer service, information and awareness system, and linking the evaluation to material and moral motivation.
- Assure the provision of water saving parts to rationalize water consumption in customer service centers with the intensification of advertising campaigns that show the importance of these parts to save consumption, with clarifying where to buy them and their prices.

Verification of the customer service, awareness and information system in new city agencies

Objective:

By:

- Ensuring that corrective actions are implemented on the basis of recommendations,
- Ensuring the sustainability of service delivery within the specified service levels
- Ensuring that consumers' satisfaction with the services provided is reached,
- Ensuring that those departments are supported and developed by new city agencies.

Verification Report Recommendations:

- Develop a plan to establish a customer service center for receiving complaints and inquiries (one or more customer service centers according to the number of subscribers in water and wastewater services).
- Establish a hotline to be a communication tool between the citizen and the city authorities by telephone to receive their complaints and inquiries and respond to them in order to improve the mental image of citizens and provide them with a distinct service.
- Establish an awareness-raising mechanism and opinion surveys as an important stage in reaching the consumer in order to raise his awareness of matters of interest, enhance his knowledge of the sector and of the services provided, identify citizens' views and the level of service provided to them, and to measure their satisfaction with those services.
- Provide sufficient and qualified human resources to deal with customers through the hotline or the customer service center.

Public Opinion Surveys

Objective:

- Identifying the current status of water and wastewater services in local communities, as well as citizens' views and satisfaction..
- Verifying and following up consumer complaints, preparing reports thereon, and sending them to the companies and concerned authorities to take the necessary action in their regard.
- Identify the degree of awareness and recommendations of citizens regarding water and wastewater services.
- Identify the priorities and areas of immediate intervention in improving water and wastewater services.

Public Opinion Surveys Report Recommendations:

 Assure conducting periodic opinion surveys to identify the citizens' satisfaction with water services.

- Assure strengthening communication channels between the company and citizens through face-to-face meetings and organizing awareness campaigns aims to:
- Increasing people's awareness of the properties of potable water in terms of color, taste and smell.
- Educating people that some news that may be published in the media may be incorrect.
- Educating citizens about the means and mechanisms of communication in the event of any complaint.
- The company shall announce the planned water interruptions and in emergency cases, taking into account the provision of water vehicles in the areas where interruptions are located.

Citizen Report Cards (CRC)

Objective:

- The general department of Consumer Protection conducted a telephone research study to investigate citizens' satisfaction with the project of Sustainable Rural Sanitation Services Project based on payment-forresults (P for R) in phase 2&1 governorates in cooperation with various departments of EWRA.
- The of Sustainable Rural Sanitation Services Project based on paymentfor-results (P for R) aims to strengthen wastewater services in rural areas, as well as develop institutions and water and wastewater companies to increase access in delta governorates (Behira – Dakahlia - Sharkia - Monufia - Gharbia - Damietta)

CRC Report Recommendations:

- Take advantage of accumulated experience in working in phase 1 governorates, such as anticipating problems that may result from starting the project and quickly addressing them as they occur. For example, emphasis on not leaving the backfilling and paving the streets immediately after completing the work, because it raises the rates of people's satisfaction with the implemented works.
- Direct communication between citizens and service providers, sharing the necessary information, and working to increase the knowledge of citizens.
- In the preparatory meetings, it should be ensured that, in consultative meetings or meetings before and during implementation held by the company before starting the implementation of the project, the largest number of people know about the steps and methods of implementation, the amount of expected risks, and how to avoid the occurrence of those risks, with clarifying all the methods used by the company in Preserving community members to maintain public health and safety in order to build confidence in dealing with the people.

- Continue to exert more effort to inform the public of the correct mechanism for submitting complaints and how to follow them up until reaching a solution that satisfies the citizen at an appropriate time, and to increase work on improving and activating the complaints and grievances system.
- Support good communication between the water and wastewater company and citizens, and use the citizens themselves to disseminate the right information.
- Wastewater projects should be accompanied by projects to improve water quality and change old networks, as well as water recycling projects to be used in industrial projects.
- Encouraging and supporting animal and household waste recycling projects, such as organic fertilizers, biogas and waste recycling projects.
- Maximizing the role of local committees in the villages due to the closeness
 of their members to the members of the community and their methods of
 convincing them of the importance of water and sanitation projects for
 them and the people in the village, as well as activating the role of females
 among their members; It is clear from individual interviews that the role of
 these committees is very important and has a great impact on citizens.
- Maximizing the role of NGOs and local councils, especially since most of
 the employees and members of associations are residents of the same
 village or neighboring villages, and train them in how to raise awareness
 and provide them with all available information about the project to
 communicate and inform members of the community about the importance
 of the project to maintain public health for them and future generations.
- Continue to confirm the diversity of the bodies supervising the implementation of the various phases of the project, as well as find a clear mechanism known to the community to monitor and supervise implementation.
- Providing sufficient information to data collectors about the status of projects in the villages from which data are collected, as well as continuous training for them, in addition to continuing on job training through making calls in order to ensure data quality.
- Increase the percentage of women's engagement in the targeted sample, as well as distributing the sample between the targeted villages and regions to ensure that the actual opinions of citizens are reflected.
- It is recommended to follow up the recommendations of this assessment and ensure the their implementation in future studies, and test the recommendations contained in this report by surveying the opinion of the beneficiaries on their implementation in future studies.



Conferences and events

1. A visit to the pavilions of international companies participating in the international exhibition «IFAT» in Munich, Germany

IFAT is considered one of the largest and most important international exhibitions, to display the latest environmental technologies for water treatment, wastewater treatment, sludge, and waste, and all equipment and tasks related to the implementation of these projects.

A visit has been conducted to a number of pavilions related to the manufacture of equipment and tasks required for the implementation of water and wastewater projects, the development of technologies for the collection and treatment of sewage, the maximum use of effluent and its reuse, in addition to the sludge treatment, and what the world's leading companies have achieved in these areas.







2. Second Consultative Workshop of the National Strategy for Water and Wastewater Sector

This workshop aims to prepare the national strategy for the water and wastewater sector, especially in the light of the developments related to the sector and the vision of the Egyptian State.

The strategy includes the methodology for engaging the private sector in the growth of the utilities sector, access to services for all citizens in cooperation with all Egyptian state agencies, as well as the safe reuse of effluent and sludge and converting it into energy, and moving towards a circular economy.



Capacity Building

Within the framework of cooperation between the National Institute for Governance and Sustainable Development, universities and international institutes in the areas of training, capacity development and upgrading of individuals and institutions, and within the framework of the memorandum of understanding signed between the Institute of Governance and MHUUC, to develop and build the human capacities of the State administrative in the areas of institutional governance, digital governance and digital transformation. Based on the invitation of the National Institute for Governance and Sustainable Development,Prof. Hamdi Abd al-Nabi al-Sadiq, General Manager of the General Department of Standards and Conformity in EWRA, attended the activities of the training program "Building the Capacity of National Staff in the Field of Smart Cities and Communities" in the city of Guimarães, Portugal, during the period from 11.2021 .11 to 19.11.2021.



Training activities for students of the Faculty of Engineering, Ain Shams University, on the basics of water treatment, which is hosted by EWRA at the Al-Jabal Al-Asfar PLANT, by activating the cooperation protocol between ewra and the Faculty of Engineering, Ain Shams University, in which professors and engineers have experience in Operating waste water plants, under the auspices of Prof.Dr. Sayed Ismail, Deputy Minister of Housing for Infrastructure, and supervised by Prof. Dr. Mohamed Hassan, CEO of the Agency, Prof. Dr. Hoda Soussa, Professor at the Faculty of Engineering, Ain Shams, and Director of the Water Excellence Center at the Faculty.



Coordination with Entities

1. Joint Cooperation Protocol between MHUUC, represented by EWRA, the Holding Company Water and Wastewater, the Ministry of Social Solidarity, and Orman Water Delivery Association for the needlest families under «Haya Karima» initiative.

The protocol aims to improve the living, health and environmental conditions of the Egyptian citizen, especially in rural areas in a number of Upper Egypt governorates (Fayoum, Beni Suef, Minya, Sohag, and Assiut), within the initiative of the President of the Republic, «Haya Karima», through participating in the implementation of clean water house connections for the neediest families in main villages and satellite villages within the initiative «Suqia», launched by the Orman Association to target the villages of the presidential initiative "Haya Karima" for the development of the Egyptian countryside.

The activities of the protocol are represented in financing and implementing clean water house connections for the needlest families in the villages of the Egyptian countryside, provided that priority is given to the villages of the presidential initiative « Haya Karima «, including contracts for leveling, excavation works, laying pipes to houses, installing water meters, and installing internal connections that conform to applicable technical specifications the applicable

regulations and rules which help in preserving water and not wasting it.

The Orman Association aims to deliver clean drinking water to the needlest families at the level of the governorates of the Republic, at a cost of 100 million pounds as a first stage, in 5 governorates (Fayoum, Beni Suef, Minya, Sohag, and Assiut).



2. A cooperation protocol between EWRA and the National Authority for Potable Water & Sewage (NOPWASD) in the field of central laboratories and analysis of water and wastewater:

EWRA undertakes the organization, monitoring, and control of everything related to water and wastewater activities nationwide, whether projects implemented by government agencies or projects granted, by the state, the privilege to work in this field.

NOPWASD takes samples from the designated locations of the maps sent by EWRA in accordance with the Egyptian standard specifications for the quality of water and at times that serve the interest of work, and conducts all required analyzes for samples in their various forms within the central laboratories of NOPWASD, as well as submits a report on sample analysis results according to the agreed time schedule.



■ The World Bank:-

Within the framework of the Sustainable Rural Sanitation Project (SRSSP), funded by the World Bank in accordance with the agreement signed by the Egyptian government, and the additional funding agreement, where the third axis of indicators related to financing disbursement identified two new indicators related to EWRA.

- Indicator no.7 of the agreement is related to strengthening the regulatory framework in the water and wastewater sector through EWRA by strengthening the capabilities of the EWRA.
- Indicator no.8 in the agreement is related to the adoption of a financial tariff model that allows for cost recovery and financial sustainability.

Accordingly, the focus of the World Bank's support to the EWRA has evolved through the project management unit of the ministry as follows:

- 1. A unified system for managing sector data and performance indicators.
- 2. EWRA's business plan.
- 3. A financial and economic model for the tariff.
- 4. Standard operation procedures for the EWRA's tasks.





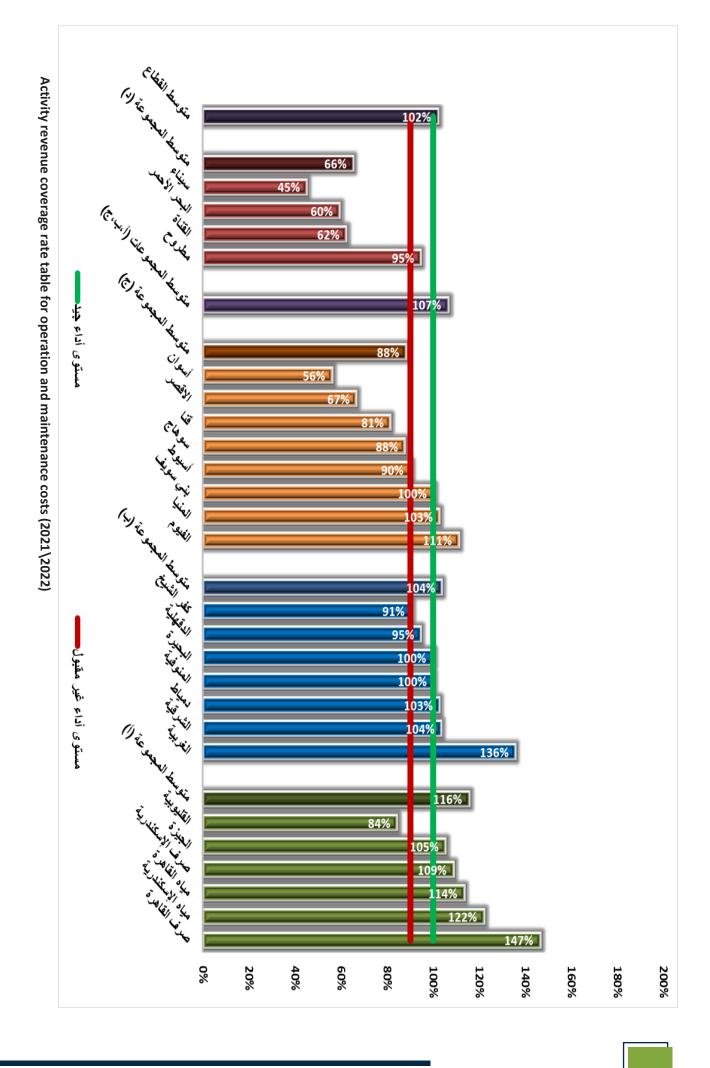


Activity revenue coverage ratio of operation and maintenance costs:

This indicator aims to highlight the ability of service providers to recover operation and maintenance costs without depreciation and interest. Covering operation and maintenance costs is an important objective for reforming and developing the sector.

Activity revenue coverage rate table for operation and maintenance costs (%)

Classification of P	erforma	ince Levi	els									
Unacceptable		Accepta	ble		Good							
Less than or equal t	to 90%	90-100	%		Great	er tl	nan or ed	qual to				
			FY 20	21-22	Improveme	nt of	FY 20	20-21	Improvemen	t of	FY 20	19-20
Description	Com	pany	%	Ranking	Performan		%	Ranking	Performan		%	Ranking
Group (A) Companies	Cairo wate	er	113.6%	4	2.7%	1	110.9%	5	-9.0%	-1	119.9%	4
	Alexandria	water	122.1%	3	9.3%	1	112.9%	4	-4.4%	-1	117.3%	5
	Cairo Wast	tewater	146.6%	1	-6.2%	-1	152.7%	1	-10.0%	-1	162.7%	1
	Alexandria 1	Wastewater	108.9%	6	3.0%	1	106.0%	6	-5.3%	-1	111.2%	6
	Giza		105.4%	7	-16.4%	-1	121.8%	3	-14.6%	-1	136.4%	2
	Qalyubia		84.3%	19	1.6%	1	82.7%	16	5.4%	1	77.4%	19
Group (B) Companies	Dakahlia		94.8%	15	-2.3%	-1	97.1%	12	5.4%	1	91.7%	11
	Sharkia		103.6%	8	5.6%	1	98.0%	10	13.6%	1	84.4%	15
	Kafr El-She	eikh	90.7%	16	13.4%	1	77.3%	18	2.9%	1	74.4%	20
	Gharbia		135.8%	2	-1.5%	-1	137.3%	2	11.8%	1	125.4%	3
	Behira		100.1%	13	-0.1%	-1	100.2%	8	17.6%	1	82.6%	17
	Damietta		102.8%	10	5.7%	1	97.1%	11	-5.0%	-1	102.1%	7
	Menoufia		100.3%	12	1.2%	1	99.0%	9	8.0%	1	91.0%	12
Group © Companies	Fayoum		111.3%	5	20.8%	1	90.5%	14	-1.9%	-1	92.3%	10
	Bani Sweif		100.3%	11	4.0%	1	96.3%	13	2.6%	1	93.7%	9
	Minya		102.8%	9	2.0%	1	100.8%	7	-1.0%	-1	101.8%	8
	Qena		81.5%	20	9.1%	1	72.4%	21	-5.0%	-1	77.4%	18
	Asyut		90.2%	17	8.2%	1	82.1%	17	-5.6%	-1	87.7%	14
	Sohag		87.8%	18	1.0%	1	86.8%	15	3.0%	1	83.8%	16
	Luxor		66.8%	21	16.7%	1	50.2%	24	-1.6%	-1	51.8%	23
	Aswan		56.2%	24	-0.8%	-1	57.0%	23	5.1%	1	51.9%	22
Group (D) Companies	Matrouh		94.8%	14	21.4%	1	73.4%	19	-16.6%	-1	90.0%	13
	Red Sea		59.5%	23	1.7%	1	57.9%	22	5.0%	1	52.9%	21
	Sinai		45.3%	25	1.1%	1	44.2%	25	2.5%	1	41.7%	24
	Canal Citie	s	62.3%	22	-10.3%	-1	72.6%	20	34.8%	1	37.8%	25
Sector's A	Average		102.1%		1.4%	1	100.7%		-0.4%	-1	101.2%	



Collection Rate of Period's Billing %

It is the ratio of the value of bills and claims collected from the billing of the period to the value of the receivable bills and claims issued for the activity of the period. This indicator aims to verify the ability of service providers to collect the bills and claims issued for the activity of the year. Table of collection rate of the period's billing %

Classification of Performa	ance Levels	
Unacceptable	Acceptable	Good
Less than or equal to 90%	90-100 %	Greater than or equal to 90%

		FY 20	021-22	Improvemer	nt of	FY 20	020-21	Improvemen	t of	FY 20	019-20
Description	Company	%	Ranking	Performan		%	Ranking	Performan		%	Ranking
Group (A) Companies	Cairo water	75.9%	20	0.2%	1	75.7%	16	7.6%	1	68.1%	19
	Alexandria water	83.4%	14	-2.1%	-1	85.5%	9	6.5%	1	79.0%	10
	Cairo Wastewater	62.7%	23	-12.8%	-1	75.5%	17	7.7%	1	67.8%	20
	Alexandria Wastewater	61.6%	24	4.3%	1	57.3%	22	-15.9%	-1	73.3%	16
	Giza	81.7%	17	9.0%	1	72.7%	19	-0.6%	-1	73.3%	15
	Qalyubia	90.2%	4	-5.4%	-1	95.6%	1	19.7%	1	75.9%	12
Group (B) Companies	Dakahlia	85.6%	12	2.4%	1	83.2%	11	85.6%	-1	85.6%	7
	Sharkia	95.9%	1	1.6%	1	94.4%	2	5.1%	1	89.2%	4
	Kafr El-Sheikh	93.9%	2	2.3%	1	91.6%	4	0.5%	1	91.0%	3
	Gharbia	92.9%	3	2.3%	1	90.7%	6	-3.0%	-1	93.7%	1
	Behira	83.9%	13	1.2%	1	82.8%	12	9.8%	1	73.0%	17
	Damietta	89.3%	9	1.4%	1	87.8%	7	4.1%	1	83.7%	9
	Menoufia	90.0%	5	-2.0%	-1	91.9%	3	8.1%	1	83.9%	8
Group (C) Companies	Fayoum	72.5%	21	-2.0%	-1	74.5%	18	0.8%	1	73.7%	14
	Bani Sweif	89.4%	8	2.2%	1	87.2%	8	-1.0%	-1	88.2%	5
	Minya	87.2%	11	7.0%	1	80.2%	15	12.7%	1	67.4%	21
	Qena	88.2%	10	6.4%	1	81.8%	13	15.8%	1	66.0%	22
	Asyut	81.8%	16	-9.7%	-1	91.5%	5	-1.1%	-1	92.6%	2
	Sohag	89.5%	6	6.1%	1	83.3%	10	-3.5%	-1	86.9%	6
	Luxor	79.7%	19	-0.5%	-1	80.2%	14	5.2%	1	75.0%	13
	Aswan	64.1%	22	3.8%	1	60.3%	21	-1.4%	-1	61.7%	23
Group (D) Companies	Matrouh	80.2%	18	26.7%	1	53.4%	23	5.7%	1	47.8%	24
	Red Sea	89.4%	7	20.4%	1	69.1%	20	-9.4%	-1	78.5%	11
	Sinai	45.1%	25	-5.1%	-1	50.1%	24	-20.9%	-1	71.0%	18
	Canal Cities	82.3%	15	33.4%	1	48.9%	25	2.1%	1	46.7%	25
Sector's A	verage	80.1%		0.7%	1	79.4%		3.9%	1	75.5%	

Collection rate of the period's billing – 2021\2022

Percentage of functioning meters (percentage of subscribers who are billed according to actual consumption %)

This indicator aims to verify the effectiveness and efficiency of the commercial system of the service providers, by evaluating the efficiency of the reading systems and the condition of the used meters, by identifying the relative weight of subscribers number who are charged according to actual consumption (measurement meters are sound and functioning). Table - percentage of subscribers who are billed according to actual consumption %)

Classification of Per	forma	ance Levels										
Unacceptable		Acceptable			Good							
Less than or equal to 9	90%	90-100 %			Greater t	han (or equal	to				
			FY 20	021-22	Improveme	nt of	FY 20	20-21	Improvemer	nt of	FY 20	19-20
Description		Company	%	Ranking	Performai		%	Ranking	Performan		%	Ranking
Group (A) Companies	Cairo	water	66.8%	23	2.1%	1	64.8%	23	10.1%	1	54.6%	22
	Alexa	ndria water	89.7%	16	1.4%	1	88.3%	15	3.7%	1	84.6%	16
	Giza		90.0%	15	22.8%	1	67.2%	22	25.2%	1	42.0%	23
	Qalyu	bia	88.0%	18	1.8%	1	86.2%	17	0.9%	1	85.3%	15
Group (B) Companies	Dakah	nlia	92.3%	11	1.0%	1	91.3%	11	0.3%	1	91.0%	9
	Shark	ia	97.9%	4	0.8%	1	97.0%	3	2.0%	1	95.0%	4
	Kafr E	l-Sheikh	98.9%	1	-0.4%	-1	99.3%	1	0.1%	1	99.3%	1
	Gharb	oia	96.0%	6	0.6%	1	95.4%	6	2.0%	1	93.4%	6
	Behira	1	96.0%	5	0.5%	1	95.5%	5	0.8%	1	94.7%	5
	Damie	etta	90.8%	14	0.0%	-1	90.8%	12	0.1%	1	90.7%	11
	Meno	ufia	97.9%	3	0.0%	1	97.9%	2	0.3%	1	97.6%	2
Group (C) Companies	Fayou	m	78.3%	22	0.8%	1	77.6%	20	1.1%	1	76.5%	18
	Bani S	weif	98.4%	2	1.4%	1	97.0%	4	0.6%	1	96.4%	3
	Minya	1	94.0%	9	3.5%	1	90.4%	14	-0.3%	-1	90.7%	10
	Qena		87.7%	20	16.5%	1	71.2%	21	1.5%	1	69.7%	20
	Asyut		91.5%	12	8.7%	1	82.9%	18	9.7%	1	73.1%	19
	Sohag	:	94.7%	8	0.7%	1	94.0%	8	24.5%	1	69.5%	21
	Luxor		94.0%	10	1.0%	1	92.9%	9	0.7%	1	92.3%	8
	Aswar	n	87.9%	19	0.0%	1	87.9%	16	1.5%	1	86.5%	13
Group (D) Companies	Matro	ouh	88.7%	17	-1.8%	-1	90.5%	13	1.9%	1	88.5%	12
	Red S	ea	83.7%	21	1.8%	1	82.0%	19	2.2%	1	79.7%	17
	Sinai		91.1%	13	-0.3%	-1	91.4%	10	5.7%	1	85.7%	14
	Canal	Cities	95.7%	7	0.9%	1	94.8%	7	1.4%	1	93.3%	7
Sector's Av	erage		90.2%		2.9%	1	87.3%		4.7%	1	82.6%	

Percentage of functioning meters (percentage of subscribers who are billed according to actual consumption %) -

2021\2022

Number of employees per 1000 connections (water and wastewater)

This indicator aims to verify the ability and effectiveness of human resource management of service providers to raise operational efficiency quantitatively and qualitatively through optimal management of labor, as the relative weight of labor costs is the largest compared to other items of operation and maintenance costs.

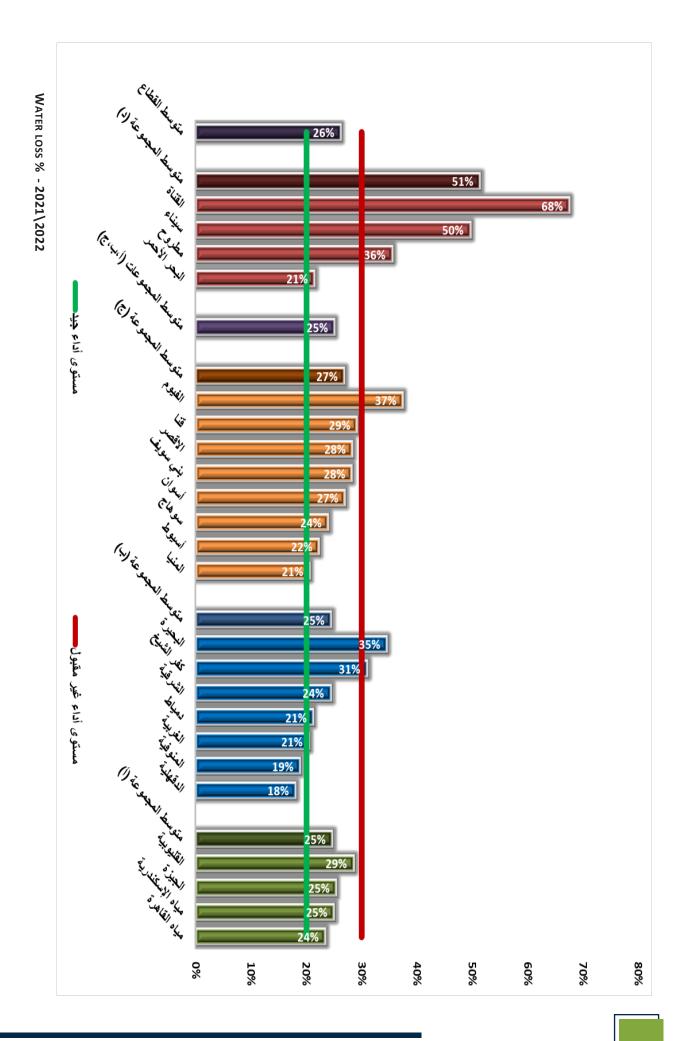
Table of number of employees per 1000 connections

Classification of I	Performa	ince Le	evels									
Unacceptable		Acce	otable		Goo	d						
Less than or equal	to 90%	90-10	00 %		Grea 90%		han or equal	to				
			FY 2021-:	22	Improvem	ant of	FY 2020-2	21	Improvem	ant of	FY 2019-2	20
Description	Compa	iny	Employee/1000 Connections	Ranking	Perform		Employee/1000 Connections	Ranking	Perform		Employee/1000 Connections	Ranking
Group (A) Companies	Cairo water		7.2	21	-0.4	-1	7.6	21	-1.1	-1	8.7	21
	Alexandria v	vater	3.6	3	0.0	1	3.6	3	-0.5	-1	4.0	5
	Cairo Waste	water	6.0	15	0.8	1	5.2	11	-1.4	-1	6.6	17
	Alexandria W	astewater	2.9	1	-0.2	-1	3.1	1	-0.6	-1	3.7	3
	Giza		5.9	14	-1.4	-1	7.3	20	0.5	1	6.8	19
	Qalyubia		5.7	13	-0.4	-1	6.1	16	-0.4	-1	6.5	15
Group (B) Companies	Dakahlia		3.7	4	0.0	-1	3.8	4	0.1	1	3.6	2
	Sharkia		5.1	10	0.2	1	4.9	10	0.5	1	4.5	7
	Kafr El-Sheik	h	5.2	11	0.6	1	4.7	6	-0.3	-1	5.0	9
	Gharbia		3.3	2	-0.1	-1	3.4	2	0.0	1	3.4	1
	Behira		6.3	18	0.0	1	6.3	18	-0.2	-1	6.6	16
	Damietta		5.4	12	-0.2	-1	5.6	14	0.1	1	5.5	11
	Menoufia		5.0	9	0.2	1	4.8	9	0.3	1	4.6	8
Group (C) Companies	Fayoum		4.4	6	-0.3	-1	4.8	7	0.4	1	4.4	6
	Bani Sweif		4.8	7	0.1	1	4.8	8	-0.3	-1	5.1	10
	Minya		4.0	5	0.1	1	3.9	5	0.1	1	3.8	4
	Qena		6.6	19	0.3	1	6.3	17	-0.3	-1	6.6	18
	Asyut		6.2	17	-0.4	-1	6.6	19	-0.3	-1	6.9	20
	Sohag		6.0	16	0.2	1	5.9	15	0.1	1	5.8	12
	Luxor		4.9	8	-0.6	-1	5.5	13	-0.4	-1	5.8	14
	Aswan		6.7	20	1.4	1	5.3	12	-0.5	-1	5.8	13
Group (D) Companies	Matrouh		23.7	25	2.9	1	20.8	25	-0.5	-1	21.3	25
	Red Sea		17.8	24	5.1	1	12.7	22	-4.1	-1	16.8	24
	Sinai		14.8	23	1.3	1	13.5	24	-1.1	-1	14.6	23
	Canal Cities		9.9	22	-2.9	-1	12.9	23	-1.0	-1	13.8	22
Sector's Av	verage		5.3		0.0	-1	5.3		-0.2	-1	5.5	

Water loss %

It is a ratio of water quantity available for sale (produced and purchased) that is lost without generating revenues for service providers (loss of revenues). This definition includes the quantities of losses due to technical reasons (such as leaks or bursts in water distribution networks...) or commercial reasons (such as illegal connections...). This indicator aims to measure the ability and effectiveness of service providers to manage losses and reduce the amount of water loss. Table - Water loss %

Classification of Per	formanc	e Levels										
Unacceptable	А	cceptable			Good							
Less than or equal to	90% 9	0-100 %			Greater t 90%	han (or equal	to				
Description	Com	pany	FY 20	21-22	Evolution		FY 20)20-21	Evolution		FY 20	19-20
D 2321 P 11311	23	pu,	%	Ranking	Performar	ice	%	Ranking	Performar	ice	%	Ranking
Group (A) Companies	Cairo wate	er	23.5%	8	-0.1%	-1	23.6%	6	-0.8%	-1	24.4%	6
	Alexandria	water	25.0%	11	-0.1%	-1	25.1%	9	-0.5%	-1	25.6%	8
	Giza		25.4%	12	-2.4%	-1	27.9%	13	-5.8%	-1	33.7%	17
	Qalyubia		28.6%	16	-2.6%	-1	31.2%	17	-0.5%	-1	31.7%	15
Group (B) Companies	Dakahlia		18.1%	1	-0.3%	-1	18.4%	1	-1.1%	-1	19.5%	1
	Sharkia		24.5%	10	-0.4%	-1	24.9%	8	-0.7%	-1	25.6%	7
	Kafr El-She	eikh	31.0%	18	-0.2%	-1	31.2%	16	-0.9%	-1	32.1%	16
	Gharbia		20.6%	3	-1.5%	-1	22.1%	5	-4.3%	-1	26.4%	10
	Behira		34.6%	19	-1.3%	-1	35.9%	18	-3.9%	-1	39.8%	20
	Damietta		21.3%	5	0.0%	1	21.2%	2	-1.0%	-1	22.2%	4
	Menoufia		18.9%	2	-2.6%	-1	21.5%	3	1.0%	1	20.4%	2
Group (C) Companies	Fayoum		37.4%	21	1.1%	1	36.3%	20	6.3%	1	30.0%	14
	Bani Sweif	i	28.2%	14	-1.4%	-1	29.6%	15	-0.1%	-1	29.7%	13
	Minya		20.6%	4	-3.8%	-1	24.4%	7	-1.7%	-1	26.2%	9
	Qena		29.2%	17	-6.7%	-1	35.9%	19	-0.2%	-1	36.1%	19
	Asyut		22.3%	7	-4.3%	-1	26.6%	10	-7.9%	-1	34.5%	18
	Sohag		24.0%	9	-3.2%	-1	27.2%	12	5.8%	1	21.4%	3
	Luxor		28.4%	15	0.3%	1	28.1%	14	1.2%	1	26.9%	11
	Aswan		27.0%	13	0.0%	-1	27.0%	11	-1.3%	-1	28.3%	12
Group (D) Companies	Matrouh		35.6%	20	-4.7%	-1	40.3%	21	-1.3%	-1	41.6%	21
	Red Sea		21.5%	6	-0.4%	-1	21.9%	4	-2.0%	-1	23.9%	5
	Sinai		49.7%	22	0.2%	1	49.5%	22	3.6%	1	45.9%	22
	Canal Citie	es	67.6%	23	-4.6%	-1	72.2%	23	1.3%	1	70.9%	23
Sector's Av	verage		26.3%		-1.3%	-1	27.6%		-1.3%	-1	28.9%	



■ Water Supply Coverage %

This indicator aims to verify the actual reality of the coverage of drinking water services at the level of each service range to which service providers commit themselves. This percentage reflects the result of the total number of drinking water servers within each governorate or governorate group to the total population of the target range measured. Table - Water Supply Coverage %

Classification of P	erforma	ance Level	S									
Unacceptable		Acceptab	le		Good							
Less than or equal t	o 90%	90-100 %			Greater 90%	than	or equal	to				
			FY 20	21-22	Evolution	of	FY 20	20-21	Evolution	of	FY 20	19-20
Description	Co	mpany	%	Ranking	Performa	nce	%	Ranking	Performa		%	Ranking
Group (A) Companies	Cairo wa	iter	100.0%	1	0.0%		100.0%	1	0.0%		100.0%	1
	Alexand	ria water	100.0%	2	0.0%		100.0%	3	0.0%		100.0%	2
	Giza		100.0%	3	0.0%		100.0%	4	0.0%		100.0%	3
	Qalyubia	1	97.9%	23	8.1%	1	89.9%	23	0.7%	1	89.1%	23
Group (B) Companies	Dakahlia	r.	99.5%	17	0.0%	-1	99.5%	18	0.0%	1	99.5%	17
	Sharkia		99.9%	15	0.0%	1	99.9%	16	0.0%	-1	99.9%	15
	Kafr El-S	heikh	100.0%	4	0.0%		100.0%	5	0.0%		100.0%	4
	Gharbia		99.0%	20	-1.0%	-1	100.0%	1	1.0%	1	99.0%	19
	Behira		99.2%	18	0.0%	1	99.2%	19	0.0%	1	99.2%	18
	Damiett	a	100.0%	5	0.0%		100.0%	6	0.0%		100.0%	5
	Menoufi	ia	99.1%	19	0.0%	1	99.1%	20	0.2%	1	98.9%	20
Group (C) Companies	Fayoum		100.0%	6	0.0%		100.0%	7	0.0%		100.0%	6
	Bani Swe	eif	100.0%	7	0.0%		100.0%	8	0.0%		100.0%	7
	Minya		100.0%	8	0.0%		100.0%	9	0.0%		100.0%	8
	Qena		98.0%	22	-0.5%	-1	98.5%	21	0.0%	1	98.5%	21
	Asyut		98.5%	21	0.0%	-1	98.5%	22	0.0%	1	98.5%	22
	Sohag		100.0%	9	0.0%		100.0%	10	0.0%		100.0%	9
	Luxor		99.9%	16	0.0%	-1	99.9%	17	0.0%	1	99.9%	16
	Aswan		100.0%	14	0.0%		100.0%	15	0.0%		100.0%	14
Group (D) Companies	Matrouh	1	100.0%	10	0.0%		100.0%	11	0.0%		100.0%	10
	Red Sea		100.0%	11	0.0%		100.0%	12	0.0%		100.0%	11
	Sinai		100.0%	13	0.0%		100.0%	14	0.0%		100.0%	13
	Canal Cit	ties	100.0%	12	0.0%		100.0%	13	0.0%		100.0%	12
Sector's A	Average		99.7%		0.1%	1	99.6%		0.4%	1	99.2%	

■ Number of bursts and leaks per 100 km – water networks

This indicator aims to verify the technical efficiency of the drinking water systems of the service providers through the number of fractures and leaks per 100 km of the networks. This indicator explains the reality of the technical status of the networks in the first place as well as complementing the water loss indicators.

Table 3-14 - Number of bursts and leaks per 100 km - water networks

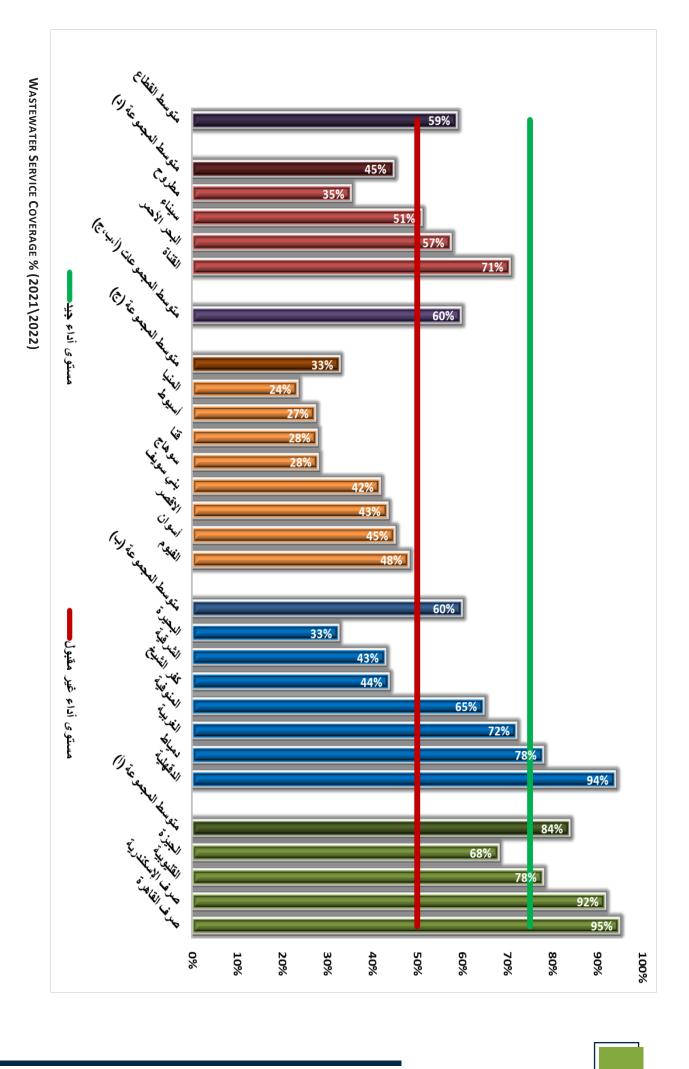
Classification of F	Performa	nce Lev	vels									
Unacceptable		Accept	able		Good							
Less than or equal	to 90%	90-100) %		Greate 90%	r tha	an or equal	to				
Description	Com	pany	FY 202 Pipe Burst\100 km	1-22 Ranking	Evolution Performan		FY 202 Pipe Burst\100 km	0-21 Ranking	Evolution Performar		FY 201 Pipe Burst\100 km	9-20 Ranking
Group (A) Companies	Cairo wate	er	42.3	4	1.7	1	40.6	5	5.4	1	35.2	4
Crock (r) companies	Alexandria	a water	361.6	21	-1.2	-1	362.8	22	30.0	1	332.7	23
	Giza		264.4	19	169.7	1	94.7	16	-176.3	-1	271.0	20
	Qalyubia		99.9	9	39.3	1	60.6	10	-99.8	-1	160.4	17
Group (B) Companies	Dakahlia		401.2	22	-29.0	-1	430.2	23	342.6	1	87.6	13
	Sharkia		102.8	10	89.4	1	13.4	2	-4.5	-1	17.9	1
	Kafr El-She	eikh	37.4	1	-15.1	-1	52.4	7	-14.5	-1	66.9	9
	Gharbia		68.7	7	-113.7	-1	182.4	18	122.4	1	59.9	7
	Behira		268.3	20	211.1	1	57.2	8	9.0	1	48.1	5
	Damietta		408.0	23	408.0	1	0.0	1	-287.6	-1	287.6	21
	Menoufia		135.5	13	23.9	1	111.6	17	15.8	1	95.8	16
Group (C) Companies	Fayoum		209.7	18	-33.1	-1	242.8	20	-19.5	-1	262.3	19
	Bani Sweit	f	40.4	3	22.3	1	18.1	3	-8.7	-1	26.7	3
	Minya		39.6	2	15.2	1	24.4	4	4.1	1	20.3	2
	Qena		161.7	16	-31.5	-1	193.1	19	-67.4	-1	260.6	18
	Asyut		152.8	15	60.4	1	92.4	14	6.9	1	85.5	12
	Sohag		137.4	14	85.2	1	52.2	6	-16.0	-1	68.2	10
	Luxor		88.1	8	-1.8	-1	89.9	13	7.7	1	82.2	11
	Aswan		65.3	6	-231.7	-1	297.0	21	-5.7	-1	302.7	22
Group (D) Companies	Matrouh		116.9	12	36.3	1	80.6	12	-12.0	-1	92.6	15
	Red Sea		116.6	11	58.7	1	58.0	9	-6.0	-1	63.9	8
	Sinai		50.7	5	-15.6	-1	66.2	11	16.0	1	50.2	6
	Canal Citie	es	184.0	17	89.8	1	94.2	15	4.2	1	90.1	14
Sector's A	verage		152.0		29.2	1	122.8		8.6	1	114.2	

Wastewater Service Coverage %

This indicator aims to verify the actual coverage of wastewater services at the level of each service area that service providers are committed to. This percentage expresses the outcome of the ratio of the total number of people served by wastewater within each governorate or group of governorates to the total population of the target area with which the indicator is measured.

Table 3-15: Wastewater Service Coverage %

Classification of Per	formance Levels	5									
Unacceptable	Acceptab	е		Good							
Less than or equal to	90% 90-100 %			Greater tl 90%	nan d	or equal	to				
Description	C	FY 20	021-22	Evolution	of	FY 20	20-21	Evolution	of	FY 20	019-20
Description	Company	%	Ranking	Performan	ice	%	Ranking	Performar	ice	%	Ranking
Group (A) Companies	Cairo Wastewater	94.8%	1	0.0%	1	94.8%	2	-0.4%	-1	95.2%	2
	Alexandria Wastewater	91.7%	3	3.9%	1	87.9%	3	-3.1%	-1	90.9%	3
	Giza	68.1%	8	-0.3%	-1	68.4%	8	-4.1%	-1	72.5%	6
	Qalyubia	78.0%	5	-3.1%	-1	81.1%	4	1.4%	1	79.7%	4
Group (B) Companies	Dakahlia	94.0%	2	-2.5%	-1	96.5%	1	0.0%	-1	96.5%	1
	Sharkia	43.0%	16	2.8%	1	40.1%	18	0.2%	1	39.9%	17
	Kafr El-Sheikh	43.7%	14	0.7%	1	43.0%	16	2.4%	1	40.6%	16
	Gharbia	72.0%	6	0.3%	1	71.7%	6	3.7%	1	68.0%	8
	Behira	32.6%	19	0.0%	1	32.6%	19	1.1%	1	31.5%	19
	Damietta	78.0%	4	0.0%	1	78.0%	5	0.2%	1	77.8%	5
	Menoufia	64.7%	9	4.8%	1	59.9%	9	3.4%	1	56.5%	9
Group (C) Companies	Fayoum	48.1%	12	0.0%	-1	48.1%	12	1.6%	1	46.5%	12
	Bani Sweif	41.8%	17	-2.6%	-1	44.4%	14	2.5%	1	41.9%	14
	Minya	23.5%	23	0.1%	1	23.4%	23	0.5%	1	23.0%	23
	Qena	27.8%	21	0.0%	1	27.8%	20	1.3%	1	26.5%	20
	Asyut	27.4%	22	2.4%	1	25.0%	22	1.5%	1	23.5%	22
	Sohag	28.0%	20	1.3%	1	26.8%	21	2.8%	1	24.0%	21
	Luxor	43.4%	15	0.6%	1	42.8%	17	1.0%	1	41.8%	15
	Aswan	45.0%	13	0.0%	-1	45.0%	13	0.0%	1	45.0%	13
Group (D) Companies	Matrouh	35.4%	18	-8.3%	-1	43.7%	15	8.6%	1	35.1%	18
	Red Sea	57.5%	10	3.8%	1	53.7%	10	3.7%	1	50.0%	11
	Sinai	51.0%	11	0.3%	1	50.7%	11	0.0%		50.7%	10
	Canal Cities	70.6%	7	0.0%		70.6%	7	0.0%		70.6%	7
Sector's Av	verage	58.8%		-0.6%	-1	59.3%		-0.2%	-1	59.6%	



■ Number of bursts and overflows per 100 km - Sewage Networks

This indicator aims to verify the technical efficiency of the service providers' sewage networks through the number of bursts and overflows per 100 km of networks.

Table - Number of bursts and overflows per 100 km - Sewage Networks Classification of Performance Levels

Classification of P	erforma	nce Lev	vels									
Unacceptable		Accept	able		Good							
Less than or equal t	o 90%	90-100) %		Greate 90%	r tha	an or equal	to				
			FY 202	1-22	Evolution of	nf	FY 202	0-21	Evolution	of	FY 201	9-20
Description	Com	pany	Pipe Burst\100 km	Ranking	Performan		Pipe Burst\100 km	Ranking	Performan		Pipe Burst\100 km	Ranking
Group (A) Companies	Cairo Was	ewater	4366.9	23	-345.1	1	4712.0	23	3395.8	1	1316.2	17
	Alexandria Wastewate		987.5	14	-9.2	- 1	996.7	15	-116.0	- 1	1112.8	16
	Giza		348.2	7	-2485.0	- 1	2833.2	20	2472.6	1	360.6	7
	Qalyubia		358.8	8	-77.2	- 1	436.0	6	-310.8	- 1	746.8	11
Group (B) Companies	Dakahlia		1186.0	17	-428.7	- 1	1614.7	18	-97.3	- 1	1711.9	19
	Sharkia		783.1	13	-8.4	- 1	791.4	12	-165.0	1	956.4	13
	Kafr El-She	ikh	8.5	2	0.0	- 1	8.5	2	-42.9	1	51.4	1
	Gharbia		239.4	4	81.3	1	158.0	3	-5.3	1	163.3	2
	Behira		506.8	10	50.9	1	455.9	7	127.9	1	328.0	5
	Damietta		1463.4	18	322.9	1	1140.5	16	279.6	1	860.9	12
	Menoufia		1144.0	16	167.0	1	977.0	14	-56.7	- 1	1033.7	14
Group (C) Companies	Fayoum		460.1	9	-99.4	- 1	559.5	10	-82.5	1	642.0	9
	Bani Sweif		3268.4	21	-439.2	- 1	3707.6	21	-88.5	- 1	3796.0	22
	Minya		299.3	6	1.4	1	297.9	5	8.4	1	289.5	4
	Qena		1939.5	20	-166.5	- 1	2106.0	19	-319.7	- 1	2425.6	20
	Asyut		1026.1	15	194.6	1	831.4	13	590.8	1	240.6	3
	Sohag		4286.3	22	337.2	1	3949.1	22	-140.4	1	4089.5	23
	Luxor		295.6	5	-205.7	- 1	501.3	8	-151.6	1	652.9	10
	Aswan		508.1	11	-107.1	- 1	615.3	11	-6.5	1	621.8	8
Group (D) Companies	Matrouh		237.3	3	237.3	1	0.0	1	-2563.9	1	2563.9	21
	Red Sea		1503.2	19	274.5	1	1228.7	17	-295.0	1	1523.7	18
	Sinai		0.0	1	-184.8	- 1	184.8	4	-170.0	1	354.8	6
	Canal Citie	s	629.4	12	71.7	1	557.7	9	-544.7	1	1102.4	15
Sector's A	verage		1167.3		-287.1	1	1454.4		529.2	1	925.2	

■ 10. Percentage of complaints resolved within 24 hours %

This indicator aims to verify the efficiency of water and wastewater consumers' service system through the EWRA's assessment (General Department for Consumer Protection) of that system in all its components with service providers This percentage reflects the outcome of the evaluation of the efficiency of all entities and units associated with direct consumer interaction.

Table - Percentage of EWRA's evaluation of the consumer service system

Classification of Pe	erforma	ince Leve	els									
Unacceptable		Accepta	ble		(Good						
Less than or equal to	o 90%	90-100	%			Greater 90%	than or	equal to				
			FY 2	021-22	Evolu	ition of	FY 2	020-21	Evolution	of	FY 20	019-20
Description	Con	npany	%	Ranking	250 250	rmance	%	Ranking	Performan		%	Ranking
Group (A) Companies	Cairo wat	er	79.8%	12	-3.39	% -1	83.1%	12	-8.5%	-1	91.6%	5
	Alexandri	a water	84.3%	16	3.19	6 1	81.2%	11	-2.9%	-1	84.0%	12
	Cairo Was	stewater	98.9%	25	0.5%	6 1	98.4%	25	2.7%	1	95.7%	2
	Alexandria Wastewate		77.1%	11	8.0%	6 1	69.1%	4	2.4%	1	66.8%	23
	Giza		73.4%	9	-3.29	6 -1	76.6%	8	1.4%	1	75.2%	19
	Qalyubia		70.0%	8	-0.69	6 -1	70.6%	6	-13.5%	-1	84.1%	11
Group (B) Companies	Dakahlia		89.8%	20	-0.79	6 -1	90.5%	21	1.2%	1	89.3%	6
	Sharkia		94.6%	23	-0.39	6 -1	94.9%	23	2.5%	1	92.5%	4
	Kafr El-Sh	eikh	60.4%	5	-10.1	% -1	70.5%	5	-7.5%	-1	77.9%	17
	Gharbia		83.3%	15	-3.19	6 -1	86.3%	16	0.7%	1	85.6%	10
	Behira		88.5%	19	-1.09	6 -1	89.5%	19	0.2%	1	89.3%	7
	Damietta		76.6%	10	-1.89	6 -1	78.5%	9	2.0%	1	76.5%	18
	Menoufia	ļ.	87.3%	18	2.9%	6 1	84.4%	14	1.3%	1	83.1%	15
Group (C) Companies	Fayoum		43.6%	2	-7.99	6 -1	51.5%	2	4.2%	1	47.3%	24
	Bani Swei	f	93.4%	21	5.2%	6 1	88.2%	17	4.2%	1	84.0%	13
	Minya		81.2%	13	-8.49	6 -1	89.6%	20	9.0%	1	80.6%	16
	Qena		84.4%	17	-4.29	6 -1	88.6%	18	14.6%	1	74.0%	20
	Asyut		95.1%	24	-0.59	6 -1	95.6%	24	-0.8%	-1	96.4%	1
	Sohag		93.8%	22	0.29	6 1	93.6%	22	0.4%	1	93.2%	3
	Luxor		66.4%	7	-12.4	% -1	78.8%	10	10.8%	1	67.9%	22
	Aswan		30.2%	1	-6.99	% -1	37.1%	1	5.2%	1	31.9%	25
Group (D) Companies	Matrouh		58.6%	4	-9.19	6 -1	67.6%	3	-5.1%	-1	72.7%	21
	Red Sea		82.2%	14	-3.59	% -1	85.7%	15	-1.7%	-1	87.5%	9
	Sinai		66.4%	6	-17.6	% -1	84.0%	13	-4.9%	-1	88.9%	8
	Canal Citi	es	53.1%	3	-19.8	% -1	72.9%	7	-10.4%	-1	83.3%	14
Sector's Av	erage		81.7%		-1.09	% -1	82.7%		-1.4%	-1	84.2%	





Chapter V: EWRA's Business Plan 2022/2021

- General Department of Consumer Protection Visits Plan
- General Department of Pricing and Tariff Visits Plan
- General Department of Cost Analysis Visits
 Plan
- General Department of Water Quality Control Visits Plan
- General Department of Standards and Licensing Visits Plan

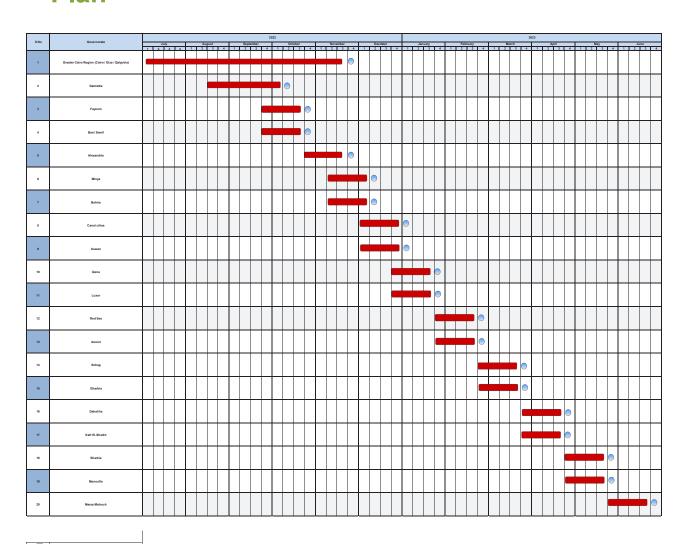


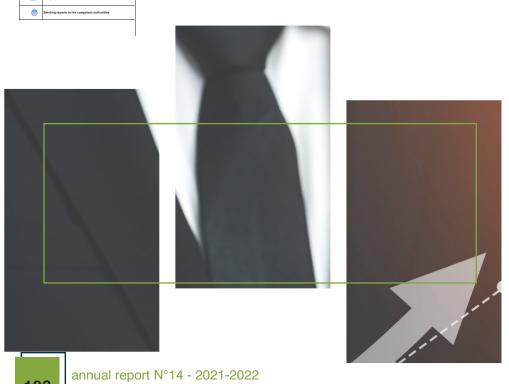
General Department of Consumer Protection Visits Plan

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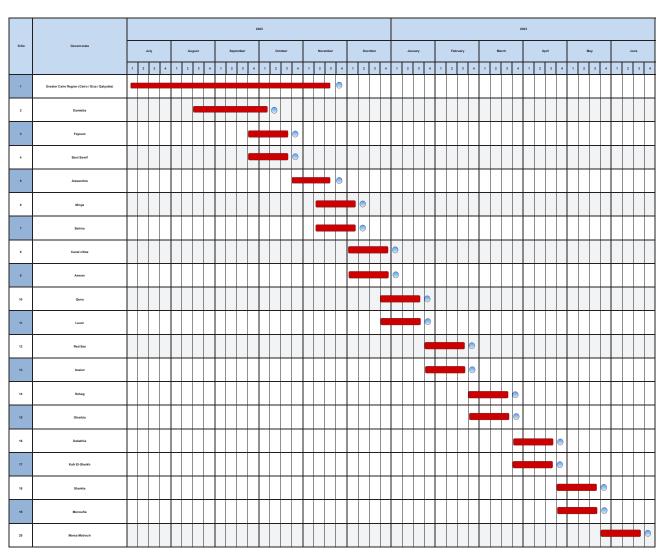
General Department of Pricing and Tariff Visits Plan







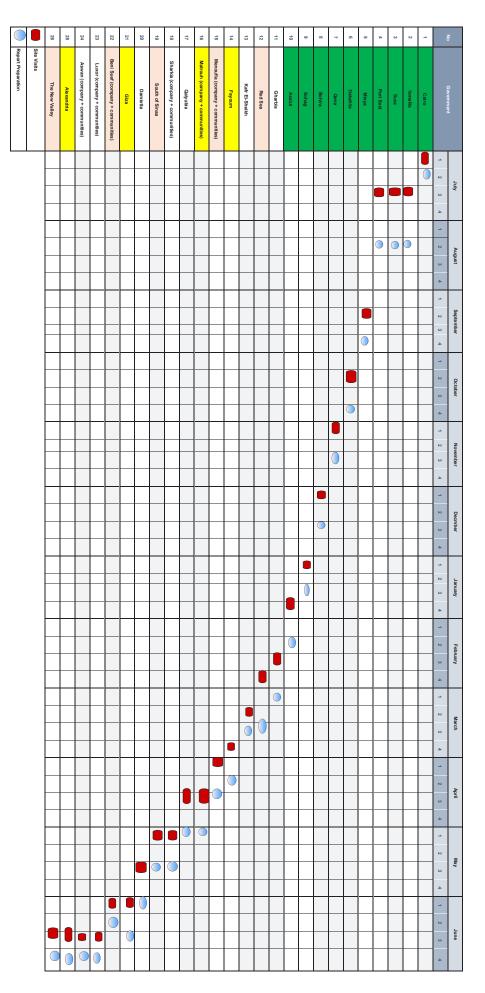
General Department of Cost Analysis Visits Plan







General Department of Water Quality Control Visits Plan





Dr. Hamdi Abdel Nabi
Dr. Mohamed Saeed
Dr. Mohamed Ali



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The New Valley	Alexandra	Alexandria	Aswan (company + communities)	Luxor (company + communities)	Beni Suef (company + communities)	Giza	Damietta	South of Sinaa	Sharkia (company + communities)	Qalyubia	Matrouh (company + communities)	Menoufia (company + communities)	Fayoum	Kafr El-Sheikh	Red Sea	Gharbia	Assiut	Sohag	Behira	Qena	Dakahlia	Minya	Port Said	Suez	Ismailia	Cairo	Government		
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Report Preparation

Note: North Sinai governorate was not covered for security reasons



General Department of Standards and Licensing Visits Plan

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Behira	Alexandria	GIZA		Cairo	Governorate		
New Nobaria	Borg El-Arab	6th of October	Sheikh Zayed	New Cairo	City Agency		
The Management	The Management	The Management	The Management	The Management	Network Department		
The visits will be carried out all ough the quality management bian	The visite will be carried out through the quality management				2022 2023 2023 Nov Dec Jan Feb Mar 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4		
The Priories	nt plan	with No. 121, and it is sufficient	The reply was made on 01.23.2023	The report was issued on 11.09.2022 and a reminder action was issued on 01.09.2023.	Remarks		

petent authorities



General Department of Standards and Licensing Visits Plan

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	Cities' Agencies (Wastewater System)		Cities' Agencies (Water System)							
Site Visits Preparation and issuance of the site visit report Delay from plan Completion of work before the planned date The visit was completed and the report was issued Plan modification	Aswan - New Toshka New Aswan Luxor - New Tiba East of Port Said Alexandria, Marabella Resort Matrouth, New Alamein Combined report - Cities's Agencies (Wastewaler)	Resorts Combined report - Cities's Agencies (Water) New Fayoum	Obour Aswan - New Toshka Luxor - New Tiba East of Port Said	New Salhia 10th of Ramadan	New Booksta	Shaweatto	6th abortaber	City Agency		
								Sep Oct		
	Reports	Reports						3 4 Nov		
	Visits will be carrie	Reports will be collected for the Standards and Qu	27					1 2 Dec		
	Visits will b	for the Standards	Visits will b	VISITE WILL				Jan 2023		
	e carried o	s and Qual	e carried					2 Feb		
	out by the Qu	ity team wor	100%	100%	100%	100%	100%	Field visit implementatio n rate		
	Visits will be carried out by the Quality Department	k to make the final	100% long the Quality Department	100%	The report is scheduled to be issued on 01.11.2022	scheduled to be issued on 09.30.2022 The report is scheduled to be issued on 21.10.2022	Ф	Follow up the issuance of the visits report (date of the report issuance)		
	d out by the Quality Department	laility team work to make the final report at the end of Feb 2023 A reminder was sent on 1.12.2022. Issue No. 538			The response was made on 14.03.2022 with an incoming number 7681 and it is sufficient	11.01.2023 with an incoming number 78, and it is sufficient. The response was made on 27.12.2022 with an incoming number 2336 and it is sufficient.	The response was made on 11.22.2022 with an incoming number 2115, and it is sufficient	Follow up the response of the authorities to the issued technical report		
	23	23	visit has been modified to be	Visited on 07.20.2023				Any modifications made to the implementation of the plan		
		The report was issued on 11.13.2022	issued on 06.02.2023	Working on the report	The report was issued on 01.11.2022	The report was issued on 10/23 The report was issued on 10/26	The report was issued on 10/23	Performance Evaluation		







12 Al-Masrawya District – 5th Settlement - New Cairo For complaints: WhatsApp: 01033466081 – 01033466082

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