

**Utilities Performance Monitoring Unit (UPMU)  
recommendations from the report 2019**

<b>Nom.</b>	<b>Recommendation</b>	<b>Miyahuna</b>	<b>AW</b>	<b>YWC</b>
1	YWC does not have smart water meters, Miyahuna and AW could share their experiences of smart meters with YWC			✓
2	YWC is to compile the manual registers and spreadsheets which manage new connection documentation from its 10 regional operating units			✓
3	Repeated “no water” complaints needs to identified and quantified to arrive at a more transparent picture	✓	✓	✓
4	YWC to intensify training programs for the staff			✓
5	Support Utilities to look for new energy efficiency projects	✓	✓	✓
6	Assist AWC and YWC to install bulk water meters to all import/export points and reservoirs		✓	✓
7	AW & YWC needs to develop and implement preventive maintenance programmes		✓	✓
8	Hydraulic study for networks is recommended to be carried out	✓	✓	✓
9	UPMU plans to facilitate a semi-annually round table discussion where technical and commercial managers from all utilities and local NRW experts can meet and exchange their experiences	✓	✓	✓
10	UPMU is encouraging/supporting the utilities to develop a better understanding of the network efficiency and to provide estimates that are based on some further analysis	✓	✓	✓
11	Utilities Management should present to the Board of Directors approved plan on how utilities intend to increase collection ratios and reduce outstanding receivables	✓	✓	✓
12	Searching for effective and cost saving sources of renewable energy becomes more important/demanded	✓	✓	✓
13	YWC needs to improve its budgetary procedures to increase control over expenditures			✓
14	Utilities need to work on improving Financial Sustainability through improving water resources efficiency, reducing non-revenue water, and trigger potential revenue as example additional floors and sewerage annual agreement etc...	✓	✓	✓