

# Annual Report on Water Supply Service in Jenin Municipality For the Year 2020 (Digest version)

Dear Residents of the Jenin Municipality,

Following is a digest version of the Annual Report for the year of 2020 prepared by the Jenin Municipality's Water and Wastewater Department. It introduces a summary of the main activities (completed and on-going) that have been conducted in past year with the purpose of improving the water services. To review the complete Annual Report 2020 please visit the Municipality's website or visit the Water and Wastewater Department in person. Also, for a better understanding of your city's water service status and challenges we recommend you to also read the following documents prepared by your Municipality's Water and Wastewater Department as an extension of this report:

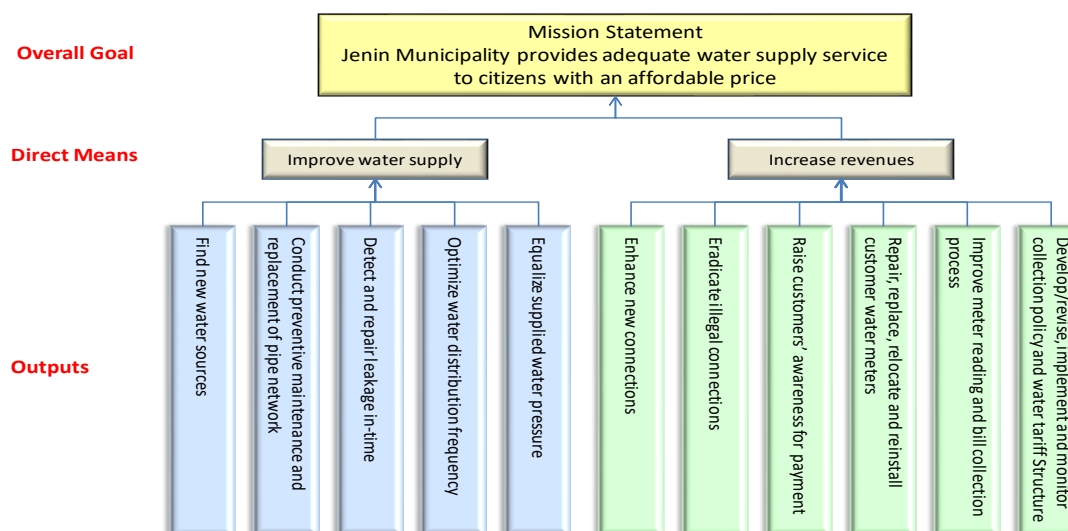
- 1) Your City Water Explained- Part 1: Water Supply and Challenges
- 2) Your City Water Explained- Part 2: Operation system and challenges
- 3) Your City Water Explained- Part 3: Low Customer Payment Rate and Municipality's Financial Challenges

## 1. Introduction:

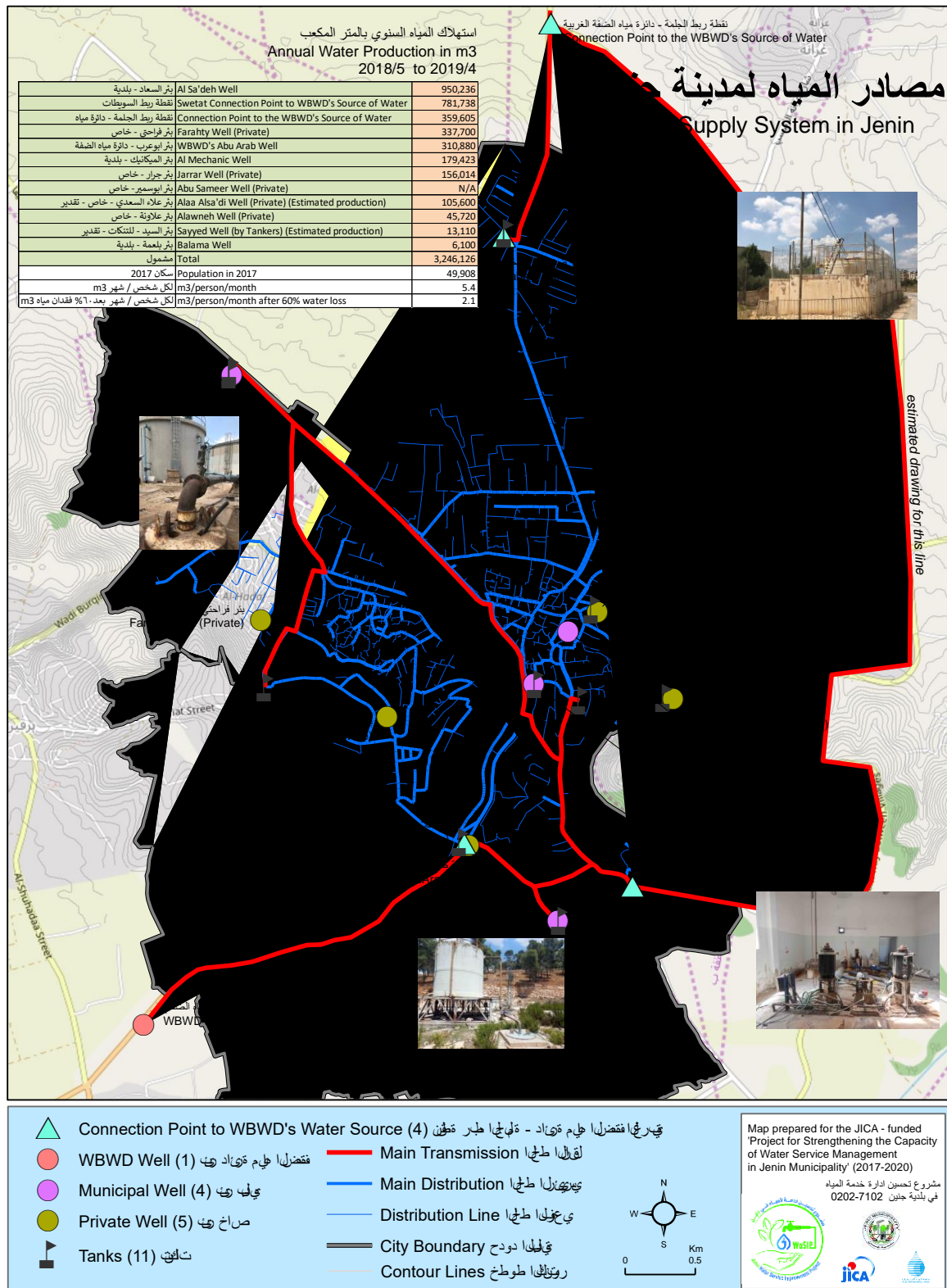
a) This "Annual Report on Water Supply Service in Jenin Municipality for the Year 2020" is a wrapping up of the activities conducted by the Jenin Municipality (hereinafter "JM") in accordance with the "Water Service Management Plan 2018 - 2027 for Jenin Municipality" (hereinafter "Business Plan"), the mid/ long-term program developed for the period from 2018 to 2027 and approved by the Municipal Council in April 2019.

The mission of JM and the specific actions for its water supply service are categorized into a hierarchy, comprised of the overall goal (mission statement), direct means and outputs as shown in **Error!**

**Reference source not found..** The mission statement of JM on water supply service is "**Jenin Municipality provides adequate water supply service to citizens with an affordable price**".



The map below shows the city's water supply system and also indicates three pilot areas in which some of the activities were conducted as trial.



## 2. Key Offices and Facilities

**Table Error! No text of specified style in document.-1 Key Offices and Facilities**

Building/Facilities	Address	Telephone	Notes
Water and Wastewater Department (hereinafter "WWD") Building	Al-Nasreh St., Industrial Round About.	04 250 2023	Director of WWD; Studies and Planning Sec.; Water Sec. (hereinafter "WS") ; Wastewater Sec.; Customer Service Sec. (hereinafter "CSS")
Jenin Municipality Main Building	Nablus St., Near the Civil Defence Office.	04 250 1036	Financial Dept. (hereinafter "FD"); Administration Dept; Engineering Dept; IT Unit; Procurement Sec.; PR Sec.; Monitoring and Internal Auditing Unit; Legal Unit; Public Service Centre (hereinafter "PSC"); and Collection Unit (hereinafter "CU") .
City Centre (Sibat) Collection Office	City Centre (Sibat).	04 241 5701	Bill payment and PPWM vending station
Haifa Street Collection Office	Haifa Street, Opposite the Post Office.	04 243 0860	Bill payment and PPWM vending station
Palpay points for PPWM charges  (Suhail mobile, Aljalil supermarket, Reda market, Taiba center, Alsharqia supermarket, Abualia supermarket, Althaher supermarket and Alsadi supermarket	-	-	PPWM vending station
Al Sa'adeh Well	-	-	Owned and managed by JM.
Al Mechanic Well	-	-	Ditto
Balama Well	-	-	Ditto
Boosters (UNRWA, Al-Sharqia, Halima Sa'deh, Sanouri, Sabah al Khair, Al-Jamal and Abu Thaher)	-	-	Ditto
Bulk water supply connections (Swetat, Jalameh and Jammal BS)	-	-	Owned and managed by West Bank Water Department (hereinafter "WBWD") of Palestine Water Authority (hereinafter "PWA").
Private wells (Farahty, Jarrar, Allawneh, Sa'di, Sayeed, Abu Hatab1&2 Abu Samer, Ashraf, Turkman and Qasrawi)	-	-	JM purchases water.

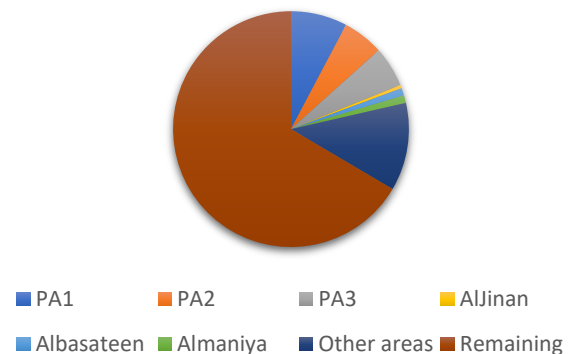
### 3. Key Activities Conducted

a) Improve meter reading and bill collection process: 1) Developed and programmed new forms of collection reports as the detailed bill collection statistics with the breakdown of (a) billing zone; (b) method of payment/ collection; (c) customer category; (d) current and short/long term debt; and (e) number of bill and collected amount.. 2) Modified the program in line with the introduction of PPWM software, Palpay and MBS. 3) CU was abolished and meter readers and collectors were transferred to CSS.



b) Several activities were conducted on Repair, replace, relocate and reinstall customer water meter: 1) Continued monitoring and regular survey to fix 0 reading problems and customer complaints about too high readings. 2) New customer contract was approved by Municipal Council. 3) Create new 6 DMAs and started CDS activity and PPWM replacement. 4) implemented the meter replacement policy in PA1, PA2, PA3, Albasateen, Aljinan and Almaiya DMA based on the JET recommendation. 5) Developed and implemented meter replacement policy in all study areas and finished procurement of PPWM bodies, plastic cases, software application, fittings, computers and related devices. 6) 3 existing technicians were transferred from WS to CSS as meter technicians. 7) Started meter replacement with PPWM in April 2019: in total 3181 (33%) of 9500 in all city.

Installed PPWMs in PAs



c) Contract with Palpay Company for PPWM vending stations: Contracted and operated the Palpay system for PPWM vending stations (10 vending stations operated by Palpay Company)

d) Raise awareness of meter replacement and bill/ debt payment in project areas: 1) Continued "soft approach" to customers in the city who have outstanding debts. 2) Conducted door to door visit to customers (PPWM pre-installation survey) in PA1, 2 and 3 and other projects area. 3) Operated on-line customer complaint system built in new JM website

e) Conduct CDS and update Al-Shamel database in Aljinan, Albasateen and Almaniya and other areas and and suspected illegal connectionS and separate household pipelines branching distribution line and transfer it to the legal unit in JM.

f) Enhance new connections: On-line integration of Al-Shamel and GIS and Collected information and views from other municipalities and Arab American University; Concluded that the on-line integration was too early for JM.

g) Optimize water distribution. 1) Continue water pressure measurement survey (Finished in whole city (District 1, 2 & 3)). 2) Establish hydraulic model in line with water network update survey (Finished in PA3). 3) Continue OJT on EPANET or WaterCAD.

h) Detect and repair leakage in-time: Conduct OJT on leakage detection /repair in new DMAs.

i) Preventive maintenance and replacement of pipe: 1) Diagnose existing valves (Finished in whole city (District 1, 2 & 3) and developed a BOQ with estimated cost to replace malfunctioning valves). 2) Develop District Service Improvement Plan (DSIP) for District 1. 3) Find donors and implement DSIP.

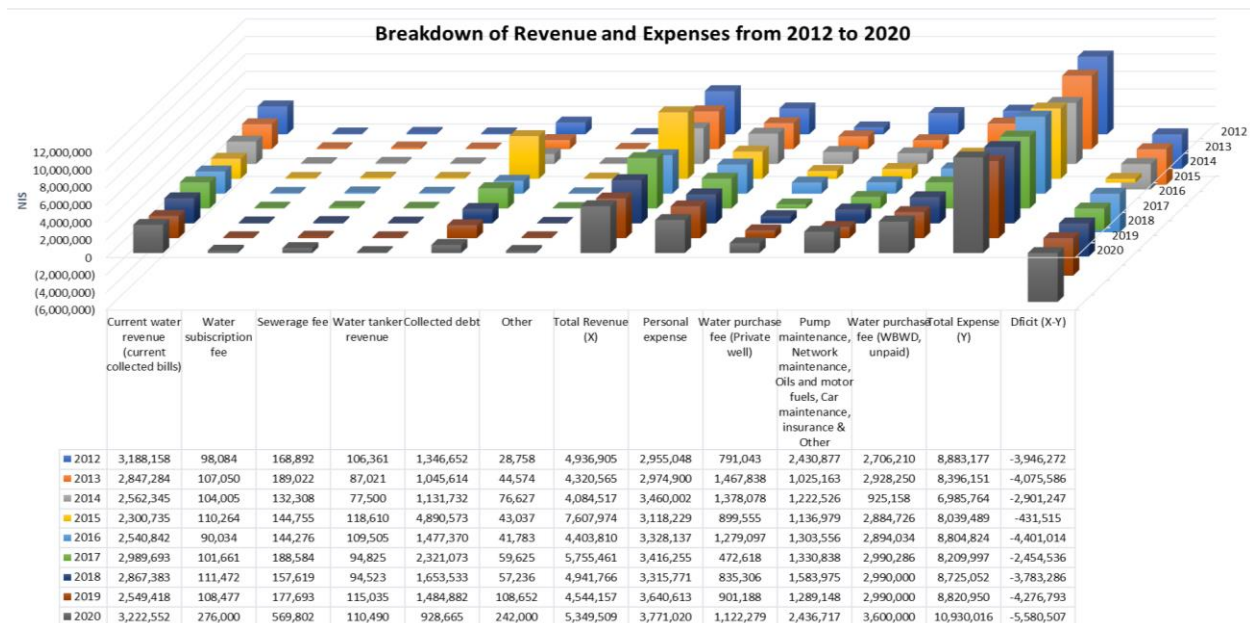
j) Find new water sources and Conclude contracts with private wells/ Find donors for drilling new municipality wells.

#### 4. Financial Highlight

The financial balance of the Water and Wastewater Department separated from the financial statements of whole JM is shown in Error! Not a valid bookmark self-reference. from FY 2012 to FY 2020. The total expenditure has not been covered by the total revenue and the coverage ratio is 48.9% and 55.8% in FY 2020 and averagely in the last 8 years, respectively. The deficit has been covered by drawing cash from the insurance reserve paid by customers (e.g. new connection). Besides, the water purchase cost from the WBWD has not been paid. It should be also noted that though the current revenue increased in 2020 from 2019, it was mostly collected by the PPWM customers and the current revenue form the mechanical water meter customers decreased from 34% in 2019 to 22% in 2020.

Balance in Financial Statements for WWD from 2012 to 2020 (Unit: NIS)												
Item		2012	2013	2014	2015	2016	2017	2018	2019	2020	Total	
Revenue	Current water revenue	3,188,158	2,847,284	2,562,345	2,300,735	2,540,842	2,989,693	2,867,383	2,549,418	3,222,552	22,551,335	52%
	Water subscription fee	98,084	107,050	104,005	110,264	90,034	101,661	111,472	108,477	276,000	1,107,047	3%
	Sewerage fee	168,892	189,022	132,308	144,755	144,276	188,584	157,619	177,693	569,802	1,872,951	4%
	Water tanker revenue	106,361	87,021	77,500	118,610	109,505	94,825	94,523	115,035	110,490	913,870	2%
	Collected debt	1,346,652	1,045,614	1,131,732	4,890,573	1,477,370	2,321,073	1,653,533	1,484,882	928,665	16,280,094	37%
	Other	28,758	44,574	76,627	43,037	41,783	59,625	57,236	108,652	242,000	702,292	2%
	Total Revenue (X)	4,936,905	4,320,565	4,084,517	7,607,974	4,403,810	5,755,461	4,941,766	4,544,157	5,349,509	43,427,589	100%
Expense	Personal expense	2,955,048	2,974,900	3,460,002	3,118,229	3,328,137	3,416,255	3,315,771	3,640,613	3,771,020	29,979,975	57%
	Water purchase fee (Private well)	791,043	1,467,838	1,378,078	899,555	1,279,097	472,618	835,306	901,188	1,122,279	9,147,002	17%
	Pump maintenance, Network maintenance, Oils and motor fuels, Car maintenance, Insurance & Other	2,430,877	1,025,163	1,222,526	1,136,979	1,303,556	1,330,838	1,583,975	1,289,148	2,436,717	13,759,779	26%
	Sub-total	6,176,968	5,467,901	6,060,606	5,154,763	5,910,790	5,219,711	5,735,052	5,830,949	7,330,016	52,886,756	68%
	Water purchase fee (WBWD, unpaid)	2,706,210	2,928,250	925,158	2,884,726	2,894,034	2,990,286	2,990,000	2,990,000	3,600,000	24,908,664	32%
	Total Expense (Y)	8,883,177	8,396,151	6,985,764	8,039,489	8,804,824	8,209,997	8,725,052	8,820,950	10,930,016	77,795,420	100%
Deficit (X-Y)		-3,946,272	-4,075,586	-2,901,247	-431,515	-4,401,014	-2,454,536	-3,783,286	-4,276,793	-5,580,507	-34,367,831	
Total Revenue/Total Expenses (%)		55.6%	51.5%	58.5%	94.6%	50.0%	70.1%	56.6%	51.5%	48.9%	55.8%	

Note: Water purchase fees (WBWD, unpaid) in 2018 and 2019 are estimated as the same level as 2017 (hatched yellow).



**Figure: Financial Balance from 2012 to 2020**