DRAFT AGENDA

Non-Revenue Water (NRW) reduction in urban water utilities
Experiences and challenges in the Mediterranean region

Center for Mediterranean Integration, Marseille

January 22-23, 2013

Tuesday January 22, morning

09:00 Welcome: Mats Karlsson, Director, Center for Mediterranean Integration

09:10 Introduction: Goals and scope of the workshop (Philippe Marin, Senior Water & Sanitation Specialist, World Bank)

09:20 Overview of NRW in the Mediterranean (Philippe Marin, Senior Water & Sanitation Specialist, World Bank & Manuel Mariño, Lead Water and Sanitation Specialist, World Bank)

09:45 NRW: a complex topic (Jan Janssens, Managing Director JJC Advisory Services)

10:15 Coffee Break

10:45 NRW in Moroccan water utilities
Moderator: Xavier Chauvot De Beauchene (Senior Water & Sanitation Specialist, World Bank)
Panel (5):
- Abdelkader Saidi, Acting Director, Division des Régies et Services Concédés, Ministry of Interior, Morocco
- Najib Lahlou, General Director, RADEEF, Morocco
- Cassilde Brenière, Responsable Division Eau et Assainissement (EAA), Agence Française de Développement (AFD), France
- Bertrand Dardenne, CEO, ASPA Utilities, Lisbon, Portugal
- Philippe Marin, Senior Water & Sanitation Specialist, World Bank

Presentations:

- NRW: the Moroccan context, Xavier Chauvot De Beauchene, Senior Water & Sanitation Specialist, World Bank
- NRW Performance of Moroccan utilities, Jan Janssens, Managing Director JJC Advisory Services
- RADEEF Fes, Najib Lahlou, General Director, RADEEF, Morocco, tbc
- ONEE, Abdellah Harriz, Chef de Division Amélioration des Performances, Office National de l'Electricité et l'Eau Potable
- LYDEC, Serge Lescouet, Directeur, Exploitation Eau et Assainissement

12:30 Lunch

Tuesday January 22, afternoon

Moderator: Manuel Mariño, Lead Water and Sanitation Specialist, World Bank
Panel (6):
13:45
- **SONEDE** **Tunisia**, Larbi Khrouf, Consultant, World Bank
- **NWSC** **Malta**, Marc Muscat, CEO, Water Services Corporation, Malta
- **Cyprus**, Charalampos Charalambous, Water Board of Lemesos, Cyprus
- **Albania**, Arben Bakllamaja, Consultant, World Bank & Lecturer, Department of Economics, Tirana European University

15:30 Break

16:00
- **Libya**, Bertrand Dardenne, CEO, ASPA Utilities, Lisbon, Portugal
- **HCWW** **Egypt**, Mamdouh Raslan, Deputy Chairman, Holding Company for Water and Wastewater, Egypt
- **Amman** **Jordan**, Abdallah Al-Jarrah, Leakage Control Department Manager, Jordan Water Company, Jordan
- **Aqaba** **Jordan**, Mohammad Al Shafe, Head of Strategic Planning and Central Operations section, Aqaba Water Company, Jordan, tbc

18:00 Closing

20:00 Reception dinner

**Wednesday January 23, morning**

Moderator: Philippe Marin, Senior Water & Sanitation Specialist, World Bank

Panel (5):
- Stephen Hart, Senior Water Engineer, Projects Directorate, European Investment Bank (EIB)
- Cassilde Brenière, Responsable Division Eau et Assainissement (EAA), Agence Française de Développement (AFD), France
- Marc Muscat, CEO, Water Services Corporation, Malta
- Dieter Gomer, Principal Technical Advisor, KfW
- Nicola Saporiti, Senior Investment Officer, International Finance Corporation

09:00 Other cases from the North and beyond

Presentations:
- **Marseille**, **France** (Odile Demassieux, Chef du Service Expertise Réseaux, Société des Eaux de Marseille),
- **NRW regulation in Portugal** (André Trouillet, Business Manager, ASPA Utilities, Lisbon),
- **Yerevan**, **Armenia** (Manuel Mariño, Lead Water and Sanitation Specialist, World Bank),
- **Aden**, **Yemen** (Siemen Veenstra, Vitens)

10:30 Break

11:00 Some key issues for reducing NRW

Presentations:
- **NRW and intermittent services: experiences from Southern Italy** (Dewi Rogers, Director, DEWI S.r.l.),
- **NRW and metering** (Francisco Arregui, Senior Researcher, Valencia University),
- **Contracting for NRW and the Performance-based contracting (PBC) approach** (Philippe Marin, Senior Water & Sanitation Specialist, World Bank)
Wednesday Jan 23, afternoon

14:00: **Challenges of NRW in the Mediterranean: moderated discussion with the audience**
Moderators: Philippe Marin (Senior Water & Sanitation Specialist, World Bank) & Frederic Maurel (Task Team Leader, Water and Sanitation Division, AFD)

Panel (6):
- Adnen Boubakeur, Directeur Central des Etudes, SONEDE, Tunisia,
- Abdelkader Saidi, Acting Director, Division des Régies et Services Concédés, Ministry of Interior, Morocco,
- Mamdouh Raslan, Deputy Chairman, Holding Company for Water and Wastewater, Egypt,
- Marc Muscat, CEO, Water Services Corporation, Malta,
- Abdallah Al-Jarrah, Leakage Control Department Manager, Jordan Water Company, Jordan
- Bambos Charalambous, Water Board of Lemessos, Cyprus

15:30 Break

16:00: **How CMI and other partners could play a role in fostering the NRW agenda in the region**
Panel (6):
- Tom Williams, Program Director, International Water Association, The Hague, Netherlands
- Jarrah Al-Zubi, MDG+ Technical Advisor, ACWUA secretariat, Arab Countries Water Utilities Association (ACWUA)
- CEFEB/AFD (tbc)
- Jean Antoine Faby, Director, Chaire Eau pour Tous, AgroParisTech
- Jan Janssens, Managing Director, JJC Advisory Services,
- Plan Bleu (tbc)

**Presentation:** the ACWUA NRW program (Jarrah Al-Zubi)

17:00 Closing