

Operation

	Name	Definition	Unit
1	Water produced	Total volume of water treated for input to water transmission lines or directly to the distribution system	m ³
2	Imported treated water	Total volume of water imported from other water utility or system	m ³
3	Water distributed	Total volume of water distributed (Water produced + Water imported)	m ³
4	Exported treated water	Total volume of water exported to other water utility or systems from the supply area	m ³
5	Water supplied	Net volume of water distributed to subscribers (Water produced + Water imported - Water exported)	m ³
6	Real water losses	Estimated real losses (leakage) as percentage of water distributed (water produced + water imported)	%
7	Water storage volume	Total capacity of treated water reservoirs	m ³
8	Number of import points	Total number of points where water from other utilities is imported	Nr.
9	thereof: Number of metered import points	Total number of metered points where water from other utilities is imported	Nr.
10	Number of export points	Total number of points from where water is exported to other utilities	Nr.
11	thereof: Number of metered export points	Total number of metered points from where water is exported to other utilities	Nr.
12	Number of wells	Total number of wells, including water utilities' and rented private wells	Nr.
13	thereof: Number of metered wells	Total number of metered wells	Nr.
14	Number of operational well meters	Total number of well meters operational	Nr.
15	Number of well meters that require calibration	Total number of well meters that require calibration	Nr.
16	Number of well meters calibrated	Total number of well meters calibrated according to specification	Nr.
17	Number of reservoirs	Total number of reservoirs	Nr.
18	Number of metered reservoirs	Total number of metered reservoirs	Nr.
19	Number of operational reservoir meters	Total number of reservoir meters operational	Nr.
20	Number of reservoir meters that require calibration	Total number of reservoir meters that require calibration, i.e. non-smart meters, meters that require calibration according to manufacturer specification or due to operational reasons.	Nr.

21	Number of reservoir meters calibrated	Total number of reservoir meters calibrated according to specification	Nr.
22	Production and distribution pumps	Total number of production and distribution pumps	Nr.
23	Production and distribution pumps preventive maintenance	Total number of production and distribution pumps covered by preventive maintenance during reporting period	Nr.
24	Production and distribution pumps corrective maintenance	Total number of production and distribution pumps fixed by corrective maintenance during reporting period	Nr.
25	Production and distribution pumps sizing	Total number of production and distribution pumps running at right sizing, i.e. within the manufacturer curve	Nr.
26	Production and distribution pumps monitored	Total number of production and distribution pumps monitored for power consumption, either through SCADA system or regular reading and analysis of dedicated electricity meters.	Nr.
27	Electricity consumption	Total electricity consumption, including production, distribution, administration buildings, i.e. all electricity billed for by the electricity company plus any electricity produced.	kWh
28	thereof: Electricity for pumping	Total electricity consumed in pumping	kWh
29	Photovoltaic energy produced	Total kWh of Photovoltaic energy produced	kWh
30	Hydro power produced	Total kWh of hydro power produced	kWh
31	Wind energy produced	Total kWh of wind energy produced	kWh
32	Biogas energy produced	Total kWh of biogas energy produced	kWh
33	Length of water network	The total length of the transmission and distribution network (in km) - per definition all pipes > 1" diameter, does not include house connections	km
34	District Metering Areas network length	Total length of water network, transmission and distribution, within isolated District Metering Areas	km
35	Average zone pressure network length	Total length of water network, transmission and distribution lines, with known average zone pressure	km
36	Network surveyed for leakages	Total length of network, transmission and distribution, surveyed for leakages	km
37	Mains rehabilitated	Length of transmission and distribution pipes rehabilitated during reporting period. Does not include daily maintenance.	km
38	Service connections rehabilitated	Number of service connections replaced or renovated during reporting period	Nr.
39	Network failures	Number of network failures (eg. as a result of bursts, leaks, etc), including failures of valves and fittings.	Nr.
40	Network failures repaired in target time	Number of network failures (eg. as a result of bursts, leaks, etc), including failures of valves and fittings, repaired within target time	Nr.
41	Water service connection failures	Number of service connection failures (eg. as a result of bursts, leaks, etc.), including failures of valves and fittings	Nr.
42	Service connection failures repaired in target time	Number of service connection failures (eg. as a result of bursts, leaks, etc.), including failures of valves and fittings, repaired within target time	Nr.
43	Number of hours per week that the system is pressurized.	Amount of time the system is pressurized measured from the time when water first enters the network to the time when supply is discontinued. To be calculated as weighted average, i.e. average time per connection (max. 7x24 = 168 hours).	hours

44	Subscribers receiving continuous supply	Nr of subscribers normally receiving continuous supply, i.e. 24 hours per day, 7 days per week. No allowance needs to be made for interruptions to supply for maintenance or caused by network and equipment failure unless interruption lasts more than (to be defined) hours.	Nr.
45	Water quality tests required	Total number of treated water tests required by applicable standards or legislation during the reporting period	Nr.
46	Water quality tests performed	Total number of treated water tests performed during the reporting period	Nr.
47	Microbiological water quality tests performed	Total number of microbiological water tests performed on treated water during the reporting period. Does not include tests of raw water.	Nr.
48	Compliant microbiological tests	Number of microbiological tests performed on treated water during the reporting period that complied with JISM standards.	Nr.
49	Physical-chemical water quality tests performed	Total number of physical-chemical water tests performed on treated water during the reporting period. Does not include tests of raw water.	Nr.
50	Compliant physical-chemical tests	Number of physical-chemical tests performed on treated water during the reporting period that complied JISM standards	Nr.
51	Total sewer length	Total network length of sewers managed by the utility	km
52	Sewer blockages	Number of blockages that occurred in sewers network during the reporting period. Pumping station blockages shall not be included. Include blockages in service connections only where these are the responsibility of the utility.	Nr.
53	Wastewater treated at own plants	Total volume of wastewater treated at treatment plants operated by the reporting utility	m ³
54	Wastewater exported for treatment	Total volume of wastewater exported for treatment	m ³
55	Wastewater effluent re-claimed	Total volume of effluent wastewater treated for input directly to the distribution system. (Re-claimed water)	m ³
56	Wastewater effluent tests required	Wastewater effluent tests required to be carried out in the reporting period (in accordance with Jordan Technical Regulation 893/2006 or as specified in the contract) including tests for BOD, COD, suspended solids, phosphorus, nitrogen	Nr.
57	Wastewater effluent tests conducted	Wastewater effluent tests actually carried out, including tests for BOD, COD, suspended solids, phosphorus, nitrogen	Nr.
58	Compliant effluent quality tests	Number of tests carried out in the reporting period which complied with Jordan Technical Regulation 893/2006 or with the contract standards (whichever is the more strenuous).	Nr.

Customer Service

	Name	Definition	Unit
1	Resident population	Total population who lives on permanent basis in the area served by the utility. (Ref. to DoS) Jordan Department of Statistics	Nr.
2	Estimated number of residents supplied with water	Estimated total number of residents supplied with water. This estimate should be based on the customer database, GIS information and any other relevant sources of reliable and accurate information.	Nr.
3	Water service connections	Total number of service connections. A Service Connection is the delivery point from the tertiary water network to the subscriber meter or meters. A single Service Connection (delivery point) cannot serve more than one plot	Nr.
4	Total water subscribers	Total number of subscribers included in billing database, including those receiving water and those temporarily not receiving water.	Nr.
5	Residential water subscribers	Total number of residential subscribers included in billing database, including those receiving water and those temporarily not receiving water.	Nr.
6	Non-residential water subscribers	Total number of non-residential subscribers included in billing database, including those receiving water and those temporarily not receiving water.	Nr.
7	Active subscribers	Active subscribers are all customers with a water meter who were receiving a water service on the last day of the reporting period.	Nr.
8	Average number of people served per subscriber	Average number of people served per residential subscriber.	Nr.
9	New water connections type 1 and type 2 requested	Total number of new connections type 1 and type 2 requested during the period	Nr.
10	New water connections type 1 and type 2 within a target time	Number of new connections type 1 and type 2 installed within a target time during the reporting period. The target time is measured from the time when payment is first received from the subscriber to the time when the subscriber receives water. Target time for type 1: 3 days. Target time for type 2: 10 days.	Nr.
11	New water connections type 3 requested	Total number of new connections type 3 requested during the period	Nr.
12	New water connections type 3 installed	Number of new connections type 3 installed during the period	Nr.
13	Meters installed during reporting period	Total number of meters installed at subscriber connections during the reporting period	Nr.
14	Subscriber meters	Total active subscriber meters, at the end of the reporting period, including all new meters installed within and beyond target times.	Nr.
15	Subscriber meters replaced during reporting period	Number of subscriber meters replaced during the period	Nr.
16	Customer meters tested	Total number of customer meters tested during reporting period	Nr.
17	Customer meters accuracy	Number of tested customer meters found accurate during reporting period	Nr.
18	Inspection for illegal connections	Number of customers inspected for illegal use of water	Nr.
19	Fines for illegal water use	Number of customers fined for illegal use of water	Nr.
20	Disconnections	Disconnected subscribers at the time of reporting	Nr.
21	Amiri law adoption	Subscribers put under Amiri Law during reporting period	Nr.

22	Total sewer subscribers		Nr.
23	Residential sewer subscribers	Total number of residential sewer subscribers (residential customers receiving a bill which includes sewer charges)	Nr.
24	Non-residential sewer subscribers	Total number of non-residential sewer subscribers (non-residential customers receiving a bill which includes sewer charges)	Nr.
25	Resident population connected to the sewerage system	Resident population connected to the sewer systems managed by the utility. In the absence of better information, the calculation may be based on the number of residential sewer subscribers * average size of connected households	Nr.
26	Number of sewer applications	The total number of sewer applications received	Nr.
27	New sewer connections	Number of new sewer connections installed during reporting period	Nr.
28	Number of late responses to sewer applications	The number of wastewater service applications received in the period for which a written response was not provided within the target time	Nr.
29	Active subscribers for re-claimed wastewater	Active subscribers for Re-claimed wastewater, with or without a water meter	Nr.
30	Billed re-claimed wastewater	Billed Re-claimed wastewater, metered and un-metered consumption	JOD
31	Total complaints	Total number of complaints received	Nr.
32	Water Quality Complaints	Number of water quality complaints received	Nr.
33	Complaints of "No Water Supply"	Number of complaints received on interruption of water supply	Nr.
34	Leakage complaints	Number of complaints received on leakages	Nr.
35	Billing complaints	Number of complaints received related to billing	Nr.
36	Complaints related to wastewater services	Number of complaints received related to wastewater services	Nr.
37	Authorized consumption	Billed and unbilled authorized consumption	m ³
38	Billed authorized consumption	Billed authorized consumption, including subscriber bills, billing for illegal usage, tanker water and exported water	m ³
39	Residential billed consumption	Total volume of water billed for residential subscribers, including water provided through tankers	m ³
40	Non-Residential billed consumption	Total volume of water billed from non-residential subscribers, including water provided through tankers	m ³
41	Unbilled authorized consumption	Total amount of unbilled water consumed. This may include items such as free supply to Mosques, free supply to Bedouins (if authorized), firefighting and training, flushing of the water and sewer network, street cleaning, watering of municipal gardens.	m ³
42	Volume billed from illegal usage	Total volume billed from illegal usage	m ³
43	Volume provided through tankers	Total volume provided through tankers and not billed for to residential or non-residential subscribers	m ³
44	Amount billed in period	Total amount billed for water and sewerage services, including meter rent	JOD
45	Total billing for water	Total amount billed for water services, including meter rent	JOD
46	Total billing for wastewater	Total amount billed for wastewater service	JOD
47	Total water and wastewater sales	Total amount of residential and non-residential water sales and billing for wastewater services. For comparison with Audited Financial Statement.	JOD

48	Residential water sales (amount)	Total amount of billing for residential water sales and meter rent	JOD
49	Non-residential water sales (amount)	Total amount of billing for non-residential water sales and meter rent	JOD
50	Billing for illegal usage	Total amount billed for illegal usage of water	JOD
51	Reductions in billing	Reductions due to customer objections on water bills (will be subtracted from total billed in period)	JOD
52	Billing for tanker sales	Total amount billed for water sold through tankers and not included in water bills for residential or non-residential subscribers	JOD
53	Billing for exported water	Total amount billed for exported water	JOD
54	Billing for residential wastewater service (amount)	Total amount billed for residential wastewater services (including sewerage running charges from private tanker sales & annual sewerage agreement)	JOD
55	Billing for non-residential wastewater service (amount)	Total amount billed for non-residential wastewater services (including sewerage running charges from private tanker sales & annual sewerage agreement)	JOD
56	Other billing	Connection fees water & sewerage + Total amount billed not related to water sales and wastewater services (e.g. Management Contract revenues, interest earned, revenues from tariff differences and fuel prices, refund bad debt allowances, grant & other noncore income)	JOD
57	Doorstep billing	Number of bills printed at subscriber premises immediately from meter reading	Nr.
58	Audited subscriber meter readings	Total number of inspected/audited subscriber meter readings	Nr.
59	Billing corrections	Total number of inspected/audited subscriber meter readings leading to billing corrections	Nr.
60	Number of bills	Number of bills issued	Nr.
61	Customer meters read	Number of active customer meters read during reporting period	Nr.
62	Subscribers surveyed	Number of subscribers surveyed during the reporting period for 1- Additional areas /Added floors since the initial connection 2- Illegal connected building 3- Illegal sewer customer 4- Missing running charges 5- Annual agreement (for customers with sewer connection but without water connection)	Nr.
63	Billing from surveyed subscribers	Amounts billed from surveyed subscribers for 1- Additional areas /Added floors since the initial connection 2- Illegal connected building 3- Illegal sewer customer 4- Missing running charges	JOD

Financial

	Name	Definition	Unit
1	Total revenues	Total revenues from water and wastewater services and total other revenues	JOD
2	Total revenues from water and wastewater services	Include all revenues from the water service, the wastewater service, and Re-claimed water, including billings, tanker, exports to other utilities, all fees, charges and penalties and contributions from municipalities (Property Tax). Does not include grants or income from non-core activities.	JOD
3	Total other revenues	Total revenues not related to water sales and wastewater services (e.g. Management Contract revenues, interest income, revenues from tariff differences and fuel prices, refund bad debt allowances, grant & other noncore income)	JOD
4	Total collection	Total collection from residential and non-residential customers plus other collection. Does not include financial subsidies.	JOD
5	Collection from residential and non-residential customers	Collected amount from bills of residential & non-residential customers + collected amounts of sewerage charges from private tankers sales + collected amounts from annual sewerage agreement	JOD
6	Other collection	Collection for exported water + Connection fees water & sewerage + Total amount billed not related to water sales and wastewater services (e.g. Management Contract revenues, interest received, revenues from tariff differences and fuel prices, refund bad debt allowances, other noncore income)	JOD
7	Total subsidies received	All subsidies from national budget and other sources	JOD
8	thereof: Subsidies received from national budget	Subsidies from national budget for water and wastewater operation plus capital investment	JOD
9	thereof: Subsidies received from other sources	Subsidies from other sources for water and wastewater operation plus capital investment	JOD
10	Subsidies received from national budget for water and wastewater operation and maintenance	Includes subsidies received in cash (funds received) or in kind (e.g. treated bulk water, treatment of exported wastewater)	JOD
11	Subsidies received from national budget for water and wastewater capital investments	Includes subsidies received in cash (funds received) or in kind (e.g. water pipes or meters, wastewater pipes)	JOD
12	Subsidies received from other sources for water and wastewater operation and maintenance	Includes subsidies received in cash (funds received) or in kind (e.g. treated bulk water, treatment of exported wastewater)	JOD
13	Subsidies received from other sources for water and wastewater capital investments	Includes subsidies received in cash (funds received) or in kind (e.g. water pipes or meters, wastewater pipes)	JOD
14	Total accounts receivable	Accounts receivable are total unpaid amounts falling due from water and sewerage customers at the balance sheet date or earlier, including amounts classified in the annual accounts as bad or doubtful.	JOD
15	Accounts receivable from billing	Accounts receivable from billing for water sales and sewerage services	JOD

16	Other receivables	Any receivables not resulting from billing for water and wastewater services	JOD
17	Total arrears	Total amount accrued from unpaid bills owed by the utility, including unpaid electricity bills and other arrears	JOD
18	Electricity arrears	Total amount accrued from unpaid electricity bills	JOD
19	other arrears	Total amount accrued from other required payments by the utility	JOD
20	Total costs of water and wastewater services	Total costs of water and wastewater service, including operation costs and capital costs (i.e. interest (if any) and depreciation charges, any provisions)	JOD
21	Total operation, maintenance and administration costs water and wastewater services	Operation, maintenance and administration costs water services + Operation, maintenance and administration costs wastewater services	JOD
22	Total capital costs of water and wastewater services	Capital costs water services + Capital costs wastewater services	JOD
23	Total costs water services	Operation and maintenance costs water services + Capital costs water services	JOD
24	Operation, maintenance and administration costs water services	Total operation, maintenance and administration costs for water services include: Internal manpower costs, material costs, electricity costs, imported water costs, costs of contracted services and other operation and maintenance costs related to water services.	JOD
25	Internal manpower costs water	Total costs of internal manpower for water services, including salaries, wages and other benefits. For employees not exclusively related to water services, realistic assumptions on apportionment should be made.	JOD
26	Material costs water	Total costs of all materials, incl. chemicals, pipes, fittings, stationery and other consumables	JOD
27	Electricity costs water	Total costs of electrical energy (including energy for pumping and for other activities such as workshops, office building energy consumption, laboratories, etc.) regarding water supply services. Where necessary, realistic assumptions on apportionment should be made.	JOD
28	Imported (raw and treated) water costs	Total costs of water imported (raw and treated)	JOD
29	Costs of contracted services water	Total costs of external services (i.e. outsourcing), external manpower costs included	JOD
30	Taxes, levies and fees water	All taxes, levies and fees connected to water systems' operation to be paid to governmental or municipal authority	JOD
31	Other costs water	Total of all other operation and maintenance costs not covered by categories above, related to water services	JOD
32	Capital costs water services	Total capital costs of water services include depreciation, taxes, levies and fees, net interest, provisions for contingencies and other capital costs related to water services	JOD
33	Depreciation water	Depreciation costs (on book values) regarding the water supply service	JOD
34	Interest expenses water	Interest expenses regarding water services	JOD
35	Other capital costs water	Any other capital costs regarding water services not included in above categories	JOD
36	Total costs wastewater services	Total costs wastewater services = Operation and maintenance costs wastewater services + Capital costs wastewater services	JOD

37	Operation, maintenance and administration costs wastewater services	Total operation, maintenance and administration costs for wastewater services include: Internal manpower costs, material costs, electricity costs, costs of contracted services and other operation and maintenance costs related to wastewater services.	JOD
38	Internal manpower costs wastewater	Total costs of internal manpower for wastewater services, including salaries, wages and other benefits. For employees not exclusively related to water services, realistic assumptions on apportionment should be made.	JOD
39	Material costs wastewater	Total costs of all materials, incl. chemicals, pipes, fittings, stationery and other consumables	JOD
40	Electricity costs wastewater	Total costs of electrical energy (including energy for pumping and for other activities such as workshops, office building energy consumption, laboratories, etc.) regarding wastewater services. Where necessary, realistic assumptions on apportionment should be made.	JOD
41	Costs of contracted services wastewater	Total costs of external services (i.e. outsourcing), external manpower costs included	JOD
42	Taxes, levies and fees wastewater	All taxes, levies and fees connected to wastewater systems' operation to be paid to governmental or municipal authority	JOD
43	Other costs wastewater	Total of all other operation and maintenance costs not covered by categories above, related to wastewater services	JOD
44	Capital costs wastewater services	Total capital costs of wastewater services include depreciation, taxes, levies and fees, net interest, provisions for contingencies and other capital costs related to wastewater services	JOD
45	Depreciation wastewater	Depreciation costs (on book values) regarding the wastewater services	JOD
46	Interest expenses wastewater	Interest expenses regarding wastewater services	JOD
47	Other capital costs wastewater	Any other capital costs regarding wastewater services not included in above categories	JOD
48	Total manpower costs	Total costs of internal manpower for water and wastewater services, including salaries, wages and other benefits. Total manpower costs at the utility level = Manpower costs for water services + Manpower costs for wastewater services.	JOD
49	Total electricity costs	Annual electricity costs for abstraction, treatment, distribution and administrative purposes. Total electricity costs = Electricity costs for water + Electricity costs for wastewater.	JOD

Human resources

	Name	Definition	Unit
1	Total number of employees	Total number of employees (full-time equivalent)	Nr.
2	Employees water	Total number of employees (full-time equivalent) directly employed for water services, e.g. staff at water treatment plants, pumping stations, network maintenance.	Nr.
3	Employees wastewater	Total number of employees (full-time equivalent) directly employed for wastewater services, e.g. staff at wastewater treatment plants, sewer network maintenance, wastewater pumping stations.	Nr.
4	Employees in management and administration	Total number of employees not included in above categories, working in e.g. general management, human resources, financial and commercial dept., customer services.	Nr.
5	Training time	Total number of training hours in reporting period	hours
6	Number of staff trained	Total number of staff that participated in internal or external training	Nr.
7	Staff absenteeism	Total number of days of absenteeism occurring during the reporting period. Absenteeism includes all absence from service, i.e. due to working accidents or illness but excluding vacation leave.	days