

*Monitoring of water services delivery:
a key of success for sustainability and water for all*

*Suivi des services de l'eau :
gage de succès pour la pérennité et l'accès à l'eau pour tous*

Water Service Monitoring in Palestine



MARSEILLE, FRANCE '12

TIME FOR SOLUTIONS

Rebhy El Sheikh, Deputy
Chairman, Palestinian
Water Authority

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Marseille

Global overview / *Aperçu global*

1. **What is targeted by monitoring?**
(Service provision level)
2. **What is monitored?**
(I/c/d, O&M Costs, tariff, Collection rates, UFW, Sampling, Wastewater effluent quality)
3. **Who is in charge of the monitoring?**
Palestinian Water Authority (PWA) (the Regulator)
4. **What is the cost of a such mechanism and who pays?**
PWA is a governmental Organization; its expenses are covered by the government
5. **How and to who are monitoring results reported?**
Raw information are obtained from service providers, analysed at PWA and will be used for reporting to the Cabinet.
6. **Which kind of actions are implemented regarding monitoring results?**
 - *Instructing service providers to Change abstraction rates from the aquifer*
 - *Blocking new abstraction licensing in sensitive areas.*
 - *Implementing Additional Water resources*
 - *Notifying service providers on the low quality effluent*

Main challenges / Principaux défis

Considering improvement/scaling up... needs, what are the 3 main challenges that need to be addressed?

- 1. Building Service Providers as business oriented organizations implying cost recovery aspects**
- 2. Creating additional renewable water resources; eg. Sea water Desalination and Wastewater Reuse**
- 3. Institutional reform for the whole sector**



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