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**UN HABITAT**  
FOR A BETTER URBAN FUTURE  
The Global WOPs Alliance

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## 3<sup>rd</sup> ACWUA Best Practice Conference and Exhibition

Organized by **ONEP-IEA, Rabat, Morocco**  
in cooperation with UNW-DPC and UN-HABITAT as their  
**Third Regional Activity on Capacity Development  
for Water Efficiency**

## Non-Revenue Water Management in the Arab Region

**Strategies to reduce unbilled, apparent  
and real losses of drinking water**

First Announcement, Call for Abstracts and Exhibitors

# Call for Papers



**Rabat/Morocco**

**20 - 21 January 2010**

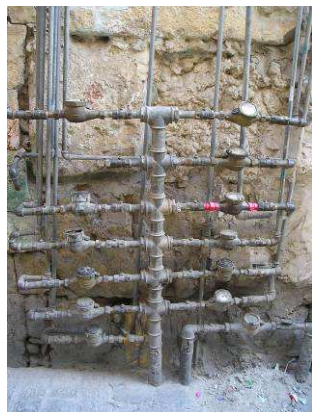
**Conference Centre ONEP-IEA**

**Institut International de l'Eau et de l'Assainissement**

## 3rd ACWUA Best Practice Conference and Exhibition “Non-Revenue Water Management in the Arab Region”

### Topics and Intentions

Non-Revenue Water (NRW) is a problem for almost all water supply utilities around the world. It is a particularly serious issue in areas where water is scarce. It requires immediate attention and appropriate action to reduce avoidable pressures on scarce and valuable water resources. Economic losses due to unpaid consumption require managerial strategies by the water suppliers to react adequately to that challenge. In many cities losses in water supply build up in the vicinity of domestic connections. Here technical, managerial and customer related solutions should be implemented. Water efficiency must be improved in all areas of usage.



The reduction of NRW is a key issue for increasing the performance of water utilities and supplying the population with sufficient clean drinking water.

Several big utilities have already started programmes to reduce NRW step-by-step. It is well known that many institutions and water suppliers have

developed and implemented strategies and technologies to control leakage and administrative losses. These strategies have turned out to be highly efficient and have received worldwide recognition.

The **3<sup>rd</sup> ACWUA Best Practice Conference and Exhibition: Non-Revenue Water Management in the Arab Region** is an opportunity for leading personnel to delve deeply into the main aspects related to NRW. It will bring together experts from all stakeholders involved in NRW, especially operators and operational staff from the Arab Region.

The objective of the conference is to gather together applicable knowledge of

- Possible strategies, techniques and applications,
- Regionally approved case studies,
- Useful tools as well as
- Clear concepts of the dimensions of integrated NRW management

in order to apply the best available technical and managerial solutions in improving the control of NRW usage and in reducing water losses for utilities in Arab countries.

This Conference and Exhibition is to be hosted by the Arab Countries Water Utilities Association (ACWUA). For the local organisation, IEA-ONEP, an active member of ACWUA is in charge. The event will be realized in joint cooperation with UNW-DPC and UN-HABITAT as their **Regional Activity on Capacity Development for Water Efficiency** as follow-up of the recommendations of the International

Workshop on „Drinking Water Loss Reduction: Developing Capacity for Applying Solutions“, held on 3-5 September 2008 in Bonn, Germany. In order to address this problem at the regional level, UNW-DPC and UN-HABITAT are jointly organizing a series of regional workshops. This is the first regional workshop in the Arab region and will ensure a programme which goes beyond purely regional experiences.

### Programme Topics:

#### Management and legal strategies

- Water balance for NRW

#### Monitoring strategies

- Search strategies for the reduction of NRW
- Pressure management concepts

#### Rehabilitation strategies

- Maintenance concepts for the infrastructures
- Cost performance ratios for reducing NRW

#### Customer relations management

- Water metering at domestic connections

#### Financial strategies

- Incorporation of leakages in the costings for projects

#### Tools and strategies for Capacity Development

- Training, motivation and monitoring of staff
- Peer support experiences

### Conference Languages: Arabic, English and French

Simultaneous translation available

### Who should attend?

- Managers and operational staff from water suppliers
- Staff of water authorities, ministries and regulators
- Engineers and NRW specialists
- Companies, which offer products, consultancy and services in the field of NRW

## Venue

The **3<sup>rd</sup> ACWUA Best Practice Conference and Exhibition: Non Revenue Water Management in the Arab Region** is to be held on 20 - 21 January 2010 at the **Conference Centre of ONEP-IEA** in Rabat, Morocco.



Conference  
Centre IEA,  
Rabat

## Conference Fee

- ACWUA members 120 € / 1300 DHS
- Non-ACWUA members 240 € / 2600 DHS
- Participants without Hotel 90 € / 1000 DHS
- Early bird registration (20 % reduction for reservations made before 01 November 2009)

The conference fee includes 2 days + 2 nights accommodation in a single room, attendance at the conference, entrance to the technical exhibition, a copy of the proceedings, all meals including coffee breaks, and transportation from and to the airport.

No conference fee for speakers.

**Registration by fax: +212 5 37 63 91 58 or e-mail: [selamrani@onep.org.ma](mailto:selamrani@onep.org.ma)** Registration form can be downloaded under [www.acwua.org](http://www.acwua.org).

## Publication

A detailed programme booklet with abstracts of presentations will be provided as aid for preparation for the conference. After the conference, all documentation will be published in printed and digital form. Presentations can be downloaded from [www.acwua.org](http://www.acwua.org).

## Contact Person

### Mr. Samir BENSaid

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Director General ONEP – International Institute for Water and Sanitation (IEA), Rabat, Morocco

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[samir.bensaid@gmail.com](mailto:samir.bensaid@gmail.com)

## Guidelines for Abstract

Interested authors are to submit an abstract in English (additionally in Arabic) together with a CV by email to [mhafsi@onep.org.ma](mailto:mhafsi@onep.org.ma) by **30 October 2009**.

**Abstracts of a maximum of 1500 characters** are to be submitted and must include a) the title of proposed paper, b) full name, affiliation, mailing address, telephone, facsimile and e-mail of the main author, c) names and affiliations of co-authors. Accepted formats are MS Word and PDF.

Authors of accepted abstracts will be invited to submit the full text of their papers in English. Texts are to be a max. of 10 pages (18,000 characters).

## Key Dates

Submission of abstracts:	30 October 2009
(by e-mail)	
Notification of authors:	20 November 2009
(by email)	
Programme completed:	30 November 2009
Submission of full text:	01 January 2010
Conference Date:	20 – 21 January 2010.

## Call for Technical Exhibitors

Suppliers and manufacturers of technical solutions for NRW reduction (detection, control, water metering, pressure management, pipe construction, etc.) are invited to present their products and approaches in a Technical Exhibition that will be held during the conference.

Standard booth dimension is 2x2m. The Price of 1000 € includes conference fee for one person. ACWUA member reduction is 25 %.

Please email to [leljirari@onep.org.ma](mailto:leljirari@onep.org.ma) for more information about the conditions for participation.



Part of the IEA  
Exhibitors area

The 2nd ACWUA Best Practice conference in Alexandria, in November 2008 was attended by more than 200 participants. Exhibitors from 18 Arab and European companies used the opportunity to establish contact with responsible water authorities and experts from nine Arab countries



**ACWUA Membership application form is available under [www.acwua.org](http://www.acwua.org)**



## ACWUA Board of Directors

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Chairperson & Delegated Member of Alexandria Water Company  
Alexandria, Egypt

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General Manager of Jerusalem Water Undertaking, Jerusalem, Palestine

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Chief Executive Officer, ONEP- International Institute for Water and  
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Secretary General, Jordan Valley Authority, Amman, Jordan  
Chairperson Working Group Management of Utilities

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Head Sector of Lab & Research, Member Board of Direction of Alexandria  
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ACWUA Representative of the individual members

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Chairperson ACWUA Working Group Benchmarking

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Director General, Etablissement des Eaux du Liban Nord, Tripoli, Lebanon

**Mr. Abdelkrim Mechia**

Directeur General de Algérienne Des Eaux (ADE)  
Kouba, Algeria

**Eric Viala**

Regional Water Advisor, Office of Middle East Programs  
US for Agency for International Development  
ACWUA Representative of the international organizations

## ACWUA Secretary General

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Secretary General, Arab Countries Water Utilities Association  
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## ACWUA International Advisors

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**Rüdiger Heidebrecht**

Head of Training and International Cooperation, German Association for  
Water, Wastewater and Waste (DWA), Hennef, Germany  
Heidebrecht@dwa.de

## ACWUA Conference Co-Organizers

**Dr. Reza Ardakanian**

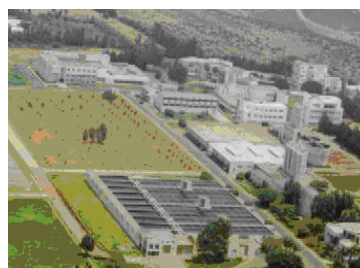
Director of UN-Water Decade Programme on Capacity Development  
(UNW-DPC), United Nations University, Bonn, Germany

**Dr. Faraj El-Awar**

Programme Manager, Global Water Operators Partnerships Alliance, UN-  
Habitat, Nairobi, Kenya

## Venue

### Conference Centre of ONEP-IEA



The **Conference Centre of ONEP-IEA**, is placed at the plot of the **ONEP** treatment plant (with a capacity of producing 10m<sup>3</sup>/sec of drinking water) of Bouregreg in Rabat.

Accommodation will be organized at \*\*\*\*\*hotels in Rabat.

## Culture in Rabat

### Mausoleum of Mohammed V

The *Mausoleum of Mohammed V* contains the tombs of the



Moroccan king and his sons, late King Hassan II and Prince Abdallah. It is located on the opposite side of the Hassan Tower on the Yacoub al-Mansour esplanade in Rabat, The building is considered a masterpiece of modern Alaouite dynasty

architecture, with its white silhouette, topped by a typical green tiled roof. Its construction was completed in 1971.

### Oudaias Kasbah



Construction of the *Oudayas Kasbah* in Rabat dates to the 11th century. A ribat, a real fortress, was built here to protect the Oudayas, and it affords a fine view over Salé and the ocean. The interior of the Kasbah is well

worth a visit for its Town walls, fortifications, gates, natural area and Scenic site or route

### Rabat - Chellah Necropolis



In the 13th and 14th centuries the Merinides honored Rabat by making it the site of the *Chellah necropolis*, building on the ruins of the ancient Roman town of **Sala**.

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**Non-Revenue Water Management in the Arab Region**  
**Rabat/Morocco, 20 - 21 January 2010**

**Registration Form:**

Fax: +212 5 37 63 91 58

Please email or fax registration to:

E-mail: [selamrani@onep.org.ma](mailto:selamrani@onep.org.ma)

NAME \_\_\_\_\_ FIRST NAME \_\_\_\_\_

INSTITUTION \_\_\_\_\_

ADDRESS \_\_\_\_\_

E-MAIL \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

**PARTICIPATION FEES:**

- |   |                  |
|---|------------------|
| - ACWUA-Member (fully paid up for 2009) | 120 € / 1300 DHS |
| - Non-ACWUA-Member:                     | 240 € / 2600 DHS |
| - Participants without Hotel            | 90 € / 1000 DHS  |
| - Registration before 01 November 2009. | - 20%            |

*Fees cover:*

- 2 days + 2 nights accommodation in single room
- attendance at the conference, entrance to the exhibition, a copy of the proceedings all meals including coffee breaks, and internal transportation (Airport – Hotel - Conference Venue)

**HOTEL Reservation for extra night:**

☐ YES    ☐ NO    (Single Room / Double Room )

Extra night (Single Room)

100 €

Extra night (Double Room)

120 €

ARRIVAL DATE \_\_\_\_\_ DEPARTURE DATE \_\_\_\_\_

TRANSPORTATION NEEDED: ☐ YES    ☐ NO    Remarks:

**METHODS OF PAYMENT OF REGISTRATION FEES:**

☐ **1. BY BILLING AND  
BANK TRANSFER**

☐ **2. BY CREDIT CARD:**

Type of card \_\_\_\_\_

Cardholder's name as written on card \_\_\_\_\_

Card Number \_\_\_\_\_

Expiry date \_\_\_\_\_

Issue number \_\_\_\_\_

Security Code \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

If you need an invitation, please contact Ms Saida El Amarni: email : [selamrani@onep.org.ma](mailto:selamrani@onep.org.ma)



Membership application form is available under [www.acwua.org](http://www.acwua.org)