



Summary Report

Performance Monitoring of Urban Water Supply and Sanitation Utilities

**Semi Annual Report
(January – June 2013)**

Water Sector Program
Component 1 – Coordination of
Emergency Measures

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Background

The current political crises affected the urban water sector in Yemen like any other service sectors, resulting in shortage of financial flow, deteriorated revenue collection, staff and civil disobedience which consequently ended up mainly in declined level on service delivery, customer satisfaction and lower billing collection efficiency.

In mid of 2012, the water sector started to revive with improved service provision, and improvement of revenues ,but the utilities are still facing some financial difficulties whereas their allocation of the investment programs is insufficient for new and pending projects, In addition, the utilities are in need of financial support to their running budget to cover their operational cost.

Performance indicators

The MWE¹ with assistance from the GIZ WP ²was able to monitor the performance indicators of the UWS³.The flexibility of the process via the PIIS ⁴helped to collect the base data from the Water utilities and generate semiannual and annual reports.

The damage done to the MWE headquarters caused immediate evacuation from the building, and the PIIS unit in the MWE remained disabled to continue its functions.

GIZ WP filled the gap of the non-functional PIIS unit to resume the monitoring exercise and was able to produce the Performance reports that show significance impact for evaluating the Urban Water Sector and keeping all stakeholders up to date.

Finally, this report covers the period between January to June 2013 through which we can measure the performance trends of the utilities and compare it for the period of 2012 and mid of 2013 showing how the situation has improved in some utilities, and/or remained as it is in other utilities which raises here some questions about whether the improved performance of some utilities was a result of security stability in the country .In addition, an emergency measures had been taken by the government and Utilities' management actions to tackle the administrative and financial impediments .

Reporting Process

The GIZ WP adopted the PIIS (Performance indicators Information System) as monitoring tool installed in all the LCs and Utilities for reporting method ,some LCs and utilities are still not included for reasons related to functionality and accessibility like Abyan ,Lahj and Sa'dah .This report is limited to the utilities in the table below :

¹ MWE : Ministry of Water & Environment

² GIZ WP: GIZ Water Program

³ UWS: Urban Water Sector

⁴ PIIS : Performance Indicator Information System

Table 1: LCs and Utilities –PIIS reports

LCs	Utilities
Sana'a LC	Mocha U
Aden LC	Zabid U
Taiz LC	Bajil U
Rada' LC	Bait Al-Faqih U
Seyuon (LC)	Al-Sheher U
Mukalla (LC)	Al-Mahweet U
IBB (LC)	Yareem U
Hodeida LC	
Hajjah (LC)	
Amran (LC)	
Dhamar (LC)	
Al-Dalea(LC)	

As a reminder, the same key indicators (below) had been selected to measure the performance in respect to financial, administrative and operational capacity of the utility, and we were able by the results of these indicators to some extent to determine the pattern of performance of the utilities and areas of success and weaknesses.

- Collection Efficiency for Domestic, Commercial & Government Connection
- Non-Revenue Water
- Operational Actual Cost Coverage
- Continuity of Water Supply

The GIZ WP is keen to keep this information subjected to plausibility and reliability check by sharing it with the utilities to revise the results for clearance.

Analysis of Performance Indicators of urban WSS utilities

In this part of the report, we elaborate the results of the indicators per each LC & Water Utility. The idea is to compare the results of the current phase (Jan-June 2013) with the results of 2012 to trace the trends of performance.

Sana'a

- Collection Efficiency
 1. Domestic collection: shows a marked improvement from 81% in 2012 to 93% in 2013. The improvement in collection revenues is a consequence of improved water supply services since beginning of 2012.
 2. Governmental collection: decreased from 89% in 2012 to 66% in 2013.
 3. Commercial: increased steadily from 77% in 2012 to 100% in 2013 due to improved service provision.
- Operational actual cost coverage: decreased slightly from 93% in 2012 to 88% in 2013.
- Non-Revenue Water: decreased significantly to 34% in 2013 compared to 40% in 2012.
- Continuity of water supply: usually varies upon areas supply for 3-4 times per month.

Aden

- Collection Efficiency
 1. Domestic collection: shows no significant improvement in the domestic collection from the previous year. The domestic collection efficiency is about 53% in 2012 and 2013.
 2. Governmental collection: decreased prominently from 194% in 2012 to 69% in 2013.
 3. Commercial: decreased from an average of 93% in 2012 to 82% in 2013.
- Operational actual cost coverage: had also decreased significantly from an average of 124% in 2012 to 68% in 2013.
- Non-Revenue Water: remains constant at average of 35% for both 2012 and 2013.
- Continuity of water supply: Water supply had improved due to stability of electric power, and hence water provision reached to 17 hour per day.

Taiz

- Collection Efficiency
 1. Domestic collection: A slight increase of 3% from 2012 to reach 78% in 2013 compared to 75% in 2012.
 2. Governmental collection: decreases dramatically from 151% in 2012 to 68% in 2013.
 3. Commercial: decreases over the last year to reach 60% in 2013 compared to 123% in 2012.
- Operational actual cost coverage: decreases from 102% in 2012 to 68% in 2013.
- Non-Revenue Water: improves slightly from 23% to 18% in 2013.
- Continuity of water supply: As usual one every two months.

Mukala

- Collection Efficiency
 1. Domestic collection: decreased slightly from 92% in 2012 to 88% in 2013.
 2. Governmental collection: decreases from 123% in 2012 to 119% in 2013.
 3. Commercial: drops slightly to 89% in 2013 compared to 91% in 2012.
- Operational actual cost coverage: decreased by 7% to be 109% in 2013.
- Non-Revenue Water: No changes 39% for 2012 and 2013.
- Continuity of water supply: varies among 8-12 hour per day.

Hodeidah

- Collection Efficiency
 1. Domestic collection: decreased from 79% in 2012 to 75% in 2013.
 2. Governmental collection: declined significantly to 40% in 2013 from 249% in 2012.
 3. Commercial: Stayed at same average 78% for 2012 and 2013.
- Operational actual cost coverage: was significantly decreased from 140% in 2012 to 71% in 2013.
- Non-Revenue Water: decreased in average from 40% 2012 to 36% in 2013.
- Continuity of water supply: 24hours a day.

Dhamar

- Collection Efficiency
 1. Domestic collection: remained in the same rate of 84% for 2012 and 2013.
 2. Governmental collection: decreased remarkably to 65% in 2013 compared to 214% in 2012.
 3. Commercial: No changes occurred to keep 80% for 2012 and 2013.
- Operational actual cost coverage: declined from 101% in 2012 to 79% in 2013.
- Non-Revenue Water: increased by 6% in average from 46% 2012 to 52% in 2013.
- Continuity of water supply: 24 hours a day.

Rada'a

- Collection Efficiency
 1. Domestic collection: increased slightly from 85% in 2012 to 96% in 2013.
 2. Governmental collection: declined extremely from 106% in 2012 to 7% in 2013.
 3. Commercial: increased from 88% in 2012 to 95% in 2013.
- Operational actual cost coverage: decreased to reach 72% in 2013 compared to 81% in 2012.
- Non-Revenue Water: Data available for January only which was 27%.
- Continuity of water supply: supplied to the customer one time a week in average.

Ibb

- Collection Efficiency
 1. Domestic collection: remained unchanged in 2012 and 2013 to be 94%
 2. Governmental collection: decreased dramatically from 134% in 2012 to 63% in 2013.
 3. Commercial: increased to 92% in 2013 compared to 88% in 2012.
- Operational actual cost coverage: stayed above 100% in both years with 7% decrease in 2013 compared to 2012.
- Non-Revenue Water: decreased by 1% in average from 25% in 2012 to 24% in 2013.
- Continuity of water supply: 24hours a day.

Al-Sheher

- Collection Efficiency
 1. Domestic collection: decreased by 7% from 89% in 2012 to 82% in 2013.
 2. Governmental collection: showed massive decrement from 131% in 2012 to 47% in 2013.
 3. Commercial: dropped by 10% from 82% in 2012 to 72% in 2013.
- Operational actual cost coverage: decreased by 16% in average in 2013. The cost coverage is regressing and reached to 82% in 2013 compared to 98% in 2012.
- Non-Revenue Water: No changes 30% for 2012 and 2013.
- Continuity of water supply: Water supply was reaching to customer at beginning of this year to 24 hour per day, but recently it was recorded that supplies retreated to 18 hour per day.

Seyuon

- Collection Efficiency
 1. Domestic collection: decreased 9% in average to reach 79% in 2013.
 2. Governmental collection: dropped from 167% in 2012 to 74% in 2013.
 3. Commercial: decreased slightly from 90% 2012 to 76% 2013.
- Operational actual cost coverage: dropped from 106% in 2012 to 89% in 2013.
- Non-Revenue Water: increased by 13% to reach 42% in 2013.
- Continuity of water supply: in average water is supplied 24 hours per day.

Mocha

- Collection Efficiency
 1. Domestic collection: increase from 96% 2012 to 109% in 2013.
 2. Governmental collection: dropped from 172% in 2012 to 51% in 2013.
 3. Commercial: increase from 93% in 2012 to 100% in 2013.
- Operational actual cost coverage: slight decrease from 109% in 2012 to 106% in 2013.
- Non-Revenue Water: increased by 3% from 23% in 2012 to 26% 2013.
- Continuity of water supply: 24 hours a day.

Al Mansouriah

- Collection Efficiency
 1. Domestic collection: showed a slight decrease to reach 86% in 2013 compared to the average of 90% in 2012.
 2. Governmental collection: Until June, it is 2% compared to the average of 652% in 2012.
 3. Commercial: decreased 3% to be 75% in 2013 compared to 78% in 2012.
- Operational actual cost coverage: decreased significantly by 58% in average in 2013 to reach 104% compared to 162% in 2012.
- Non-Revenue Water: increased slightly 2% to reach 22% in 2013.
- Continuity of water supply: average of 12 h per day.

Zabid

- Collection Efficiency
 1. Domestic collection: decreased slightly by 8% in average of 92% in 2013 compared to 100% 2012.
 2. Governmental collection: dropped tremendously from 225% 2012 to 14 % in 2013.
 3. Commercial: decreased from 96% for 2012 to 80% in 2013.
- Operational actual cost coverage: decreased from 114% in 2012 to 93% in 2013.
- Non-Revenue Water: No changes 19% for 2012 and 2013.
- Continuity of water supply: 6 hours a day.

Bajil

- Collection Efficiency
 1. Domestic collection: improved 9% in average to reach 96% in 2013 compared to 87% in 2012.
 2. Governmental collection: good following of governmental debts to collect about 293% in 2012 and 2013.
 3. Commercial: also showed stable average of collection to be 86% for 2012 and 2013.
- Operational actual cost coverage: increased by 32% in average to reach 136% in 2013 compared to 104% in 2012.
- Non-Revenue Water: increased by 1% in 2013 to reach 25 % (Data for January & March are not available).
- Continuity of water supply: Once a week.

Bait Alfaqih

- Collection Efficiency
 1. Domestic collection: decreased slightly from 97% in 2012 to 86% in 2013.
 2. Governmental collection: ascended significantly from 12% 2012 to 365% in 2013.
 3. Commercial: decreased by 2% from 98% in 2012 to 96% in 2013.
- Operational actual cost coverage: increased to 102% in 2013 and was 76% in 2012.
- Non-Revenue Water: fall back to 28% in 2013 compared to 18% in 2012.
- Continuity of water supply: stayed at the same level of 16 hours per day

AlMahweet

- Collection Efficiency
 1. Domestic collection: decreased by 6% in average from 86% in 2012 to 80% 2013.
 2. Governmental collection: decreased dramatically from 241% in 2012 compared to only 30% in 2013.
 3. Commercial: decreased to 32% in 2013 compared to 86% in 2012.
- Operational actual cost coverage: decreased to half from an annual average of 80% 2012 to 44% in 2013.
- Non-Revenue Water: decreased by 3% in average to reach 22% in 2013 compared to 25% in 2012.
- Continuity of water supply: One time in a month.

Hajjah

- Collection Efficiency
 1. Domestic collection: Increased steadily by 11% in average to reach 107% in 2013.
 2. Governmental collection: decreased remarkably to 68% in 2013 compared to 2012 (184%).
 3. Commercial: increased from 107% in 2012 to 115% in 2013.
- Operational actual cost coverage: decreased 34% in average to 87% in 2013 compared to 121% in 2012.
- Non-Revenue Water: stayed at the same average 13%.
- Continuity of water supply: 10-16 hour per day.

Amran

- Collection Efficiency
 1. Domestic collection: stayed in a good level at 101% in 2012 and 2013.
 2. Governmental collection: decreased to lowest level from 285% in 2012 to 16% in 2013. We can assume the collection to be increased during the next few months of this year.
 3. Commercial: decreased to 92% in 2013 compared to 103% 2011.
- Operational actual cost coverage: decreased significantly to reach the average of 81% in 2013 compared to 136% in 2012.
- Non-Revenue Water: increased to 19 % in 2013 compared to 16% in 2012.
- Continuity of water supply: Once a week

Al-Dalea

- Collection Efficiency
 1. Domestic collection: weak collection about 35% for 2012 and 2013.
 2. Governmental collection: approximately reached to 25% in 2013 compared to 55% in 2012.
 3. Commercial collection: collection reached to 96% in 2012.
- Operational actual cost coverage: disastrous average of collection 12% in 2013 for cost coverage.
- Non-Revenue Water: low rate of water loss about 22% in 2013.
- Continuity of water supply: 1 time in a month.

Yareem

- Collection Efficiency
 4. Domestic collection: no improvement to be 92% in 2013 compare to 98% in 2012.
 5. Governmental collection: low collection reached to 6% in 2013.
 6. Commercial: increased to 87% in 2013.
- Operational actual cost coverage: collection covers about 76% of cost in 2013.
- Non-Revenue Water: showed good rate of water losses 17%.
- Continuity of water supply: twice per month.

Conclusion

The expanded analysis observed above was done for each LC/Utility stating certain key indicators, it is apparent that the general observations of the results covering the first half of 2013 are not promising in total when compared to the results of 2012, but let's not consider it as a final analysis of performance until we consolidate the results of the entire year of 2013 in order to compare results on annual basis.

The Utilities were still able to restore the confidence of the subscribers through improved frequency of water supply and hence attract their willingness for regular bills' payment which still remains to be improved in Utilities such as Aden and Al Dalea.

On the other hand, we can expect better collections from the governmental consumers in the next few months in order to exceed the current average of collection of 78% nationally for the period of Jan-June 2013. Some utilities were able to collect their Account receivables from the government sector such as Mukala, Bajil and Bait Al Faqih, while others are still following the payment of government bills.

The commercial sector still looks like more stable keeping average payment above 80% in general with difficult prediction behind the low average for Al Dalea LC 20% in 2013 compare to 96% in 2012.

Some negative results showing weakness of few Utilities to cover their operational costs as an attribution of weak collection efficiency due to reluctance of the consumers to pay such as in the utilities of Aden, Taiz, Al Mahweet and Al Dalea.

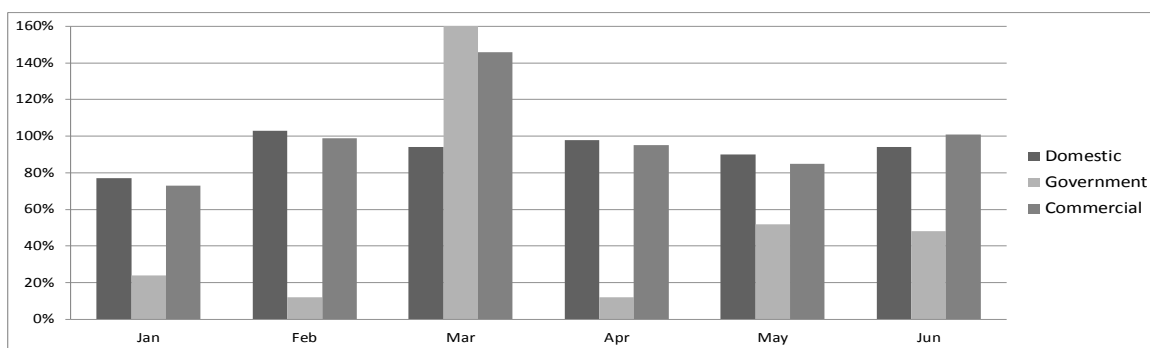
Finally, there are many challenges facing the water sector in Yemen, the difficulty to prioritize water issues on national level, and difficulty to streamline financial funds to support the sector. In addition to durable solution assuring efficient provision of water to people in parallel with strengthening capacity of Utilities.

We had been using the same structure of reporting for the past three years to cover key indicators that are relevant to emergency situation, service delivery and capacity of the utilities. The next orientation is to accommodate more indicators that reveal snapshot on development level for instance like water and sanitation coverage ..Etc. In this respect, considering the relative stability of the situation, we recommend that it is now the right time for the MWE PIIS unit to resume its functions as soon as possible in preparing the full fledged monthly PIIS report.

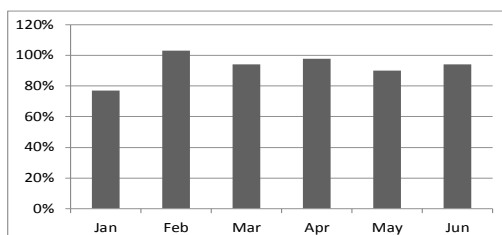
Annex 1 Table of Performance Indicators

Sana'a LC Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

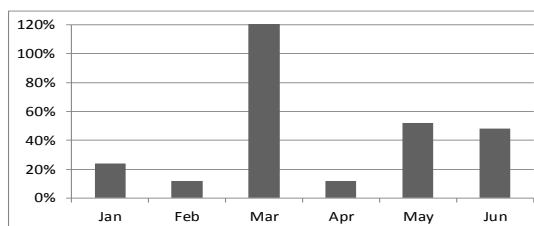


2 Collection Efficiency for Domestic



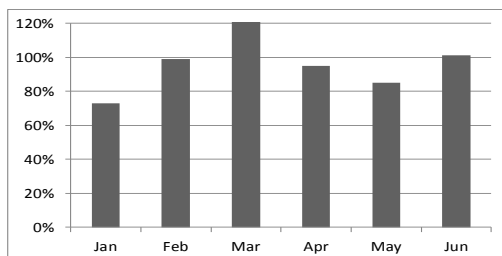
average 2012: 81%
average 2013: 93%

3 Collection Efficiency for Government



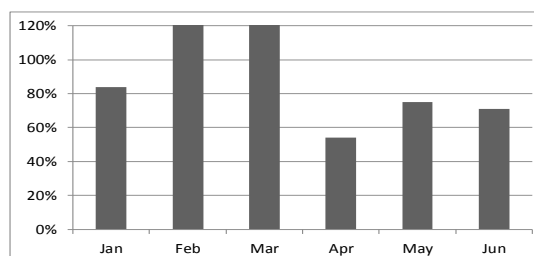
average 2012: 89%
average 2013: 66%

4 Collection Efficiency for Commercial



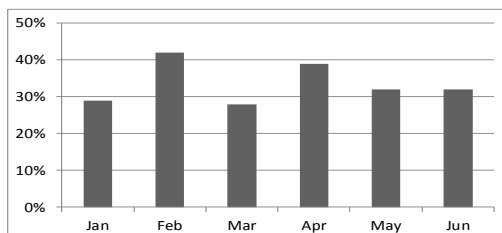
average 2012: 77%
average 2013: 100%

5 Operational Actual Cost Coverage



average 2012: 93%
average 2013: 88%

6 Non Revenue Water



average 2012: 40%
average 2013: 34%

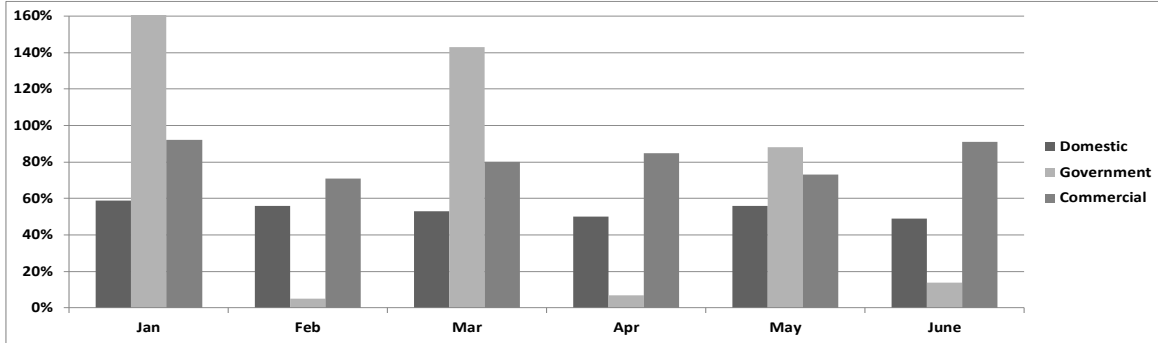
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	8	8	1		
Feb	8	8	1		
Mar	8	8	1		
April	8	8	1		
May	8	8	1		
June	8	8	1		

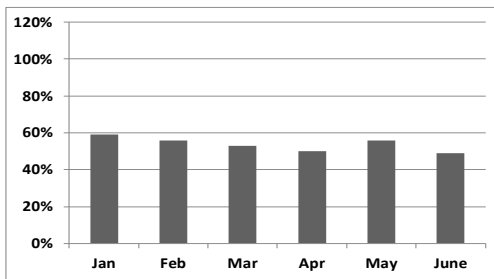
Comment :

Aden Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

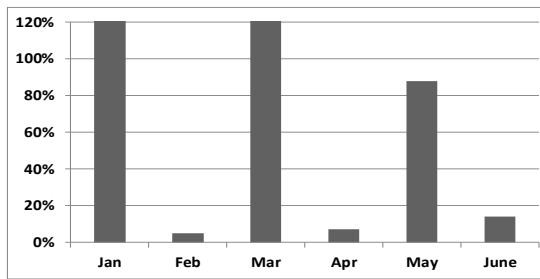


2 Collection Efficiency for Domestic



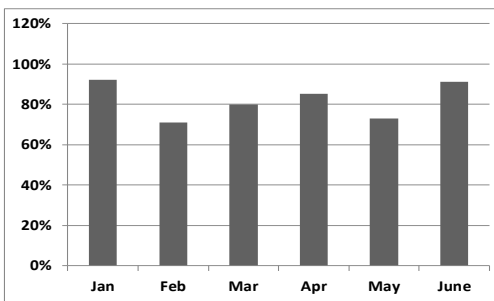
average 2012 53%
average 2013 54%

3 Collection Efficiency for Government



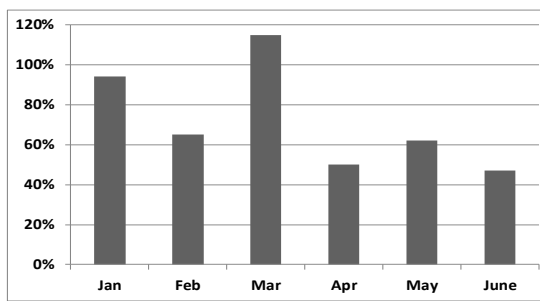
average 2012: 194%
average 2013: 69%

4 Collection Efficiency for Commercial



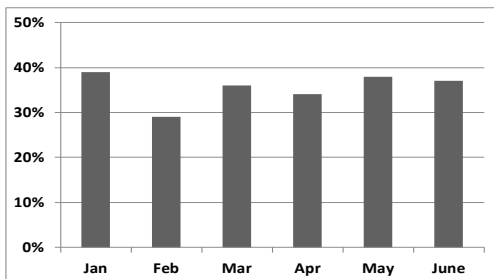
average 2012 93%
average 2013 82%

5 Operational Actual Cost Coverage



average 2012: 124%
average 2013: 68%

6 Non Revenue Water



average 2012 35%
average 2013 36%

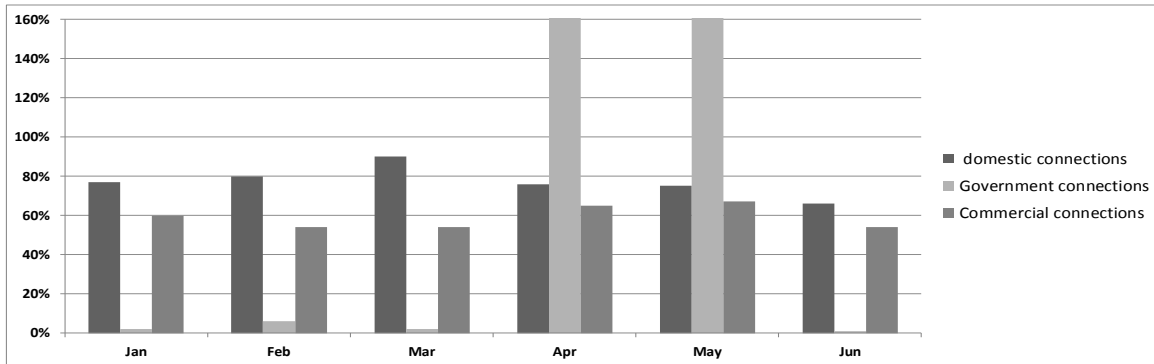
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	17				
Feb	17				
Mar	17				
April	17				
May	17				
June	17				

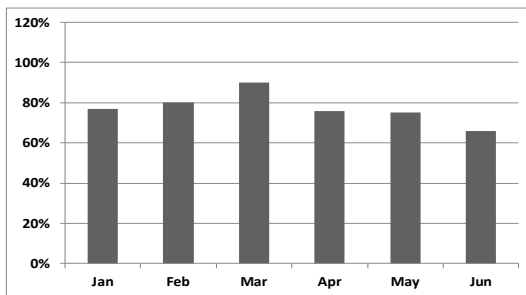
Comment

Taiz Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

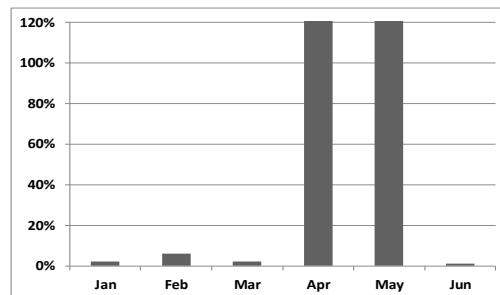


2 Collection Efficiency for Domestic



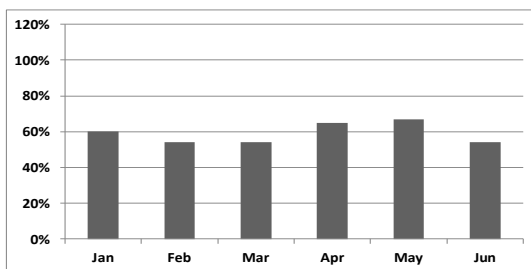
average 2012: 75%
average 2013: 78%

3 Collection Efficiency for Government



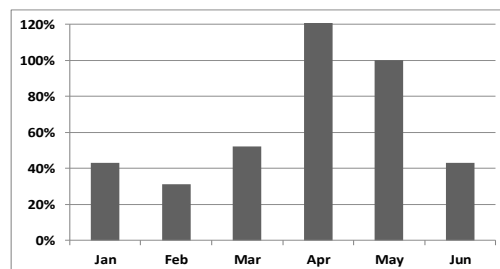
average 2012: 151%
average 2013: 68%

4 Collection Efficiency for Commercial



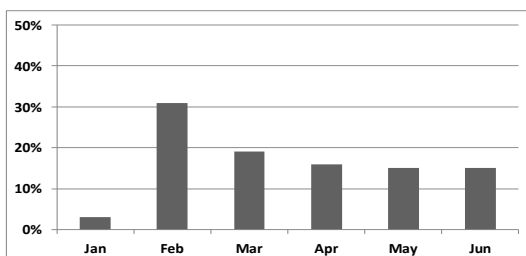
average 2012: 123%
average 2013: 60%

5 Operational Actual Cost Coverage



average 2012: 102%
average 2013: 68%

6 Non Revenue Water



average 2012: 23%
average 2013: 18%

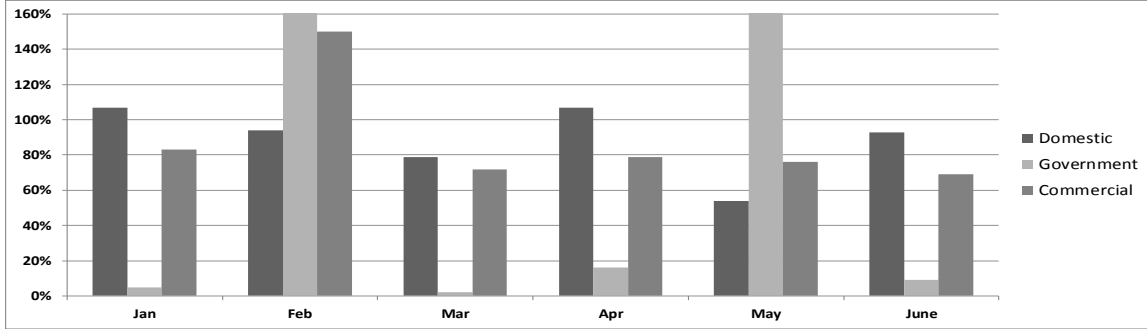
7 Continuity of Water Supply

Month	Monthly		Two Months	
	Hours/Day	Day/Month	Hours/Time	Time/Two months
Jan				1
Feb				1
Mar				1
April				1
May				1
June				1

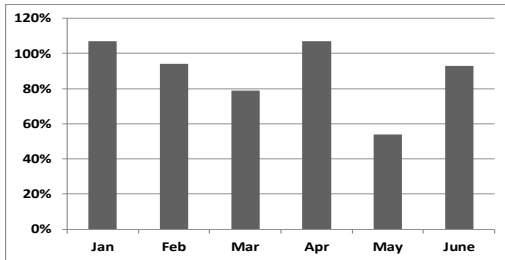
Comment :

Mukala Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

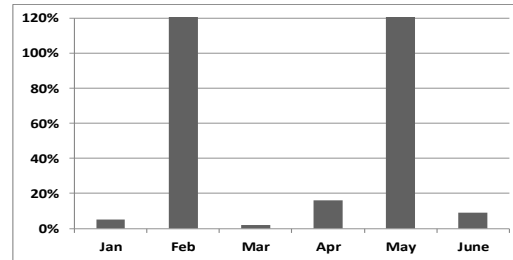


2 Collection Efficiency for Domestic



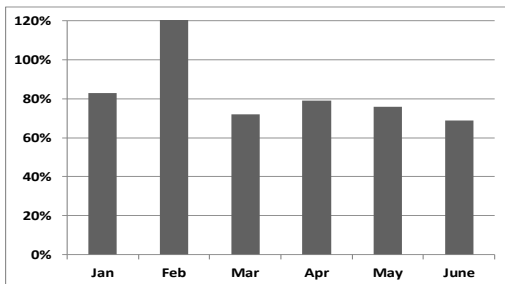
average 2012: 92%
average 2013: 88%

3 Collection Efficiency for Government



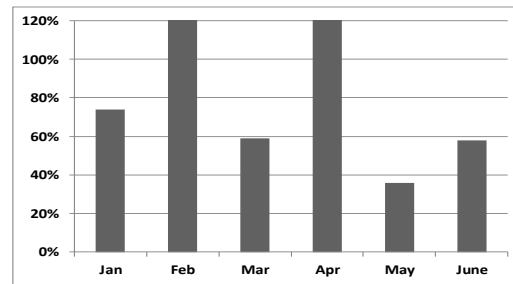
average 2012: 123%
average 2013: 119%

4 Collection Efficiency for Commercial



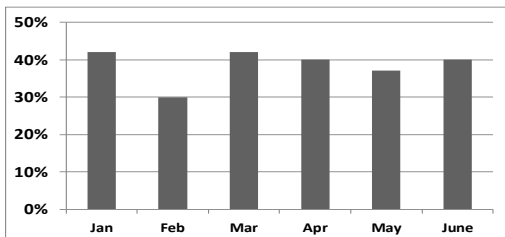
average 2012: 91%
average 2013: 89%

5 Operational Actual Cost Coverage



average 2012: 116%
average 2013: 109%

6 Non Revenue Water



average 2012: 39%
average 2013: 39%

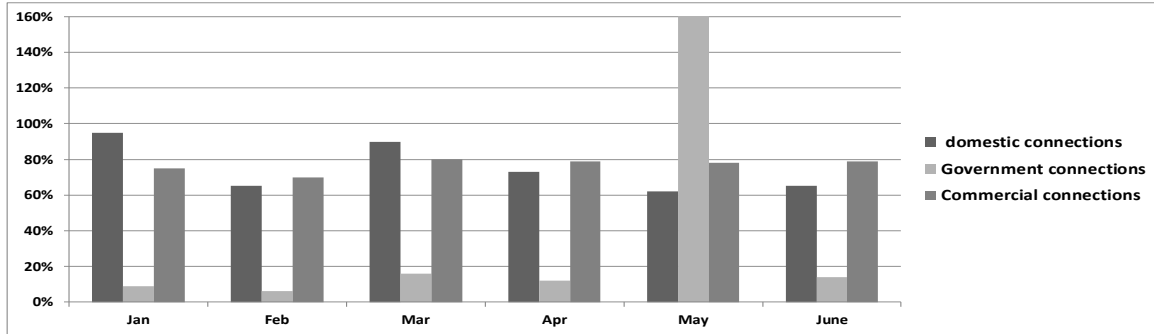
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	12				
Feb	12				
Mar	12				
April	8				
May	8				
June	8				

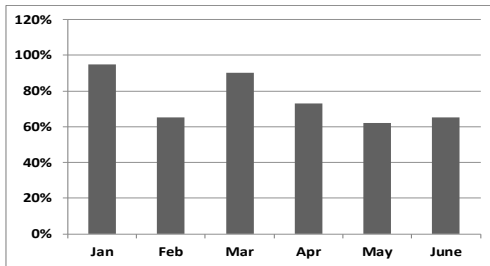
Comment

Hodeidah Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

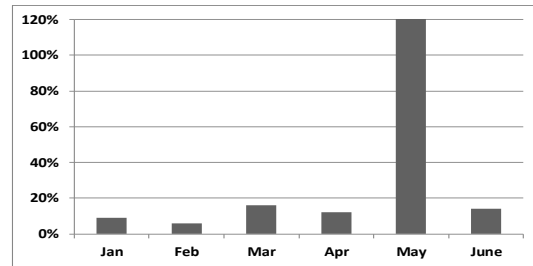


2 Collection Efficiency for Domestic



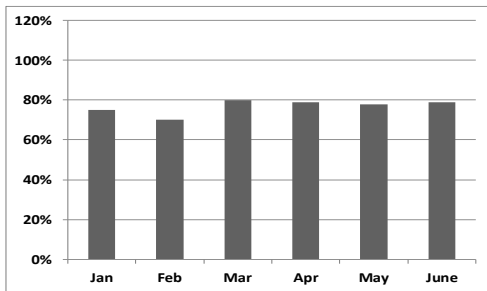
average 2012: 79%
average 2013: 75%

3 Collection Efficiency for Government



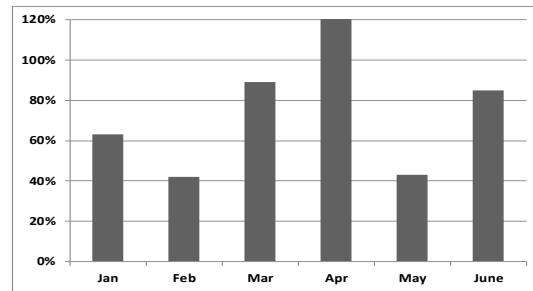
average 2012: 249%
average 2013: 40%

4 Collection Efficiency for Commercial



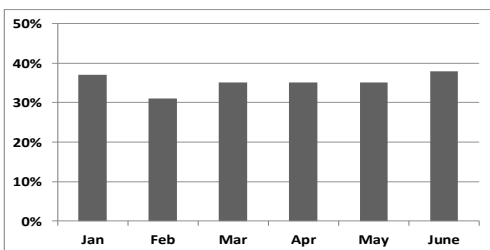
average 2012: 78%
average 2013: 77%

5 Operational Actual Cost Coverage



average 2012: 140%
average 2013: 71%

6 Non Revenue Water



average 2012: 40%
average 2013: 36%

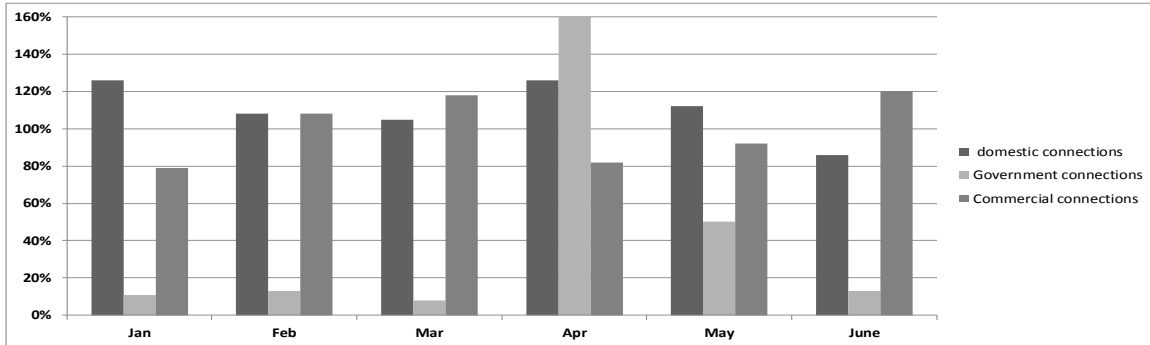
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	24				
Feb	24				
Mar	24				
April	24				
May	24				
June	24				

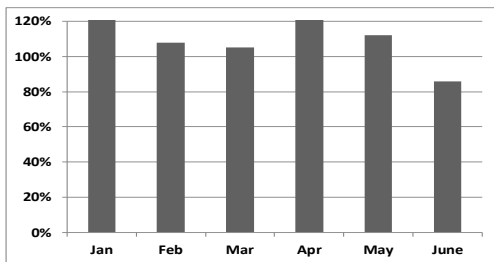
Comment :

Mocha Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

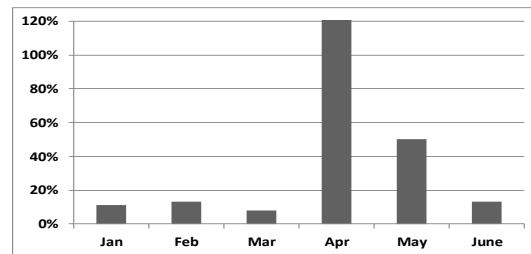


2 Collection Efficiency for Domestic



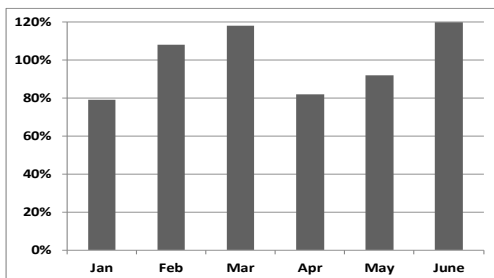
average 2012: 96%
average 2013: 109%

3 Collection Efficiency for Government



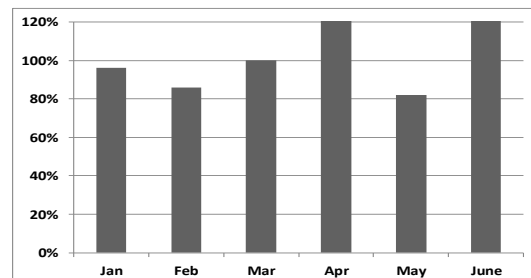
average 2012: 172%
average 2013: 51%

4 Collection Efficiency for Commercial



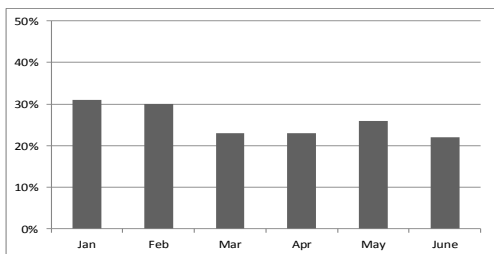
average 2012: 93%
average 2013: 100%

5 Operational Actual Cost Coverage



average 2012: 109%
average 2013: 106%

6 Non Revenue Water



average 2012: 23%
average 2013: 26%

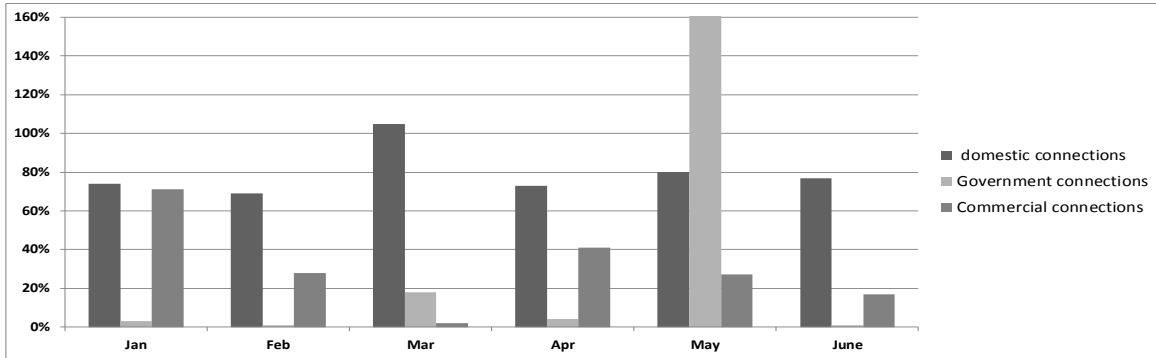
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	24				
Feb	24				
Mar	24				
April	24				
May	24				
June	24				

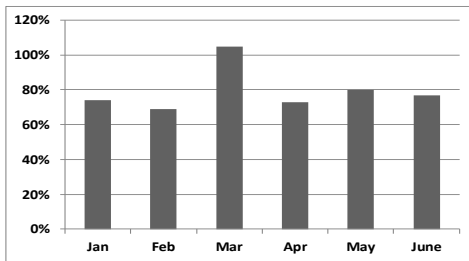
Comment :

Al-Mahweet Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

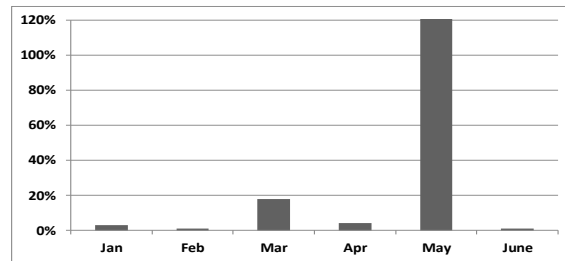


2 Collection Efficiency for Domestic



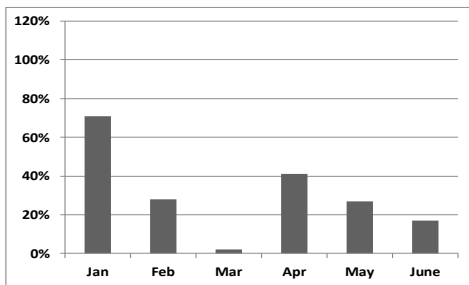
average 2012: 86%
average 2013: 80%

3 Collection Efficiency for Government



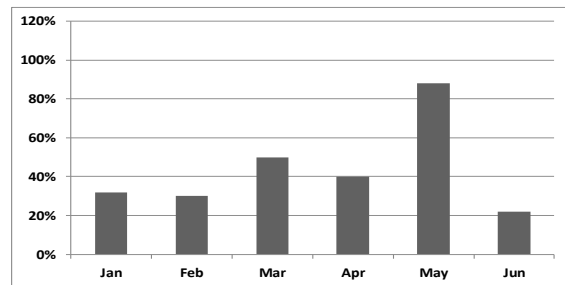
average 2012: 241%
average 2013: 30%

4 Collection Efficiency for Commercial



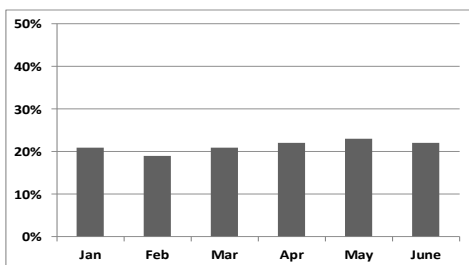
average 2012: 86%
average 2013: 32%

5 Operational Actual Cost Coverage



average 2012: 80%
average 2013: 44%

6 Non Revenue Water



average 2012: 25%
average 2013: 22%

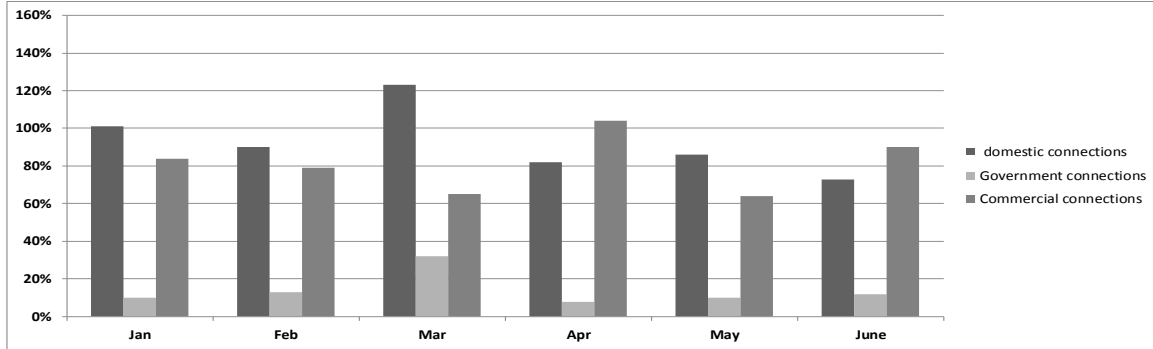
7 Continuity of Water Supply

Month	Daily		Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month	
Jan				5	1	
Feb				5	1	
Mar				5	1	
April				5	1	
May				5	1	
June				5	1	

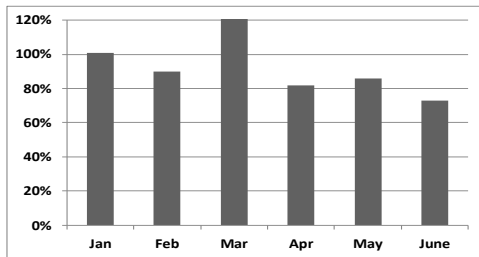
Comment :

Zabid Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

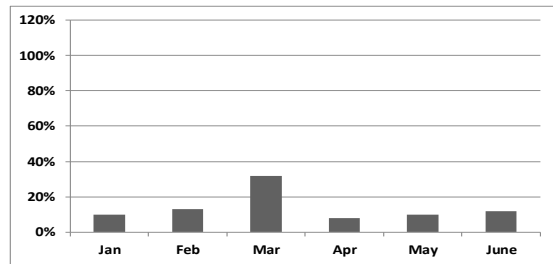


2 Collection Efficiency for Domestic



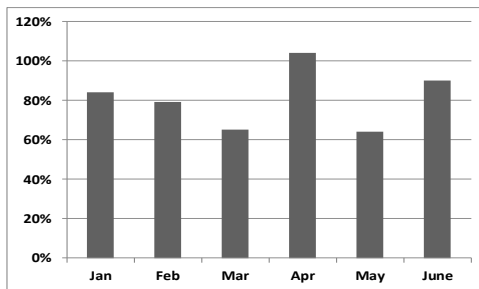
average 2012: 100%
average 2013: 92%

3 Collection Efficiency for Government



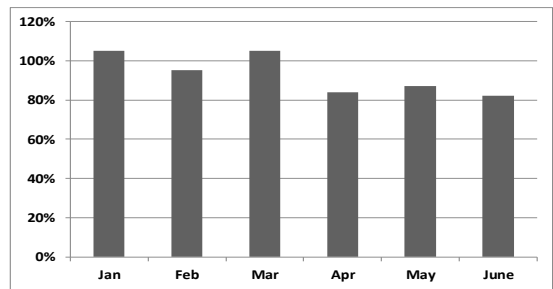
average 2012: 225%
average 2013: 14%

4 Collection Efficiency for Commercial



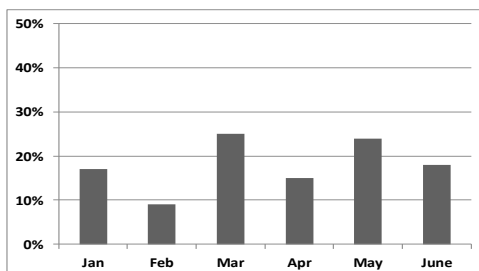
average 2012: 96%
average 2013: 80%

5 Operational Actual Cost Coverage



average 2012: 114%
average 2013: 93%

6 Non Revenue Water



average 2012: 19%
average 2013: 19%

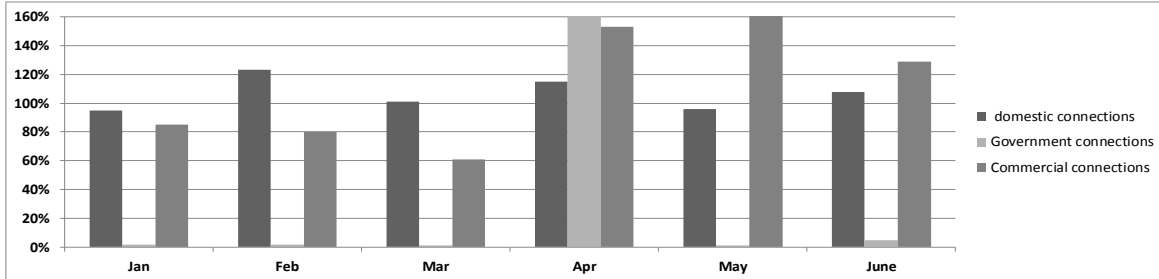
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	6				
Feb	6				
Mar	6				
April	6				
May	6				
June	6				

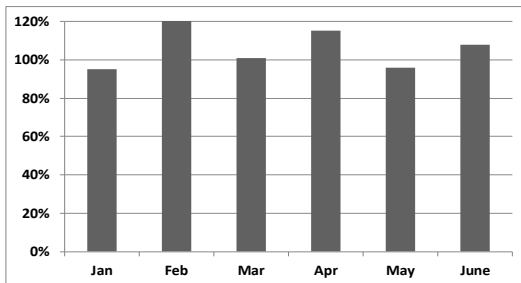
Comment :

Hajjah Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

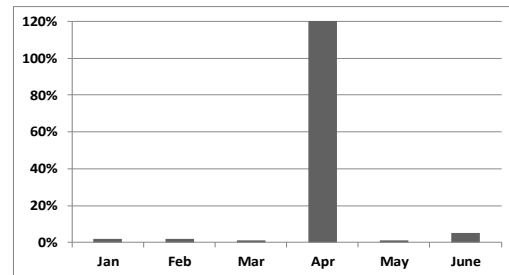


2 Collection Efficiency for Domestic



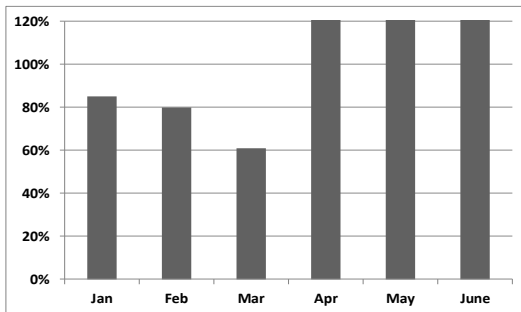
average 2012: 96%
average 2013: 107%

3 Collection Efficiency for Government



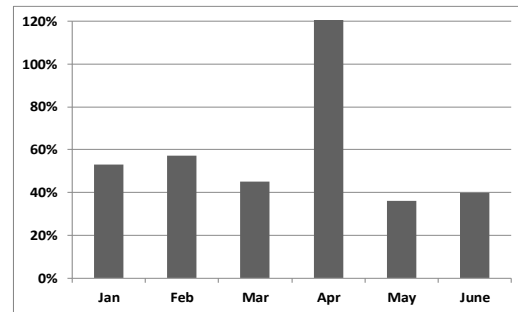
average 2012: 184%
average 2013: 68%

4 Collection Efficiency for Commercial



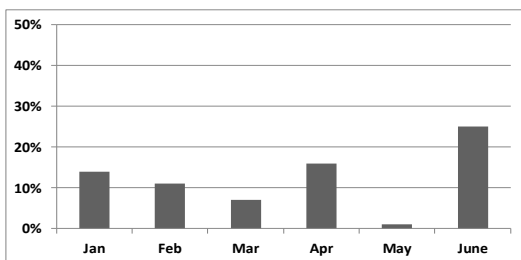
average 2012: 107%
average 2013: 115%

5 Operational Actual Cost Coverage



average 2012: 121%
average 2013: 87%

6 Non Revenue Water



average 2012: 13%
average 2013: 13%

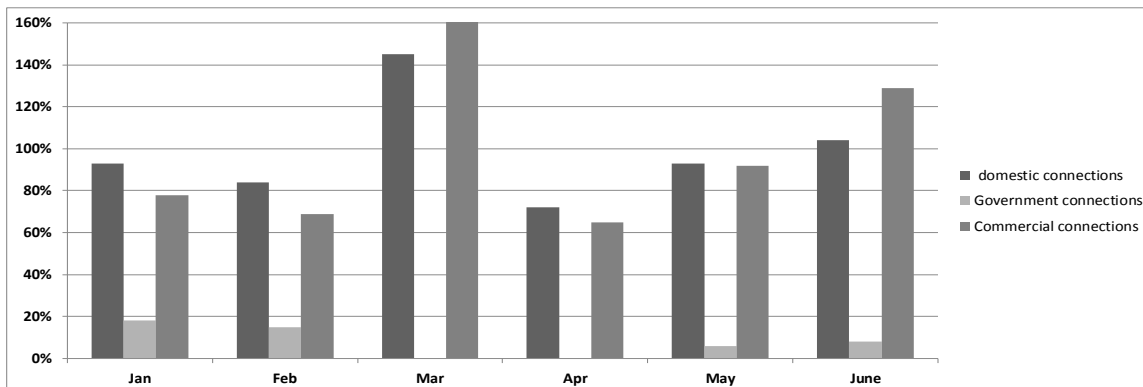
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan					4.5
Feb					4.5
Mar					4.5
April					4.5
May					4.5
June					4.5

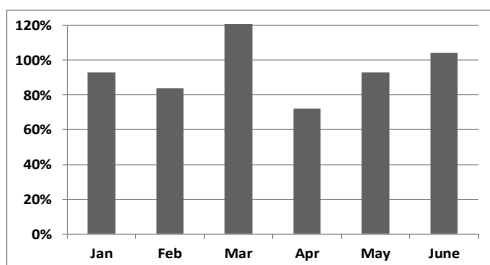
Comment : No of hours of water frequency (Avg)

Rada'a Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

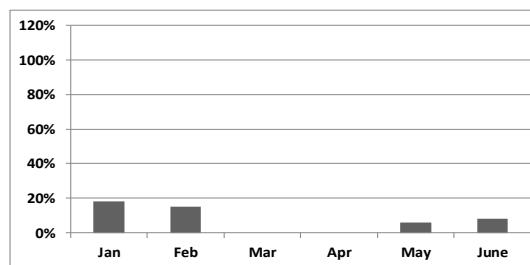


2 Collection Efficiency for Domestic



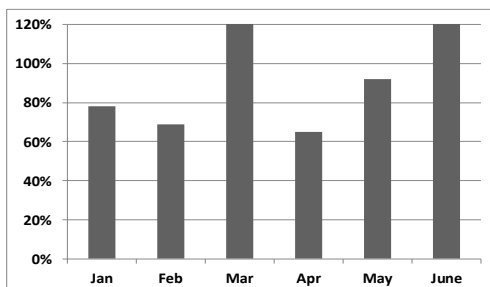
average 2012: 85%
average 2013: 96%

3 Collection Efficiency for Government



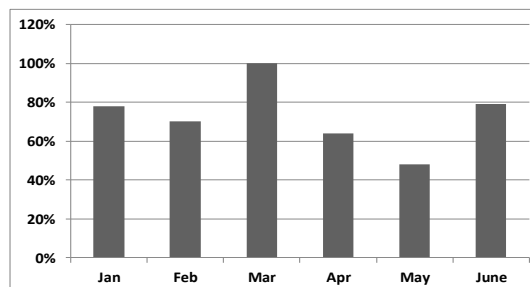
average 2012: 106%
average 2013: 7%

4 Collection Efficiency for Commercial



average 2012: 88%
average 2013: 95%

5 Operational Actual Cost Coverage



average 2012: 81%
average 2013: 72%

6 Non Revenue Water

No data available

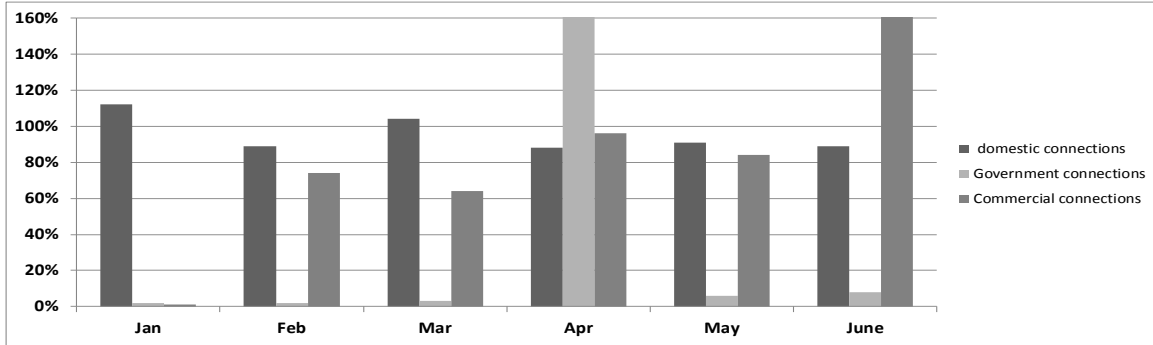
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan			1		
Feb			1		
Mar			1		
April			1		
May			1		
June			1		

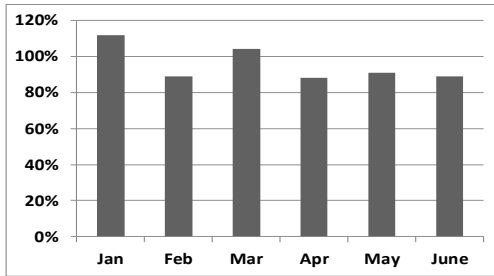
Comment :

Bajil Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

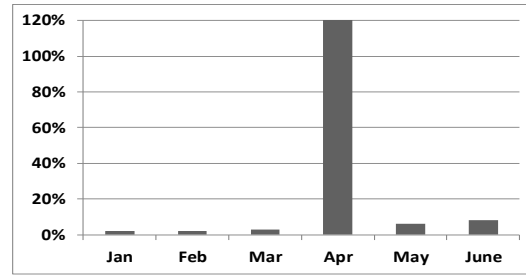


2 Collection Efficiency for Domestic



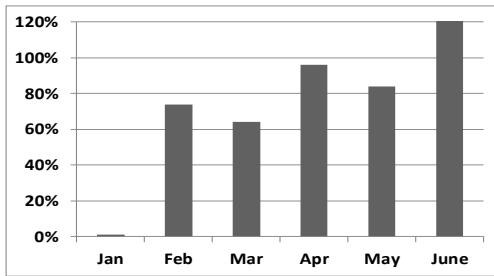
average 2012: 87%
average 2013: 96%

3 Collection Efficiency for Government



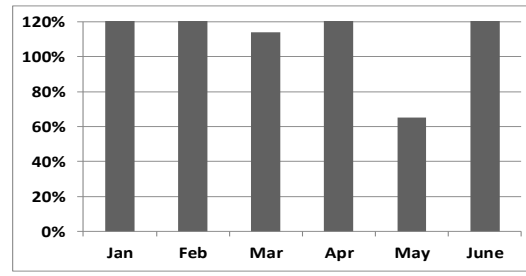
average 2012: 292%
average 2013: 294%

4 Collection Efficiency for Commercial



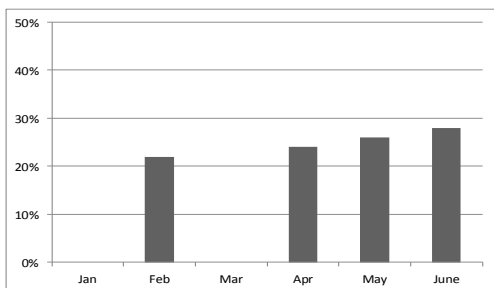
average 2012: 87%
average 2013: 85%

5 Operational Actual Cost Coverage



average 2012: 104%
average 2013: 136%

6 Non Revenue Water



average 2012: 24%
average 2013: 25%

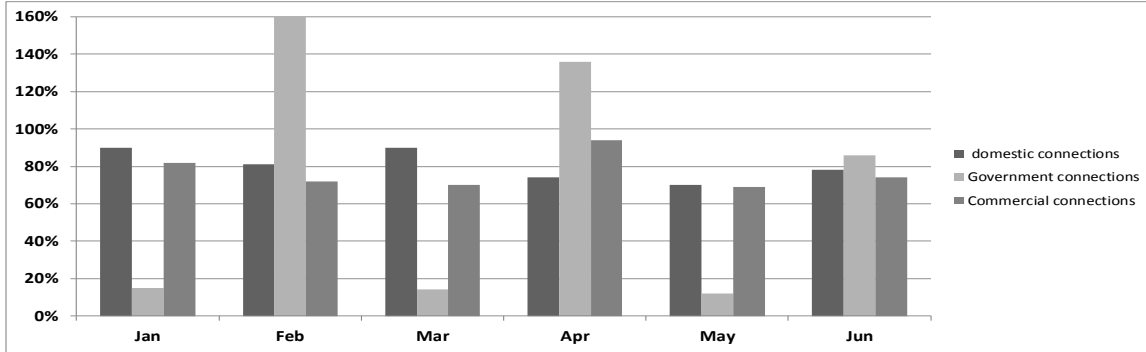
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan		24	1		
Feb		24	1		
Mar		24	1		
April		24	1		
May		24	1		
June		24	1		

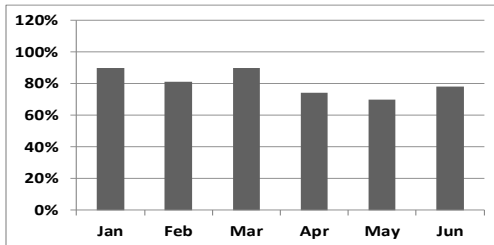
Comment :

Seyoun Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

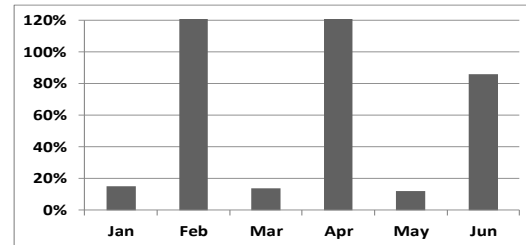


2 Collection Efficiency for Domestic



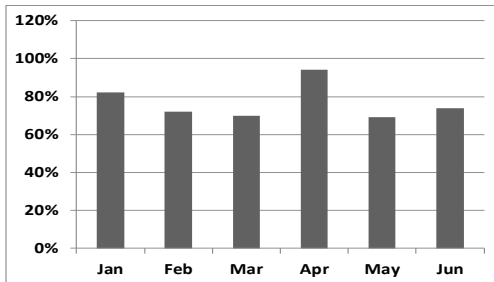
average 2012: 88%
average 2013: 79%

3 Collection Efficiency for Government



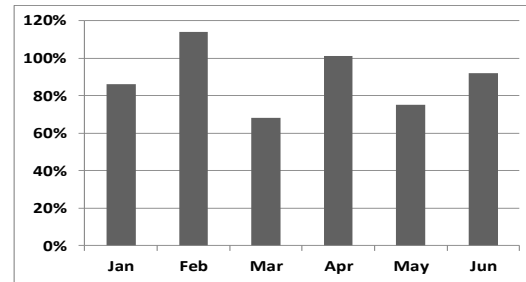
average 2012: 167%
average 2013: 74%

4 Collection Efficiency for Commercial



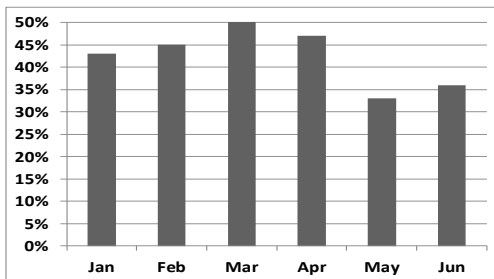
average 2012: 90%
average 2013: 76%

5 Operational Actual Cost Coverage



average 2012: 106%
average 2013: 89%

6 Non Revenue Water



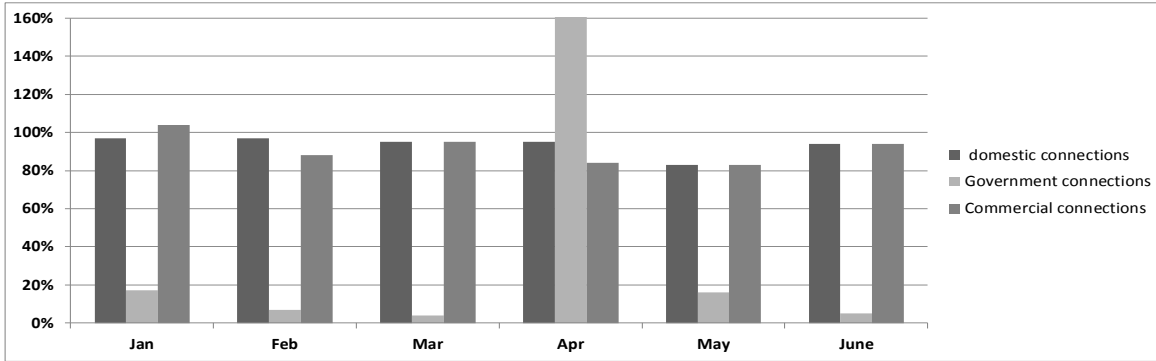
average 2012: 29%
average 2013: 42%

7 Continuity of Water Supply

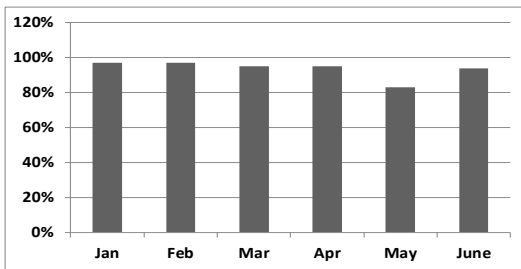
Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	24				
Feb	24				
Mar	24				
April	24				
May	24				
June	24				

IBB Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

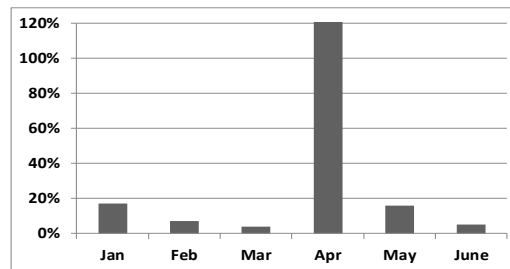


2 Collection Efficiency for Domestic



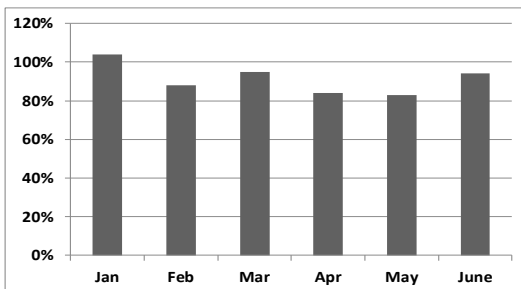
average 2012: 94%
average 2013: 94%

3 Collection Efficiency for Government



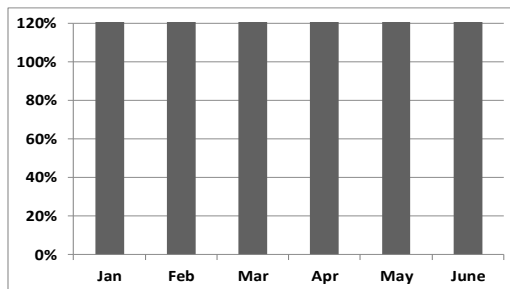
average 2012: 134%
average 2013: 63%

4 Collection Efficiency for Commercial



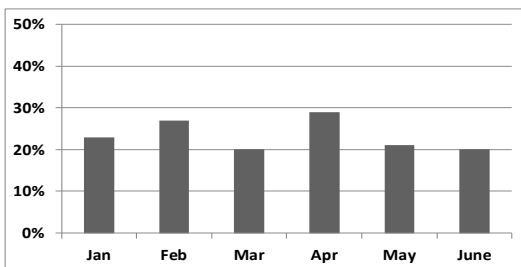
average 2012: 88%
average 2013: 92%

5 Operational Actual Cost Coverage



average 2012: 152%
average 2013: 145%

6 Non Revenue Water



average 2012: 25%
average 2013: 24%

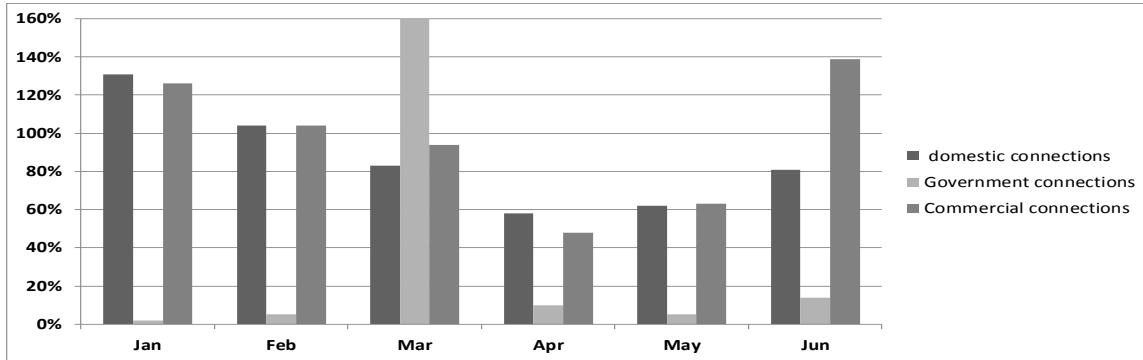
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan		24	2		
Feb		24	2		
Mar		24	2		
Apr		24	2		
May		24	2		
Jun		24	2		

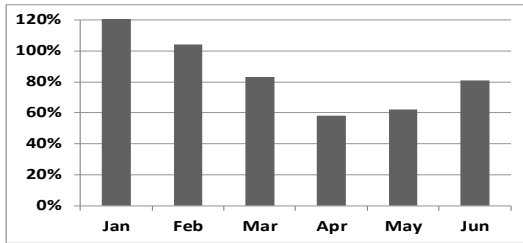
Comment : No of hours of water frequency (Avg)

Bait Alfaqih Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

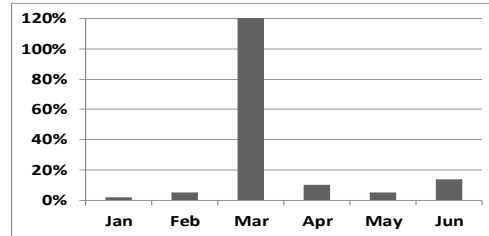


2 Collection Efficiency for Domestic



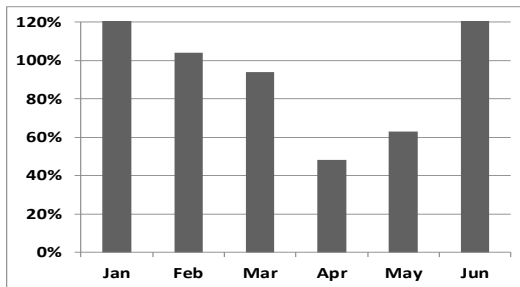
average 2012: 97%
average 2013: 86%

3 Collection Efficiency for Government



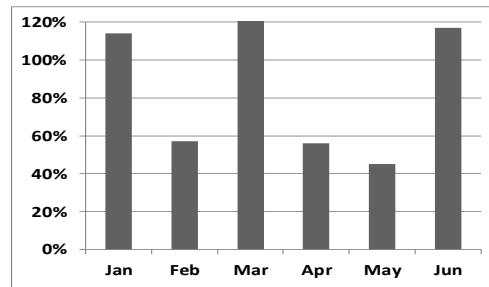
average 2012 12%
average 2013 365%

4 Collection Efficiency for Commercial



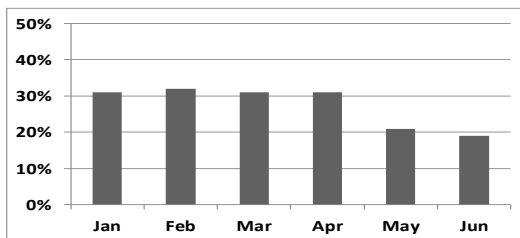
average 2012: 98%
average 2013: 96%

5 Operational Actual Cost Coverage



average 2012 76%
average 2013 102%

6 Non Revenue Water



average 2012: 18%
average 2013: 28%

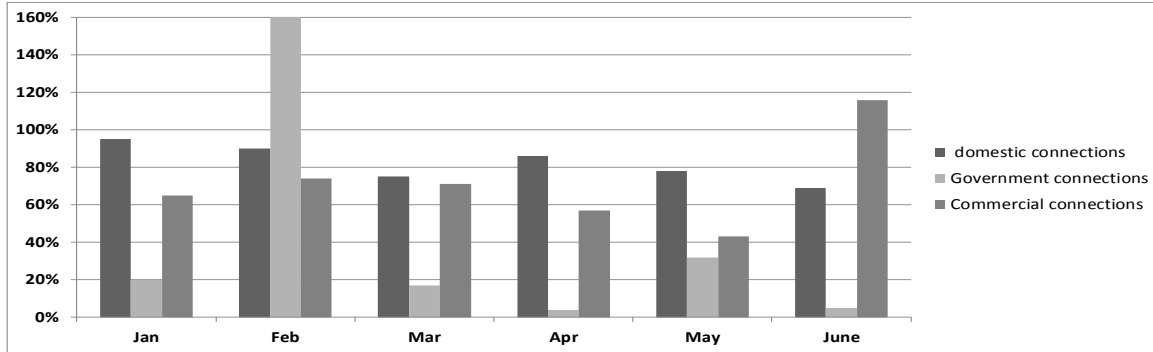
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	16				
Feb	16				
Mar	16				
Apr	16				
May	16				
Jun	15				

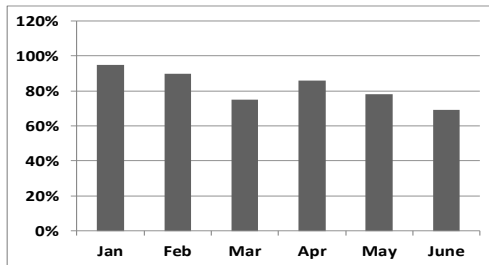
Comment :

AISheher Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

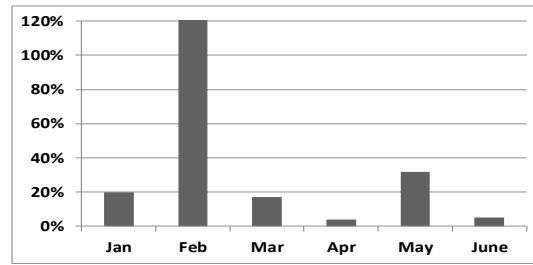


2 Collection Efficiency for Domestic



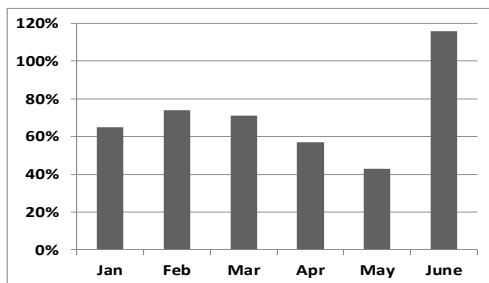
average 2012: 89%
average 2013: 82%

3 Collection Efficiency for Government



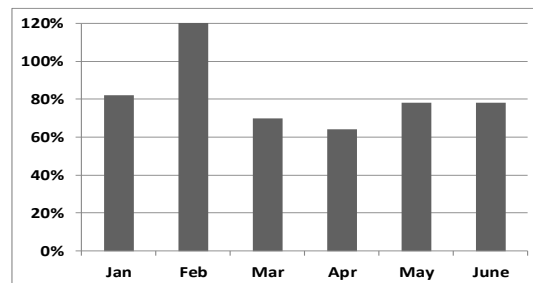
average 2012: 131%
average 2013: 47%

4 Collection Efficiency for Commercial



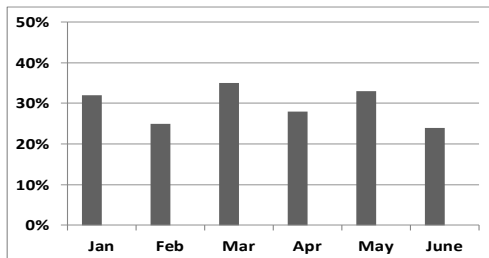
average 2012: 82%
average 2013: 72%

5 Operational Actual Cost Coverage



average 2012: 98%
average 2013: 82%

6 Non Revenue Water



average 2012: 30%
average 2013: 30%

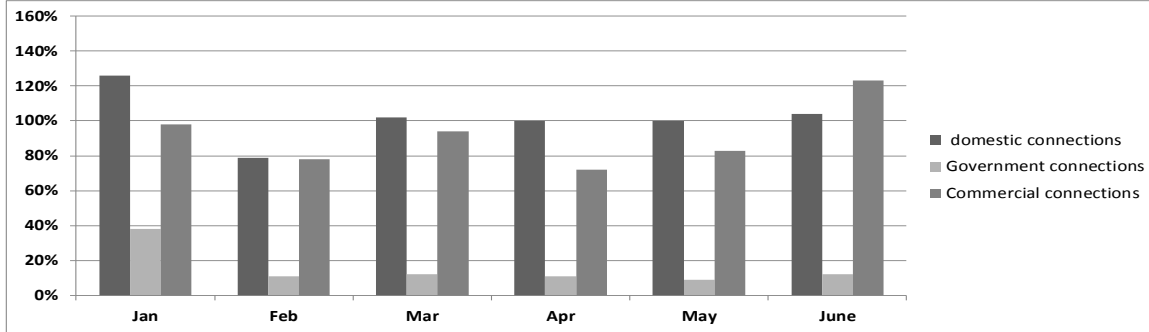
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	24				
Feb	24				
Mar	24				
April	18				
May	18				
June	18				

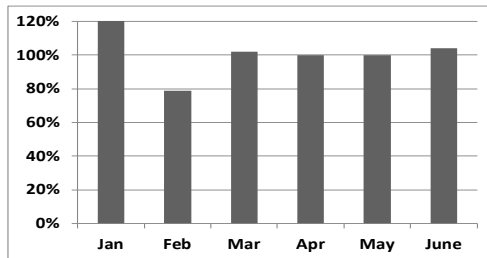
Comment : No of hours of water frequency (Avg)

Amran Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

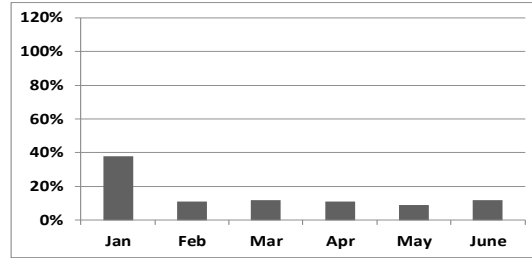


2 Collection Efficiency for Domestic



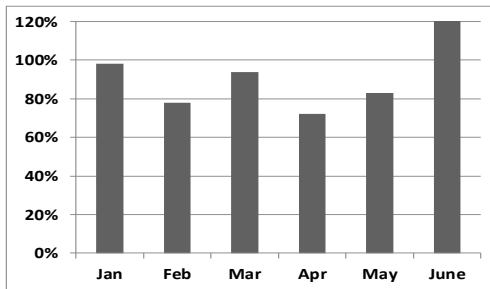
average 2012: 101%
average 2013: 101%

3 Collection Efficiency for Government



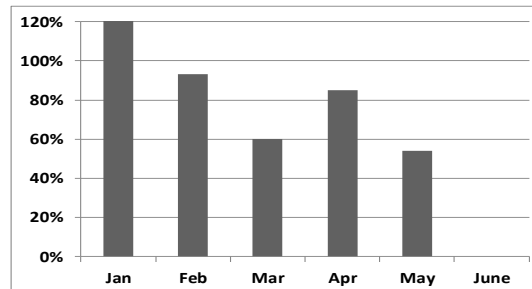
average 2012: 285%
average 2013: 16%

4 Collection Efficiency for Commercial



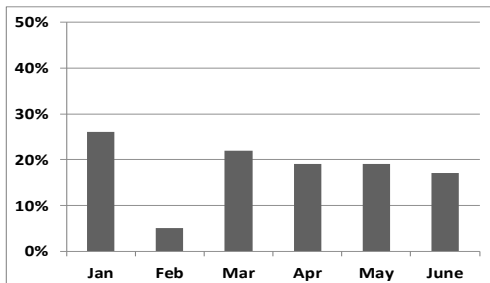
average 2012: 103%
average 2013: 92%

5 Operational Actual Cost Coverage



average 2012: 136%
average 2013: 81%

6 Non Revenue Water



average 2012: 16%
average 2013: 19%

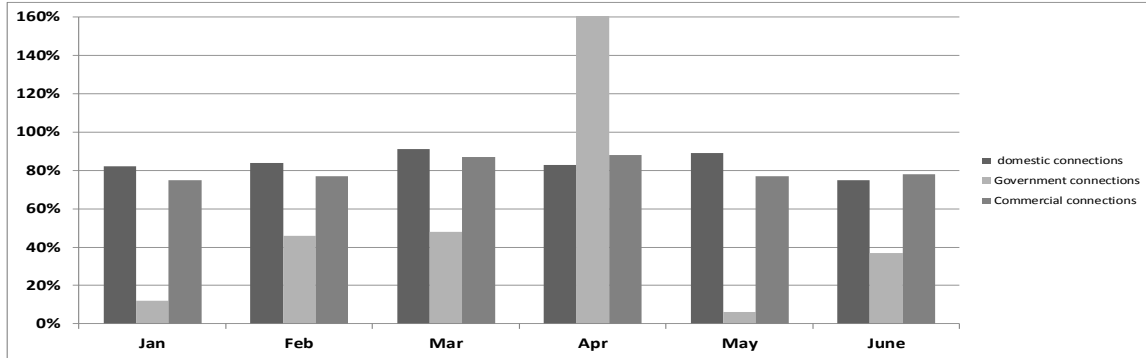
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan		24	1		
Feb		24	1		
Mar		24	1		
April		24	1		
May		24	1		
June		24	1		

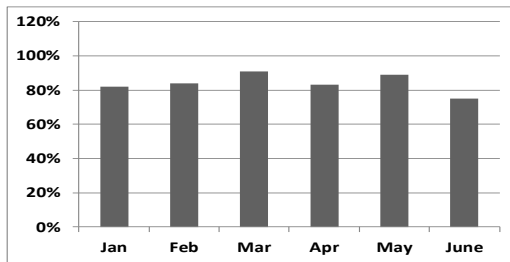
Comment :

Dhamar Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

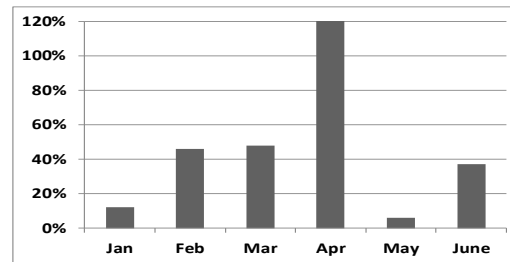


2 Collection Efficiency for Domestic



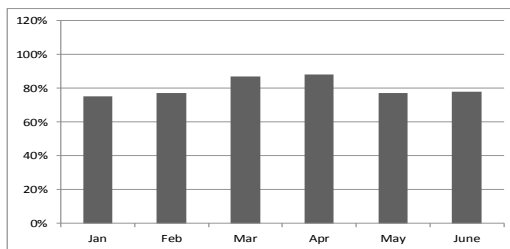
average 2012: 84%
average 2013: 84%

3 Collection Efficiency for Government



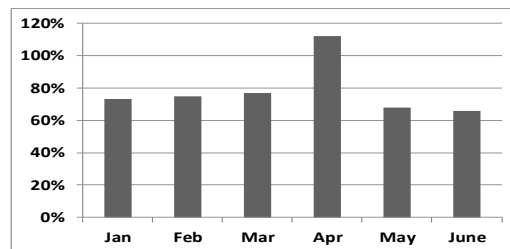
average 2012: 214%
average 2013: 65%

4 Collection Efficiency for Commercial



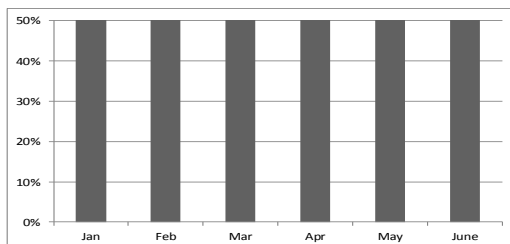
average 2012: 80%
average 2013: 80%

5 Operational Actual Cost Coverage



average 2012: 101%
average 2013: 79%

6 Non Revenue Water



average 2012: 46%
average 2013: 52%

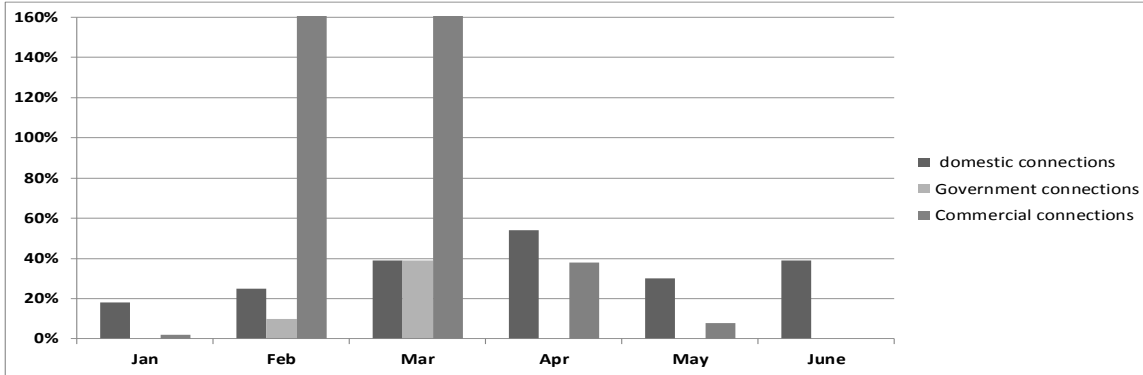
7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	24				
Feb	24				
Mar	24				
April	24				
May	24				
June	24				

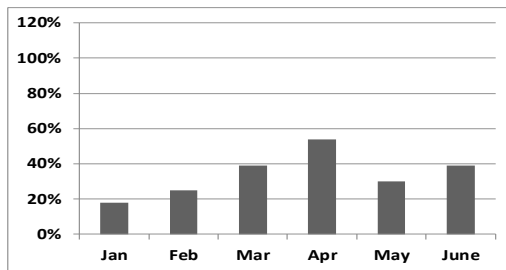
Comment :

Al-Dalea Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

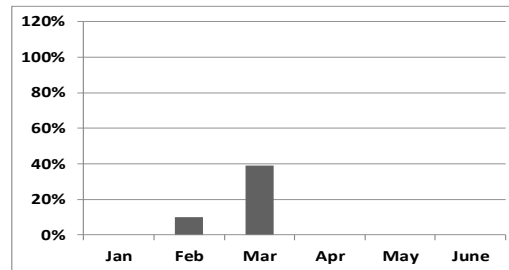


2 Collection Efficiency for Domestic



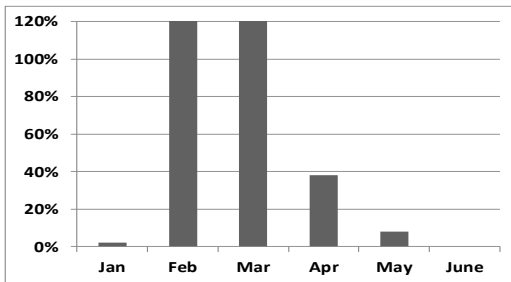
average 2012: 34%
average 2013: 35%

3 Collection Efficiency for Government



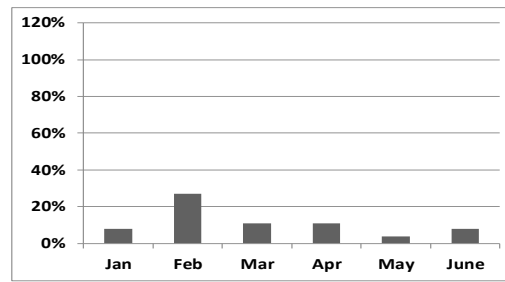
average 2012: 55%
average 2013: 25%

4 Collection Efficiency for Commercial



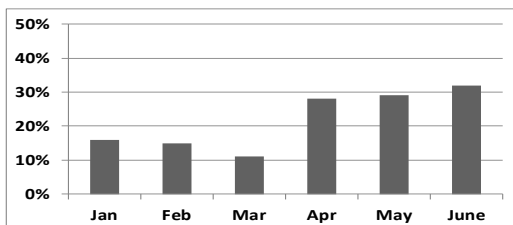
average 2012: 233%
average 2013: 96%

5 Operational Actual Cost Coverage



average 2012: 20%
average 2013: 12%

6 Non Revenue Water



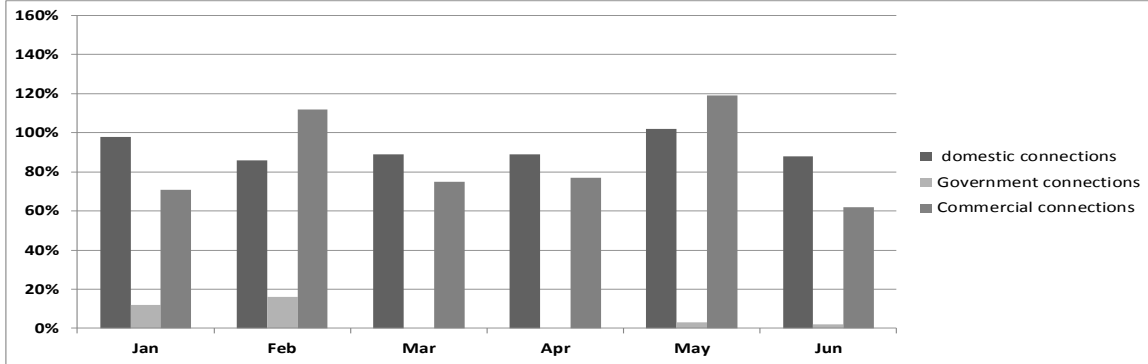
average 2012: 44%
average 2013: 22%

7 Continuity of Water Supply

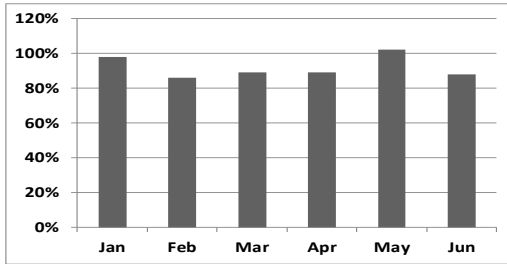
Month	Daily		Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month	
Jan						1.5
Feb						1
Mar						1
Apr						1
May						1
June						1

Yareem Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

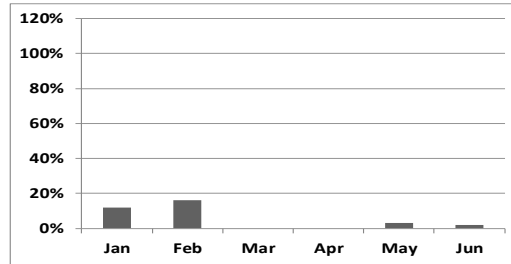


2 Collection Efficiency for Domestic



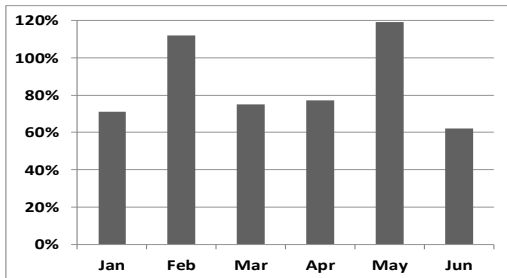
average 2012: 98%
average 2013: 92%

3 Collection Efficiency for Government



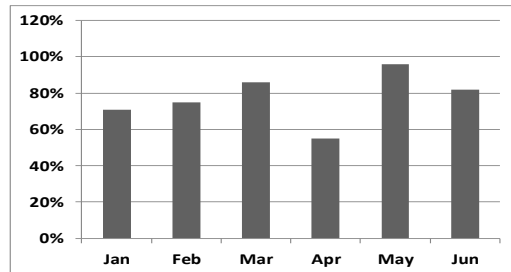
average 2012: 26%
average 2013: 6%

4 Collection Efficiency for Commercial



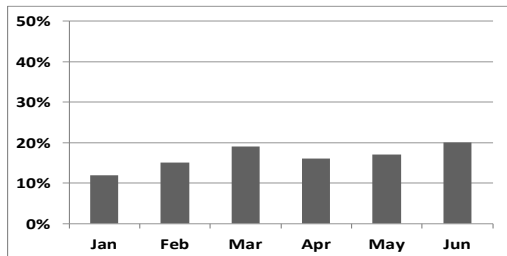
average 2012: 81%
average 2013: 87%

5 Operational Actual Cost Coverage



average 2012: 87%
average 2013: 76%

6 Non Revenue Water



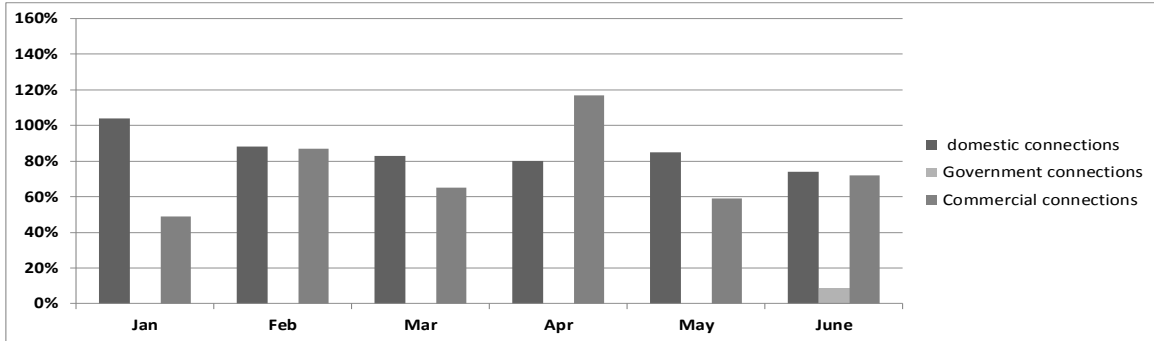
average 2012: 19%
average 2013: 17%

7 Continuity of Water Supply

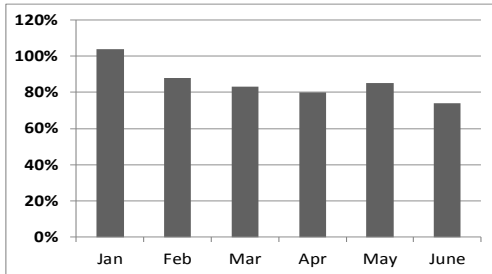
Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan				12	2
Feb				12	2
Mar				12	2
Apr				12	2
May				12	2
June				12	2

Al-Mansouriah Jan-June 2013

1 Collection Efficiency for Domestic, Government & Commercial

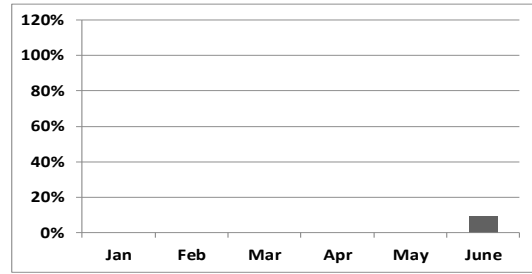


2 Collection Efficiency for Domestic



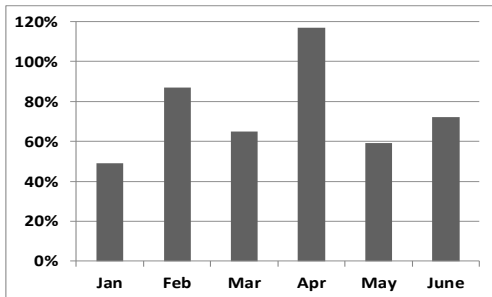
average 2012: 90%
average 2013: 86%

3 Collection Efficiency for Government



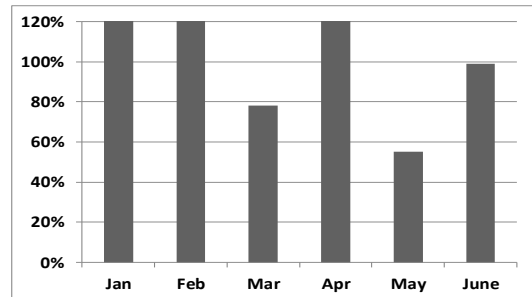
average 2012: 652%
average 2013: 2%

4 Collection Efficiency for Commercial



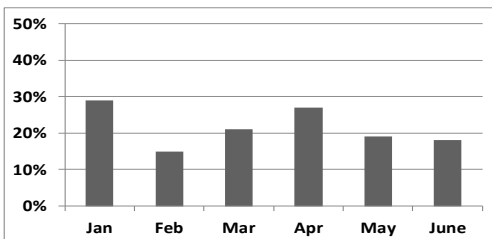
average 2012: 78%
average 2013: 75%

5 Operational Actual Cost Coverage



average 2012: 162%
average 2013: 104%

6 Non Revenue Water



average 2012: 20%
average 2013: 22%

7 Continuity of Water Supply

Month	Daily	Weekly		Monthly	
	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
Jan	12				
Feb	12				
Mar	12				
April	12				
May	12				
June	12				

Comment :

Annex 2 Tables of Indicators

PIIS 2012-2013

No.	LC/Utility	Collection Efficiency Domestic (Average)		Collection Efficiency Government (Average)		Collection Efficiency Commercial (Average)		Operational actual cost coverage (Average)		Non-revenue water (Average)	
		2012	2013(Jan-June)	2012	2013(Jan-June)	2012	2013(Jan-June)	2012	2013(Jan-June)	2012	2013(Jan-June)
1	Aden	53%	54%	194%	69%	93%	82%	124%	68%	35%	36%
2	Sana'a	81%	93%	89%	66%	77%	100%	93%	88%	40%	34%
3	Taiz	75%	78%	151%	68%	123%	60%	102%	68%	23%	18%
4	Mukala	92%	88%	123%	119%	91%	89%	116%	109%	39%	39%
5	Hodeidah	79%	75%	249%	40%	78%	77%	140%	71%	40%	36%
6	Dhamar	84%	84%	214%	65%	80%	80%	101%	79%	46%	52%
7	Rada'a	85%	96%	106%	7%	88%	95%	81%	72%	31%	27%
8	Ibb	94%	94%	134%	63%	88%	92%	152%	145%	25%	24%
9	Alsheher	89%	82%	131%	47%	82%	72%	98%	82%	30%	30%
10	Seyuon	88%	79%	167%	74%	90%	76%	106%	89%	29%	42%
11	Mocha	96%	109%	172%	51%	93%	100%	109%	106%	23%	26%
12	Zabid	100%	92%	225%	14%	96%	80%	114%	93%	19%	19%
13	Bajil	87%	96%	292%	294%	87%	85%	104%	136%	24%	25%
14	Bait Alfaqih	97%	86%	12%	365%	98%	96%	76%	102%	18%	28%
15	AlMahweet	86%	80%	241%	30%	86%	32%	80%	44%	25%	22%
16	Hajjah	96%	107%	184%	68%	107%	115%	121%	87%	13%	13%
17	Amran	101%	101%	285%	16%	103%	92%	136%	95%	16%	19%
18	AlDalea	34%	35%	55%	25%	233%	96%	20%	12%	44%	22%
19	Yareem	98%	92%	26%	6%	81%	87%	87%	76%	19%	17%
20	Al Mansouriah	90%	86%	652%	2%	78%	75%	162%	104%	20%	22%

Annex 3 Frequency of Water Supply

No.	LC/Utility	2012					Jan - June 2013				
		Daily	Weekly		Monthly		Daily	Weekly		Monthly	
		Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month	Hours/Day	Hours/Day	Day/Week	Hours/Day	Day/Month
1	Aden	15					17				
2	Sana'a				5.25	3.5		8	1		
3	Taiz					1.8d/2month					1/ 2month
4	Mukala	10					10				
5	Hodeidah	24					24				
6	Dhamar	21					24				
7	Rada'a		24	2					1		
8	Al Mansouriah	21					12				
9	Ibb		24	2				24	2		
10	Alsheher	21					20				
11	Seyuon	24					24				
12	Mocha	24					24				
13	Zabid	15.5					6				
14	Bajil		24	1				24	1		
15	Bait Alfaqih	14					16				
16	AlMahweet				24	1				5	1
17	Hajjah		17	1							4_5
18	Amran							24	1		
19	AlDalea				2	1.5					1
20	Yareem					1.8				12	2