

Success stories

1- [Documentation of Best Practices in non-revenue water management in selected Mediterranean countries \(Algeria, Israel, Jordan, Morocco\)](#)

How to prevent losses of water before it reaches the customer? Best practices in Algeria, Israel, Jordan and Morocco show it is feasible and financially affordable.

Non-revenue water (NRW) is defined as the water that has been produced and lost before it reaches the customer. Losses can be real losses (through leaks, sometimes also referred to as physical losses) or apparent losses (for example through theft or metering inaccuracies). High levels of NRW are detrimental to the financial viability of water utilities, as well to the quality of water itself.

The report recently published by the EU funded project “Sustainable Water Integrated Management in the South Mediterranean – Support Mechanism (SWIM-SM)” identifies and documents existing best practices (BPs) in the management of non-revenue water (NRW) in Algeria, Israel, Jordan and Morocco, with the objective of disseminating these BPs for knowledge exchange and sharing of experience in reducing NRW among the SWIM Partner Countries. To this effect, SWIM-SM identified and documented three exemplary BPs for the monitoring, assessment and control of NRW in each of the four countries based on a set of criteria such as their Impact, technical and financial feasibility and affordability.

As a result, 11 exemplary BPs were identified, three in Israel, three in Jordan, three in Morocco and two in Algeria. They include the following practices:

- **Metering and replacement of water meters** (Algeria, Israel, Morocco and part of the existing best practices in Jordan)
- **Implementation of water loss surveys** (Israel)
- **Pressure management** (Jordan, Israel)
- **Detection of losses and leakage repair** (Morocco)
- **Micro Private Sector Participation (PSP)** (Jordan, Morocco)
- **Service Connection Installation** (Morocco).

The Best Practices for each country are presented in **four chapters**, organized following the same structure and sections as follows:

- 1- Status of non revenue water management in the country;
- 2- General inventory of the existing BPs in each country;
- 3- Three exemplary BPs and their evaluation against the criteria mentioned above;
- 4- A more detailed discussion of each BP.
- 5- Annex I: All contacts details of the people who contributed to the assessment;
- 6- Annex II: Technical documents related to each BP. Each document provided by the countries can be accessed in the original language through the available hyperlinks.

To download the full document [click here](#)