NON-REVENUE WATER (NRW) PHASE I AND II ACTIVITY
JORDAN

Improved prosperity, accountability, and equality for a stable, democratic Jordan

DEVELOPMENT CHALLENGE

Jordan is one of the most water-scarce countries in the world. Approximately 50 percent of Jordan's extracted water is lost to NRW – water lost through leaks, theft, or inaccurate metering. The accompanying financial loss for the Government is approximately $500 million per year

Implementing Partners: Through a Fixed Amount Reimbursement Agreement (FARA) model, Water Authority of Jordan, Jordan Valley Authority, Jordan Water Company-Miyahuna, Yarmouk Water Company, and Aqaba Water Company. In parallel, USAID has a Management Engineering Services Contractor to provide support and capacity building to water utilities during implementation and to verify progress towards FARA completion

USAID Investment: $230 million

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PROGRAM ACHIEVEMENTS

- In FY 2019, USAID saved 3.2 million cubic meters of water through water network construction, pressure management, leak detection, repair work, and improved meter accuracy
- After completing construction work and smart meter installations in seven distribution zones in the cities of Amman and Aqaba, the program reduced NRW rates from 42 percent to 24 percent
- The Miyahuna water utility in Amman now has dedicated vehicles for leak detection and repair, which dramatically decreases the response time for maintenance requests
- Water utilities have improved capacity to reduce and manage NRW based on experience implementing the FARA, which also enhances the sustainability of USAID's investment

LESSONS LEARNED

- FARAs can provide a successful model for both implementation and capacity building in parallel
- NRW reduction is critical to helping meet demand in a country with extreme water scarcity and high capital investment costs for new water supply projects
- Understanding the capacities, needs, and requirements of the partner is essential in identifying practical and clear objectives, targets, milestones, time frame, and indicators for proper execution of FARAs