

Utilities Performance Monitoring Unit (UPMU)
Recommendations from the report 2021

No.	Recommendation	Miyahuna	AW	YWC
1	The UPMU advises the Call Centre at Miyahuna to consider filtering complaints received to minimize the repetition of complaints.	✓		
2	The UPMU advises Miyahuna to apply Internal Audit procedures to the Call Centre to check the creditability of “solved complaints”.	✓		
3	The Utilities must, as per the Assignment Agreements they signed with the WAJ, update their business plans to improve performance, taking into consideration the UPMU’s recommendations.	✓	✓	✓
4	The Utilities are advised to revise their distribution schemes to ensure water distribution equality between customers.	✓	✓	✓
5	YWC should empower and activate NRW and Energy units. Donors can help them in this aspect.			✓
6	The UPMU again advises AW to segregate the collection of billing from other collections in the accounting and billing system.		✓	
7	Studies should take place to ensure tariff adequacy to cover operating costs	✓	✓	✓
8	The UPMU advises the Utilities to increase their efforts to improve collection procedures and reduce the outstanding receivable balance.	✓	✓	✓
9	The Utilities are advised to concentrate more on training courses to enhance their staff capacity building and allocating sufficient provisions in the budget.	✓	✓	✓
10	Miyahuna/ Zarqa governorate should take action to accelerate new connection procedures.	✓		
11	The UPMU strongly recommends that, the Utilities enhance and extend public awareness to all targeted customers to use water wisely and avoid wasting it, and to apply penalties as appropriate.	✓	✓	✓
12	The UPMU recommends that YWC should seek better options for improving performance in wastewater treatment plants and re-use systems.			✓
13	The Utilities are advised to search for effective, cost saving sources of renewable energy.	✓	✓	✓
14	The UPMU advises the Utilities to promote private sector participation in their business activities.	✓	✓	✓
15	The Utilities are strongly advised to increase collections to reflect positively on their liquidity.	✓	✓	✓