

CASCWUA Continuous Improvement and Benchmarking Program Team Briefing Paper No. 1

Dear participants,

It is now two weeks since we met at the Tashkent CASCWUA, CIB workshop and your facilitators Bob, Bryn and Cherry are now making contact to provide further guidance and assistance with regard to your CIB tasks and to confirm the two services for improvement and the agreed schedule.

This note sets out:

- Service nominations to help you and your team get started;
- Timetable confirming key dates;
- Non Revenue Water Worksheet to provide you and us with baseline data which we can use to compare with later, after improvements have been made;
- Brief self-assessment that will help you assess the potential for improvement in NRW.

And also to let you know that some of you can expect a visit from Bryn during the coming months to review your team outputs and assist you in benchmarking.

Team Outputs

We are expecting from your CIB team (please choose one or two applicable outputs from the following):

- Service nomination forms (draft forms are attached);
- Service definitions;
- Process maps;
- Customer survey results;
- Key performance measures;
- Why-why analysis; and
- A list of core problems to be resolved.

By now we expect you will have briefed your management team on the expectations of the CIB program, selected your CIB teams and are now focused on improving the first two services that have a significant impact on non-revenue water (NRW).

Overall approach

We would like to firstly re-cap with you, the overall approach for our CIB program that is as follows:

1. Measure NRW at year end 2006 and 2007 to provide a base line from which we will measure and evaluate the overall improvements for your utility over say the next year.
2. Initially apply the CIB tools to two services being:
 - a. **Detection and prosecution service;**
 - b. **Tariff policy and price setting service.**
3. If time permits and depending upon the success of the first two services, we may then apply CIB to another two services being:
 - a. Meter maintenance service;
 - b. Distribution maintenance service.
4. To apply the CIB tools to the first two services above, means you will need to select and train one or two CIB teams, each with a team leader. In total we expect you will have some 6 to 8 staff involved in the initial CIB program.

5. By now, we expect the two teams to have been selected and briefed on the CIB program and the tools.
6. A more detailed time table and tasks following this first page, sets out the tasks in more detail, and you will see the critical dates (in red) that we ask you to meet.
7. Around December 2008, we will again ask for an estimate of NRW at December 2008, so as to evaluate the changes to NRW as a result of our CIB program.

Use your facilitators

Your facilitators Bob, Bryn and Cherry are available to support you, to give you guidance and provide a quality control service. If you are in doubt about your CIB program then please contact the facilitators and ask for their support. The best way to contact them is by e-mail, and their e-mail address is shown in the list of delegates that is in the Tashkent Workshop papers.

Initial data capture for NRW

On the next page you will find a table that reports upon NRW. We ask for this table to be completed along with the four additional items listed. We would like this information (Package 1) to be emailed to the facilitators no later than 9th May 2008.

Facilitator visit

One of the facilitators will be visiting you in the coming months to assist you with your CIB program and to verify the quality of the teams' work. It is important therefore to progress the CIB program according to the schedule so as to make best use of this visitation program. Your likely facilitator will be Bryn.

Service nomination forms

You will see from the CIB Workbook that Worksheet 1 is the Project nomination form. This form describes the service you are selecting for the CIB program and contains a description of the service scope, the justification for selecting this service and the improvement objective. To assist you in this first step, we attach two draft service nomination forms. You may take these and modify them to suite your own context.

Twinning arrangements

We are proceeding to establish two twinning arrangements between members of CASCWUA and expert twins. The expert and recipient utilities have not yet been finalized but this is expected to take place before the end of May.

Immediate Tasks

Your CIB teams are to initially examine and propose improvements to two key services in the overall water distribution business (from treatment plant to authorized consumer receival point) by July 2008 then implement over the period up to December 2008, with the overall aim of reducing water losses.

The indicators used to assess the efficiency of water service delivery will be a) non revenue water and b) unaccounted for water. The indicator calculation table is shown below and covers the two years ended December 2006 and 2007. As part of this CIB program, these indicators and the water distribution process will be benchmarked with other participating utilities.

Additional Information required

As well as indicators, your CIB will also need to prepare:

- 1) Process map illustrating the water distribution process. Identify (i) key points for measuring (ii) process for detecting and addressing leaks and (iii) process for identifying and curtailing unauthorized connections.
- 2) Explanation of any circumstances that give rise to authorized but unbilled consumption (such as stated policy).
- 3) Response to the attached questionnaire.
- 4) Current operating statistics on:
 - a) Typical hours of supply
 - b) Number of connections
 - c) Length of distribution network (kms)

Non Revenue Water Performance Information

		Year ended December 2006 Megalitres	Year ended December 2007 Megalitres
1	System Input		
	Less		
2	Authorized billed metered consumption	()	()
	Authorized billed unmetered consumption	+ ()	+ ()
3 = 1-2	= Non Revenue Water		
	<i>Non Revenue Water Percent (3 as % of 1)</i>	%	%
	Less		
4	Authorized unbilled metered consumption	()	()
	Authorized unbilled non metered consumption	+ ()	+ ()
5 = 3-4	= Unaccounted For Water		
	Unaccounted for Water Percent (5 as % of 1)	%	%
	Explanation of Unaccounted for Water		
	Metering Inaccuracy		
	Leakages		
	Unauthorized consumption		
	Water delivered but unbilled at year end (less water billed this year but delivered the previous year)		