

Resilience - Oriented Indicators Overview



Yemen Water Sector Performance Indicators
of The Water and Sanitation Local Corporations (LCs) in
Aden, Sana'a, Ibb, Taiz and Hodeidah

1st Quarter

Jan – Mar 2018

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1 Introduction

Yemen is suffering an acute water crisis aggravated during the crisis. The drinking-water supply and sanitation services are inadequate, as is the management of water resources.

The Water and Sanitation Local Corporations (LCs) are passing through serious changes and setbacks, as the continued conflict had created a big challenges for the management of the LCs and the Water Utilities and also in customer's behaviour, especially the reluctance of customers to pay the charges of water and sanitation services.

The situation at the beginning of 1st quarter of 2018 is persisting as closely as the last three years where a number of variables are affecting the urban water sector, leading to the deterioration of the water and sanitation services of most by the LCs - particularly in the operational cost coverage. The shortage of the power supply (The National Electrical Grid) is one of the major factors contributed to the dilemma of the water business and resilience of the LCs, jeopardizing the sustainability of the service delivery.

The shortage of power supply and the fuel price increment are casting the dark shadow on the water supply services, where the provision of the service has become linked to the availability of fuel and, in best

cases, enforce the LCs to compromise the water production and supply hours.

WASH Cluster and other Humanitarian Societies had mobilized the possible resources to support the LCs with urgent needs (i.e. fuel, electricity or solar energy systems as an alternative source).

The deteriorated economic situation is also considered one of the leading consequences that undermined the functions of the LCs. In addition, the government's inability to pay the salaries of the public sector employees since the late of 2016 contributed to the sharp decline of the LCs' operational revenue, resulting to a critical financial situation that impacted the level of service provision, exacerbated with customers' dissatisfaction with the services they receive, and hence, low collection due to the unwillingness to pay for those services.

In spite of the harsh conditions and challenges, the determination and dedication of the LCs' staffs have maintained the continuity of the service delivery in light of the available possibilities. In addition, effective emergency measures were embarked by the Relief and Donor organizations contributed to strengthening the role of the LCs in critical operational aspects.

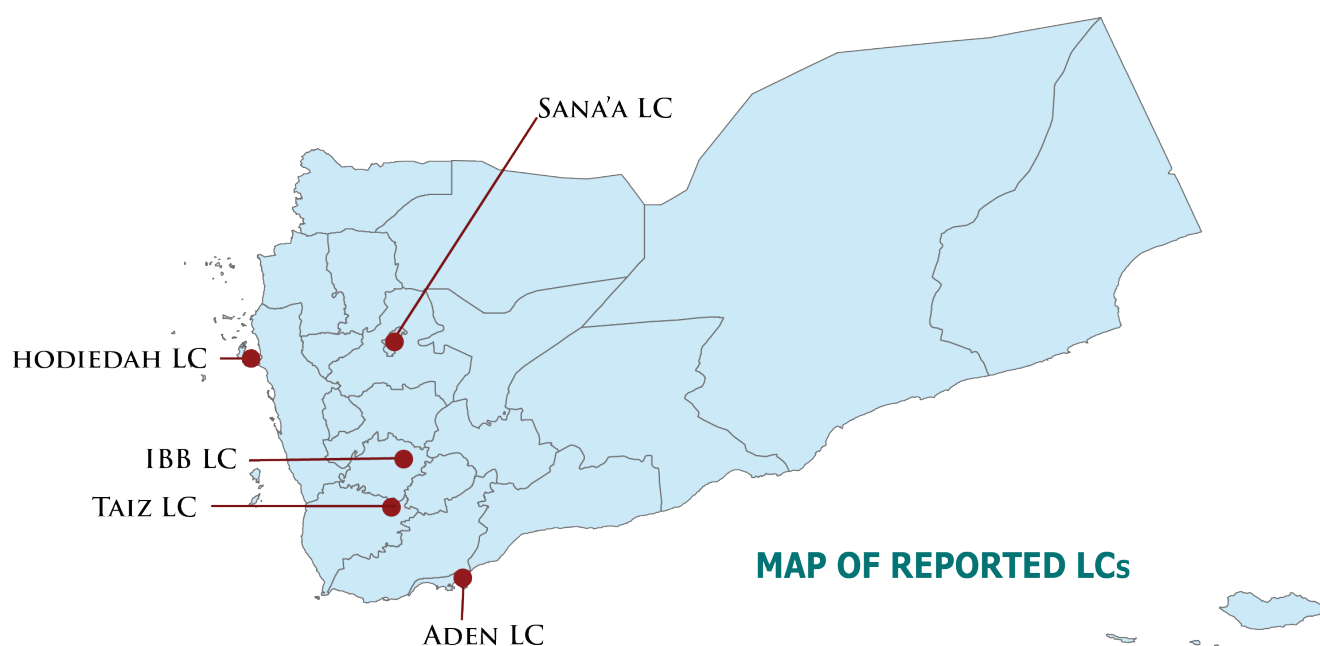


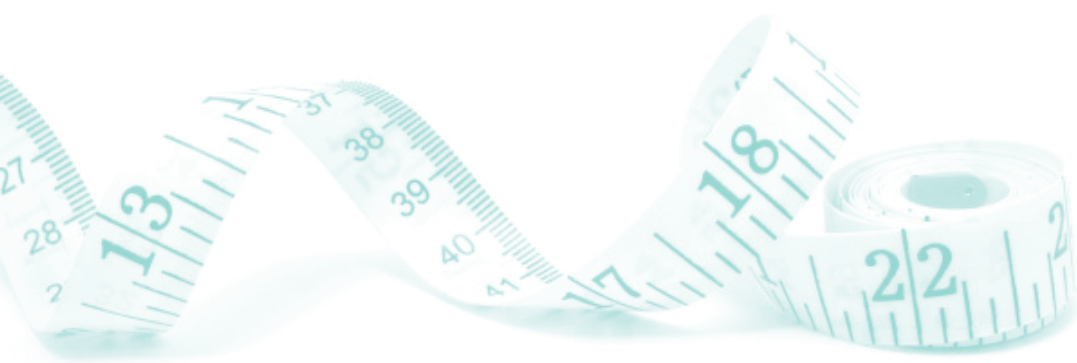
2 Reporting Process

Since the conflict erupted in Yemen in March 2015, the Ministry of Water and Environment 'MWE' with technical support by the GIZ Water Sector Program initiated a process to monitor key performance indicators of selected LCs such as Sana'a, Aden, Taiz, Hodeidah and Ibb. The frequency of reporting takes place on a quarterly basis for twenty-three emergency performance indicators to assist the Ministry of Water and Environment and other

Water Sector Stakeholders to address the real and potential trends of performance with respect to operational, financial and managerial capabilities of the LCs during the crisis and its consequences.

This report covers the period from January to March 2018 accompanied with a brief technical analysis according to the specific context of each reported LC.





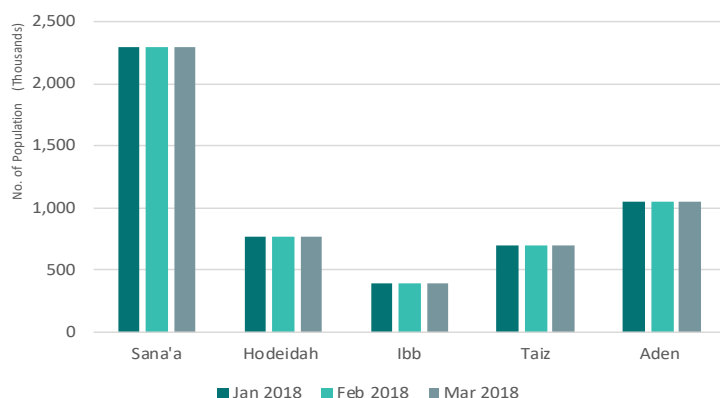
3 Emergency Water Sector Performance Indicators

a. Service Coverage of Piped Water Supply	<ol style="list-style-type: none"> 1. No. of population of urban centers (capita). 2. Number of IDPs in served area (capita). 3. Number of population served through water supply network (capita). 4. Water supply service coverage = population served through water supply network vs total population (%).
b. Service Days	<ol style="list-style-type: none"> 5. Number of service days of piped water supply per month.
c. Water Quantity	<ol style="list-style-type: none"> 6. Total quantity of water pumped in the network (m³ /month). 7. Per capita quantity of water pumped in the network (l/capita/day).
d. Energy Cost	<ol style="list-style-type: none"> 8. Energy Cost per m³ of water produced (YER/m³).
e. Storage Capacity	<ol style="list-style-type: none"> 9. Storage capacity (m³). 10. Storage capacity (l/capita).
f. Performance of Pumps and Generators	<ol style="list-style-type: none"> 11. Number of main pumps for the water supply system. 12. Number of functional water pumps in service. 13. Number of working hours of all operating pumps that pump water (hour/month). 14. Number of main functional pump failures due to technical reasons (-/month). 15. Number of working generators in the operation of pumps. 16. Number of working hours of all operating generators used to run the functional pumps that pump water (hour/month).
g. Cost and Revenues	<ol style="list-style-type: none"> 17. Collected revenues (YER/month). 18. Billed amount (YER/month). 19. Total operational costs (YER/month). 20. Collected revenues vs billed amount (%). 21. Actual operational cost coverage (%). 22. Monthly governmental subsidies (YER). 23. Percentage of basic monthly salaries paid (%).

4 Technical Analysis

a. Service Coverage of Piped Water Supply

1. Number of population of urban centers (capita)



Sana'a: Sana'a Capital is one with the highest population growth rates in Yemen due to internal migration probably for economic and security respects.

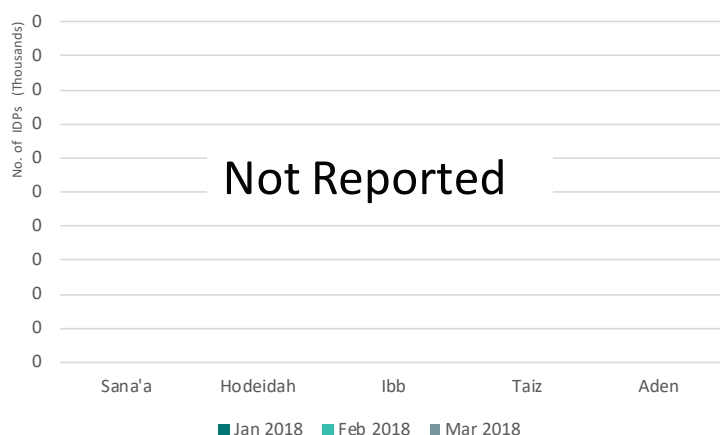
Hodeidah: The total number of population is nearly about 673,016 on average. Though IDPs figures were not reported for this quarter. Hodeidah city is considered a conducive destination for security and resettlement during the crisis, yet adding more burdens on the LC which is exhausted by the dilemma of financing fuel supply and salaries.

Ibb: The augmentation of the population growth rate and the influx/reintegration of IDPs and refugees in the city posed the main challenge for Ibb LC to cope with the urgent water demands and supply together.

Taiz: At present, the severity of the security situation is the actual extrapolation of displacement levels. However, people in the city are barely trying to survive with minimum supplies of life-line necessities, inter alia drinking water. To relieve further sufferance. The LC was empowered by the INGOs to partially resume operation in some zones of the city.

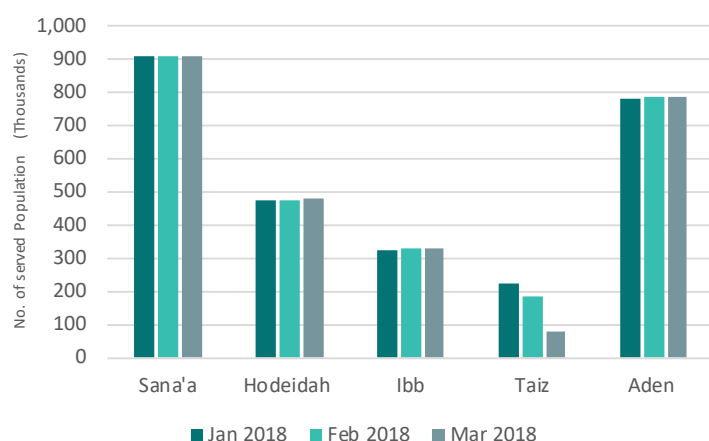
Aden: The number of population in Aden is 1,052,074 on average with a normal growth rate despite lack of IDPs information.

2. Number of IDPs in served area (capita)¹



1. The last national report for IDPs was circulated by the TASK FORCE ON POPULATION MOVEMENT | TFPM, YEMEN in October 2017. However, IDPs data for this quarter was provided by the LCs of Sana'a & Ibb only

3. Number of population served through water supply network (capita)



Sana'a: Regardless of the slight improvement of water supply, the water service coverage is constantly low 40 % due to increase in growth rate and the inability of network expansion.

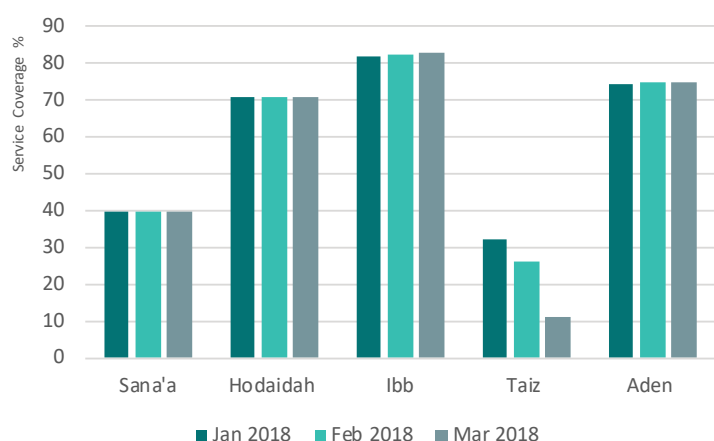
Hodeidah: Despite the shortage of power and fuel supply, the water service coverage is relatively around 71 % with a convenient supply of pumped water.

Ibb: The LC is covering around 82 % of water services, but this quarter showed a slight regress in service coverage compared with the last quarter of 2017 which was 87%.

Taiz: The water service coverage varied monthly throughout this quarter. The fuel subsidy provided by the UNICEF and ICRC was influential to some extent in maintaining the service provision. But the service coverage still showing declination during this quarter from 32 % to 11%.

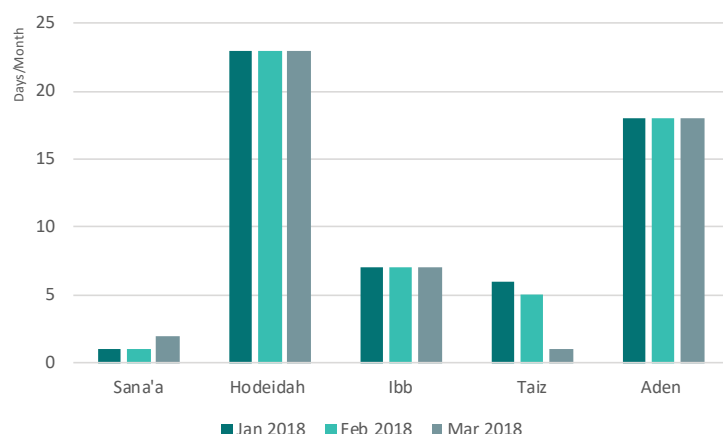
Aden: The water service coverage is still acceptable around 75% in light of external subsidies.

4. Water supply service coverage = population served through water supply network vs. total population (%)



b. Service Days

5. Number of service days of piped water supply per month



Sana'a: The number of water supply service days is in general very low (as an average 1.3 day per month) regardless of the water supply improvement in some area (zones) during this quarter. The fuel/energy supply is still a persistent dilemma for the LC.

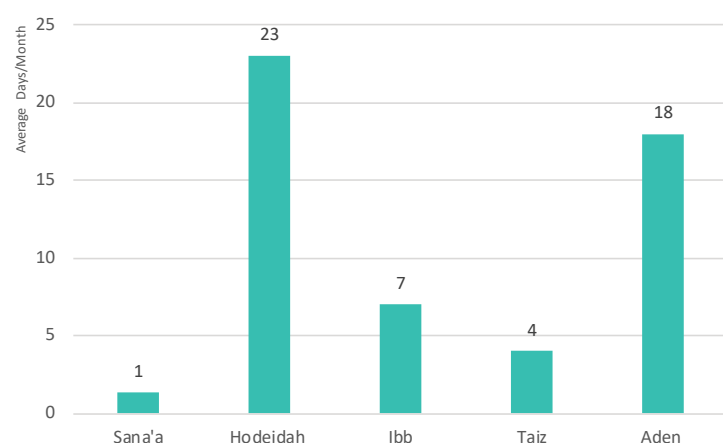
Hodeidah: Water supply is stable and kept at a good level where 70% of people are served daily with water approximately around 18 hours/day, and 30% of them are getting water once every two/three day. The LC is giving extreme priority to the supply of fuel over other operational costs.

Ibb: Water supply services are usually provided seven days a month in case of regular operations without external contingencies.

Taiz : This quarter, the LC is striving to supply the minimum quantity of water to the serviced zones that are operationally reached by the LC with an average 4 days/month, despite some improvement was noticed in January and February 2018 (6 days in average), the frequency of water supply has decreased to 1 day on March 2018.

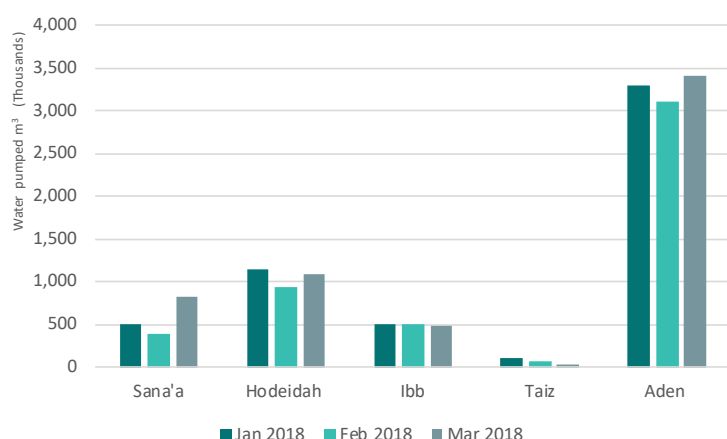
Aden: The continuity of supply was stable throughout this quarter with an average around 18 days/months.

Average no. of service days per month



c. Water Quantity²

6. Total quantity of water pumped in the network (m³ /month)³



Sana'a: The proportional correlation between the frequency/quantity of water pumped through the network and the availability of fuel has resulted in remarkable access to drinking water in some areas serviced by Sana'a LC - particularly in March. Consequently, and despite its low compliance with the minimum standards of the water demand, the results showed an increment in water share per capita from 12.5 to 21 l/capita/day on average compared with the last year.

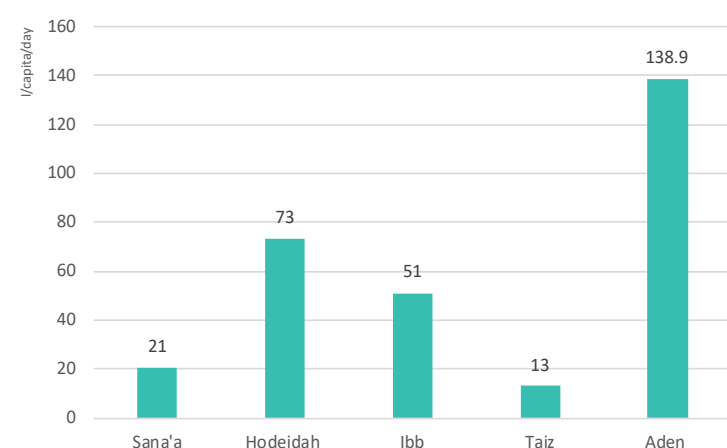
Hodeidah: The slight reduction in water production compared with the last year has been reflected in the water share per capita and decreased from 82.3 to 73 liters/person/day keeping an acceptable curve of essential water requirement (lpcd).

Ibb: Adding to the frequent displacement of people to Ibb city, the LC was able to maintain a continuous stability of water production as a result of following systematic operational procedures. Therefore, the average water shares per capita remained steady at 51 l/capita/day with water loss in the network reached around 26 % as an average.

Taiz: The quantity of water produced was at its highest range at the beginning of this quarter, but later, has declined rapidly in March 2018. In parallel, the water share per capita has decreased from 20 to 5 l/capita/day. The number of operating wells was reduced also in March to 19 wells due to cease of fuel subsidy provided by the INGOs.

Aden: The quantity of water produced varied throughout this quarter but it showed improvement on March. Moreover, the water loss is still HIGH.

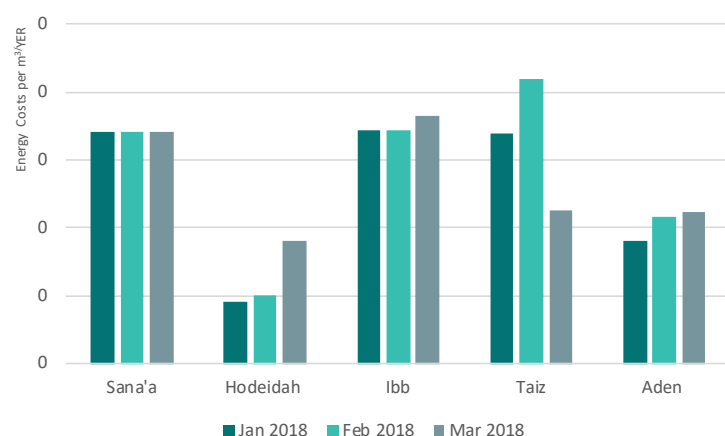
7. Per capita quantity of water pumped in the network (l/capita/day)



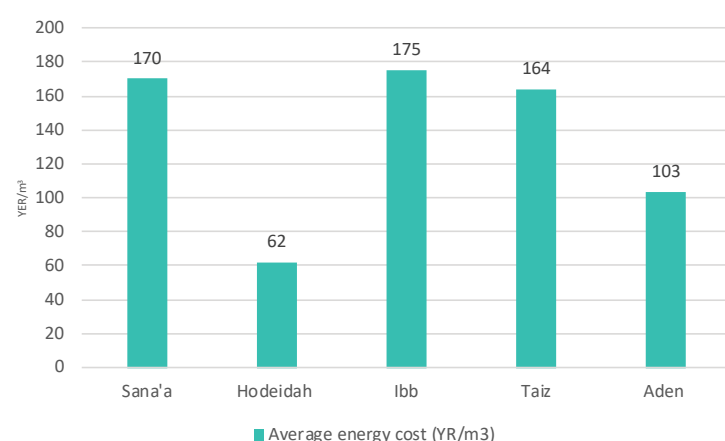
2. The calculation of per capita share of the water produced is based on LCs figures. The water supply provided by the private sector and/or humanitarian agencies was not monitored by the LCs and hence was not calculated in this report.
3. The water quantity represents the production, not the billed water.

d. Energy cost

8. Energy cost per m³ of water produced (YER/m³)⁴



Average energy cost (YER/m³)



Sana'a: The average energy cost per m³ of water produced is 170 YER. The unbearable energy costs are attributed to the deep wells in Sana'a and the increment of fuel prices.

Hodeidah: The energy cost per m³ of water produced is unstable due to the increment of fuel prices and electricity outage. Energy cost for LC Hodeidah is one of the estimated lowest prices compared with the other LCs. Nonetheless, it has doubled increased in March from 48 to 90 YER in line with the fuel support received by the INGOs in this quarter too.

Ibb: The energy cost per m³ of water produced increased dramatically from 65 YER (4th quarter 2017) to about 175 YER in average. The energy cost for LC Ibb is perceived the highest cost among the other LCs in this quarter as well.

Taiz: The energy cost varied throughout this quarter due to fuel price fluctuation, availability in the local market and support received from INGOs (UNICEF and ICRC). The energy cost for LC Taiz is around 164 YER on average. In Feb 2018, the cost reached its highest peak among other LCs.

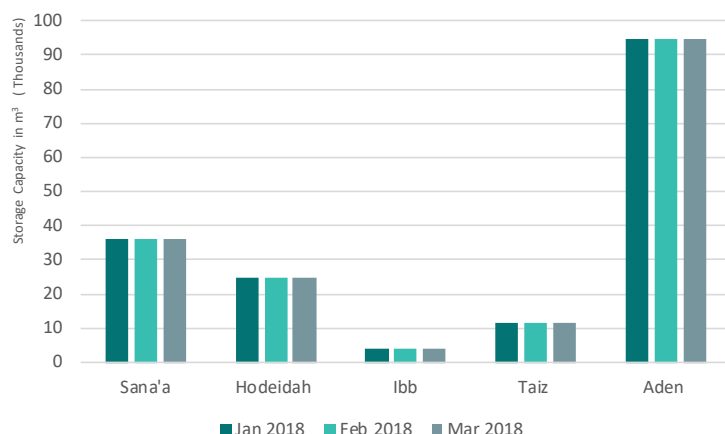
Aden: The energy cost per m³ of water produced was increased throughout this quarter around 103 YER.

- Energy and fuel shortage is the main concern with regard to water supply reliability.

4. 1 Euro € ≈ 420.5 YER (Central Bank, 22nd Jan, 2018)
1 US \$ ≈ 379 YER

e. Storage Capacity

9. Storage capacity (m³)



Sana'a: The storage capacity is 36,000 m³ for 40 l/capita.

Hodeidah: The Storage capacity is 25,000 m³ and serve 52 l/capita.

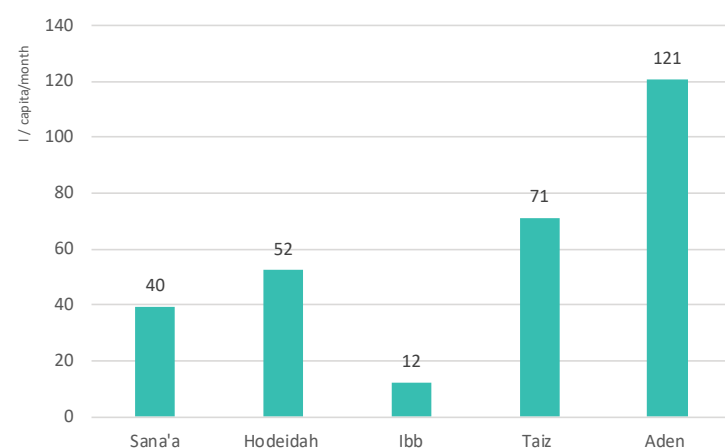
Ibb: The storage capacity is around 4,000 m³ for 12 l/capita, which is the lowest among the other LCs.

Taiz: The storage capacity is 11,500 m³ and provide 71 l/capita. In the meanwhile, there is no actual storage where water is pumped directly into the network.

Aden: The overall average storage capacity in Aden before the crisis was 175 l/capita. BUT now, it's falling to about 95,000 m³ with 121 l/capita.

- This emphasizes the fact of the urgent need to expand the storage capacity by priority in LCs of Ibb, Hodeidah, Sana'a and lastly in Aden.

10. Storage capacity (l/capita)

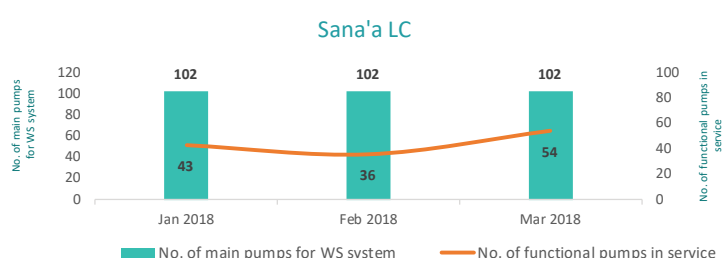


l/capita. = Liter per Capita

f. Performance of pumps and generators

11. Number of main pumps for the water supply system⁵

12. Number of functional water pumps in service



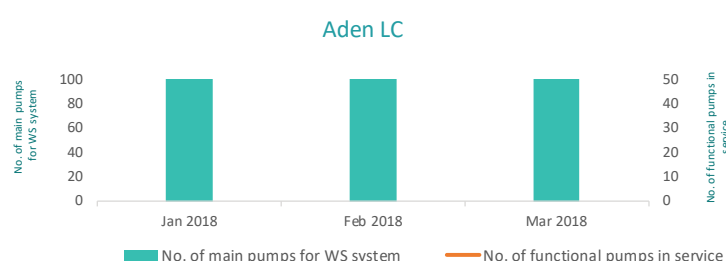
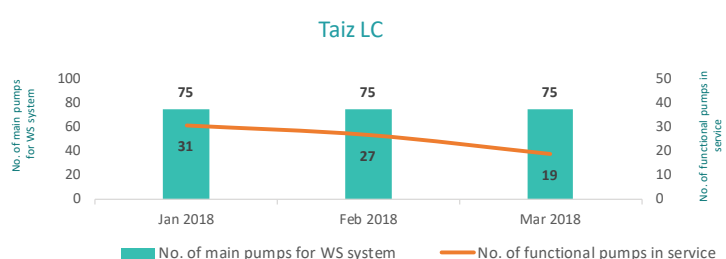
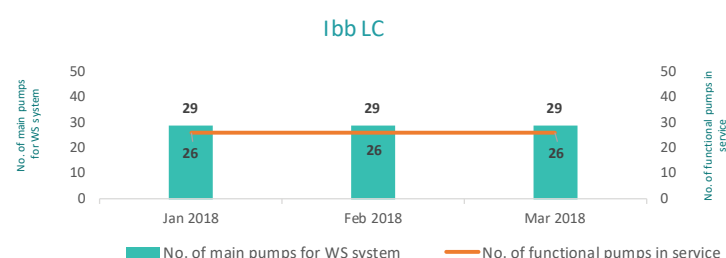
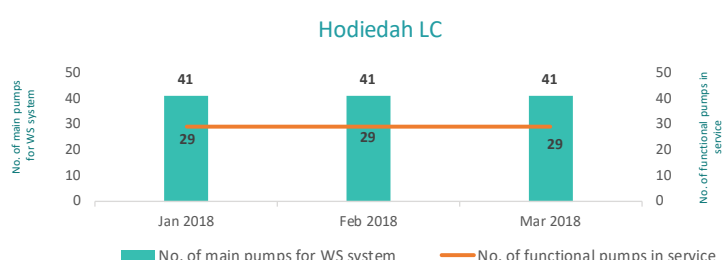
Sana'a: As a result of fuel/energy subsidy provided by the UNICEF. The LC was capable to run an extra number of functioning pumps to an average 44 pumps during this quarter.

Hodeidah: Despite the LC has received fuel subsidy from UNICEF, ICRC and other WASH members. The percentage of operating pumps have surprisingly decreased from 92.5 in the last quarter of 2017 to 71% throughout this quarter.

Ibb: The LC was able to steadily maintain the number of operating pumps where the percentage of functioning pumps is around 90%.

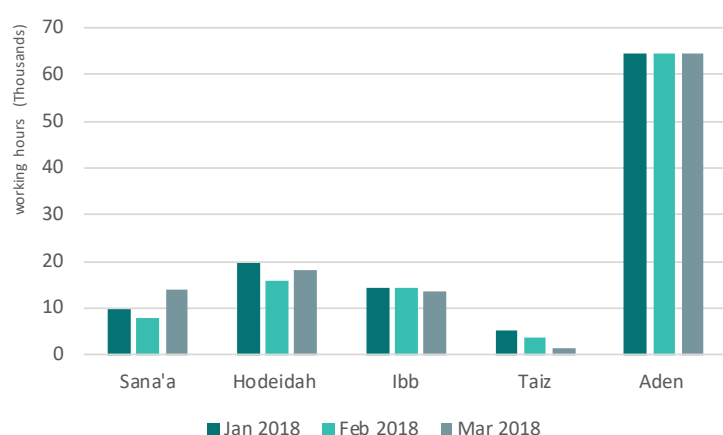
Taiz: The number of operating pumps has decreased during this quarter due to fuel shortage with an average 26 functioning pump (34 % of total pumps). The availability/lack of fuel provision is one of the considerable factors controlling the number and duration of pumps in operation.

Aden: The percentage of functioning pumps has improved through this quarter from 71 to 84%. The LC was able to maintain stable operating pumps with no further interruption.



5. The number of pumps represent the pumps in well fields and in pumping station in network.

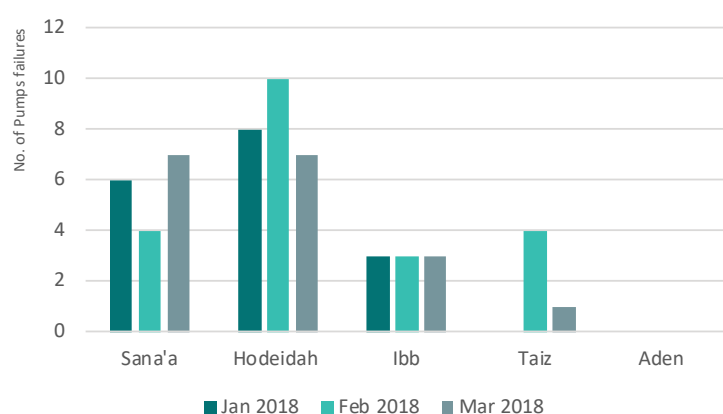
13. Number of working hours of all operating pumps that pump water (h/month)



Sana'a: In this quarter, the number of pumping hours increased and showed improvement compared to 2017 from an average 5-6 to 8 hours/day. The duration of the operating pumps working hours is directly proportional to the availability/interruption of the fuel/energy supply. The technical failure and maintenance are another factor affecting the pumps performance of pumps.

Hodeidah: The number of working hours increased during this quarter with an average of 20 hours/day due to the availability of the fuel supply. The frequency of technical failures had an impact on the overall efficiency of pumps and water production in this quarter where it decreased to 70% compared to the last year.

14. Number of main functional pump failures due to technical reasons (-/month)

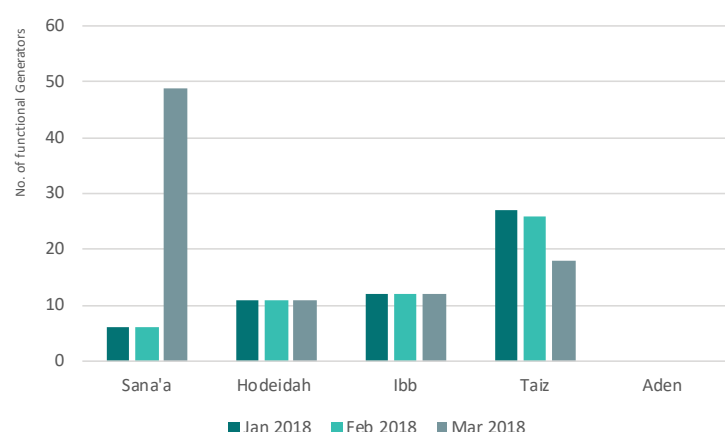


Ibb: The average working hours are around 18 hours/day, which is close to the last quarter of 2017.

Taiz: The average working hours of pumps are around 4 hours/day. Unfortunately, the fuel shortage or delay has lessened the pumping hours during this quarter.

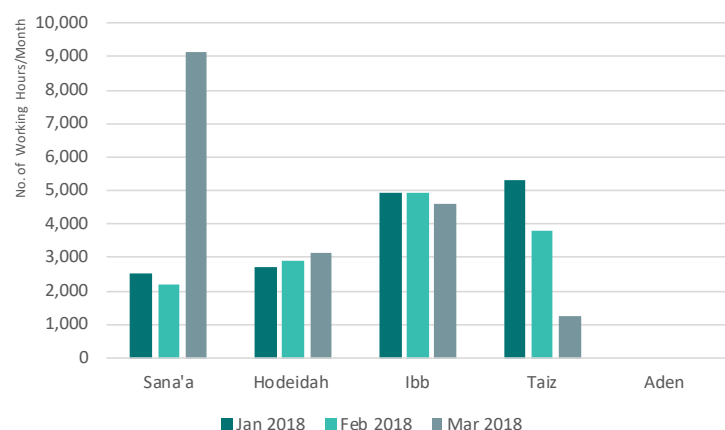
Aden: The number of working hours was stable throughout this quarter with average 21 working hours/day.

15. Number of working generators in the operation of pumps.



Sana'a: The LC is no more relying on the public electricity grid and uses standby generators for water production and wastewater treatment. In Jan and Feb 2018, the number of working generators was very low, only 6 generators were operating with an average around 8 working hours per day. The number of working generators is limited to the availability of fuel and maintenance. In March, the situation has improved and more generators were in service as a result of fuel support by the UNICEF.

16. Number of working hours of all operating generators used to run the functional pumps that pump water (h/month).



Hodeidah: The average working hours of generators decreased from 9.4 to 7 hours/day. The LC is mostly relying on consumables (generators and fuel) to operate the pumps. Hence, the fuel shortage is the main operational concern with regard to the energy generation.

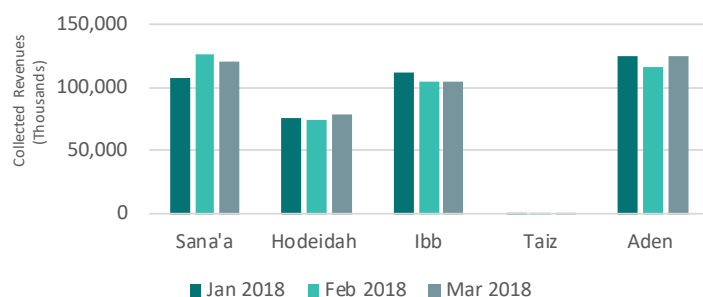
Ibb: The LC was capable to run two extra generators with an average 16.9 working hours per day. Like others, the LC is no more relying on the public electricity grid and they had received fuel from the UNICEF to run standby generators during power cut-off.

Taiz: The LC met some problems to maintain the operating generators. Though, there is an improvement noticed in this quarter with an average 5 working hours per day.

Aden: Not reported.

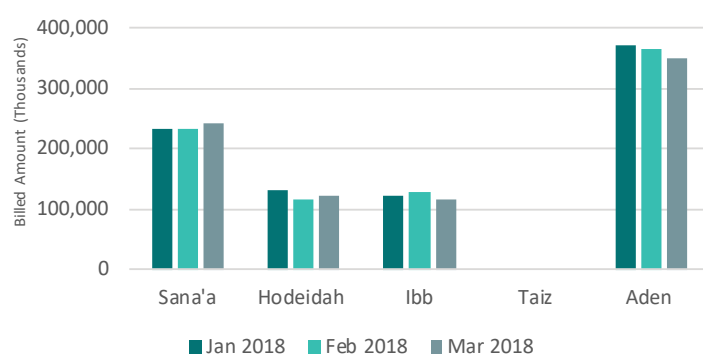
g. Costs and Revenues

17. Collected revenues (YER/month)⁶



Sana'a: The collected revenues were higher compared with the last quarter of 2017. To improve the collection rate and encourage/motivate the customers to pay their dues. GIZ has supported the LC with 30 field bill collection devices (PDA⁷ devices). The LC started using the PDA system for collection and proved acceptance by the customers. The total operational cost is still higher than revenue in Jan 2018, while for the other months are not reported yet.

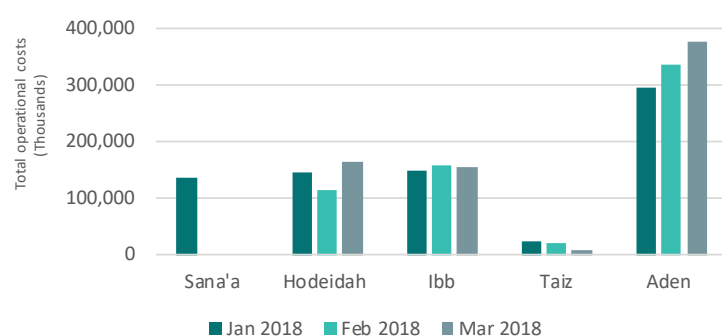
18. Billed amount (YER/month)



Hodeidah: The collected revenues still low and varied during this quarter. The billed amount is insufficient to cover the ascending total operational cost.

Ibb: The collected revenues improved in this quarter and the billed amount is close in value to cover the total operational costs. The LC could release a major part of their liabilities with efficient revenue collection.

19. Total operational costs (YER/month)



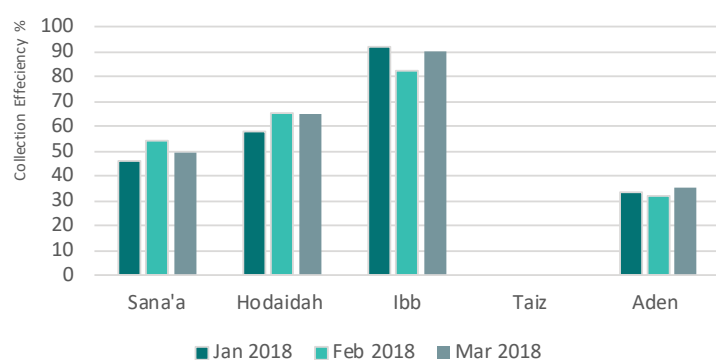
Taiz: Though the LC strived to issue water bills. The insignificant collected revenues from the consumers were far from covering the operational liabilities.

Aden: The collected revenues showed some improvement in this quarter despite the billed amount shortfall to cover the high total operational cost. In general, the collection rate is inefficient to slash the accumulated debts. Some inconsistent figures were also reported in the billing amount and water quantity as the LC is pumping more water, but fewer quantities are billed.

6. Revenues including domestic, commercial & governmental collection

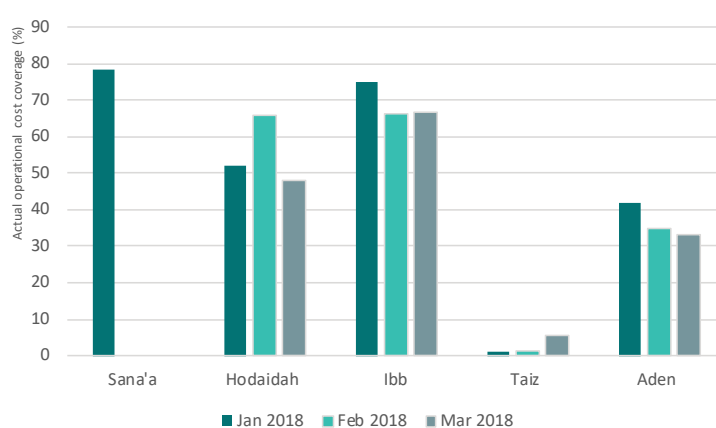
7. PDA: Personal Data Analysis

20. Collected revenues vs. billed amount (%)



Sana'a: The average percentage of collection efficiency increased compared to the fourth quarter of 2017 (from 32.3 to 50 %) with intensive efforts to be exerted for improving the revenue collection. In Jan 2018, the actual operational cost coverage was showing some improvement due to the reduction in the number of working generators and O&M expenses. Due to unreported data for Feb and Mar 2018, the performance is quite difficult to be analyzed.

21. Actual operational cost coverage (%)



Hodeidah: The average percentage of collection efficiency showed some improvement and the actual operational cost coverage varied during this quarter.

Ibb: The average percentage of collection efficiency is of the best LCs with an average collection rate of 88% and gave a good indication that Ibb LC still has the ability to provide a good service. In this quarter, the LC was challenged with additional operational costs that affected the actual operational cost coverage with an average of 69 % compared with 76 % of the last quarter in 2017.

Taiz: The billing and collection processes as part of the business process of the LC work cycle were disrupted during the crisis. Therefore, the LC depends totally on the INGOs subsidies for covering operational costs, and recently, active employees got basic salary payment from the central government.

Tariff Structure (Domestic connections)

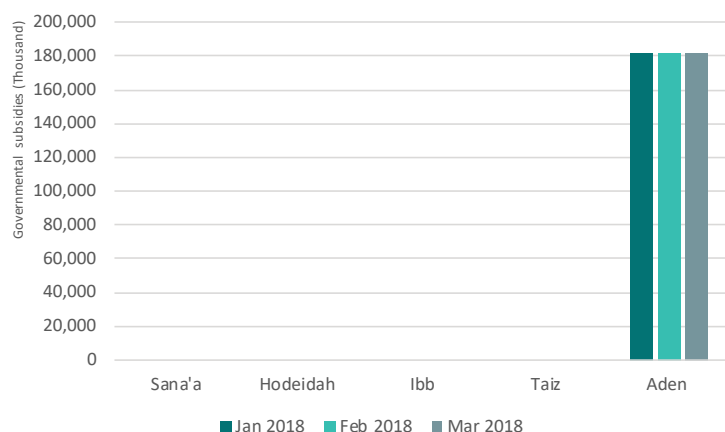
LC	Amount of Consumption in (m ³ /mth)	Water Tariff (YER/m ³)	Sewerage Tariff (YER/m ³)
Sana'a	(0 - 5)	72	58
	(6 - 10)	72	58
	(11 - 15)	104	83
Aden	(0 - 10)	31	21
	(10 - 20)	59	41
	(21 - 30)	89	63
Ibb	(0 - 5)	168	-
	(6 - 10)	203	-
	(11 - 15)	248	-
Hodeidah	(0 - 5)	50	40
	(6 - 10)	60	48
	(11 - 15)	85	68
Taiz	(1 - 5)	60	40
	(6 - 10)	80	53
	(11 - 20)	158	101

Reference: DAS III 2017

Aden: The average percentage of collection efficiency is very low 23%. Promptly, the LC has to make some efforts to adopt some innovative measures to improve this situation e.g. awareness campaigns, etc.

- The sustainability of the water services and the willingness to pay for it is the reciprocal concern between the LCs and their consumers.

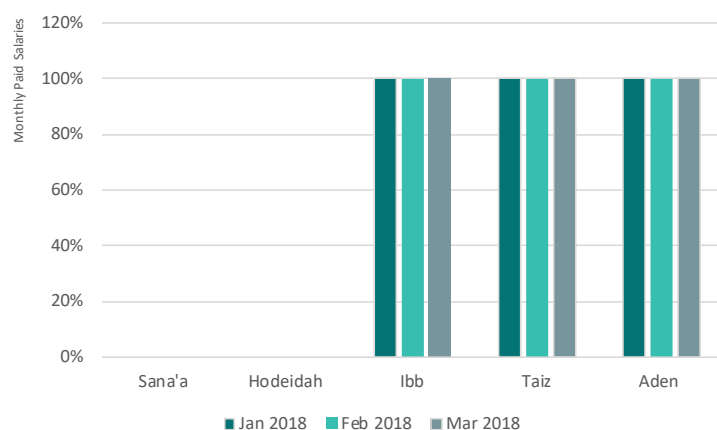
22. Monthly governmental subsidies



Sana'a: The basic salaries were NOT paid in this quarter too. The last salary was paid retroactively for October 2017 by installment in July 2018. Most often, Sana'a LC is receiving regular in-kind assistance (operational aids) from the UN Agencies and INGOs.

Hodeidah: The basic salaries are the LC's second priority and concern after fuel. For that reason, the LC was incapable to fully cover the basic salaries for the fourth quarter of 2017 and the 1st quarter of 2018 and postponed it until further notice. The employees received only half entitlements of the salaries for October 2017 and January 2018.

23. Percentage of basic monthly salaries paid (%)



Ibb: The basic salaries were paid from the generated revenues. There is no any government subsidy.

Taiz: The LC active employees who're operating the water network and all related installation have received their salaries from the Ministry of Finance as well as incentives from UNICEF to maintain the operational service delivery.

Aden: The basic salaries were paid as a government subsidy.

Annex Resilience Emergency Indicators Sheet Jan-Mar 2018

Urban Water Sector - Sana'a LC, Aden LC, Hodeidah LC, Ibb LC & Taiz LC

No.	Data / Indicator	LC	Unit	1 st Q		
				Jan-18	Feb-18	Mar-18
1	عدد السكان في المراكز الحضرية المخدمة من قبل مزود الخدمة (شهري في نهاية الشهر) Number of Population of urban centers	Sana'a	Cap	2,300,000	2,300,000	2,300,000
		Hodeidah		673,016	673,016	673,016
		Ibb		396,786	396,786	396,786
		Taiz		700,049	701,983	703,922
		Aden		1,052,074	1,052,074	1,052,074
2	عدد النازحين الى مناطق امتياز مزود الخدمة (شهري في نهاية الشهر) Number of IDPs in the served Area	Sana'a	Cap	–	–	–
		Hodeidah		–	–	–
		Ibb		–	–	–
		Taiz		–	–	–
		Aden		–	–	–
3	عدد السكان المخدمين بالمياه من قبل مزود الخدمة (شهري في نهاية الشهر) Number of population served through water supply network	Sana'a	Cap	911,370	911,370	911,370
		Hodeidah		476,322	476,756	477,288
		Ibb		324,280	326,720	328,000
		Taiz		225,266	182,752	76,176
		Aden		781,254	784,920	786,456
4	نسبة عدد السكان المخدمين بالمياه من قبل مزود الخدمة من إجمالي السكان (شهري في نهاية الشهر) Water supply service coverage = population served through water supply network vs. total population	Sana'a	%	40	40	40
		Hodeidah		61	61	62
		Ibb		82	82	83
		Taiz		32	26	11
		Aden		74	75	75
5	عدد ايام تزويد الخدمة خلال الشهر (تزويد المياه من خلال شبكة التوزيع) Number of service days of piped water supply per month	Sana'a	day / month	1	1	2
		Hodeidah		23	23	23
		Ibb		7	7	7
		Taiz		6	5	1
		Aden		18	18	18
6	إجمالي كمية المياه المضخة من خلال شبكة التوزيع Total Quantity of water pumped in the network	Sana'a	m ³ / month	496,906	383,908	819,326
		Hodeidah		1,135,689	935,422	1,081,749
		Ibb		510,892	510,922	479,325
		Taiz		95,920	68,065	24,980
		Aden		3,291,000	3,103,000	3,406,000
7	نصيب الفرد من المياه المضخة في الشبكة Per capita quantity of water pumped in the network	Sana'a	l / cap / day	18	15	29
		Hodeidah		77	70	73
		Ibb		51	56	47
		Taiz		14	13	11
		Aden		136	141	140

No.	Data / Indicator	City	Unit	1 st Q		
				Jan-18	Feb-18	Mar-18
8	تكلفة الطاقة لكل متر مكعب منتج من المياه خلال الشهر Energy Costs per m ³ water produced	Sana'a	YR / m ³	170	170	170
		Hodeidah		46	50	90
		Ibb		171	171	183
		Taiz		169	209	113
		Aden		90	108	111
9	الطاقة التخزينية الشهرية المتاحة Storage capacity	Sana'a	m ³	36,000	36,000	36,000
		Hodeidah		25,000	25,000	25,000
		Ibb		4,000	4,000	4,000
		Taiz		11,500	11,500	11,500
		Aden		94,783	94,783	94,783
10	نصيب الفرد من الطاقة التخزينية المتاحة Storage capacity share per capita	Sana'a	l/cap	40	40	40
		Hodeidah		52	52	52
		Ibb		12	12	12
		Taiz		51	63	151
		Aden		121	121	121
11	إجمالي عدد المضخات الرئيسية Total number of main pumps for the water supply system	Sana'a	No.	102	102	102
		Hodeidah		41	41	41
		Ibb		29	29	29
		Taiz		75	75	75
		Aden		126	126	126
12	عدد المضخات الرئيسية العاملة والتي تضخ المياه خلال الشهر Number of functional pumps in service	Sana'a	No.	43	36	54
		Hodeidah		29	29	29
		Ibb		26	26	26
		Taiz		31	27	19
		Aden		90	100	106
13	عدد ساعات عمل (تشغيل) المضخات (كل المضخات العاملة والتي تضخ المياه) في الشهر Number of working hours of all operating pumps that pumps water	Sana'a	h / month	9,828	7,764	13,837
		Hodeidah		19,550	15,780	17,927
		Ibb		14,391	14,392	13,502
		Taiz		5,302	3,797	1,264
		Aden		64,601	64,682	64,366
14	عدد الاعطال الناتجة عن اسباب فنية خلال الشهر للمضخات الرئيسية العاملة في ضخ المياه Number of main functional pumps failures due to technical reasons	Sana'a	/	6	4	7
		Hodeidah		8	10	7
		Ibb		3	3	3
		Taiz		0	4	1
		Aden		–	–	–
15	عدد المولدات العاملة في تشغيل المضخات Number of working generators in the operation of pumps	Sana'a	No	6	6	49
		Hodeidah		11	11	11
		Ibb		12	12	12
		Taiz		27	26	18
		Aden		–	–	–

No.	Data / Indicator	City	Unit	1 st Q		
				Jan-18	Feb-18	Mar-18
16	عدد ساعات عمل (تشغيل) المولدات (كل المولدات العاملة المستخدمة في تشغيل المضخات لضخ المياه) خلال الشهر Number of working hours of all operating generators used to run the functional pumps that pumps water	Sana'a	h / month	2,548	2,205	9,127
		Hodeidah		2,701	2,921	3,130
		Ibb		4,912	4,913	4,609
		Taiz		5,302	3,797	1,264
		Aden		—	—	—
17	قيمة الإيرادات الشهرية المحصلة Collected revenues	Sana'a	YR / month	107,995,495	126,904,963	120,528,387
		Hodeidah		75,224,010	74,474,656	78,612,051
		Ibb		111,929,351	105,317,621	104,125,088
		Taiz		245,000	301,000	511,500
		Aden		124,455,515	116,641,407	124,485,813
18	قيمة الإيرادات الشهرية المفوترة (قيمة مبيعات المياه الشهرية المفوترة) Billed amount	Sana'a	YR / month	233,018,823	233,098,029	242,708,174
		Hodeidah		130,297,953	114,570,797	120,689,068
		Ibb		122,096,750	128,118,681	115,575,324
		Taiz		0	0	0
		Aden		369,991,199	366,253,993	351,006,382
19	إجمالي التكاليف التشغيلية Total operational costs	Sana'a	YR / month	137,754,907	0	0
		Hodeidah		144,669,788	113,378,469	163,237,192
		Ibb		148,877,285	158,482,479	156,139,001
		Taiz		22,678,776	20,211,550	9,193,500
		Aden		295,909,085	336,166,277	376,466,584
20	نسبة التحصيل Collected revenues vs. billed amount	Sana'a	%	46	54	50
		Hodeidah		58	65	65
		Ibb		92	82	90
		Taiz		—	—	—
		Aden		34	32	35
21	التغطية التشغيلية المحصلة للكلفة Actual operational cost coverage	Sana'a	%	78	—	—
		Hodeidah		52	66	48
		Ibb		75	66	67
		Taiz		1	1	6
		Aden		42	35	33
22	قيمة الإعانات (المعونات) الحكومية الشهرية لمزود الخدمة Monthly governmental subsidies	Sana'a	YR	0	0	0
		Hodeidah		0	0	0
		Ibb		0	0	0
		Taiz		0	0	0
		Aden		182,146,000	182,146,000	182,146,000
23	نسبة الرواتب الأساسية الشهرية المدفوعة للموظفين Percentage of basic monthly salaries paid	Sana'a	%	0	0	0
		Hodeidah		0	0	0
		Ibb		100	100	100
		Taiz		100	100	100
		Aden		100	100	100

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