



Arab Countries Water Utilities Association

The 1st International Annual Conference and Exhibition 2010

Under the umbrella of the League of Arab States (LAS) and in partnership with the Arab Ministerial Water Council (AMWC) and the Jordanian Ministry of Water and Irrigation (MWI)



Call for Papers

ARAB
WATER
WEEK

Cost Recovery at water and wastewater utilities
Achievements, Challenges and Solutions

December 5 - 9, 2010, Amman, Jordan

www.arabwaterweek.org



Partners



International
Water Association



Water stress is accelerating due to increasing demand for water from an ever growing Arab population, and climate change is compounding the problem. The Millennium Development Goals (MDG) set a target to reduce by half the proportion of people without access to safe drinking water by 2015. "The Arab Human Development report 2009, presents compelling evidence that the burgeoning water scarcity problem in the Arab region presents a serious threat to human security.

The Arab Water Week (AWW) is the first regional meeting in the Arab region which will tackle water management issues through establishing innovative partnerships and



platforms of collaborative work on water issue in the region. The importance of this meeting lies in providing a platform for greater coordination among the existing network of key partners active in the water sector in the region.

The Arab Water Week (AWW) does not only provide an opportunity to enhance communication flows, synergies and the sharing of successful experiences, but as well, it will facilitate the creation of new partnerships that complement and maximize the impact of on-going work in this sector for the benefit of all countries in the region.

What is the Arab Water Week?

The Arab Water Week is a high-profile international and regional event promoted to attract decision makers and water management practitioners and professional organizations internationally and in the MENA region. It will be firstly launched in Amman, Jordan from the period between 5th till 9th of December 2010, and organized by the Arab Countries Water Utilities Association (ACWUA) in partnership with the Arab Ministerial Water Council (AMWC) and the



Jordanian Ministry of Water and Irrigation (MWI). The first *Arab Water Week* will present ACWUA's first international conference and exhibition. For more details about the *Arab Water Week* venue, program and list of activities, please check the conference program visit www.arabwaterweek.org

Why to attend the Arab Water Week?

The Arab Water Week is an important and distinctive opportunity for water and wastewater management community in the Arab world and MENA region, it is the point where professionals, water management experts, private sector, and institutions of all types meets to exchange ideas, knowledge and experiences, discuss problems and get exposed to state of the art new technologies and solutions.



The Arab Water Week will provide a broad technical presentation and policy-based program, along with a specialized exhibition (**The Arab Water Trade Fair**) targeting water supply and wastewater vendor's and other service providers in the water sector.

Who will attend?

ACWUA expect more than 500 participants and delegations to attend the first **Arab Water Week** in Amman. Many will be coming from ACWUA membership comprising of more than 200 individual members, and more than 70 water and wastewater utilities from 15 Arab Countries; Algeria, Bahrain, Egypt, Jordan, Kuwait, Lebanon, Mauritania, Morocco, Oman, Palestine, Saudi Arabia, Syria, Tunisia, United Arab Emirates and Yemen.



The Arab Water Week is also aimed at senior decision makers from public and private water and waste water utilities/water supply companies, water ministries & authorities, environmental agencies & ministries, municipalities, utility operators, private sector companies and consultants and educational institutions internationally and across the region.

Conference Themes and Topics

This year focus area will be **(Cost Recovery at water and wastewater utilities: Achievements, Challenges and Solutions)**. The following is a selection of key themes which the Scientific Committee is seeking contributions; papers addressing these issues from the Arab Region and international water community are welcomed and encouraged.

Conference key themes:

1. *Cost recovery and utilities strategic planning*

2. *Best practices in cost recovery at utilities: an option or a must?*
3. *Cost recovery and tariff restructuring: any water left for the poor?*
4. *Sustainable utility management: cost recovery implementation and obstacles.*

Below are list of topics which also help find the appropriate theme for your paper and assist matching it with appropriate reviewers:

- ✓ Utility experience and best practices in achieving full cost recovery.
- ✓ Utility case studies in improved cost recovery.
- ✓ Optimizing tariffs through effective relationships with local government.
- ✓ Tariff restructuring as a tool for cost recovery.
- ✓ Institutional restructuring to improve cost recovery.
- ✓ Policies for achieving full cost recovery.
- ✓ Utilities water demand management and cost recovery.
- ✓ Cost recovery models and information systems.
- ✓ Establishing strong accounting, recordkeeping and billing procedures.



- ✓ Capacity building as an effective tool for cost recovery.
- ✓ Developing innovative measures to reduce non-revenue water.
- ✓ Improving customer-oriented services and staff incentives.
- ✓ The social dimension of full cost recovery: ensuring access to water services for the poor.
- ✓ Next steps for achieving improved cost recovery.
- ✓ Cost recovery through energy management and energy efficiency.
- ✓ Customer information system benefits for cost recovery.
- ✓ Asset Management and cost recovery.
- ✓ Subsidies and overseas development assistance and micro-credits.

IWA International Stream

As part of the *Arab Water Week* program, the International Water Association (IWA) will be organising an international stream to bring global perspectives and best practices to the programme. Themes to be presented and discussed by internationally renowned experts include: Sustainable cost recovery, operation and maintenance of water systems and performance based contracts.

Invitation to submit a paper

Papers are expected to make an original contribution to the conference themes and topics. Speakers who are interested in presenting a paper should send an abstract for refereeing. Paper proposals will be selected by the *Arab Water Week* Scientific Committee to cover different areas, methods, approaches and positions.



Abstracts should be maximum 300 words. Each entry should incorporate the following information:

Author's(s') full name(s),
Title –
Position –
Institution –

Address for correspondence – Theme of the paper (see conference themes), indicating a first and second choice – Title of the paper – Abstract of the paper.

Abstract submission form including all specifications and guidelines can be downloaded from the (Call for Papers) menu at the *Arab Water Week* website. Abstracts and later paper submissions should be sent by e-mail to the following address: speaker@arabwaterweek.org

The official language of the conference is English (Simultaneous translation to Arabic and French will be available). The papers will be published through ACWUA newsletters and IWA-water 21 official scientific publisher.

Deadlines

- **Deadline for submitting abstracts: 30 August 2010**
- **Announcement of results and selection process will start in: 30 September 2010**
- **Deadline for submitting the presentations and papers: 15 November 2010**

AWW Scientific Committee

Dr. Andreas H. Lück, Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ) GmbH
Dr. Faraj El-Awar, Global Water Operators Partnerships Alliance (GWOPA)
Mr. Tom Williams, International Water Association (IWA)
Mr. Bassam Saleh, Water Authority of Jordan.
Mr. Mohammed Malkawi, Jordan Water Company (Miyahuna)
Mr. Rüdiger Heidebrecht, German Association for Water, Wastewater and Waste (DWA)
Mr. Mohammad Abu Taha, Jordan Engineers Association (JEA)
Mr. Ra'ed Daoud, ECO Consult
Mr. Udo Kachel, Dorsch Consult Water and Environment
Mr. Mustafa Nasereddin, Arab Countries Water Utilities Association (ACWUA)
Mr. Firas Matar, Engicon O&M

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MINISTRY OF WATER
AND IRRIGATION



Internationale Weiterbildung
und Entwicklung gGmbH



ARAB WATER WEEK

Cost Recovery at water and wastewater utilities Achievements, Challenges and Solutions December 5 - 9, 2010, Amman, Jordan

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The Arab Water Week will provide a broad technical presentation on cost recovery at water and wastewater utilities, along with a specialized exhibition (The Arab Water Trade Fair) targeting water supply and wastewater vendors and other service providers in the water sector, in addition to 2-days training program on benchmarking for top management at water utilities. Please visit the conference official website: www.arabwaterweek.org to know more about the conference, call for papers and the other Arab Water Week activities and venue. Looking forward to meet you at the Arab Water Week in Amman.

ACWUA Secretariat

تحت مظلة جامعة الدول العربية / المجلس الوزاري العربي للمياه وبالتعاون مع وزارة المياه والري الأردنية، ستقوم الجمعية العربية لمرافق المياه (أكوا) بتنظيم أسبوع المياه العربي الأول في العاصمة الأردنية عمان في الفترة ما بين 5 حتى 9 ديسمبر 2010. أسبوع المياه العربي هو أول اجتماع إقليمي على مستوى المنطقة العربية والذي سيتناول قضايا إدارة المياه والصرف الصحي من خلال إقامة الشراكات المبتكرة ومناهج العمل التعاوني بين جميع الأطراف المعنية في قطاع المياه في المنطقة.

وسيقدم أسبوع المياه العربي عرضاً تقنياً واسعاً بعنوان (استرجاع الكلفة لدى مرافق المياه والصرف الصحي) إلى جانب إقامة معرض متخصص بتقنيات المياه والصرف الصحي (المعرض العربي للمياه) الذي يستهدف مزودي خدمات المياه والصرف الصحي وكافة الخدمات الأخرى في قطاع المياه عربياً وعالمياً، بالإضافة إلى دورة تدريبية متخصصة على مدار يومين تحت عنوان (وضع المعايير وقياس الأداء) للإدارة العليا في مرافق المياه. لمعرفة المزيد عن موقع المؤتمر وإعلان تقديم أوراق العمل والفعاليات الأخرى ضمن أنشطة أسبوع المياه العربي، الرجاء زيارة الموقع الإلكتروني الرسمي للمؤتمر: www.arabwaterweek.org. نتطلع قدماً للقائك في أسبوع المياه العربي في عمان.

الأمانة العامة للجمعية العربية لمرافق المياه (أكوا)