

## **Drinking water loss management performance audit in capital governorate**

### **Recommendations**

1. Emphasize the importance of preparing an integrated strategy to reduce water loss and address all its causes.
2. Commitment to develop normative values and target values for all elements of action plans to reduce the percentage of water losses and determine the mechanism of implementation over the years of the plan.
3. Mainstreaming the implementation of all the main activities adopted to determine the percentage of water losses accurately in all areas of water distribution.
4. The importance of implementing a comprehensive survey to assess the actual reality of the areas where there are old water networks, and collect all the necessary data to determine the causes of water losses.
5. The need to adopt clear grounds when deciding on objections filed by citizens on cases brought against them.
6. The need for the company's lawyers to provide the amounts paid by the citizens within the time period specified in the Convention.
7. Compliance with technical specifications and special conditions for the protection and continuity of main and subsidiary water lines and household connections.
8. Implement inspection programs in all water distribution areas to identify cases of illegal attacks and illegal uses of water networks.
9. Activating the penalties stipulated in the legislation against the aggressors on the water networks and not offering reductions in fines related to their attacks.
10. To take into consideration the prior coordination by the implementing agencies of the infrastructure tenders with Miyahuna Company.
11. Emphasize the importance of computerizing all accounts and data related to water losses and linking them to water systems management systems.
12. Commitment to update the company's database and to raise all plans for the extension of networks and water lines first.
13. Activation of the internal control unit in the company through the implementation of technical control on all processes and projects related to the reduction of water losses.