S13.1-2 PRESENTATION MATERIAL OF 2ND JCC





The Project for Improvement of **Non-Revenue Water Reduction Capacity** for SIWA in Solomon Islands

Progress -2 of the Pilot Project

27 November, 2013

NRW Project Team

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- PHASE 2 INDIVIDUAL ACTION PLAN
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PHASE 1 INTRODUCTION **Project Team Members**

Management Team (5), NRW Action Team(19), JICA Experts (8).

Teams and Members for Project Implementation

[JICA Expert Team] * 8 experts

Water Supply Planning, Operation and Management

Deputy Leader / NRW Reduction Measures -1 NRW Reduction Measures -2

Leakage Detection Technology

Customer Service / PR

Coordinator

Leader /

- [NRW Management Team of SW] *5 members
- Project Director (General Manager)
 Project Manager (Operation & Technical Manager) Member (Finance & Administration Manager)
- Member (Human Resources Manager)

 Member (Service Delivery & Communications Manager)

- [NRW Action Team of SW] * 19 counterpart staffs
 Technical Sub-Team (8 counterpart staffs)
 Action Team Leader 1 / Sub-Team Leader and other 7 members
- Customer Service Sub-Team (6 counterpart staffs)
 Action Team Leader 2 / Sub-Team Leader and other 5 members
- GIS Sub-Team (2 counterpart staffs)
 Sub-Team Leader and other 1 member
- Leakage Detection Sub-Team (3 staffs)

Achievement of the Project until October 2013

- Starting from early November 2012, the Project has conducted the following major activities:
 - Capacity Assessment and Formulation of Capacity Development Plan
 - Implementation of the pilot projects in six areas, namely White River- Namo Ruka, Independence Valley, Lenggakiki, Mbokonavera-1, Tuvaruhu-1 and Tuvaruhu-2
 - Training and lectures on NRW reduction measures and
 - Preparation of Standard Operating Procedures (SOP) on water meter reading and billing, etc.
 - Preparation of Annual Action Plan 2013 on NRW reduction
 - Holding of the 1st JCC Meeting, and
 - Two Counterpart Trainings in Japan

PHASE 2 INDIVIDUAL ACTION PLAN **Individual Action Plan**

- Part of Ongoing Capacity Building and Assessment Program of the Project.
- Template of the IAP.

| Main Activities | Verifiable Indicator | Methods of Implementation | Achievement |
|---|-------------------------|------------------------------|-------------|
| 1. Contribution to water supply service of Solomon Water | | | |
| 2. Contribution to the Pilot Project | | | |
| 3. Challenging Target | | | |
| 4. Enlightening Activity | | | |
| Individual Action Plan | Rev Mathew M | lafe.pdf | 5 |

PHASE 3 ACTIVITIES FOR OUTPUT-1: Planning Process of SW for NRW Reduction is systemize

Location of 15 Pilot Project Areas

Names of Pilot areas

| 11100 | or r not areas | |
|-------|-----------------|-------------|
| | PILOT AREAS | STATUS |
| 1 | FFA Kola Road | Not started |
| 2 | Mbua Valley | Not started |
| 3 | Lengakiki | Complete |
| 4 | Mbokona | Ongoing |
| 5 | Mbokona Vera 1 | Complete |
| 6 | Vavaya Ridge | Ongoing |
| 7 | Panatina Valley | Not started |
| 8 | Mbaranamba | Ongoing |
| 9 | Namoruka | Complete |
| | | Complete |
| 11 | Bahai Kukum | Not started |
| | Naha 2 | Not started |
| 13 | Naha 3 | Not started |
| 14 | Tu∨aruhu 1 | Complete |
| 15 | Tuyaruhu 2 | Complete |

- 6 Pilots Completed, 3 Ongoing, 6 Not yet started-As of October 2013
- Completed_Sites_20131114.jpg

Time Frame for Six Pilot Project Areas.

Proposed Timeline is 2 months per pilot. Namoruka, Independence and Lengakiki (>3 months). Lost 2 months at the beginning but made up for it with introduction of two field teams. Average implementation timeframe for each pilot after that is 1.5 months.

Summary of NRW Reduction Pilot Project Timeline and Progress mo Ruka enggakil Nh. Tuvaruhu-2 Mbokana

Cost Incurred in each Pilot Project

- Total Cost incurred for 6 pilot project- \$ 500, 979
- Average Cost for each pilot \$83,500 (more for some pilots than others depending on pilot size).

| No. | Item | Namo Ruka | Independence Valley | Lenggakiki | Mbokonavera -1 | Tuvaruhu -1 | Tuvaruhu -2 | Total |
|-----|-------------------------|--------------|------------------------|------------|-------------------|----------------|----------------|---------|
| 1 | Personnel cost | 74,710 | 78,825 | 55,087 | 48,515 | 43,084 | 45,669 | 345,890 |
| 2 | Consumable cost | 2,306 | 2,207 | 971 | 269 | 884 | 942 | 7,579 |
| 3 | Material & Equipment | 22,673 | 32,889 | 59,810 | 32,138 | 0 | 0 | 147,510 |
| | Total Cost | 99,689 | 113,921 | 115,868 | 80,922 | 43,968 | 46,611 | 500,979 |

Increase Revenue Water Volume by NRW Reduction Activities for 6 pilots.

• Total volume increase after countermeasures is 619.18 m³/day or 3,096 Drums of water each day from 6 pilot areas.

Breakdown of total revenue water volumes before and after countermeasures

| No. | Item | | Independence Valley | Lenggakiki | Mbokonavera-1 | Tuvaruhu-l | Tuvaruhu-2 | Total |
|-----|---|--------|------------------------|------------|---------------|------------|------------|----------|
| | Revenue Water Volume before countermeasure (m³/day): [A] | 46.96 | 67.54 | 224.89 | 83.74 | 36.64 | 37.39 | 497.16 |
| | Revenue Water Volume after countermeasure(m³/day): [B]*1 | 235.48 | 148.27 | 394.99 | 162.33 | 84.57 | 90.69 | 1,116.34 |
| 3 | Increased Water Volume resulting from the NRW reduction activities(m³/day): [C] = [B]-[A] | 188.52 | 80.73 | 170.10 | 78.59 | 47.93 | 53.30 | 619.18 |

Cost Benefit Analysis through Six Pilot Projects for Three Years.

- Revenue increase will be SBD 1,672,378.90 per year or SBD 5,017,135 for three years through the NRW reduction activities.
- IF the condition of the water system in the pilots is maintained in the same condition as that after countermeasure
- * Cost Benefit (A)> Cost of NRW reduction activities (B)

| No. | Item | Unit | Namo Ruka | Independence Valley | Lenggakiki | Mbokonavera-l | Tuvaruhu-I | Tuvaruhu-2 | Total |
|-----|--|-------------|------------|------------------------|------------|---------------|------------|------------|------------|
| | Increased Revenue Water Volume | m³/day | 188.52 | 80.73 | 170,10 | 78.59 | 47.93 | 53,30 | 619,17 |
| 1 | | m³/3 years | 206,429.40 | 88,399.35 | 186,259.50 | 86,056.05 | 52,483.35 | 58,363.50 | 677,991.15 |
| | Revenue increased at unit potential income of avarage revenue water (@7.4 SBD/m3 * 1) | SBD/day | 1,395.05 | 597.40 | 1,258.74 | 581.57 | 354.68 | 394,42 | 4,581.86 |
| _ | | SBD/3 years | 1,527,578 | 654,155 | 1,378,320 | 636,815 | 388,377 | 431,890 | 5,017,135 |
| 3 | Total Cost incurred in the pilot project*2 | SBD | 99,689 | 113,921 | 115,868 | 80,922 | 43,968 | 46,611 | 500,979 |
| 4 | Total cost incurred in three years* ³ | SBD/3 year | 199,378 | 227,842 | 231,736 | 161,844 | 87,936 | 93,222 | 1,001,958 |
| | 10 | | | | | | | | |

PHASE 4 ACTIVITIES FOR OUTPUT-2: Implementation Procedure of NRW Reduction is established through the Pilot Project Schedule for installation of bulk meters and chamber No. System | Locaism | Command | Co

PHASE 5 ACTIVITIES FOR OUTPUT-3: NRW Reduction is implemented in accordance with the Procedure of in the Pilot Projects and LCZs Training 1: Identifying NRW components for Solomon Water Identify causes of NRW Category of Connections Registered users without was made to the Working of Connections of the Pilot Projects and LCZs Training 1: Identifying NRW components for Solomon Water Identify causes of NRW Category of Connections Nos. of NRW Category of Connections Nos. of NRW Category of Connections Nos. of NRW Identify Causes of NRW Mater and Industry (Morriage) Water has been flowing for 24hrs. Water quantity of Summinor Morriage of Summino

Training 2: IWA Training Water Audit Table (IWA Water Balance) Initial Measurement Component Q (m³/day) Proportion Billed (Metered) Billed Authorized 30.740 49.106 14.2% 14.2% RW Billed (Unmetered) [B] Consumption Unbilled Unbilled Authorized Unmetered Consumption Illegal use(Direct [E]+[F] 20.140 Unauthorized connection) 43.180 12.5% Illegal use for 24hr [D] 23.040 NRW Apparent MI (Meter 3.910 1.1% inaccuracy) Losses MI (Loss by Metering Inaccuracy unmetered rate) 75.720 21.8% Used water for 174.814 50.4% Total System Input Volume 346.730 100.0% 100.0%

Training 3: Leakage detection Training

- · How to use instruments to detect leakage.
- · How to differentiate leakage from other sounds.
- Great emphasis placed on practice, practice, practice!!





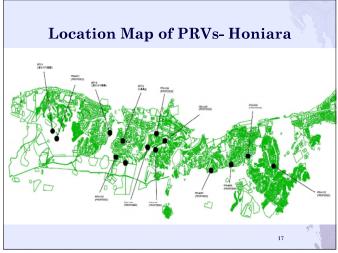


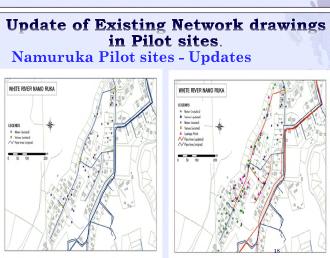




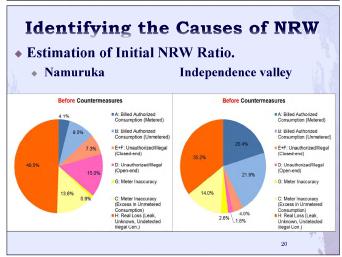


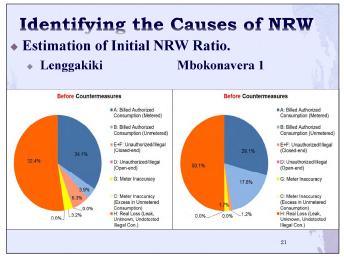
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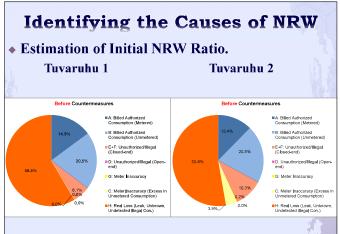


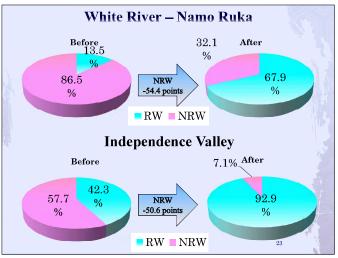


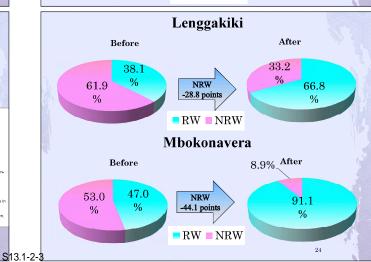
Causes of Leakages . Materials, Places & Condition of facilities Category Causes Rate (%) Material Polyethylene pipe 67 Location Connection 50 Condition Loose 50 Cause Wrong connection 67

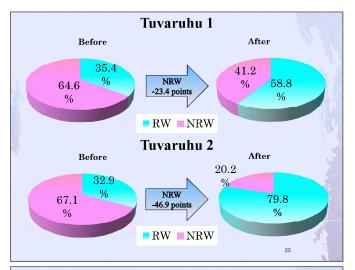












PHASE 6 ACTIVITIES FOR OUTPUT-4:

Water Meter Reading and Billing Process Management are improved

- Performance for water meter readers.
- ..¥..¥2nd Progress Report¥Draft Report 2¥Annex¥Original¥Annex¥Annex 6-1Teaching Materials¥Annex 6-1-1 No. of Accounts to be visited per d per MR.xlsx
- Pamphlet on NRW Reduction.

Distributed to Pilot customers. Means of informing them about NRW and SW presence in their area to reduce NRW.

..¥..¥.2nd Progress Report¥Draft Report 2¥Annex¥Original¥Annex¥Annex 6-2 JICA NRW Pamphlet¥Annex 6-2 Pamphlet of JICA NRW Reduction Project.pdf

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PHASE 7 PROJECT OPERATIONS AND MANAGMENT Weekly Meetings and Work Shops. Table of Progress of Weekly NRW Activities

Weekly Meetings and Work Shops

- Weekly meeting normally held on Thursdays 9:30am -11:00am
- Attended by Management Team Rep, Sub –Team Leaders, supervisors
- Purpose: Update everyone on progress of NRW reducing activities and share challenges faced and suggestions to overcome them.





Typical Weekly Meetings Br

Brian Storming work shop in August 2013

Work Shops.

Meter readers Workshop

-Role play followed by evaluation



Training in Japan

| Training in Julyan | | | | | | | | |
|--------------------|----------------------------|---------------------------------|---|--|--|--|--|--|
| No | Name | Post | Occupation | | | | | |
| 1st 7 | raining in April 2013 | | 1/1 % | | | | | |
| 1 | Benjamin Billy BULAO | Team Leader of NRW Reduction | Technical Division | | | | | |
| 2 | Daisy Rose MENAGA | Leader, | Meter Reading Team | | | | | |
| 3 | Austin ATA | Team Leader / Solomon | Service Coordinator, Customer Care & Communication Division, | | | | | |
| 4 | Ellen Inahia | Manager, | Service Delivery & Communications Div. | | | | | |
| 2 nd | Training in October 2013 | | 2 | | | | | |
| 1 | Mr. MathiasVau Chenga Bera | Technical Sub-Team | Technical Division | | | | | |
| 2 | Mr. Frank Daukalia | Technical Sub-Team | Technical Division | | | | | |
| 3 | Mr. Mathew Mafe Tevasa | Leakage Detection Sub- Team | Technical Division | | | | | |
| 4 | Mr. Gavin Basiori Bare | GIS Sub-Team | Technical Division | | | | | |



PHASE 8 FINDINGS FOR THE WAY FORWARD

Issues and Tentative Solutions

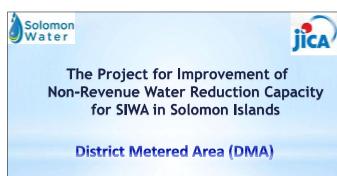
| • Issues and Tentative So | idions |
|--|--|
| lssues | Tentative Solutions |
| | ganization Level |
| Activities-1 to -3 ■ It took time to read water meters in the pilot project | Designating more staff to NRW Action Team |
| Lose work time because of delay of material procurement | Preparing procurement schedule and following it properly |
| Some households with huge amount of arrear | Deciding a strategic policy urgently to address large arrears |
| Activities-4 | |
| Water meter readers not punctual to work | Reviewing a management system of the human resource |
| | ndividual Level |
| Activities-1 to -3 | |
| No understanding on IWA water balance | Carrying out more OJT or workshop |
| Lack of a performance capability for leakage detection | Carrying out more OJT or workshop |
| Lack of understanding on types of service connections | Holding workshop continuously |
| Dislocation of authorized customers | Adding a monitoring work to water meter readers |
| Data coordination disproportionately and concentrated in particular team members only. | Clarifying a role of each team member |
| Activities-4 | |
| No maps showing zones of reading activities | Preparing maps showing houses and meters |
| the water meters | Preparing maintenance equipment and practicing a disassembling assembling of the water meters |
| | Social Aspect |
| Activities-1 to -3 | |
| Reconnections after disconnection for illegal users | Enhancement of monitoring Tariff collection in communal or resident association level with a meter Conducting household survey to understand customer's needs awareness on water supply service 32 |
| | 32 |

S13.1-2-4

Lessons learned

- NRW Action Team has learnt the following viewpoints through the pilot projects.
 - Sense of responsibility of each staff member will take effect on the project.
 - It is important to coordinate customers' list properly for IWA water balance analysis.
 - It is important to have communication between sub-teams continuously.

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27 November, 2013

NRW Project Team

Contents

- 1. Definition of the DMAs
- 2. Purpose of the DMAs
- 3. Image of DMAs
- 4. Location of the Pressure Reducing Valves (PRVs)
- 5. Prioritizing the DMAs
- 6. Resource for Activities in DMAs
- 7. Timeline for Procurement and Installation of Pressure Reducing Valves (PRV) and Creation of DMA s.
- 8. Summary of Activities in the DMAs

1. Definition of the DMAs

- Defining about 15 DMAs in Honiara city
 - With Pressure Management
 - Without Pressure Management
- ●Installing about 13 Pressure Reducing Valves (PRVs)

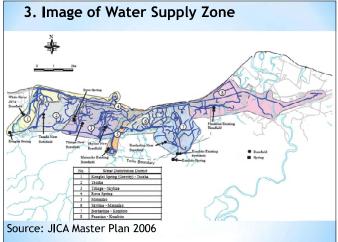
 Pressure reducing valve

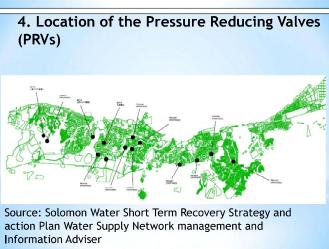


Source: Best Practice Strategies to Leakage Management IWA Water Loss Task Force

2. Purpose of the DMAs

- Managing pressure control, water quality and NRW reduction in networks
- Reducing real losses to an economic level and maintaining this level
- Comparing levels of leakage in the different districts to assess where it is most beneficial to undertake leak location activities

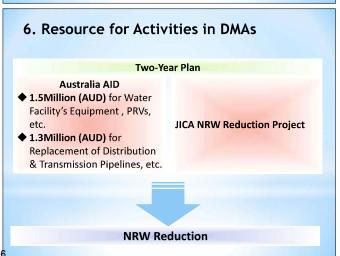




5. Prioritizing the DMAs

DMAs will be prioritized to be implemented in the following points:

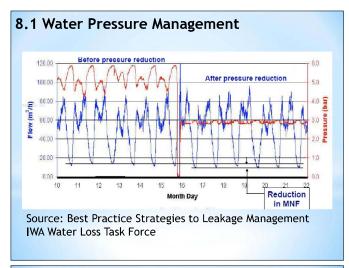
- Areas in NRW serious situation (Illegals, leakages, direct connections, frequent bursts)
- Defective hydraulic condition of pipes
- Hydraulic design of network (more simple, dendritic, raising capacity)
- Number of beneficiaries
- Cost of water



7. Timeline for Procurement and Installation of Pressure Reducing Valves (PRV) and Creation of DMAs.

- Order all PRV's ,flow meters and data loggers in December
- •Schedule of pipes and special fittings tendered in December
- Civils and construction tendered in December
- •Expected start date will be February 2014
- •Expected completion in May 2014

Summary of Activities in the DMAs Water leakage detection Convert Illegal connection to registration Disconnection of illegal connections Installation and or replacement of water meters Water pressure management (see next Figure) NRW Reduction









THE PROJECT FOR IMPROVEMENT OF NON-REVENUE WATER REDUCTION CAPACITY FOR SIWA IN SOLOMON ISLANDS

PDM2

27 November, 2013

NRW Project Team

Contents

- 1. Key Points changed on PDM2
- 2. Overall Goal
- Project Purpose
- 4. Outputs
- Activities

1. Key Points changed on PDM2

- Numerical verifiable indicators for Overall Goal was indicated.
- Numerical narrative summary and verifiable indicators for Project Purpose were indicated.
- Assistance in the definition and creation of LCZs and DMAs was added.
- NRW reduction activities including water pressure management to be conducted in DMAs were added.
- Advice for the improvement of pipe system design was added,

2. Overall Goal

Narrative Summary

PDM2: SW's service levels are improved and SW's revenue is increased.

VERSE

PDM1: SIWA's service levels are improved and SIWA's revenue is increased.

2. Overall Goal

Objectively Verifiable Indicators

PDM2

- The NRW ratio in Honiara City is reduced to 20% by 2018
- 2. Ratio of operational revenue-to-expenditure is sustained at greater than 100%

PDM1

- 1. Water supply hours become longer.
- The NRW ratio in Honiara City is reduced to XX % by 2018
- Ratio of current expenses to current income becomes more than 100% by 2018.

3. Project Purpose

Objectively Verifiable Indicators

- PDM2
 - The NRW ratio is reduced by 30 points in each pilot project area, selected DMAs and/or LCZs.
- PDM1
 - 1. The NRW ratio is reduced to XX% in each pilot project area and the NRW ratio in Honiara City is reduced to XX%

3. Project Purpose

Narrative Summary

PDM2: SW is assisted to achieve its target of reducing the NRW Ratio in Honiara to 30% by 2015.

PDM1: Non-revenue water(NRW) ratio in Honiara City is reduced.

4. Outputs

Narrative Summary

PDM2

- 1. Planning process of SW for NRW reduction is systematised.
- 2. The procedure for NRW reduction is established through the pilot areas and LCZs.
- NRW reduction is implemented in accordance with the procedure in pilot areas and/or LCZs
- Water meter reading and billing process management are improved.

PDM1

- The planning process for NRW reduction is systematized.
- The implementation procedure of NRW reduction is established through the pilot projects.
- 3. Billing process management is improved.

Objectively Verifiable Indicators

- 1-1 Annual budget for NRW reduction is secured in the pilot
- 1-2. The strategic implementation (rolling-out) plan for NRW
- reduction is approved by management of SW.

 2-1.A manual for NRW reduction measures is prepared
- 2-2. The number of authorizations and disconnections of illegal connections
- is increased in the plot project areas and LCZs.

 2-3. The number of new service connections and replacement of malfunctioning customer meters is increased in the pilot project areas and LCZs
- 3-1.The number of pipe repairs is increased in the pilot project areas and LCZs.
 4-1.Standard operating procedures (SOP) and training materials are formulated.
- 1-1 Annual budget for NRW reduction is secured in the pilot project areas.
- 1-2. The strategic implementation (rolling-out) plan for NRW reduction is approved by the executive board of
- 2-1.A manual for NRW reduction measures is revised.
- 2-2.The number of pipe repairs is increased in the pilot project areas.
 2-3.The number of authorizations and disconnections of illegal connections is increased in the pilot project
- ctions and replacement of malfunctioning customer meters is increased
- in the pilot project areas.
 3-1.Standard of procedures (SOP) and training materials are formulated.

5. Summary of Activities

Output-1

PDM2

- · Establish Management team in SW
- · Review current practises of NRW Reduction
- · Hydraulic Analysis Network Distribution
- · Formulate plan for Selected DMA
- · Monitor NRW reduction activities in Pilot sites & LCZ
- · Analysis of NRW cost & Benefit of NRW reduction activities.
- · Create a roll out plan for whole of Honiara.

Output-2

- · Establish Action Team in SW
- · Managed and Monitor flow meter at water sources.
- · Conduct training for NRW Action team

Output-3

PDM2

- · Creation of LCZ & DMA
- · Carry out base line data activities for NRW
- · Conduct counter measure activities for NRW Reduction
- Provide Training OJT.

Output-4

- · Meter reading schedules & Reporting & Training
- · PR awareness on Tariff ,water usages and reporting
- · Monitoring Meter reading and billing

Key Points changed on PDM2

- Numerical verifiable indicators for Overall Goal was indicated.
- Numerical narrative summary and verifiable indicators for Project Purpose were indicated.
- Assistance in the definition and creation of LCZs and DMAs was added.
- NRW reduction activities including water pressure management to be conducted in DMAs were added.
- Advice for the improvement of pipe system design was added.