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**USAID / WATER MANAGEMENT
INITIATIVE (WMI)
PROJECT RESULTS
MARCH 2016 – MARCH 2021**

MINISTRY OF WATER AND IRRIGATION

1. Development of Water and Wastewater Infrastructure Master Plans
2. Support drafting Water Law of 2020
3. Design and implementation of the Gender Policy
4. Support developing the Pandemic Response Plan
5. Upgrading of Jordanian Standards for Sanitary Installations in coordination with JISMO, RSS and, Customs
6. Development and approval of National Rainwater Harvesting Guide for Households
7. Remote sensing analysis and action plan implementation eliminating hot spots of illegal abstraction
8. Wastewater reuse for industries opportunities and industries audit
9. Support developing and monitoring the IMF Action Plan and sector financial projections
10. Tariff analysis and restructuring
11. Estimate cost of hosting Syrian refugees in the water sector of Jordan
12. Support to the ICT Unit developing the Strategic Information Systems Plan (SISP)
13. Development and implementation of the Results-Based Action Plans
14. Support in the development of water sector communication tools (water table, videos, booklet)
15. Develop Sanitation Safety Planning for multiple sites
16. Remodeling and refurbishing the gender office, the communications office, and the IT Unit

WATER AUTHORITY OF JORDAN

17. Design, procurement and, start of implementation of an upgrade of the Oracle ERP system (helped settle long term financial dispute with Oracle)
18. Creation of Private Wells Sector and remodeling of its offices
19. Develop the NRW reduction Master Workplan
20. Develop GIS Strategic Plan
21. Expansion and remodeling of the WAJ Control Center
22. Develop eGWMS as an integrated tool to improve groundwater management
23. Develop KPIs dashboard based on Oracle system
24. SCADA Master Plan and creation of SCADA Unit
25. Design and approval of procedure Manual for Campaign to Control Illegal Water Use
26. Development of Water Safety Plans
27. Metering and communications assessment
28. Implementation of the E-Memo system
29. Support for FARA accreditation

JORDAN VALLEY AUTHORITY

30. Introduction of new technology to quantify water losses in the King Abdullah Canal
31. Based on the quantification of losses, design and support implementation of a water losses reduction program in King Abdullah Canal
32. O&M Business Unit integral support
33. Business process reengineering for JVA O&M functions
34. Business Processes Automation
35. Transfer of JVA roles to Water Users Associations
36. Control Center and Northern Jordan Valley Directorate renovation and support
37. FARA accreditation and implementation support for JVA

MIYAHUNA – JORDAN WATER COMPANY (MIDDLE GOVERNORATES)

38. Design, procurement and, the start of implementation of a new Oracle ERP system covering all company work areas
39. Business process re-engineering and ISO accreditation support
40. Upgrade of the National Call Center to expand call volume
41. Support remote working capabilities during the Covid-19
42. Design of Maana Program to support customers adopt water-saving devices
43. Assistance in the reorganizational structure
44. Implementation of communication campaigns through behavior change campaigns
45. Support in the merge of Madaba and Zarqa
46. Develop an energy-saving plan in the South Amman Wastewater Plant and the creation of a revolving fund with energy savings
47. Implementation of the NRW Pilot in Al Nasser
48. Update of the Internal Audit Unit
49. Proposed amendments of Assignment Agreement and Articles of Association
50. NRW reduction in Zarqa – Billing ratio increase and double connection assessment
51. Certified training of employees

YARMOUK WATER COMPANY (NORTHERN GOVERNORATES)



















52. Design, procurement, and implementation of the Oracle ERP system upgrade
53. Development of bylaws of Financial, HR, Customer Service, Budget Preparation, Cash Management, Fixed Asset, and Fleet Management Manual
54. Develop new financial & customer services Standard Operating Procedures
55. Support the design of a new Organizational Structure
56. Improvement of Customer Information System X7 system
57. Develop an advanced financial reporting system
58. Implementation of the NRW Customer Service Pilot for Jerash and Ajloun
59. Complete bulk meter system across major water sources
60. Amendments of Assignment Agreement and Articles of Association
61. Develop regulations for the protection of COVID-19
62. Training of 327 employees for the ERP at the Headquarters and Regional Operating Units
63. Training of 112 employees for the X7 Customer Information System
64. Remodeling and refurbishing of headquarters
65. Remodeling and refurbishing of Ajloun offices
66. Support for FARA accreditation

AQABA WATER (SOUTHERN GOVERNORATES)

67. Develop the Aqaba Water and Wastewater Infrastructure Master Plan
68. Develop a financial model
69. Maana Program Aqaba Water
70. Feasibility analysis and Management Contract for Ma'an Governorate
71. Preparatory work for Tafilah Management Contract

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PERFORMANCE INDICATORS

Indicator	Target	Actual	
Number of policies, regulations	10	21	
Cubic meters of water saved	22,600,000	30,107,987	
Cubic meters of water saved annually	599,000	594,174	
Number of action plans implemented	14	20	
Number of legal instruments drafted	4	4	
Number of operation and maintenance improvements	20	31	
Number of employees who pass the certification	350	284	
Number of private sector participation transactions	5	4	
Number of implementations of technology or systems	200	248	
Number of water quality framework systems	8	8	
Number of adoptions of technologies to save water	7,500	17,870	
Number of approved best practices to governance	5	6	
Number of functions transferred from JVA to WUAs	20	20	
Number of people reached by communication campaigns	500,000	7,490,352	
Number of people with improved understanding of water scarcity	25,000	69,879	
Number of initiatives to promote water conservation	15	15	
Number of women from new or improved social services targeted	625	426	
Number of people educated on methods for water security	5,000	4,785	



Above target



On or close to target



Below target