



# Partners for Water



## Newsletter for water project in Bekaa implemented by GVC and funded by EU

### Works

**Pumping station:** All the construction works on the pumping station have been completed but EDL has not installed the electrical connection yet. The well has been developed and cleaned by means of a generator. The system will be finalized (pump, sensors, etc.) once the electricity will be provided.

**Zabboud distribution network:** after the laying of some additional lines in order to facilitate the house connections, the network is almost completed.

**Bejjeje-Jabboule network:** the pre-existing network of Bejjeje-Jabboule had shown several problems. We are testing and repairing it. Works are still in progress. At the present time, 70% of the network has been rehabilitated.

**Reservoirs:** All the civil works on Zabboud and Bejjeje-Jabboule reservoirs have been finalized. Some electro-mechanical works are still missing and should be finalized in the coming weeks.

The completion of the works in Zabboud and Bejjeje-Jabboule networks will be slightly delayed because:

- The connection of the pumping station to the electrical grid, requested to EDL in May, hasn't been yet finalized;
- The additional works approved for Zabboud network requested extra time;
- Unexpected problems arose with the network of Bejjeje-Jabboule requiring additional works not foreseen at the beginning.

All the works on Zabboud and Bejjeje-Jabboule networks are expected to be finished in November. Unfortunately the delay is beyond GVC and BWE direct management and responsibility. The Project apologizes for this, and GVC and BWE are strongly committed to provide you with water as soon as possible. For this reason, in order to face the arisen troubles and mitigate the effects thereof, the Project has decided to begin immediately the house connection works (up to the water meter), in parallel with the ongoing works on the network.

### Household Connections

To accelerate and standardize the house connections, GVC and BWE agreed to centralize the process with the support of the project contractor. The project will assure the connection from the service box to the water meter box for each active subscriber. The connection from water meter box up to the house will be responsibility of the subscriber. The water meters will be installed at the border of the plot (inside it) to facilitate access to the device for the reading process. This is a law requirement.

BWE technicians in collaboration with GVC have already started an assessment to identify, for every old and new subscribe, the right position for the water meter and the length of the house connection.

**Help us in providing you with water as soon as possible! Please, be ready to pay in order to activate your subscription!**

### Information for People

The networks are still being tested. The water occasionally coming out from the pipes is required for testing and cannot be drunk or used for other purposes (it can contain chemicals for cleaning and threatening the pipes). Please, do not use it! If during testing you are aware of any problem in the network, please call GVC. Do not try to fix the pipes on your own. This can result in greater damage or trouble, as during last tests, when someone damaged the network by manipulating some connections. Now, repairs should be done and this will take additional time and additional costs for the project. Never touch public network connections (neither now nor in the future), in order not to compromise the performance of the whole network.

Don't touch the private connections until the system is opened by BWE, otherwise it won't be possible to verify if your connection is properly installed and if you will receive the service you are subscribing for.

***Our aim is to provide you with good quality water as soon as possible.  
Please, help us to make a good job!***



The reservoirs



Rehabilitation of Bejjeje-Jabboule Network



# Partners for Water



## The Subscription Campaign

A part from the follow-up of the works, in the last 2 months GVC and BWE have mainly been busy organizing the subscription campaign for the municipalities of Zabboud and Jabboule/Bejjeje.

In June, an institutional meeting was held at GVC premises (Ain Office) in collaboration with the municipalities and the presence of Bekaa Water Establishment PDG MrMarounMoussalem, BWE employees and EU technical supervisor for the project to discuss the modalities for the subscription campaign in Zabboud and Jabboule.

The subscription campaign was officially launched with two public meetings held in Zabboud and Bejjeje/Jabboule with the support of BWE and Municipalities.

A huge number of people (more than 200!) attended the meetings, to show their interest in the project, their participation and their involvement in the whole process.

As GVC, we are very satisfied of the high participation achieved, since transparency and citizens' involvement are the basis of our approach.

The meetings were an opportunity for the attendees to share their concerns, doubts and for BWE to explain well the registration/subscription process. If you weren't there, you can find in this newsletter the main questions raised and answers provided.

After the meetings, the next step has been the door to door registration. The official BWE subscription form was filled door to door by GVC enumerators, to facilitate the whole process and to gain time, knowing that the campaign will end on the 10th of October. All houses were visited, new subscribers were registering. All population was collaborative and supportive.

Since all the subscription forms were ready and filled, the subscribers were informed to go to the municipalities of Bejjeje/Jabboule and Zabboud for the validation of the subscription, attaching the required documents and stamping the form.

Here some figures: the number of new subscribers in each locality.

LOCALITY	Nb activated subscriptions
Bejeje	51
Jaboule	14
Zireh	45
Dawra	54
Talet al Dair	5
Zabboud	211



The validation of the subscriptions in Zabboud



Registration in Bejjeje/Jabboule

## FAQ

### Q: When the service will be available?

A: In November, due to delays in connection to electricity of the well by EDL and for some unexpected reparation of existing Bejjeje-Jaboule network

### Q: What about the old subscribers?

A: They have to start by paying the entire 2016 fees to have the possibility to connect to the new network.

### Q: Also those who declare to not have ever received water?

A: Yes, they should pay 2016, then they can submit a letter to the municipality stating their condition; the municipality will send this letter to BWE which is entitled to clarify the issue and reconsider their status.

### Q: Do water meters mean that I have to pay more?

A: No, it depends on your consumption, if your consumption exceeds one cubic meter per day, you will be charged more. Otherwise the annual fee is the same.

### Q: How do I know how much should I pay?

A: Water meters will be read regularly, in order to let you know how much you are consuming and how much you will have to pay.

### Q: Is there any reconsideration or resolution for the poorest people?

A: The mayor is the one who should address for this kind of requests. The tariff is the same at national level.

### Q: The water is potable and has been tested?

A: The water will be potable and drinkable; water analysis will be conducted regularly and the results duly communicated to citizens.

### Q: Is there any difference between water quantities during summer/winter? Can I have more water in summer?

A: No, the network is designed to provide you with the same daily quantity all along the year. If you use less quantity during winter time this quantity will not be compensated in summer.

### Q: Who will prevent illegal connections or damages in the network?

A: Prevention of fraud from other citizens is a duty of each citizen in collaboration of Municipalities. We need to cooperate to avoid illegal connection stamping into the network and reducing quantity available for other citizens.

When you are stealing water, you are not stealing from BWE; you are stealing water from your neighbors that will receive less.

## Calendar of Future Activities

The second round of the campaign will be opened on:  
 Tuesday 4 October in Zabboud  
 Wednesday, Thursday 5, 6 in Bejjeje  
 Friday 7 and Monday 10 (last two days) : BWE office - Ain

## Your Participation

The outcomes of the campaign were outstanding and distinguished; as BWE we did our best, with the support of GVC team, to reach as many subscribers as possible. The work now will be focusing on the sustainability of the project that cannot be achieved without people commitment.



Mr. Mahmoud Dandash  
 BWE chief of Section - Labweh

### BWE contacts

For more information call Bekaa Water Establishment phone number: 08/800235 or 08/811388

### GVC contacts

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