

**Utilities Performance Monitoring Unit (UPMU)  
recommendations from the report 2020**

<b>Nom.</b>	<b>Recommendation</b>	<b>Miyahuna</b>	<b>AW</b>	<b>YWC</b>
1	The Utilities should create their own data banks to gather information on all activities. This should collect, update, and analyse data to obtain accurate and reliable information that can assist in decision making and furnish stakeholders with the data they need	✓	✓	✓
2	The Utilities should revise and update their existing emergency response plans to ensure that they are capable of meeting any unforeseen challenges and of mitigating risks, such as water shortages during the summer season	✓	✓	✓
3	The Utilities should empower their internal auditing units by developing a skilful and dedicated staff with the necessary authority to carry out their duties effectively	✓	✓	✓
4	The Utilities are recommended to enhance public awareness and create communication channels with local communities that target all segments of society, and should apply penalties to customers who waste water resources	✓	✓	✓
5	The YWC should seek better options for improving performance in wastewater treatment plants (WWTPs) efficiency			✓
6	The YWC should change its mode of operations. Replacing existing pumps with variable speed pumps might be an option			✓
7	The YWC is advised to conduct hydraulic analyses for its water distribution network to convert the system from direct pumping to distribution by gravity			✓
8	Reiterate the importance of installing CMMS in YWC			✓
9	The Utilities should improve monitoring power consumption to keep it within an acceptable range	✓	✓	✓
10	The Utilities are advised to search for effective, cost saving sources of renewable energy	✓	✓	✓
11	The UPMU recommends that the Utilities promote private sector participation (PSP) in their business activities	✓	✓	✓
12	The Utilities are advised to increase collection to reflect positively on their collection efficiency	✓	✓	✓
13	AW is advised to segregate collection of billing from other collections in their accounting and billing system		✓	
14	YWC should segregate water operations expenses from wastewater operations expenses			✓
15	To enhance collection, the Utilities should implement the Public Funds law (Amiri Law) and follow up effectively on collection procedures	✓	✓	✓
16	The YWC's finance department is advised to have a clear structure and specify job descriptions for staff members to enhance the internal control environment and financial reporting			✓

17	The Utilities are advised to intensify their training programs to improve staff skills	✓	✓	✓
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