

Holding Company For Water & Wastewater

HCWW

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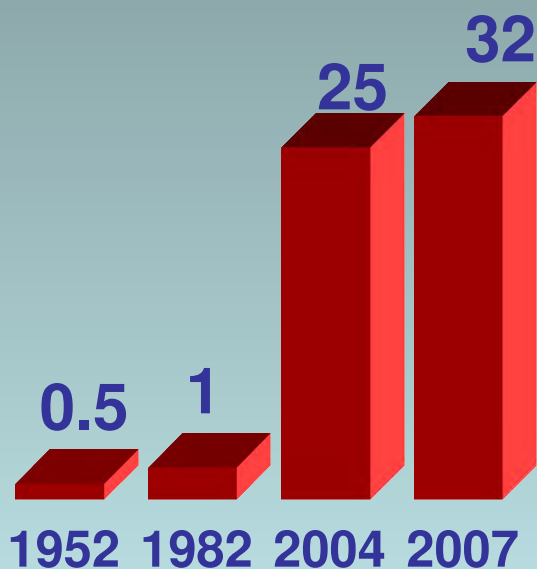
My Presentation will include the following :

- First: Water and Wastewater Sector in Egypt.**
- Second: Water and Wastewater Sector Problems.**
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- Forth: Establishment of the Holding Company**
- Fifth: The Strategic Goals of the Holding Company.**
- Sixth: Scope of Service of the Holding Company**
- Seventh: The Holding Company Achievements So Far.**

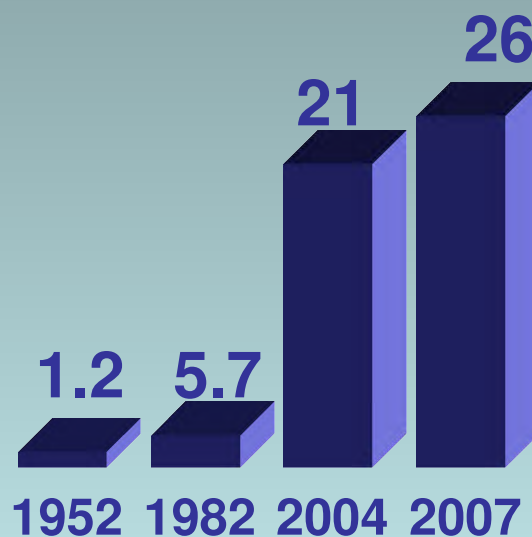
Water and Wastewater Sector in Egypt

Drinking Water Service Development in Egypt for Years 1952 - 1982 - 2004 - 2007

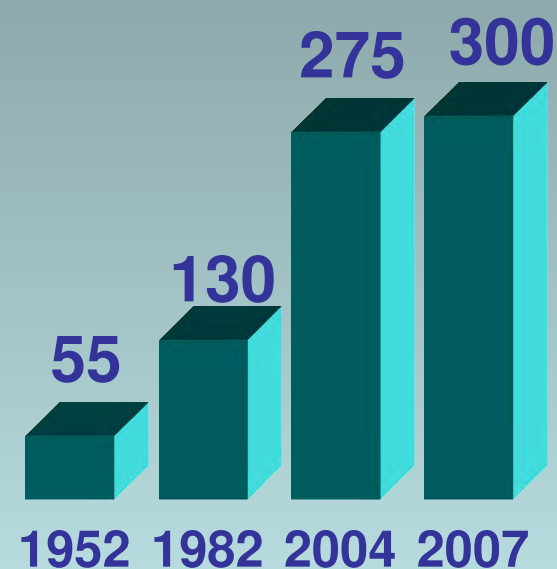
Investments
)billion L.E(



Capacity
million m³/day

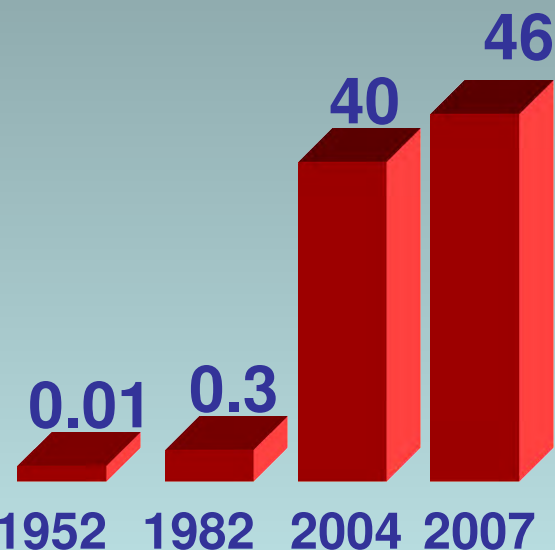


Liter/capita/day

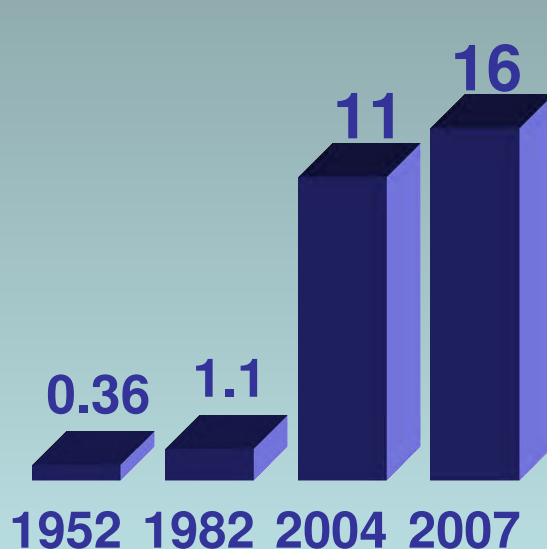


Wastewater Service Development in Egypt for Years 1952 - 1982 - 2004 - 2007

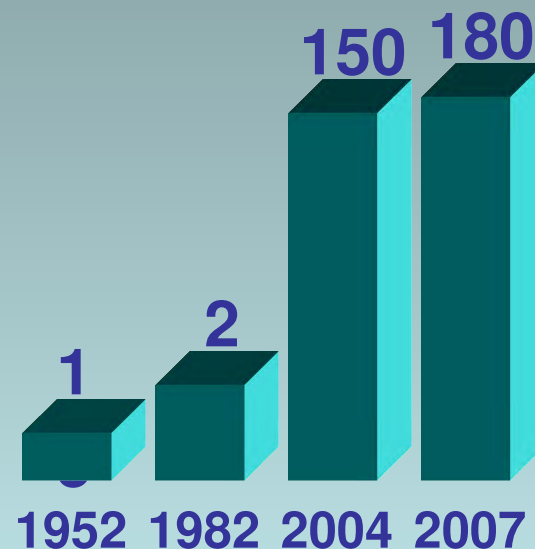
Investments
)billion L.E(



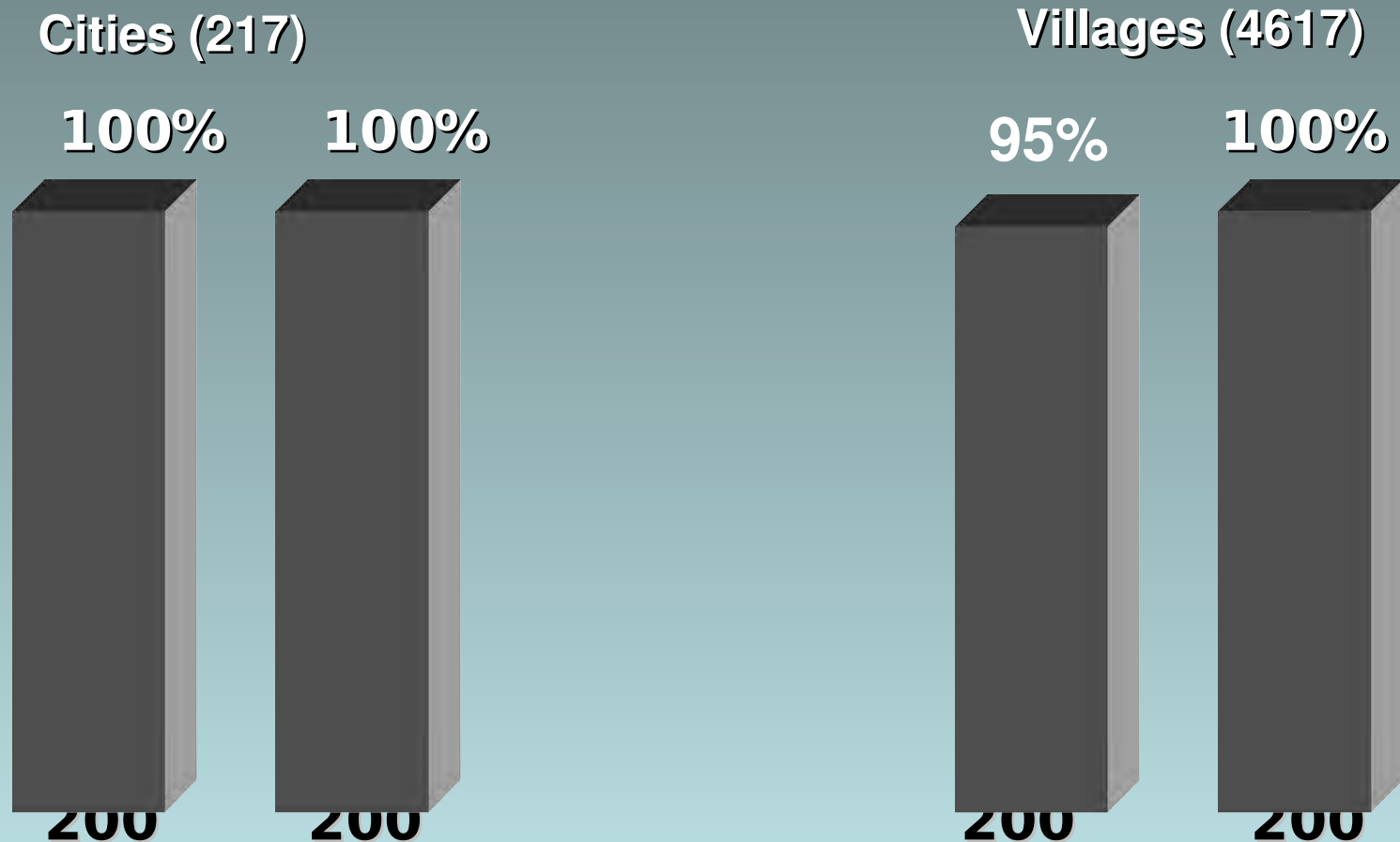
Capacity
million m³/day



Liter/capita/day

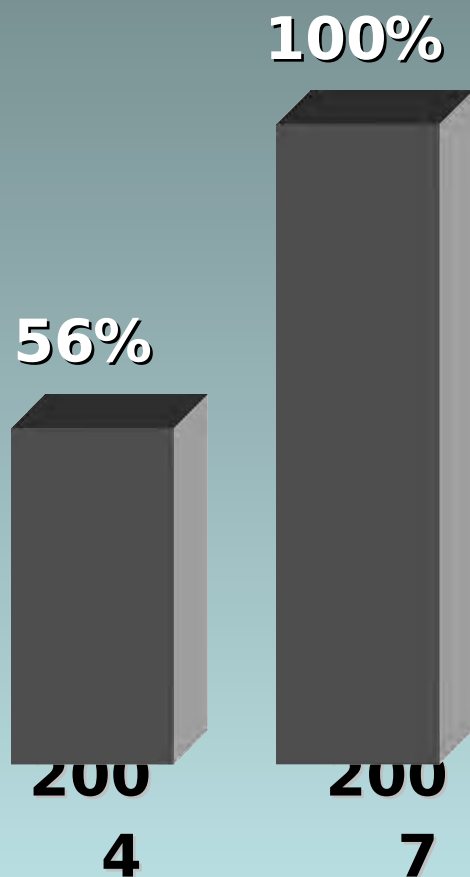


Drinking Water Service Coverage in Egypt

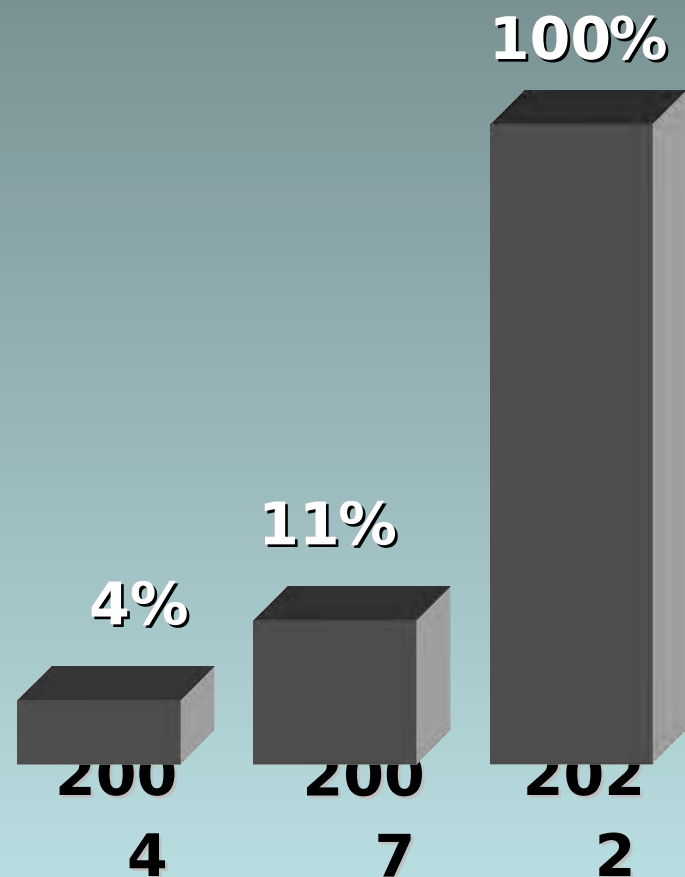


Wastewater Service Coverage in Egypt

Cities (217)



Villages (4617)



Water and Wastewater Sector Problems

While progress has been made , the following are among the many challenges facing the Holding Company and the subsidiaries:

- The sector suffered from a “Crisis level” financial situation requiring ongoing subsidization from the Ministry of Finance.
- In 2002 accumulated deficits totaled LE 7.6 billion.
- In 2002 accumulated debt totaled LE 7.3 billion.
- With the exception of Alexandria Water none of the previous water & wastewater authorities were covering operating costs.

- Low tariffs leading to a weak financial position.
- Lack of public awareness of saving drinking water.
- Water sector utilities were overstaffed.
- Lack of skilled staff in financial and technical fields.
- Weak billing and collection systems.
- Reliance on manual systems.
- Lack of coordination between different water and wastewater authorities.

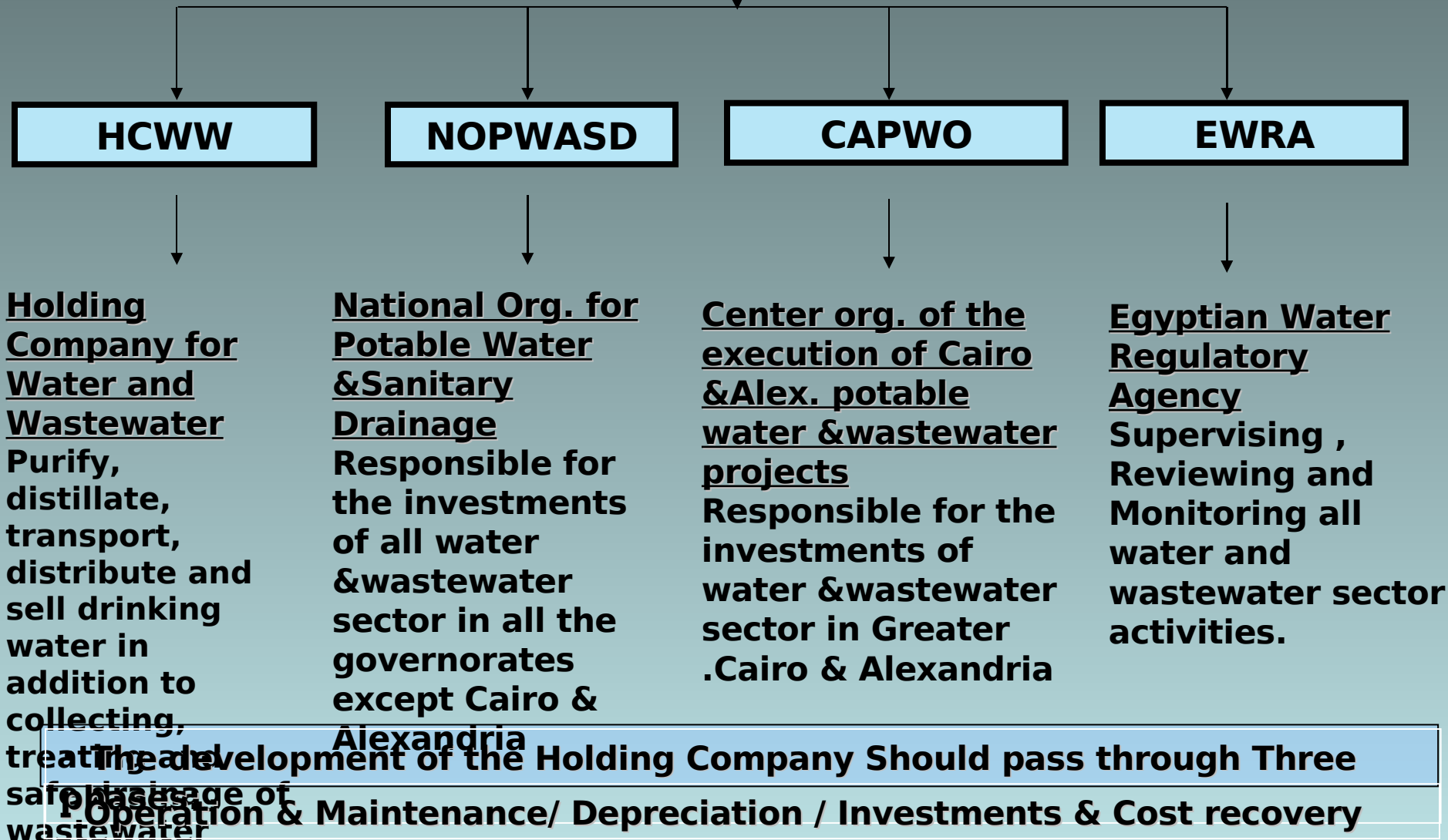
- **Inadequate operation and maintenance plans.**
- **Lack of accurate and reliable data.**
- **Incomprehensive Master Plan.**
- **Most of the facilities are over loaded.**
- **Absence of plans to preserve sector investment.**
- **Systems did not exist to:**
 - a) **Evaluate staff performance.**
 - b) **Respond to citizen complainants.**

Thus

It was necessary to reform the water and wastewater sector in order to overcome all these problems

And to provide excellent service to the country and citizens.

Water & Wastewater Sector Reform



Establishment of the Holding Company

The Holding Company and its subsidiary companies were established by Presidential Decree no. 135 for the year 2004, under law **203 for the year 1991.**

The Strategic Goals of the Holding Company

- ~~● Improve the quality of customer service to achieve satisfaction.~~
- Achieve financial stability of the water and wastewater sector.
- Assure the professional development of Holding Company and subsidiary companies.
- Improve the skills of the sector water and wastewater staff.
- Protection of sector investment.

The Holding Company Coverage: Scope of Service of the Holding Company

- **15 subsidiary companies are serving 13 governorates.**
- **44 million people receive the service of drinking water about 65% of population.**
- **25 million people benefit from wastewater services.**
- **Total production of drinking water is 14.7 million m³ /day and the wastewater capacity is 5.3 million m³ / day.**
- **New nine water and wastewater subsidiary companies are being established (expected to be completed by March 2007).**

Holding Company achievements since September 2004

In the form of :

- **Customer Satisfaction.**
- **Improvement of subsidiary companies performance.**
- **Human resources development.**
- **Expansion of the service.**
- **Financial stability.**

1-In the field of customer

holding company for Water and Wastewater



satisfaction

customer satisfaction

- Hotline 125/175 was established in all subsidiary companies to receive customer complaints round the clock.
- Subsidiary companies are required to report routinely on the number and types of complaints
- New customer service centers have been established in subsidiary companies.



Holding Company for Water and Wastewater



After



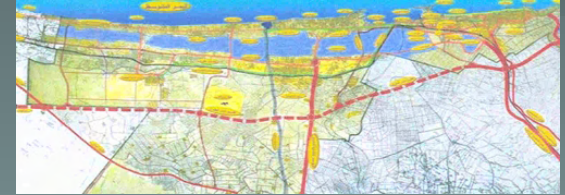
Before



- Provide a unique service to clean the roof tanks upon the customer request.



Master Plan:



- The Master plans will cover water and wastewater needs overall Egypt till 2037 (the targeted year), in addition to the high priority projects and studying the different interventions and alternatives of funding.

The Master Plan is Being Conducted in Two Phases:

- Phase 1: local consultants will be responsible for the assessment of existing situation and the high priority projects for all governorates.
- All Master Plans were tendered, some were awarded and the other are in process.
- Phase 2: International consultant will review all work done by local consultant and develop a Strategic National Master Plan .
- (The Master Plan is Funded by EU)

The Integrated Sanitation Project:

Project Objectives and Outputs

- Assessment of Existing Sanitation and Solid Waste Management Component.
- Strategic Sanitation Plan and Solid Waste Pilot Plant to protect water resources.
- Study Tour to Similar Projects.
- First Phase Implementation plan for sewerage system.
- Feasibility Study for the Project .
- First Phase Implementation.
- Project Implementation Manual.
- Bidding Documents for First Phase Packages.
- (Funded by Dutch grant through World Bank)



Water Meters

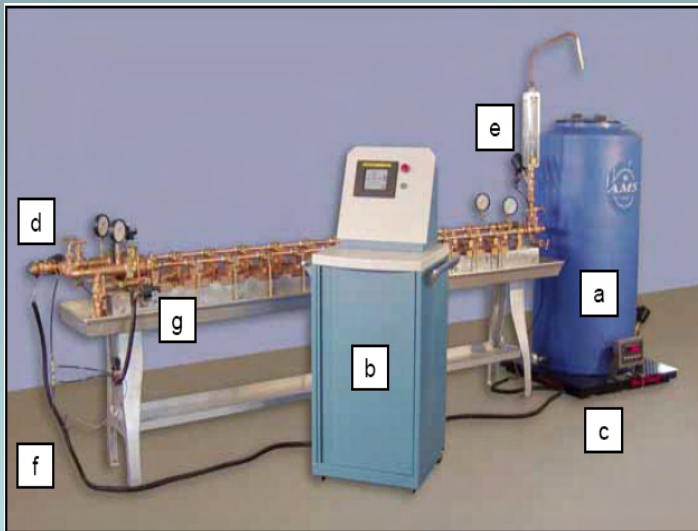
- Four national and international companies were qualified for the purpose of producing high quality water domestic meters.
- The Holding Company started the installation of 800, 000 domestic meters to replace the old and non working meters.



Water Meters Workshop

- A New Meter testing facility is being established to test and Calibrate meters.
- Accurate water meter will preserve the company resources and build confidence and trust between the subsidiaries and the customers.

After



Before



Laboratories

- The Holding Company will establish a new Central laboratory by December 2006
 - Central lab will be responsible to monitor water quality.
 - Provide technical Assistance to other branch labs of the subsidiary companies.



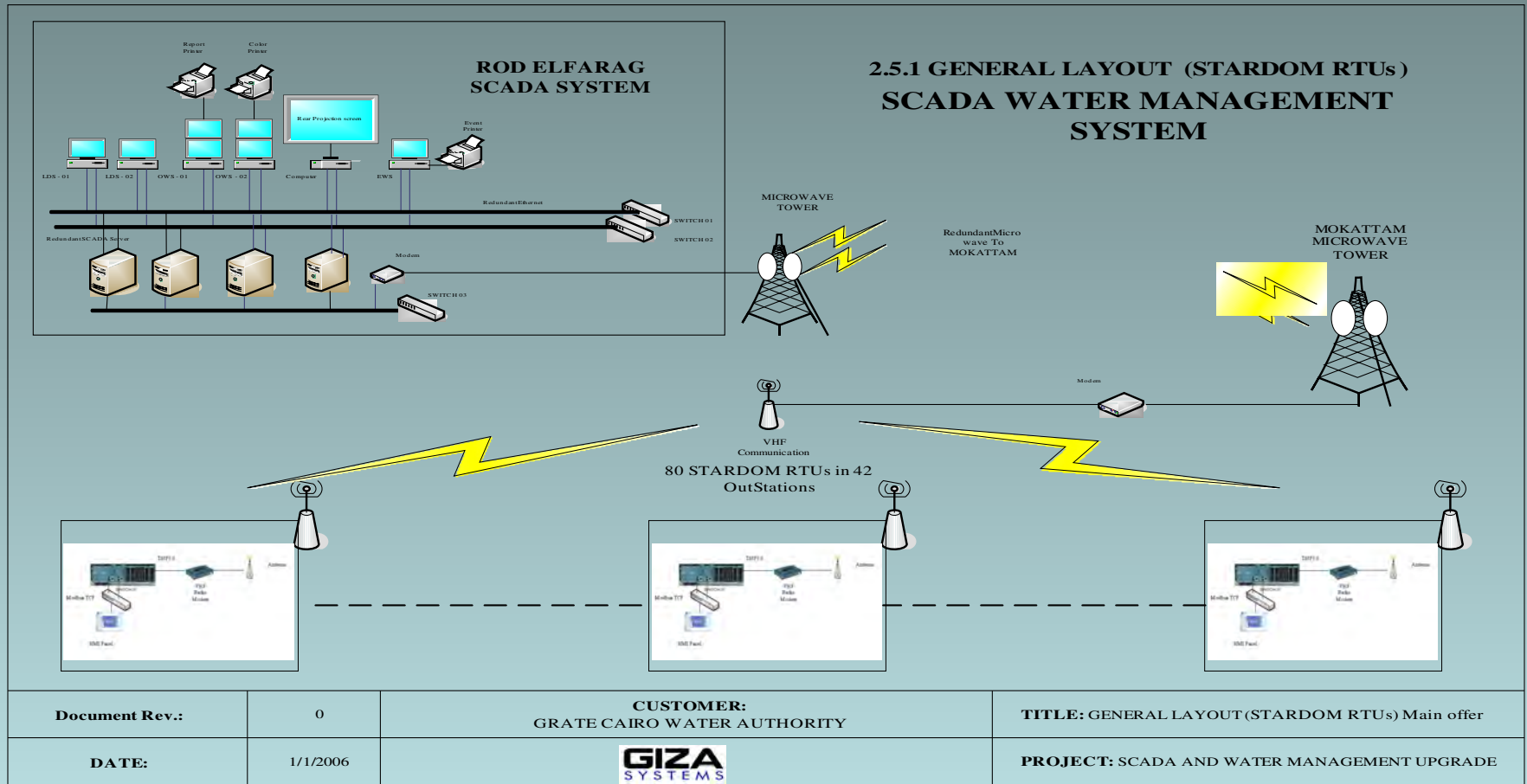
Radio Commutation Network

- A New Radio System is being installed to Connect all Subsidiaries with HCWW.
- Each subsidiary will be using the new System to improve its performance in operating the facilities.



Scada system

- Scada system is being implemented for all subsidiary companies to monitor and control the treatment plants and networks .



Holding Company for Water and Wastewater



Website

- Connect subsidiary companies with each other and with the Holding Company through the website.

www.hcww.com.eg

الشركة القابضة لمياه الشرب والصرف الصحي
Holding Company for Water and Wastewater

English Arabic Tuesday , 21 November , 2006 Search

About HCWW

HCWW at a glance
Company mission
Strategic objectives
Board of directors
Establishment Decree

Subsidiary companies

- Cairo Water company
- Cairo Wastewater
- Alexandria Water
- Alexandria Wastewater
- Kafr El-Sheikh Company
- Gharbeya Company
- Damietta Company
- Beheira Company
- Dakhaliya Company
- Sharkia Company
- Fayoum Company
- Minia Company
- Beni Suef Company

Speech of Chairman and Managing Director

وَجَعَلْنَا مِنَ الْمَاءِ كُلَّ شَيْءٍ حَيٍّ
صدق الله العظيم

Water is the most essential natural resource for any country. It is the basic factor for all sustainable development venues for the new generations. GOD has bestowed Egypt with the River Nile as a main source of water, Egyptians succeeded in building the High Dam to store flooded water to secure water needs. However, Egypt faces challenges of available water quantity due to the increasing number of population and the high living standard leading to an increase in

Current Projects

- Water
- Wastewater
- Institutional
- Donor funded

Services

- Training
- Other services

Vote

Are you satisfied with water Service ?

☐ Yes
☐ No

Support

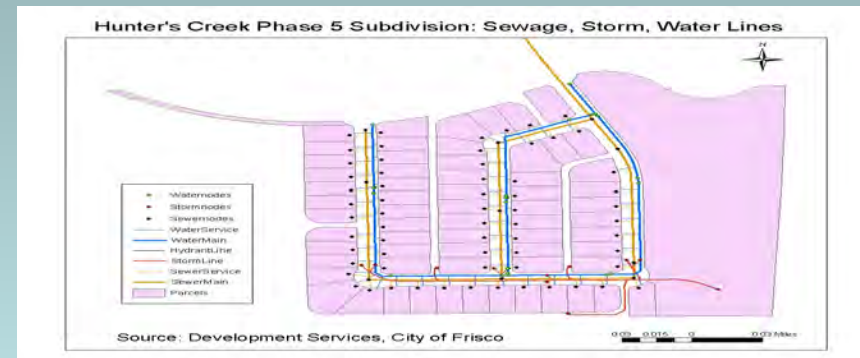
Leakage control

- Activate programs revealing leakage in all subsidiary companies to reduce losses of drinking water.
 - Procure new leak detection equipment
 - Form and train leak detection teams.
 - Develop leak detection Plan.
- (Funded by the Italian government)



GIS Center

- Establishment of GIS centers providing it with the most advanced computers and GIS programs, and well trained personnel.



Holding Company for Water and Wastewater

Coordination between HCWW and other institutes



- A National rehabilitation and innovation program is being implemented by the HCWW / NOPWASD / CAPWO for all the existing water and wastewater facilities.



The Holding Company has coordinated with interested authorities through adding new tributaries to support its subsidiary companies represented in the following aids:

The European Union

The US Agency for International Development (USAID)

The German Cooperation Program

The Italian Cooperation

The French Cooperation

The Dutch Cooperation

The Danish Cooperation

The Japanese Cooperation (JICA)

The European Union:

- The program of sustaining and developing water sector.
- The total budget support is € 80 million
- Finance the Master Plan for old governorates.
- Finance the radio network.
- Finance partially the domestic meters.

The US Agency for International Development (USAID):

- Provide technical assistance to HCWW in the area of IT, training and institutional arrangement (\$ 6.6 million)

The German Cooperation Program:

The German aid authority , GTZ , KFW Bank

- Provide technical assistance and investment for Qena, Kafr El Sheikh and the HCWW_

The Italian Cooperation:

- Provide technical assistance to Cairo Water Company to procure leak detection equipment and provide technical training (€ 800,000).

The Dutch Cooperation:

- The Dutch is assisting the Holding Company and MWRI to study the water basin of Mahmoudia and Meet Yazeed canals(The Integrated Sanitation Project).
- One million dollar grant.

JICA Cooperation:

- An agreement was signed to provide technical assistance to Sharqeia Water and Wastewater Company.

The Danish Cooperation:

- An agreement was signed to provide technical assistance to Aswan Water and Wastewater Company (7 million L.E).

Human resources development

- The HCWW is conducting continuous training programs for its employees through workshops and training programs.
- Provide training services to other countries in the region.
- Oversees training, workshops and conferences.
- Encouraging Scientific researches with Academic institutes solving problems.
- Develop personnel Data base.



Financial Stability

- The Ministry of Finance agreed to forgive the accumulated debt and deficit of the subsidiary companies.
- The Holding Company managed to get a 100% tariff increase for the Cairo Water Company.
- An internal audit capability is being developed within the Holding Company.
- Comprehensive studies of power costs have resulted in subsidiary company savings.

- A new financial and accounting model was designed for HCWW.
- 5 Year financial plans are developed for the HCWW and the subsidiary companies.
- Coordination between Ministry of Housing and Ministry of Finance to solve the accumulated shortage and debts of the subsidiary companies.
- Establishing billing system in all subsidiary companies to issue bills electronically.
- Develop an incentive program to motivate employees to increase the revenue and collection

- Prepare indicators of financial performance in all subsidiary companies.
- Establish and support the economic analysis management in each subsidiary company to follow financial performance of the company.
- Encourage the subsidiary companies to increase its resources through tasks executing projects for others.

Thank You