

3rd ACWUA Best Practice Conference and Exhibition
Organized by ONEP-IEA, Rabat, Morocco
in cooperation with UNW-DPC and UN-HABITAT as their
Third Regional Activity on Capacity Development
for Water Efficiency

Non-Revenue Water Management in the Arab Region
Strategies to reduce unbilled, apparent and real losses of drinking water

First Announcement, Call for Abstracts and Exhibitors

Call for Papers

Rabat/Morocco
20 - 21 January 2010
Conference Centre ONEP-IEA
Institut International de l’Eau et de l’Assainissement
Topics and Intentions

Non-Revenue Water (NRW) is a problem for almost all water supply utilities around the world. It is a particularly serious issue in areas where water is scarce. It requires immediate attention and appropriate action to reduce avoidable pressures on scarce and valuable water resources. Economic losses due to unpaid consumption require managerial strategies by the water suppliers to react adequately to that challenge. In many cities losses in water supply build up in the vicinity of domestic connections. Here technical, managerial and customer related solutions should be implemented. Water efficiency must be improved in all areas of usage.

The reduction of NRW is a key issue for increasing the performance of water utilities and supplying the population with sufficient clean drinking water.

Several big utilities have already started programmes to reduce NRW step-by-step. It is well known that many institutions and water suppliers have developed and implemented strategies and technologies to control leakage and administrative losses. These strategies have turned out to be highly efficient and have received worldwide recognition.

The 3rd ACWUA Best Practice Conference and Exhibition: Non-Revenue Water Management in the Arab Region is an opportunity for leading personnel to delve deeply into the main aspects related to NRW. It will bring together experts from all stakeholders involved in NRW, especially operators and operational staff from the Arab Region.

The objective of the conference is to gather together applicable knowledge of

- Possible strategies, techniques and applications,
- Regionally approved case studies,
- Useful tools as well as
- Clear concepts of the dimensions of integrated NRW management

in order to apply the best available technical and managerial solutions in improving the control of NRW usage and in reducing water losses for utilities in Arab countries.

This Conference and Exhibition is to be hosted by the Arab Countries Water Utilities Association (ACWUA). For the local organisation, IEA-ONEP, an active member of ACWUA is in charge. The event will be realized in joint cooperation with UNW-DPC and UN-HABITAT as their Regional Activity on Capacity Development for Water Efficiency as follow-up of the recommendations of the International Workshop on „Drinking Water Loss Reduction: Developing Capacity for Applying Solutions“, held on 3-5 September 2008 in Bonn, Germany. In order to address this problem at the regional level, UNW-DPC and UN-HABITAT are jointly organizing a series of regional workshops. This is the first regional workshop in the Arab region and will ensure a programme which goes beyond purely regional experiences.

Programme Topics:

Management and legal strategies
- Water balance for NRW

Monitoring strategies
- Search strategies for the reduction of NRW
- Pressure management concepts

Rehabilitation strategies
- Maintenance concepts for the infrastructures
- Cost performance ratios for reducing NRW

Customer relations management
- Water metering at domestic connections

Financial strategies
- Incorporation of leakages in the costings for projects

Tools and strategies for Capacity Development
- Training, motivation and monitoring of staff
- Peer support experiences

Conference Languages: Arabic, English and French

Simultaneous translation available

Who should attend?
- Managers and operational staff from water suppliers
- Staff of water authorities, ministries and regulators
- Engineers and NRW specialists
- Companies, which offer products, consultancy and services in the field of NRW
Venue
The 3rd ACWUA Best Practice Conference and Exhibition: Non Revenue Water Management in the Arab Region is to be held on 20 - 21 January 2010 at the Conference Centre of ONEP-IEA in Rabat, Morocco.

Conference Centre IEA, Rabat

Conference Fee
- ACWUA members 120 € / 1300 DHS
- Non-ACWUA members 240 € / 2600 DHS
- Participants without Hotel 90 € / 1000 DHS
- Early bird registration (20 % reduction for reservations made before 01 November 2009)

The conference fee includes 2 days + 2 nights accommodation in a single room, attendance at the conference, entrance to the technical exhibition, a copy of the proceedings, all meals including coffee breaks, and transportation from and to the airport. No conference fee for speakers.

Registration by fax: +212 5 37 63 91 58 or e-mail: selamrani@onep.org.ma Registration form can be downloaded under www.acwua.org.

Publication
A detailed programme booklet with abstracts of presentations will be provided as aid for preparation for the conference. After the conference, all documentation will be published in printed and digital form. Presentations can be downloaded from www.acwua.org.

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Guidelines for Abstract
Interested authors are to submit an abstract in English (additionally in Arabic) together with a CV by email to mhafsi@onep.org.ma by 30 October 2009.

Abstracts of a maximum of 1500 characters are to be submitted and must include a) the title of proposed paper, b) full name, affiliation, mailing address, telephone, facsimile and e-mail of the main author, c) names and affiliations of co-authors. Accepted formats are MS Word and PDF.

Authors of accepted abstracts will be invited to submit the full text of their papers in English. Texts are to be a max. of 10 pages (18,000 characters).

Key Dates
Submission of abstracts: 30 October 2009 (by e-mail)
Notification of authors: 20 November 2009 (by email)
Programme completed: 30 November 2009
Submission of full text: 01 January 2010
Conference Date: 20 – 21 January 2010.

Call for Technical Exhibitors
Suppliers and manufacturers of technical solutions for NRW reduction (detection, control, water metering, pressure management, pipe construction, etc.) are invited to present their products and approaches in a Technical Exhibition that will be held during the conference.

Standard booth dimension is 2x2m. The Price of 1000 € includes conference fee for one person. ACWUA member reduction is 25 %.
Please email to leljirari@onep.org.ma for more information about the conditions for participation.

The 2nd ACWUA Best Practice conference in Alexandria, in November 2008 was attended by more than 200 participants. Exhibitors from 18 Arab and European companies used the opportunity to establish contact with responsible water authorities and experts from nine Arab countries.

Membership application form is available under www.acwua.org.
ACWUA Board of Directors

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Alexandria, Egypt

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ACWUA Conference Co-Organizers
Dr. Reza Ardakanian
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Dr. Faraj El-Awar
Programme Manager, Global Water Operators Partnerships Alliance, UN-Habitat, Nairobi, Kenya

Venue

Conference Centre of ONEP-IEA

The Conference Centre of ONEP-IEA, is placed at the plot of the ONEP treatment plant (with a capacity of producing 10m3/sec of drinking water) of Bourregreg in Rabat.

Accommodation will be organized at **** hotels in Rabat.

Culture in Rabat

Mausoleum of Mohammed V

The Mausoleum of Mohammed V contains the tombs of the Moroccan king and his sons, late King Hassan II and Prince Abdallah. It is located on the opposite side of the Hassan Tower on the Yacoub al-Mansour esplanade in Rabat. The building is considered a masterpiece of modern Alaouite dynasty architecture, with its white silhouette, topped by a typical green tiled roof. Its construction was completed in 1971.

Oudaias Kasbah

Construction of the Oudayas Kasbah in Rabat dates to the 11th century. A ribat, a real fortress, was built here to protect the Oudayas, and it affords a fine view over Salé and the ocean. The interior of the Kasbah is well worth a visit for its Town walls, fortifications, gates, natural area and Scenic site or route

Rabat - Chellah Necropolis

In the 13th and 14th centuries the Merinides honored Rabat by making it the site of the Chellah necropolis, building on the ruins of the ancient Roman town of Sala.
# 3rd ACWUA Best Practice Conference and Exhibition

Non-Revenue Water Management in the Arab Region

Rabat/Morocco, 20 - 21 January 2010

## Registration Form:

Please email or fax registration to:
Fax: +212 5 37 63 91 58  
E-mail: selamrani@onep.org.ma

| NAME____________________________ | FIRST NAME____________________________ |
| INSTITUTION________________________________________ |
| ADDRESS____________________________________________ |
| E-MAIL_____________________________________________ |
| PHONE________________________________FAX____________ |

## PARTICIPATION FEES:

- **ACWUA-Member (fully paid up for 2009)**  
  120 € / 1300 DHS

- **Non-ACWUA-Member:**  
  240 € / 2600 DHS

- **Participants without Hotel**  
  90 € / 1000 DHS

- **Registration before 01 November 2009.**  
  - 20%

*Fees cover:*

- 2 days + 2 nights accommodation in single room
- attendance at the conference, entrance to the exhibition, a copy of the proceedings, all meals including coffee breaks, and internal transportation (Airport – Hotel - Conference Venue)

## HOTEL Reservation for extra night:

- **□ YES**  
  □ NO  
  (Single Room / Double Room)

  Extra night (Single Room)  
  Extra night (Double Room)  
  100 €  
  120 €

| ARRIVAL DATE ___________________ | DEPARTURE DATE ___________________ |

## TRANSPORTATION NEEDED:

- **□ YES**  
  □ NO  
  Remarks:

## METHODS OF PAYMENT OF REGISTRATION FEES:

- **□ 1. BY BILLING AND**  
  **□ 2. BY CREDIT CARD:**

  **BANK TRANSFER**

  Type of card____________________________
  Cardholder’s name as written on card____________________________
  Card Number____________________________
  Expiry date____________________________
  Issue number____________________________
  Security Code____________________________

**SIGNATURE____________________________ DATE____________________________**

If you need an invitation, please contact **Ms Saida El Amarni: email: selamrani@onep.org.ma**

Membership application form is available under [www.acwua.org](http://www.acwua.org)