



وزارة الإسكان والمرافق والمجتمعات العمرانية
Ministry of Housing, Utilities & Urban Communities



التقرير السنوي لمؤشرات أداء الشركات التابعة للشركة القابضة لمياه الشرب والصرف الصحي

القوائم المالية المبدئية للعام المالي ٢٠٢٣/٢٠٢٢





KPIs Index:

1. Water Service Coverage:

Verifying the actual reality of drinking water services coverage.

2. Sanitation Service Coverage:

Verifying the actual reality of sanitation services coverage.

3. O&M Cost Recovery:

Measuring the ability of service providers to cover operating and maintenance costs (excluding depreciation and interests) from annual operational revenues.

4. Current Collection Ratio:

Measuring service providers efficiency in collecting bills and claims for all customers.

5. Working Meters:

Measuring the proportion of customers who are billed based on actual consumption readings (working meters) without estimated averages.

6. Staff / 1000 Connections:

Measuring efficiency of labor Management against number of customers.

7. Non-Revenue Water (NRW):

Measuring efficiency of service providers in reducing non-revenue water (both technical and commercial losses).

8. Share Per Capita Per day from Sold Water:

Measuring the average consumption per capita share of water sold daily.

9. The number of leaks and losses per 100 kilometers of Drinking water networks:

Verifying the efficiency of drinking water networks.

10. The number of fractures and overflows per 100 kilometers of sewerage system:

Verifying the efficiency of sanitation/sewerage networks.

11. Wastewater Treatment Efficiency:

Verifying the quality of final effluent samples conducted by service providers.

12. Complaints Resolved within 24 Hours / Total Complaints Registered:





Measuring efficiency of service providers in receiving and resolving customer complaints within 24 hours of receipt.

Calculation Methods:

No.	KPIs	Unit	Calculations
1	Water Service Coverage	%	{Population served by all methods / Total population} * 100
2	Sanitation Service Coverage	%	{Population served by all methods / Total population} * 100
3	O&M Cost Recovery	%	{Annual Operational Revenues / Annual O&M Cost without Depreciation and Interests} * 100
4	Current Collection Ratio	%	{Total Annual Collections / Total Annual Billings} * 100
5	Working Meters	%	{No. of metered connections (Working meters used for billing) / No. of Water Connections} * 100
6	Staff / 1000 Connections	No. / 1000	{No. of Staff / No. of Connections (Water + Sanitation)} * 1000
7	Non Revenue Water (NRW)	%	{(Annual Available Water – Annual Sold Water) / Annual Available Water} * 100
8	Share Per Capita Per day from Sold Water	L / Cap / Day	{Average water sold per day / Total population} * 1000
9	Number of Flooding Incidents Per 100 km of Water Networks	No. / 100	{No. of Flooding Incident / (Length of distribution mains) * 100}
10	Number of Flooding Incidents Per 100 km of Sewerage System	No. / 100	{No. of Flooding Incident / (Length of sewerage network + Length of pumping mains) * 100}
11	Wastewater Treatment Efficiency	%	No. of Effluent samples Complied with the Egyptian Standards / Total No. of Effluent samples * 100
12	Complaints Resolved within 24 Hours / Total Complaints Registered	%	{No. of complaints resolved within 24 hours / Total No. of complaints registered (Water + Sanitation + Commercial)}



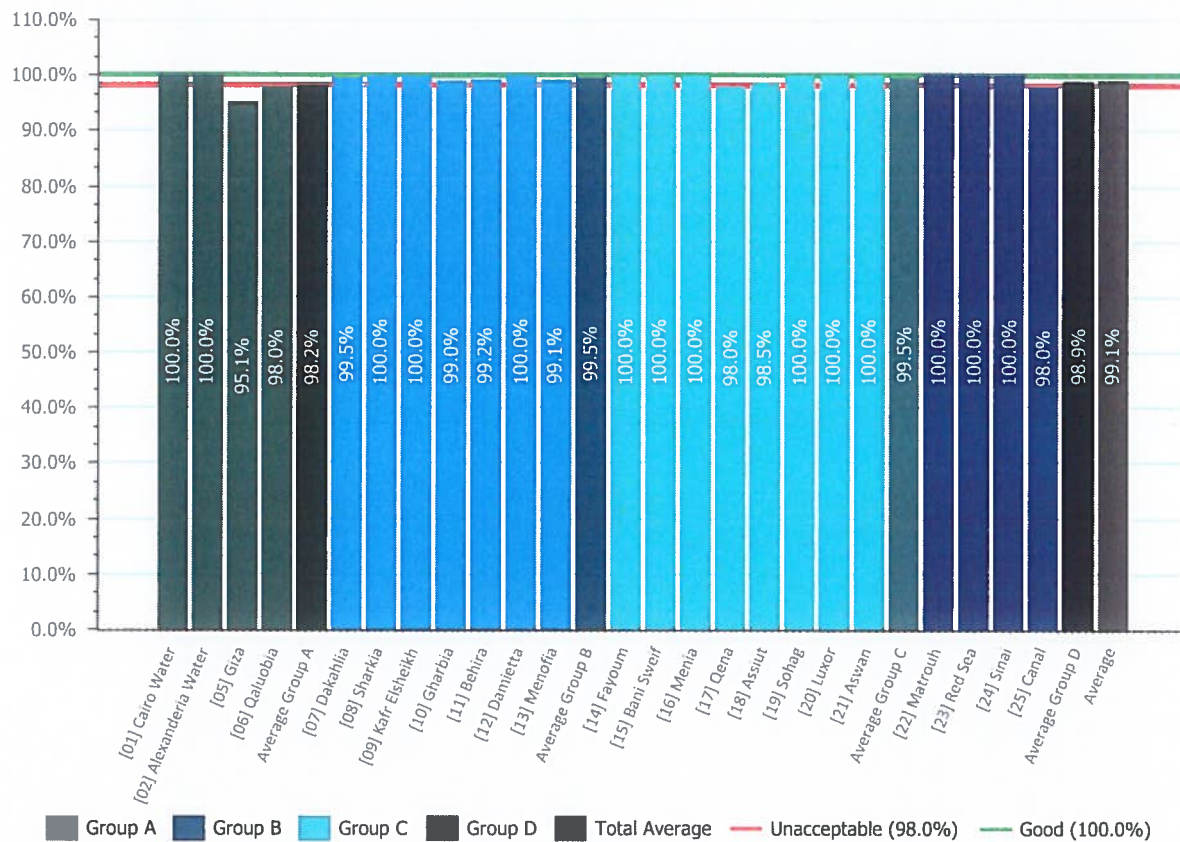
1 - Water Service Coverage

Table 1: Water Coverage

Item	FY20-21		Change	FY21-22		Change	FY22-23	
	%	Rank		%	#		%	#
Group A				97.9%		0.3	98.2%	
Cairo Water [01]				100.0%	3	0.0	100.0%	4
Alexandria Water [02]				100.0%	2	0.0	100.0%	3
Giza [05]				94.1%	23	1.0 ↑	95.1%	23
Qalubia [06]				97.9%	22	0.1 ↑	98.0%	20
Group B				99.5%		0.0 ↑	99.5%	
Dakhliya [07]				99.5%	15	0.0 ↑	99.5%	15
Sharkia [08]				99.9%	14	0.1 ↑	100.0%	2
Kafr Elsheikh [09]				100.0%	4	0.0	100.0%	5
Gharbia [10]				99.0%	18	0.0 ↓	99.0%	18
Behira [11]				99.2%	16	0.0 ↑	99.2%	16
Damietta [12]				100.0%	1	0.0	100.0%	1
Menofia [13]				99.1%	17	0.0 ↓	99.1%	17
Group C				99.5%		0.0	99.5%	
Fayoum [14]				100.0%	5	0.0	100.0%	6
Bani Sweif [15]				100.0%	13	0.0	100.0%	13
Menia [16]				100.0%	10	0.0	100.0%	11
Qena [17]				98.0%	21	0.0 ↑	98.0%	21
Assiut [18]				98.5%	19	0.0 ↓	98.5%	19
Sohag [19]				100.0%	12	0.0	100.0%	12
Luxor [20]				100.0%	7	0.0	100.0%	8
Aswan [21]				100.0%	6	0.0	100.0%	7
Group D				99.1%		-0.1 ↓	98.9%	
Matrouh [22]				100.0%	11	0.0 ↓	100.0%	14
Red Sea [23]				100.0%	8	0.0	100.0%	9
Sinai [24]				100.0%	9	0.0	100.0%	10
Canal [25]				98.3%	20	-0.3 ↓	98.0%	22
Total				99.0%		-0.1 ↓	99.1%	



Chart 1: Water Coverage



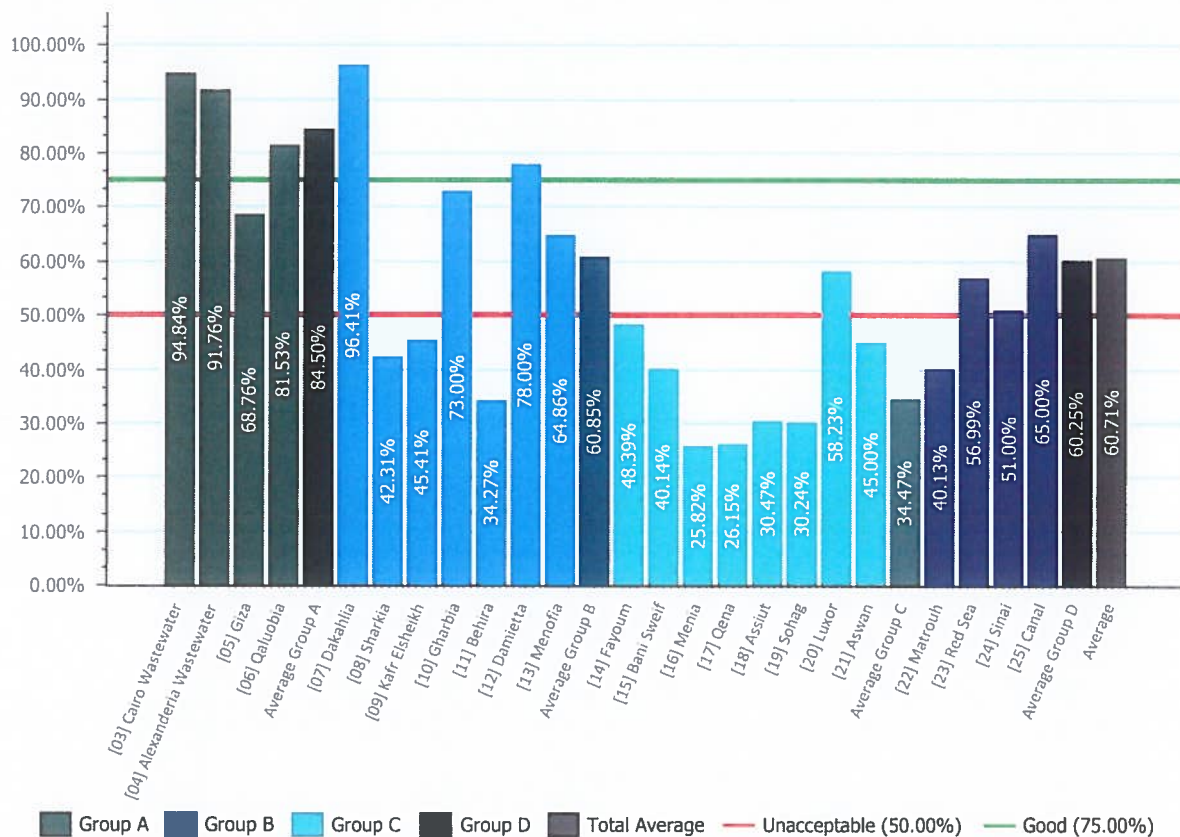
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2 - Wastewater Service Coverage

Table 1: Wastewater Service Coverage

Item	FY20-21		Change	FY21-22		Change	FY22-23	
	%	Rank		%	#		%	#
Group A				83.79%		1.3 ↑	84.50%	
Cairo Wastewater [03]				94.82%	1	0.0 ↑	94.84%	2
Alexandria Wastewater [04]				91.79%	3	0.0 ↓	91.76%	3
Giza [05]				68.06%	7	1.0 ↑	68.76%	7
Qalubia [06]				78.00%	5	4.5 ↑	81.53%	4
Group B				59.89%		1.5 ↑	60.85%	
Dakhliya [07]				94.00%	2	2.6 ↑	96.41%	1
Sharkia [08]				42.96%	16	-1.5 ↓	42.31%	16
Kafr Elsheikh [09]				43.74%	14	3.8 ↑	45.41%	14
Gharbia [10]				72.00%	6	1.4 ↑	73.00%	6
Behira [11]				32.57%	18	5.2 ↑	34.27%	19
Damietta [12]				78.00%	4	0.0 ↓	78.00%	5
Menofia [13]				64.75%	9	0.2 ↑	64.86%	9
Group C				32.71%		7.1 ↑	34.47%	
Fayoum [14]				48.10%	12	0.6 ↑	48.39%	13
Bani Sweif [15]				41.00%	17	-2.1 ↓	40.14%	17
Menia [16]				23.52%	23	9.8 ↑	25.82%	23
Qena [17]				27.78%	21	-5.9 ↓	26.15%	22
Assiut [18]				27.42%	22	11.1 ↑	30.47%	20
Sohag [19]				28.00%	20	8.0 ↑	30.24%	21
Luxor [20]				43.41%	15	34.1 ↑	58.23%	10
Aswan [21]				45.00%	13	0.0 ↑	45.00%	15
Group D				59.87%		3.9 ↑	60.25%	
Matrouh [22]				31.01%	19	29.4 ↑	40.13%	18
Red Sea [23]				57.47%	10	-0.8 ↓	56.99%	11
Sinai [24]				51.00%	11	0.0 ↑	51.00%	12
Canal [25]				65.65%	8	-1.0 ↓	65.00%	8
Total				59.66%		3.9 ↓	60.71%	

Chart 1: Wastewater Service Coverage



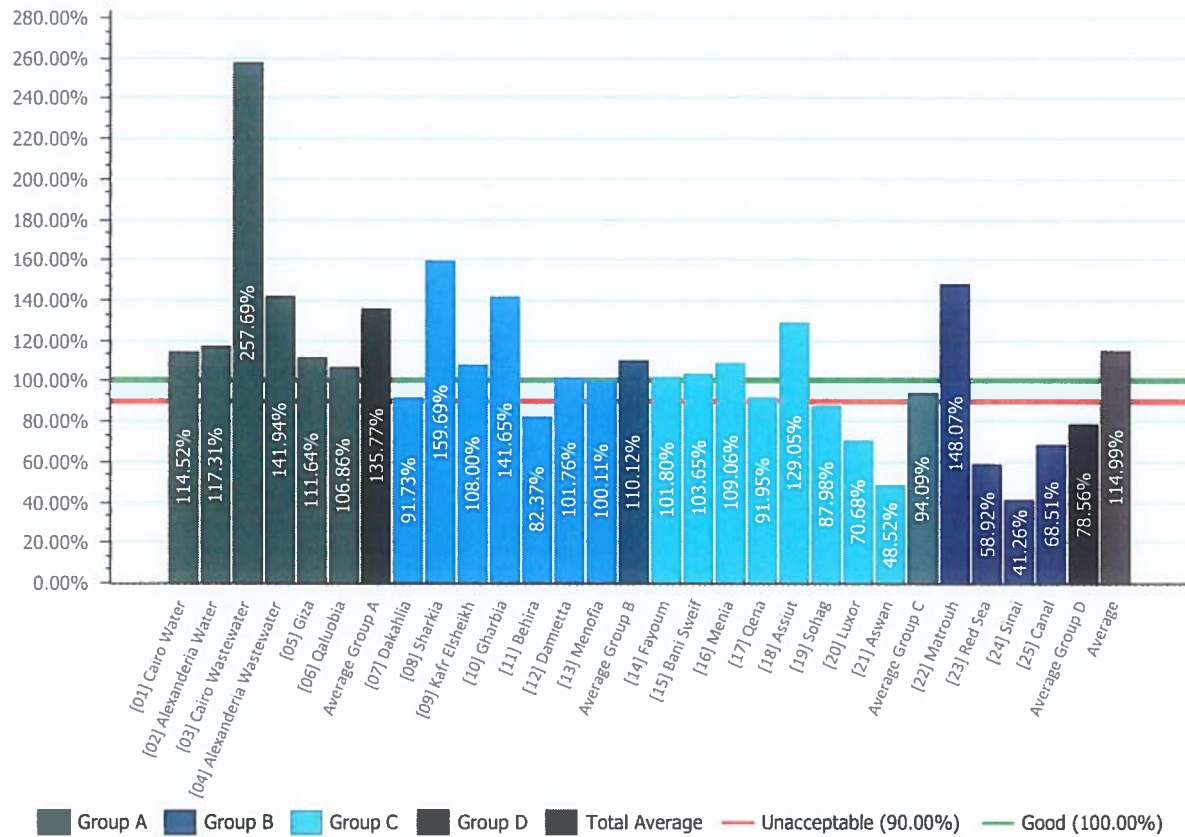
3 - O&M Cost Recovery

O&M Cost Recovery through Operational Revenues %

Item	FY20-21		Change	FY21-22		Change	FY22-23	
	%	Rank		%	#		%	#
Group A				115.70%		24.8 ↑	135.77%	
Cairo Water [01]				113.59%	4	0.8 ↑	114.52%	8
Alexandria Water [02]				122.12%	3	-3.9 ↓	117.31%	7
Cairo Wastewater [03]				146.58%	1	75.8 ↑	257.69%	1
Alexandria Wastewater [04]				108.94%	6	30.3 ↑	141.94%	4
Giza [05]				105.45%	7	5.9 ↑	111.64%	9
Qalubia [06]				84.33%	19	26.7 ↑	106.86%	12
Group B				103.67%		8.1 ↓	110.12%	
Dakahlia [07]				94.76%	15	-3.2 ↓	91.73%	18
Sharkia [08]				103.57%	8	54.2 ↑	159.69%	2
Kafr Elsheikh [09]				88.94%	17	21.4 ↑	108.00%	11
Gharbia [10]				135.77%	2	4.3 ↑	141.65%	5
Behira [11]				100.13%	13	-17.7 ↓	82.37%	20
Damietta [12]				102.82%	10	-1.0 ↓	101.76%	15
Menofia [13]				100.27%	12	-0.2 ↓	100.11%	16
Group C				87.93%		7.1 ↓	94.09%	
Fayoum [14]				111.27%	5	-8.5 ↓	101.80%	14
Bani Sweif [15]				100.34%	11	3.3 ↑	103.65%	13
Menia [16]				102.85%	9	6.0 ↑	109.06%	10
Qena [17]				81.29%	20	13.1 ↑	91.95%	17
Assiut [18]				90.22%	16	43.0 ↑	129.05%	6
Sohag [19]				87.81%	18	0.2 ↑	87.98%	19
Luxor [20]				66.81%	21	5.8 ↑	70.68%	21
Aswan [21]				52.77%	24	-8.0 ↓	48.52%	24
Group D				66.01%		20.0 ↑	78.56%	
Matrouh [22]				96.80%	14	53.0 ↑	148.07%	3
Red Sea [23]				59.53%	23	-1.0 ↓	58.92%	23
Sinai [24]				45.29%	25	-8.9 ↓	41.26%	25
Canal [25]				62.31%	22	10.0 ↑	68.51%	22
Total				102.09%		20.0 ↑	114.99%	



Chart 1: O&M Cost Recovery through Operational Revenues %



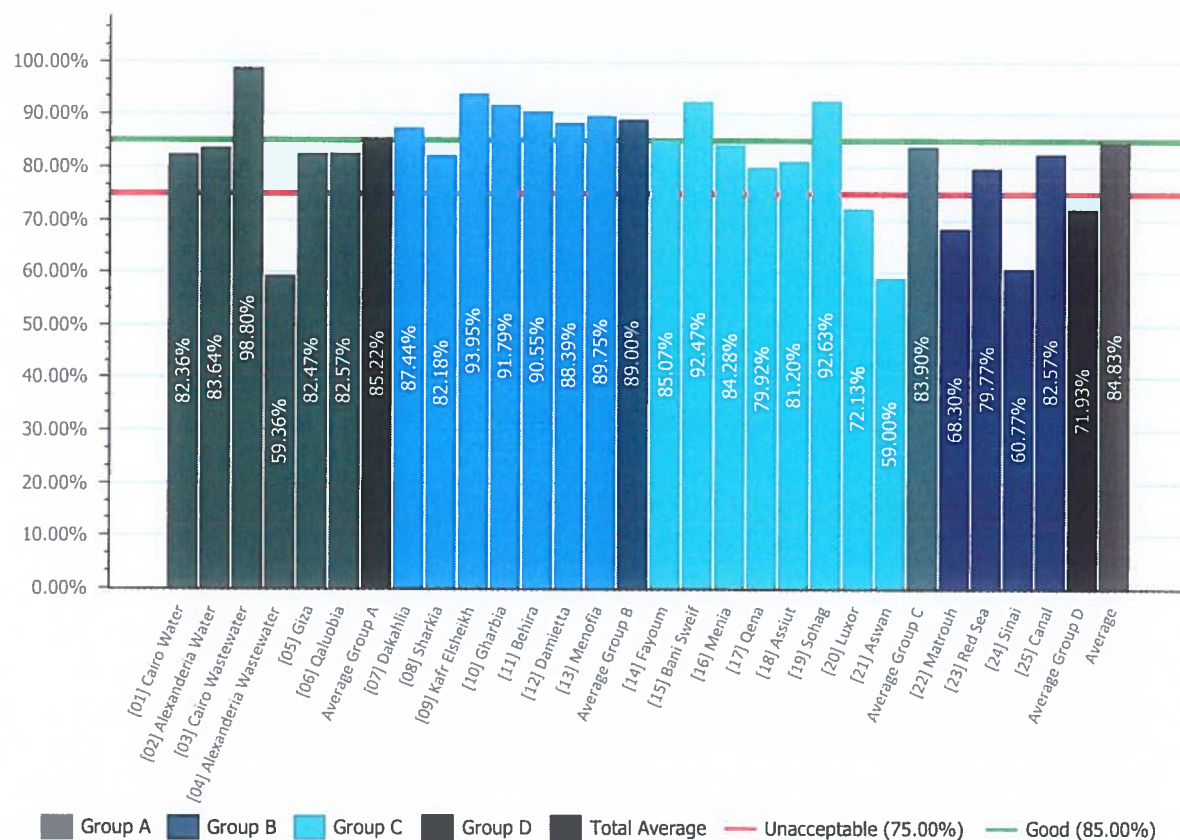
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4 - Current Collection Ratio

Table 1: Current Collection Ratio %

Item	FY20-21		Change	FY21-22		Change	FY22-23	
	%	Rank		%	#		%	#
Group A				76.82%		7.4 ↑	85.22%	
Cairo Water [01]				75.94%	20	8.5 ↑	82.36%	16
Alexandria Water [02]				83.38%	12	0.3 ↑	83.64%	12
Cairo Wastewater [03]				62.69%	23	57.6 ↑	98.80%	1
Alexandria Wastewater [04]				61.61%	24	-3.6 ↓	59.36%	24
Giza [05]				81.69%	16	1.0 ↑	82.47%	15
Qalubia [06]				90.18%	4	-8.4 ↓	82.57%	14
Group B				90.15%		-1.2 ↑	89.00%	
Dakahlia [07]				85.65%	10	2.1 ↑	87.44%	9
Sharkia [08]				95.94%	1	-14.3 ↓	82.18%	17
Kafr Elsheikh [09]				93.90%	2	0.0 ↑	93.95%	2
Gharbia [10]				92.94%	3	-1.2 ↓	91.79%	5
Behira [11]				83.93%	11	7.9 ↑	90.55%	6
Damietta [12]				89.27%	9	-1.0 ↓	88.39%	8
Menofia [13]				89.99%	5	-0.3 ↓	89.75%	7
Group C				80.96%		1.5 ↑	83.90%	
Fayoum [14]				72.49%	21	17.3 ↑	85.07%	10
Bani Sweif [15]				89.37%	8	3.5 ↑	92.47%	4
Menia [16]				78.34%	19	7.6 ↑	84.28%	11
Qena [17]				81.84%	14	-2.3 ↓	79.92%	19
Assiut [18]				81.83%	15	-0.8 ↓	81.20%	18
Sohag [19]				89.49%	6	3.5 ↑	92.63%	3
Luxor [20]				79.67%	18	-9.5 ↓	72.13%	21
Aswan [21]				64.11%	22	-8.0 ↓	59.00%	25
Group D				74.28%		-1.9 ↓	71.93%	
Matrouh [22]				80.16%	17	-14.8 ↓	68.30%	22
Red Sea [23]				89.44%	7	-10.8 ↓	79.77%	20
Sinai [24]				45.07%	25	34.8 ↑	60.77%	23
Canal [25]				82.31%	13	0.3 ↑	82.57%	13
Total				80.15%		-1.9 ↑	84.83%	

Chart 1: Current Collection Ratio %



5 - Working Meters

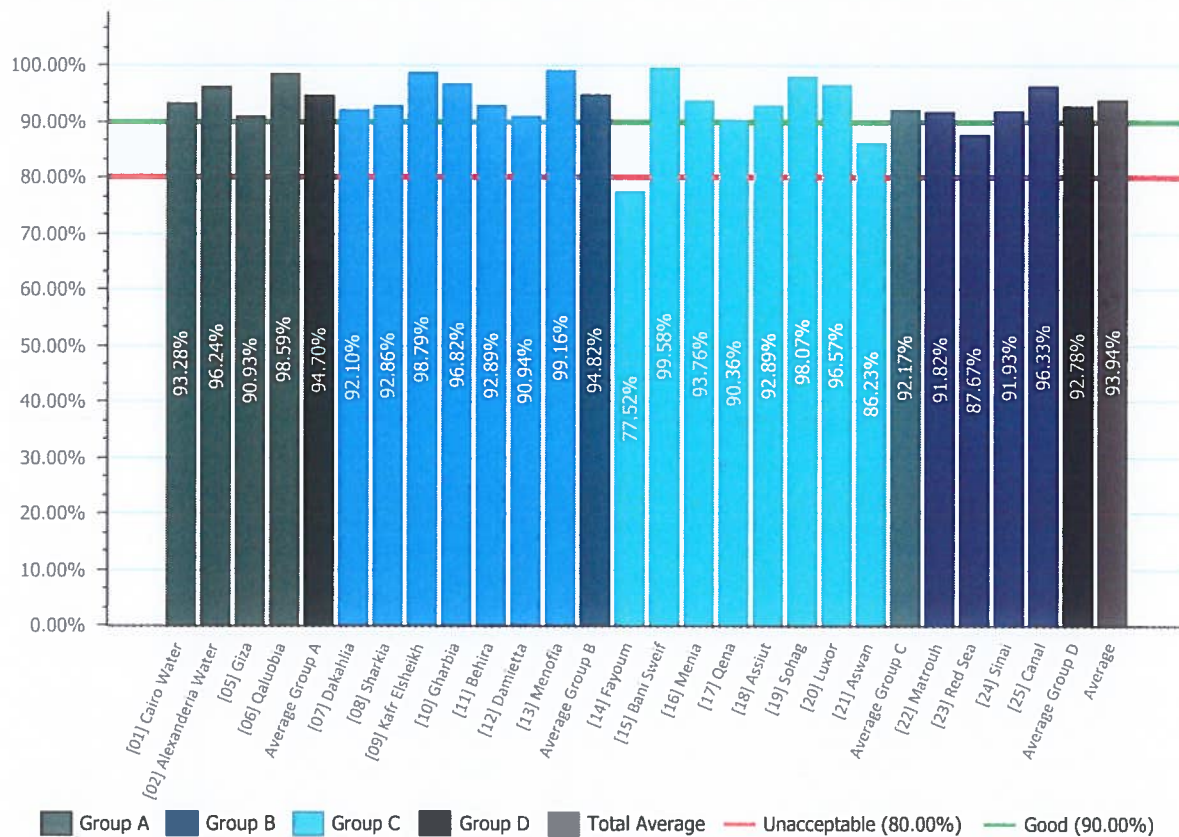
Table 1: Working Meters %

Item	FY20-21		Change %	FY21-22		Change %	FY22-23	
	%	Rank		%	#		%	#
Group A				90.97%		3.0 ↑	94.70%	
Cairo Water [01]				90.07%	17	3.6 ↑	93.28%	11
Alexandria Water [02]				89.49%	19	7.5 ↑	96.24%	9
Giza [05]				89.97%	18	1.1 ↑	90.93%	19
Qalubia [06]				98.51%	2	0.1 ↑	98.59%	4
Group B				95.46%		0.6 ↑	94.82%	
Dakahlia [07]				91.75%	12	0.4 ↑	92.10%	15
Sharkia [08]				97.00%	5	-4.3 ↓	92.86%	14
Kafr Elsheikh [09]				98.91%	1	-0.1 ↓	98.79%	3
Gharbia [10]				95.43%	7	1.5 ↑	96.82%	6
Behira [11]				95.69%	6	-2.9 ↓	92.89%	12
Damietta [12]				90.83%	16	0.1 ↑	90.94%	18
Menofia [13]				97.86%	4	1.3 ↑	99.16%	2
Group C				90.69%		1.5 ↓	92.17%	
Fayoum [14]				78.31%	23	-1.0 ↓	77.52%	23
Bani Sweif [15]				98.40%	3	1.2 ↑	99.58%	1
Menia [16]				92.21%	11	1.7 ↑	93.76%	10
Qena [17]				87.72%	21	3.0 ↑	90.36%	20
Assiut [18]				91.05%	15	2.0 ↑	92.89%	13
Sohag [19]				94.72%	8	3.5 ↑	98.07%	5
Luxor [20]				93.98%	10	2.8 ↑	96.57%	7
Aswan [21]				87.95%	20	-2.0 ↓	86.23%	22
Group D				90.98%		2.0 ↑	92.78%	
Matrouh [22]				91.19%	13	0.7 ↑	91.82%	17
Red Sea [23]				83.88%	22	4.5 ↑	87.67%	21
Sinai [24]				91.16%	14	0.8 ↑	91.93%	16
Canal [25]				94.36%	9	2.1 ↑	96.33%	8
Total				92.54%		2.0 ↑	93.94%	




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Chart 1: Working Meters %



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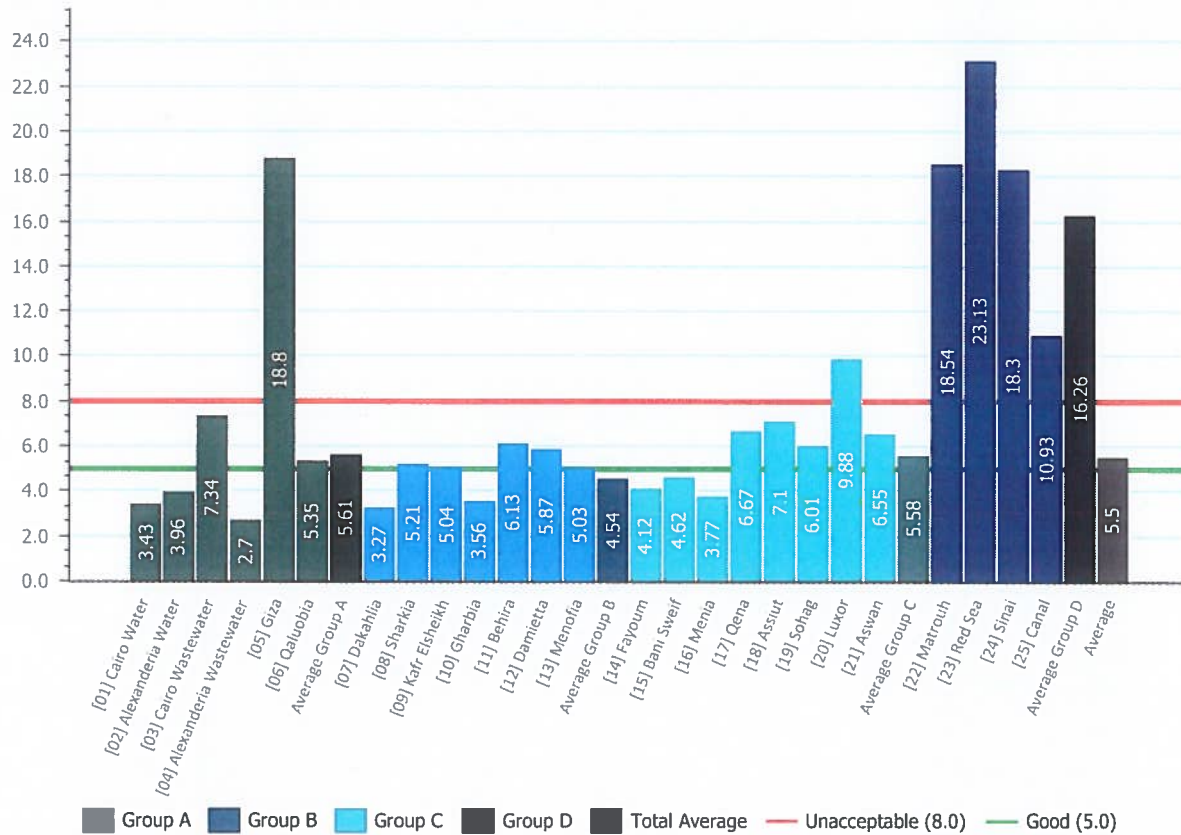
6 - Staff / 1000 Connections

Table 1: Staff / 1000 Connections (Water & Wastewater)

Item	FY20-21		Change %	FY21-22		Change %	FY22-23	
	No/ 1000	Rank		No/ 1000	#		No/ 1000	#
Group A				6.28		-3.5 ↓	5.61	
Cairo Water [01]				7.17	19	-52.2 ↓	3.43	3
Alexandria Water [02]				3.69	4	7.4 ↑	3.96	6
Cairo Wastewater [03]				5.97	14	22.9 ↑	7.34	19
Alexandria Wastewater [04]				2.84	2	-5.0 ↓	2.7	1
Giza [05]				14.71	22	27.8 ↑	18.8	24
Qaluobia [06]				8.7	21	-38.5 ↓	5.35	12
Group B				4.62		0.0 ↓	4.54	
Dakahlia [07]				3.7	5	-11.8 ↓	3.27	2
Sharkia [08]				5.12	11	1.8 ↑	5.21	11
Kafr Elsheikh [09]				5.23	12	-3.7 ↓	5.04	10
Gharbia [10]				3.28	3	8.7 ↑	3.56	4
Behira [11]				6.31	16	-3.0 ↓	6.13	15
Damietta [12]				5.43	13	8.1 ↑	5.87	13
Menofia [13]				5.02	10	0.2 ↑	5.03	9
Group C				4.98		20.4 ↑	5.58	
Fayoum [14]				3.89	6	5.7 ↑	4.12	7
Bani Sweif [15]				4.84	8	-4.6 ↓	4.62	8
Menia [16]				4.02	7	-6.4 ↓	3.77	5
Qena [17]				6.61	17	1.0 ↑	6.67	17
Assiut [18]				7.41	20	-4.1 ↓	7.1	18
Sohag [19]				6.02	15	-0.3 ↓	6.01	14
Luxor [20]				4.85	9	103.7 ↑	9.88	20
Aswan [21]				2.81	1	133.4 ↑	6.55	16
Group D				11.44		6.7 ↓	16.26	
Matrouh [22]				19.42	24	-4.6 ↓	18.54	23
Red Sea [23]				25.17	25	-8.1 ↓	23.13	25
Sinai [24]				14.86	23	23.2 ↑	18.3	22
Canal [25]				7.02	18	55.7 ↑	10.93	21
Total				5.56		6.7 ↑	5.5	



Chart 1: Staff / 1000 Connections (Water & Wastewater)



FY22-23

Sector 00: Full Report



وزارة الإسكان والمرافق والمجتمعات العمرانية
Ministry of Housing, Utilities & Urban Communities



7 - Non Revenue Water

Table 1: Non Revenue Water %

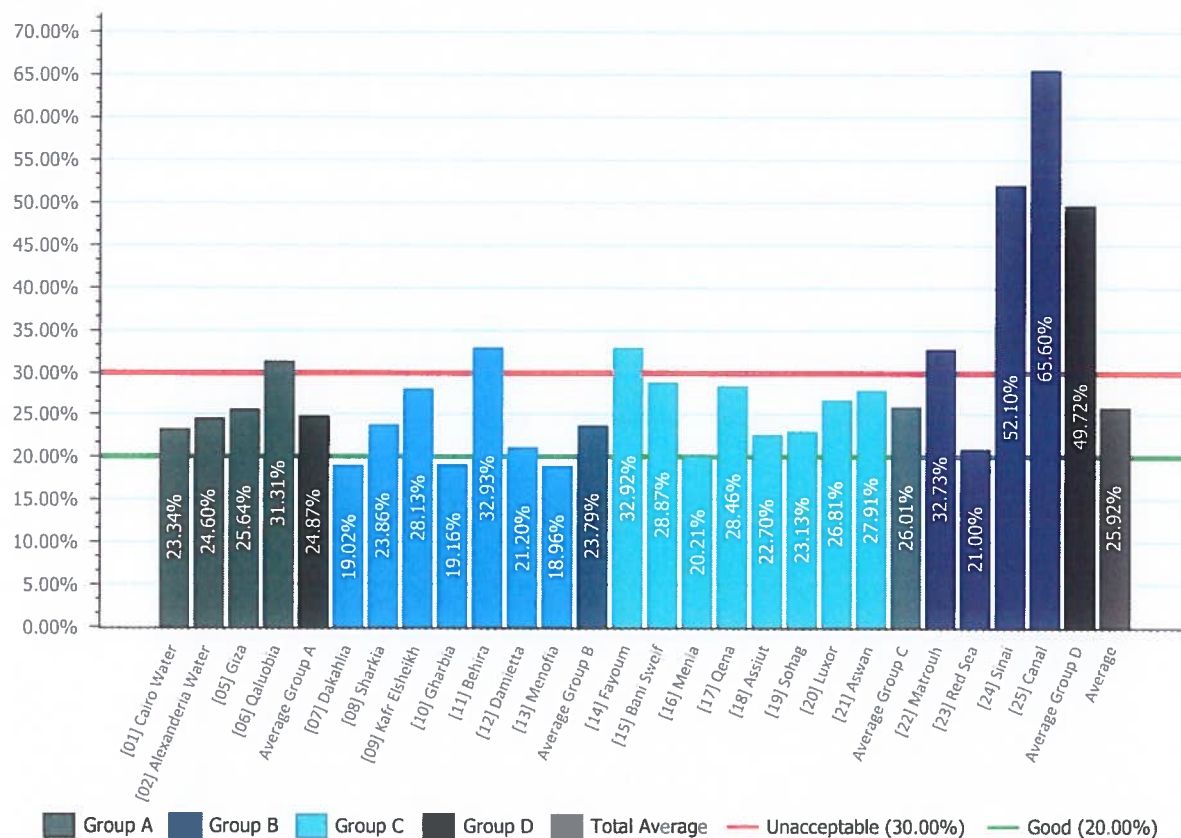
Item	FY20-21		Change %	FY21-22		Change %	FY22-23	
	%	Rank		%	#		%	#
Group A				24.74%		2.3 ↓	24.87%	
Cairo Water [01]				23.51%	8	-0.7 ↓	23.34%	9
Alexandria Water [02]				25.00%	11	-1.6 ↓	24.60%	11
Giza [05]				25.43%	12	0.9 ↑	25.64%	12
Qalubia [06]				28.61%	15	9.4 ↑	31.31%	18
Group B				24.54%		-3.3 ↑	23.79%	
Dakahlia [07]				18.11%	1	5.0 ↑	19.02%	2
Sharkia [08]				24.45%	10	-2.4 ↓	23.86%	10
Kafr Elsheikh [09]				30.99%	18	-9.2 ↓	28.13%	15
Gharbia [10]				20.57%	3	-6.9 ↓	19.16%	3
Behira [11]				34.62%	19	-4.9 ↓	32.93%	21
Damietta [12]				21.26%	5	-0.3 ↓	21.20%	6
Menofia [13]				18.91%	2	0.3 ↑	18.96%	1
Group C				27.01%		-3.9 ↓	26.01%	
Fayoum [14]				37.42%	21	-12.0 ↓	32.92%	20
Bani Sweif [15]				28.25%	13	2.2 ↑	28.87%	17
Menia [16]				20.64%	4	-2.1 ↓	20.21%	4
Qena [17]				29.17%	16	-2.5 ↓	28.46%	16
Assiut [18]				22.29%	7	1.8 ↑	22.70%	7
Sohag [19]				23.97%	9	-3.5 ↓	23.13%	8
Luxor [20]				28.36%	14	-5.5 ↓	26.81%	13
Aswan [21]				29.38%	17	-5.0 ↓	27.91%	14
Group D				51.37%		-1.6 ↓	49.72%	
Matrouh [22]				35.56%	20	-8.0 ↓	32.73%	19
Red Sea [23]				21.45%	6	-2.1 ↓	21.00%	5
Sinai [24]				49.67%	22	4.9 ↑	52.10%	22
Canal [25]				67.55%	23	-2.9 ↓	65.60%	23
Total				26.32%		-1.6 ↓	25.92%	



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Chart 1: Non Revenue Water %



8 - Share per Capita per Day (Sold Water)

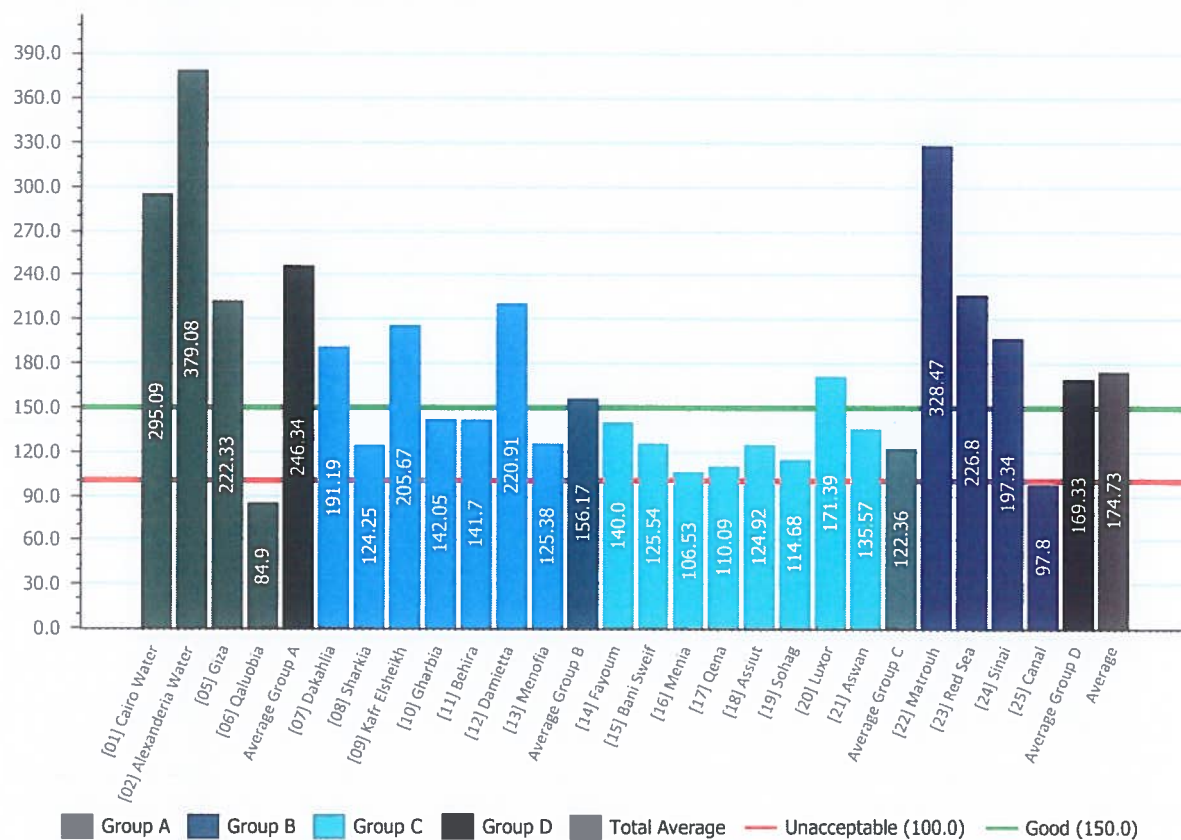
Table 1: Share per Capita per Day (L/ C/ D)

Item	FY20-21		Change	FY21-22		Change	FY22-23	
	Liter/ Capita/ Day	Rank		Liter/ Capita/ Day	#		Liter/ Capita/ Day	#
Group A				262.27		-4.9 ↓	246.34	
Cairo Water [01]				322.96	2	-8.6 ↓	295.09	3
Alexandria Water [02]				385.59	1	-1.7 ↓	379.08	1
Giza [05]				235.82	5	-5.7 ↓	222.33	5
Qalubia [06]				88.05	23	-3.6 ↓	84.9	23
Group B				152.39		3.5 ↓	156.17	
Dakahlia [07]				193.85	8	-1.4 ↓	191.19	9
Sharkia [08]				122.1	18	1.8 ↑	124.25	18
Kafr Elsheikh [09]				165.61	10	24.2 ↑	205.67	7
Gharbia [10]				139.18	12	2.1 ↑	142.05	11
Behira [11]				146.22	11	-3.1 ↓	141.7	12
Damietta [12]				220.95	6	0.0 ↓	220.91	6
Menofia [13]				123.95	15	1.2 ↑	125.38	16
Group C				120.76		1.2 ↑	122.36	
Fayoum [14]				123.3	17	13.5 ↑	140.0	13
Bani Sweif [15]				128.57	14	-2.4 ↓	125.54	15
Menia [16]				108.28	21	-1.6 ↓	106.53	21
Qena [17]				113.76	19	-3.2 ↓	110.09	20
Assiut [18]				123.49	16	1.2 ↑	124.92	17
Sohag [19]				113.24	20	1.3 ↑	114.68	19
Luxor [20]				166.62	9	2.9 ↑	171.39	10
Aswan [21]				138.81	13	-2.3 ↓	135.57	14
Group D				165.41		0.3 ↑	169.33	
Matrouh [22]				281.31	3	16.8 ↑	328.47	2
Red Sea [23]				270.54	4	-16.2 ↓	226.8	4
Sinai [24]				207.9	7	-5.1 ↓	197.34	8
Canal [25]				93.63	22	4.5 ↑	97.8	22
Total				177.78		-0.3 ↑	174.73	




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Chart 1: Share per Capita per Day (L/ C/ D)



9 - Number of Fractures and Leaks per 100 km (Water Networks)

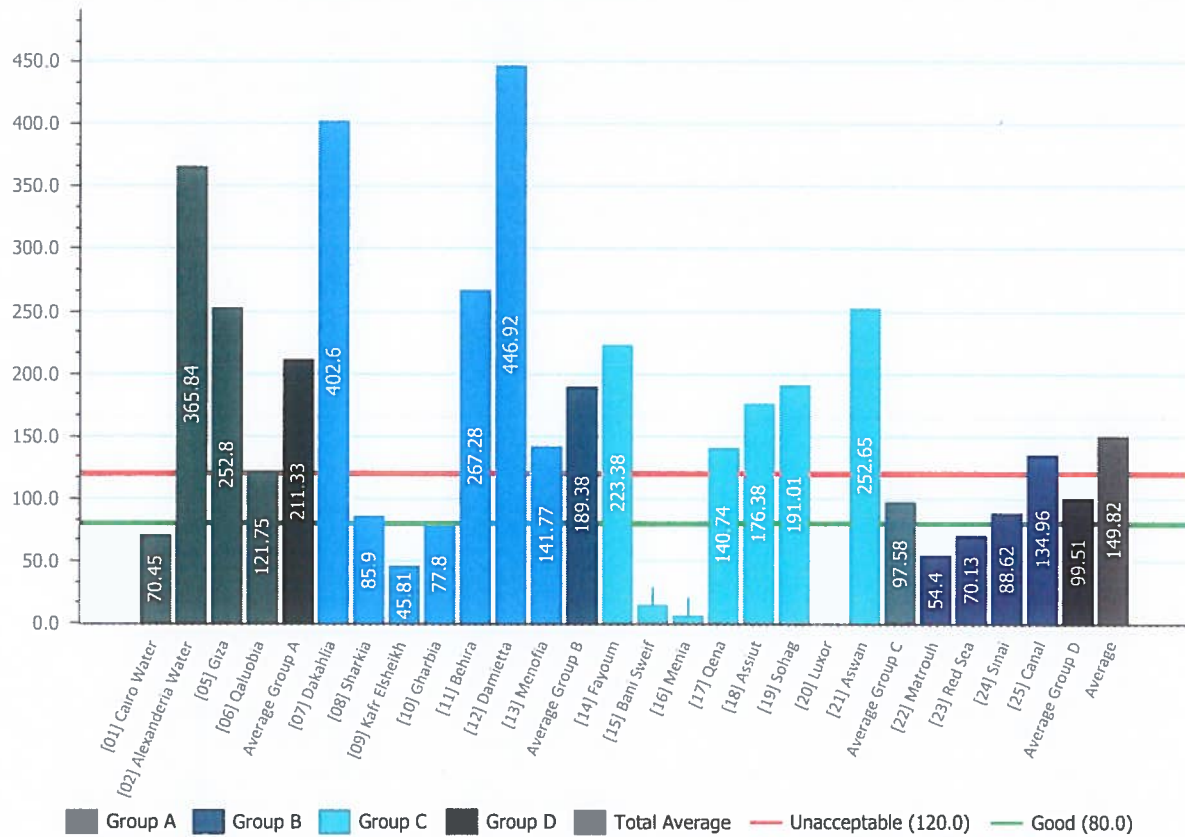
Table 1: Number of Fractures and Leaks per 100 km (Water Networks)

Item	FY20-21		Change %	FY21-22		Change %	FY22-23	
	No/ 100 km	Rank		No/ 100 km	#		No/ 100 km	#
Group A				216.98		-1.2 ↑	211.33	
Cairo Water [01]				66.65	6	5.7 ↑	70.45	7
Alexandria Water [02]				404.67	22	-9.6 ↓	365.84	21
Giza [05]				264.46	19	-4.4 ↓	252.8	19
Qalubia [06]				84.88	10	43.4 ↑	121.75	11
Group B				189.37		3.3 ↑	189.38	
Dakahlia [07]				401.21	21	0.3 ↑	402.6	22
Sharkia [08]				102.78	11	-16.4 ↓	85.9	9
Kafr Elsheikh [09]				37.37	1	22.6 ↑	45.81	4
Gharbia [10]				68.68	7	13.3 ↑	77.8	8
Behira [11]				268.3	20	-0.4 ↓	267.28	20
Damietta [12]				407.96	23	9.5 ↑	446.92	23
Menofia [13]				135.46	12	4.7 ↑	141.77	14
Group C				127.31		-9.8 ↑	97.58	
Fayoum [14]				194.8	16	14.7 ↑	223.38	17
Bani Sweif [15]				198.37	18	-92.5 ↓	14.89	3
Menia [16]				39.61	2	-83.8 ↓	6.4	2
Qena [17]				161.56	15	-12.9 ↓	140.74	13
Assiut [18]				146.95	14	20.0 ↑	176.38	15
Sohag [19]				137.38	13	39.0 ↑	191.01	16
Luxor [20]				39.83	3	-100.0 ↓	0.0	1
Aswan [21]				196.47	17	28.6 ↑	252.65	18
Group D				66.42		30.1 ↑	99.51	
Matrouh [22]				53.49	4	1.7 ↑	54.4	5
Red Sea [23]				74.14	8	-5.4 ↓	70.13	6
Sinai [24]				74.5	9	19.0 ↑	88.62	10
Canal [25]				65.43	5	106.3 ↑	134.96	12
Total				163.38		30.1 ↑	149.82	




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Chart 1: Number of Fractures and Leaks per 100 km (Water Networks)

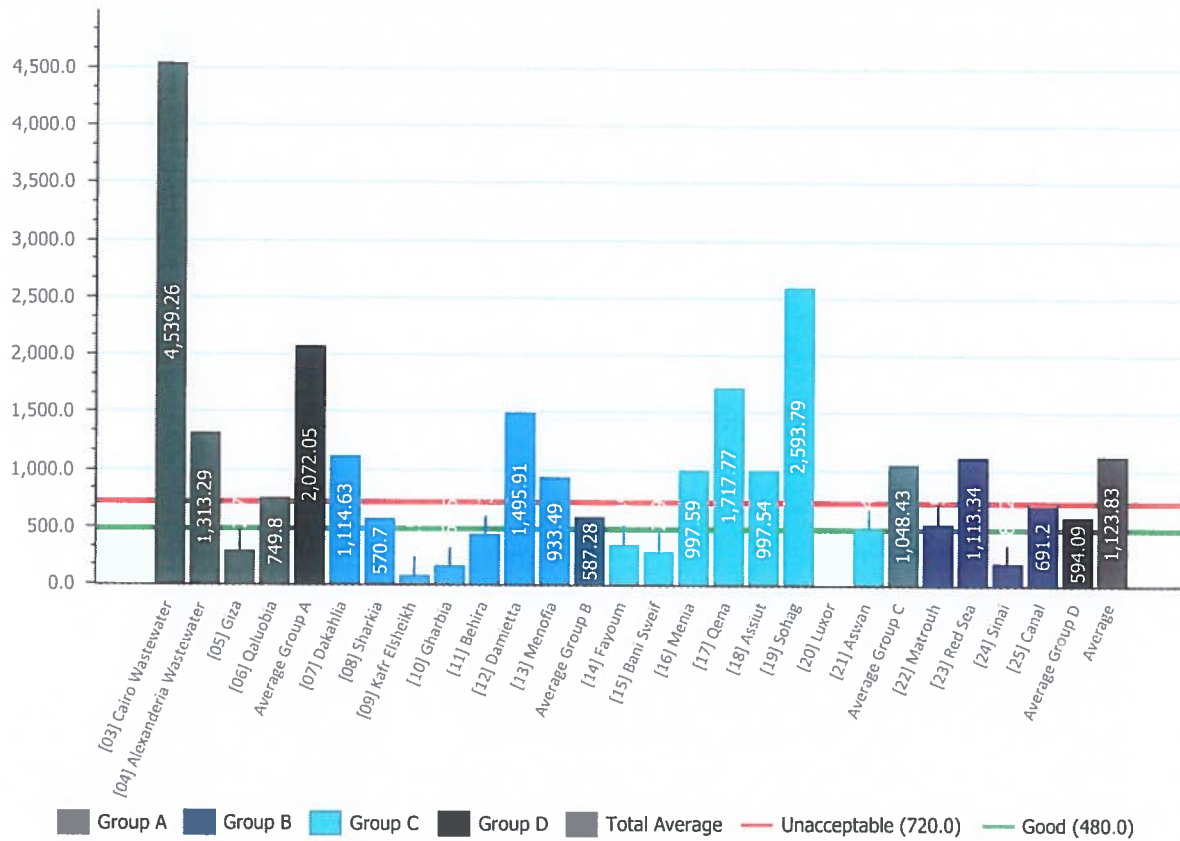


10 - Number of Flooding Incidents Per 100 km (Wastewater System)

Table 1: Number of Flooding Incidents Per 100 km (Wastewater System)

Item	FY20-21		Change %	FY21-22		Change %	FY22-23	
	No/ 100 km	Rank		No/ 100 km	#		No/ 100 km	#
Group A				782.96		133.0 ↑	2,072.05	
Cairo Wastewater [03]				1,184.91	17	283.1 ↑	4,539.26	23
Alexandria Wastewater [04]				987.45	14	33.0 ↑	1,313.29	19
Giza [05]				348.21	6	-17.5 ↓	287.31	5
Qalubia [06]				436.67	7	71.7 ↑	749.8	13
Group B				668.15		-10.1 ↓	587.28	
Dakahlia [07]				1,185.99	18	-6.0 ↓	1,114.63	18
Sharkia [08]				783.08	13	-27.1 ↓	570.7	11
Kafr Elsheikh [09]				8.54	1	796.2 ↑	76.55	2
Gharbia [10]				239.35	3	-32.1 ↓	162.54	3
Behira [11]				506.79	9	-13.7 ↓	437.5	8
Damietta [12]				1,463.63	19	2.2 ↑	1,495.91	20
Menofia [13]				1,144.19	16	-18.4 ↓	933.49	14
Group C				1,200.74		-25.3 ↓	1,048.43	
Fayoum [14]				502.55	8	-30.4 ↓	349.89	7
Bani Sweif [15]				308.56	5	-6.3 ↓	289.17	6
Menia [16]				299.26	4	233.3 ↑	997.59	16
Qena [17]				1,938.69	21	-11.4 ↓	1,717.77	21
Assiut [18]				1,026.11	15	-2.8 ↓	997.54	15
Sohag [19]				4,137.71	22	-37.3 ↓	2,593.79	22
Luxor [20]							0.0	1
Aswan [21]				508.14	10	-2.5 ↓	495.45	9
Group D				605.27		-13.5 ↓	594.09	
Matrouh [22]				583.82	11	-8.8 ↓	532.16	10
Red Sea [23]				1,502.42	20	-25.9 ↓	1,113.34	17
Sinai [24]				226.06	2	-16.3 ↓	189.23	4
Canal [25]				608.03	12	13.7 ↑	691.2	12
Total				785.48		-13.5 ↑	1,123.83	

Chart 1: Number of Flooding Incidents Per 100 km (Wastewater System)



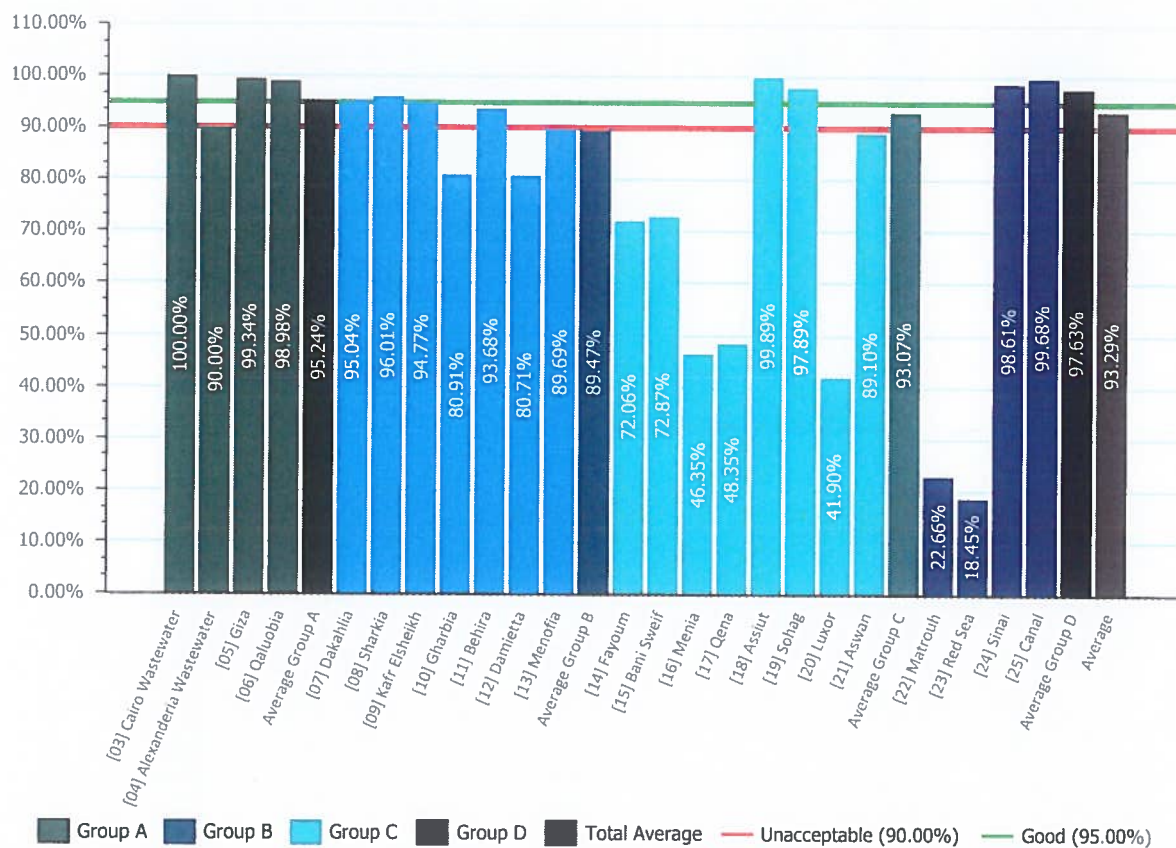
11 - Wastewater Treatment Efficiency

Table 1: Wastewater Treatment Efficiency %

Item	FY20-21		Change	FY21-22		Change	FY22-23	
	%	Rank		%	#		%	#
Group A				88.19%		7.4	95.24%	
Cairo Wastewater [03]				100.00%	1	0.0	100.00%	1
Alexandria Wastewater [04]				88.42%	13	1.8 ↑	90.00%	12
Giza [05]				78.00%	16	27.4 ↑	99.34%	4
Qalubia [06]				95.23%	8	3.9 ↑	98.98%	5
Group B				93.54%		-2.4 ↑	89.47%	
Dakahlia [07]				94.92%	10	0.1 ↑	95.04%	9
Sharkia [08]				95.83%	7	0.2 ↑	96.01%	8
Kafr Elsheikh [09]				97.69%	4	-3.0 ↓	94.77%	10
Gharbia [10]				94.68%	11	-14.5 ↓	80.91%	15
Behira [11]				94.95%	9	-1.3 ↓	93.68%	11
Damietta [12]				80.39%	15	0.4 ↑	80.71%	16
Menofia [13]				87.76%	14	2.2 ↑	89.69%	13
Group C				91.77%		-6.4 ↓	93.07%	
Fayoum [14]				75.85%	17	-5.0 ↓	72.06%	18
Bani Sweif [15]				70.68%	18	3.1 ↑	72.87%	17
Menia [16]				66.06%	20	-29.8 ↓	46.35%	20
Qena [17]				36.82%	22	31.3 ↑	48.35%	19
Assiut [18]				99.84%	2	0.1 ↑	99.89%	2
Sohag [19]				96.90%	5	1.0 ↑	97.89%	7
Luxor [20]				91.24%	12	-54.1 ↓	41.90%	21
Aswan [21]				70.00%	19	27.3 ↑	89.10%	14
Group D				97.68%		-12.8 ↓	97.63%	
Matrouh [22]				30.00%	23	-24.5 ↓	22.66%	22
Red Sea [23]				48.83%	21	-62.2 ↓	18.45%	23
Sinai [24]				96.23%	6	2.5 ↑	98.61%	6
Canal [25]				99.60%	3	0.1 ↑	99.68%	3
Total				93.85%		-12.8 ↑	93.29%	




Chart 1: Wastewater Treatment Efficiency %

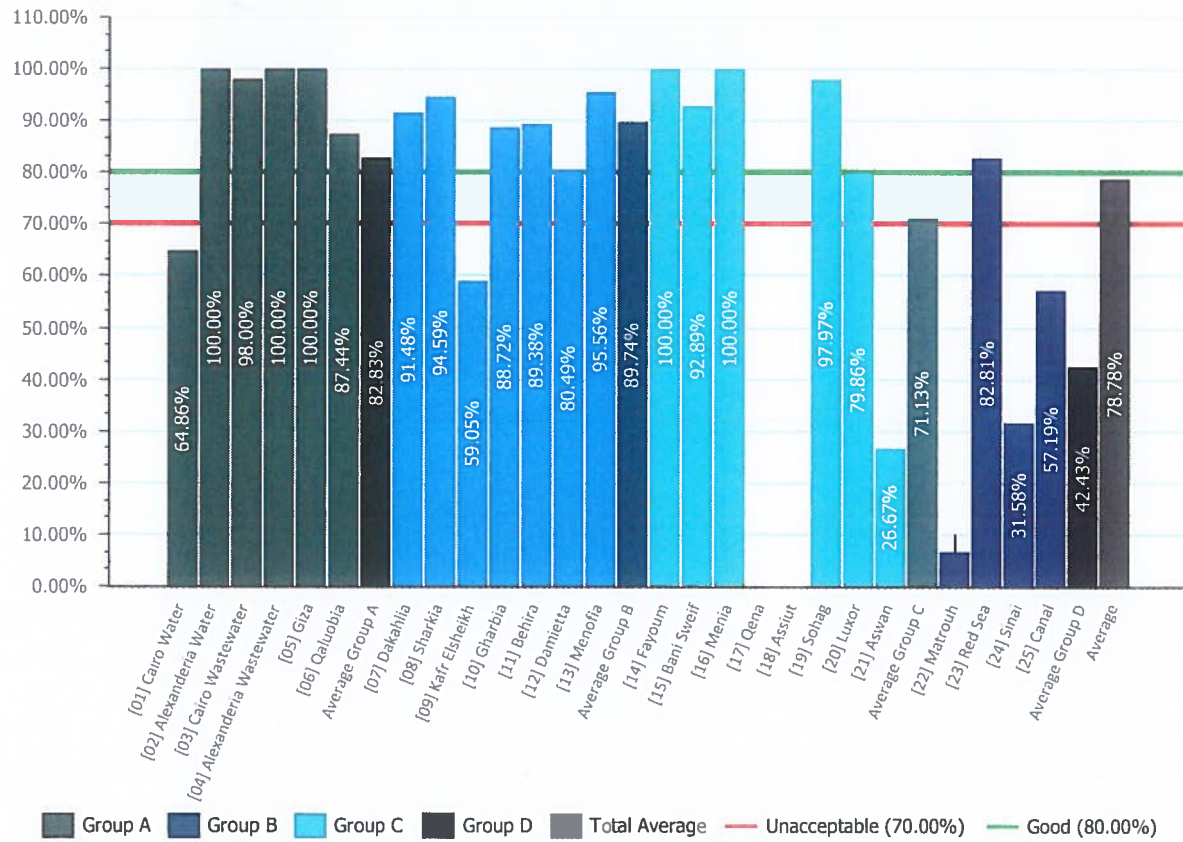


12 - Complaints Solved within 24 Hours

Table 1: Complaints Solved within 24 Hours / Total Complaints Registered %

Item	FY20-21		Change	FY21-22		Change	FY22-23	
	%	Rank		%	#		%	#
Group A				86.52%		10.5 ↓	82.83%	
Cairo Water [01]				92.17%	8	-29.6 ↓	64.86%	18
Alexandria Water [02]				66.32%	20	50.8 ↑	100.00%	1
Cairo Wastewater [03]				98.72%	2	-0.7 ↓	98.00%	6
Alexandria Wastewater [04]				76.45%	17	30.8 ↑	100.00%	5
Giza [05]				93.24%	7	7.3 ↑	100.00%	2
Qaluobia [06]				70.96%	19	23.2 ↑	87.44%	14
Group B				87.03%		3.2 ↑	89.74%	
Dakahlia [07]				89.80%	9	1.9 ↑	91.48%	11
Sharkia [08]				94.57%	5	0.0 ↑	94.59%	9
Kafr Elsheikh [09]				60.39%	21	-2.2 ↓	59.05%	19
Gharbia [10]				83.25%	14	6.6 ↑	88.72%	13
Behira [11]				88.51%	11	1.0 ↑	89.38%	12
Damietta [12]				76.63%	16	5.0 ↑	80.49%	16
Menofia [13]				87.35%	13	9.4 ↑	95.56%	8
Group C				87.16%		-26.7 ↑	71.13%	
Fayoum [14]				36.32%	24	175.4 ↑	100.00%	3
Bani Sweif [15]				94.61%	4	-1.8 ↓	92.89%	10
Menia [16]				89.53%	10	11.7 ↑	100.00%	4
Qena [17]				87.83%	12	-100.0 ↓	0.00%	24
Assiut [18]				97.16%	3	-100.0 ↓	0.00%	25
Sohag [19]				94.51%	6	3.7 ↑	97.97%	7
Luxor [20]				78.29%	15	2.0 ↑	79.86%	17
Aswan [21]				99.99%	1	-73.3 ↓	26.67%	22
Group D				44.06%		-7.8 ↓	42.43%	
Matrouh [22]				13.55%	25	-51.1 ↓	6.62%	23
Red Sea [23]				75.76%	18	9.3 ↑	82.81%	15
Sinai [24]				51.61%	23	-38.8 ↓	31.58%	21
Canal [25]				52.46%	22	9.0 ↑	57.19%	20
Total				84.48%		-7.8 ↑	78.78%	

Chart 1: Complaints Solved within 24 Hours / Total Complaints Registered %





وزارة الإسكان والمرافق والمجتمعات العمرانية
Ministry of Housing, Utilities & Urban Communities

