**Questionnaire**

**Q1) What legislative or policy measures have been taken in response to economic or financial crises that have a direct or indirect impact on the water and sanitation sector?**

Water Authority of Jordan (WAJ) was committed, in light of the financial and economic crisis, to pursue a Financial Policy aimed at reducing capital and current spending. This was accompanied by technical programs aimed at managing scarce water resources, reducing water waste, reducing water losses, and sustainable development of water and sanitation services, in addition to compliance with the government program to reform the financial and economic situation.

A strategy for water and sanitation for the period (2008-2022) with the title “"Water for Life Strategy” was developed in response to the challenges facing the Water Sector. The main challenges include:

* Limited Renewable Water Resources
* High population growth, which increases the demand on sanitation services
* Increase of capital costs in infrastructure and the inability to secure funds for water projects
* The need to improve efficiency of Service Delivery

The Water for Life Strategy stated Jordan's vision for the water sector is one where by 2022, we have: “Adequate, safe and secure drinking water supply”.

The Water Strategy addressed the challenges facing the Water Sector under the following main themes:

1. Water Demand
2. Water Supply
3. Institutional Reform
4. Water for Irrigation
5. Wastewater
6. Alternative Water Resources

WAJ has taken several measures to reform the water sector and improve the water resources management situation in the country. These measures fall along the following lines:

* Water Resources Management
* Financial Management
* Institutional Restructuring
* Legislative Reforms

A national action plan for sanitation and drinking water, with time-bound targets was prepared, and a vision towards sustainability of universal access to safe and affordable drinking water and sanitation. Implementing such a plan will require the availability of enough funding.

**Q2) If there have been budget reductions, what budget cuts have most affected the water and sanitation sector- both at national and local levels? Have investments in infrastructure been reduced? Have subsidy schemes been reduced? What other budgetary, monetary and fiscal measures have been adopted that have a direct or indirect impact on the water and sanitation sector?**

As a result of the economic crisis, policymakers decided to decrease the levels of public expenditure on water and sanitation. Current spending for the Water Authority of Jordan was cut by 10%, which had a negative indirect impact on Water Authority operations. Efforts were made so that cuts in current spending do not affect the necessary expenditure related to preventive and periodic maintenance so as to ensure sustainable services. Proper budgeting of Operation and Maintenance, repair, and replacement for existing infrastructure is essential to optimizing its useful life and controlling the overall cost of providing the service.

Capital investment needed for the water sector is relatively high and extends over long periods. However, investments in infrastructure have been reduced as a result of budget reductions. As a result of capital spending cuts, projects were prioritized according to their importance. Priority was given to spending on ongoing projects, and no new projects were started unless funded by soft loans or donor grants.

The major capital investments have been on increasing new water supply projects (e.g., Zara-Ma’in desalination plant, Disi groundwater abstraction and conveyance to Amman, Hofah-Zattary abstraction and conveyance to Irbid) and expanding the sewer system collections and treatment (e.g., As-Samra wastewater treatment plant, the Greater Irbid Sewerage Project, and the Wadi Ash-Shelalah Wastewater Treatment Plant). The 2011 budget continued the shift from expenditure on water supply to sanitation.

Subsidy schemes for water tariffs have been reduced. However, lowest quantity blocks of water are highly subsidized for the benefit of poor people. Increase in energy prices as a result of expensive fuel imports caused additional financial stress on the water and sanitation sector (by elevating operational costs) and consequently resulted in an increase in water prices.

**Q3) If there is a reduction on social expenditure (e.g.related to pensions, unemployment benefits, social security, wages); how does this impact on the affordability of water and sanitation services? Have measures been taken to mitigate these impacts in access to water for domestic and pension use?**

There was no reduction on social expenditure as a result of the economic crisis, however the inflation and the sharp increase in fuel prices locally as a result of eliminating fuel subsidy has affected low-income citizens. This has reduced the ability of these citizens to pay water bills, which has reduced the rate of bill collections and thus revenues from water utilities.

Water for domestic use is subsidized. In addition, water tariffs in Jordan are an increasing block tariff with increasing water use where the lowest quantity blocks are highly subsidised for the benefit of poor people.

**Q4) If there have been changes in the management of utilities, have water and/ or sewage utilities assets and/or the operation and management of water and sanitation services been op**

**ened to private sector participation? Are there any plans for private sector participation? Have there been changes in the tariff system or in the way disconnections are carried out as a result of these measures? Please explain**

The operation and management of water and sewage services has been opened to private sector participation since 1999. However, asset ownership has been fully retained by the public sector. The Water Authority of Jordan (WAJ) has implemented a management contract in Amman Governorate by which a private sector consortium managed water and sewage services during the period from 1999 to 2006

The management contract achieved most of its objectives and targets, and created the right conditions for WAJ to establish a water company “Miyahuna” which has been vested with water and sewerage services delivery in Amman since the beginning of 2007. Miyahuna is a public water company which is managed according to commercial principles with proper governance structure, and is responsible for operation and maintenance of assets which are still owned by WAJ. A public water company has also been established in Aqaba, owned jointly between WAJ and Aqaba Special Economic Zone, which owns water and sewage assets and functions, according to commercial principles. Several small scale Private Sector Participation (PSP) options have been implemented in Madaba (2006-2011) Governorate, Balqa Governorate (2010-Ongoing) and Karak Governorate (2010-Ongoing) with the objective of improving billing and revenue collection procedures and amounts, reduction of outstanding amounts (arrears) and subsequently Non Revenue Water (NRW). A management contract was started in 2011 and a new water company was established for the Northern Governorates (Yarmouk Water Company)

As for a private investment in infrastructure, two large scale projects have been implemented in the water sector of Jordan on Build, Operate and Transfer (BOT) basis. The first is the As-Samra wastewater treatment plant which started in 2002 and the second is the Disi Water Conveyance Project which started in 2009.

Although of these projects and initiatives, tariff setting has remained within the responsibility and decision making of the public sector, albeit more improvement in service delivery which can justify any tarrif increases. Disconnection of services measures were developed and implemented with more PSP and corporatization in the sector.

**Q5) If applicable, have any of the above mentioned measures been taken as part of the terms of any debt relief or bailout agreement with international and or/ regional institutions, as the international monetary fund, the world bank, the European union, the European central bank, or regional development banks?**

The first management contract in Amman was donor driven and considered a precondition for future financial aid at that time in which the World Bank played the leading role. The management contract implementation has assisted WAJ in the receipt of donor funds for a major water system restructuring program in Amman Governorate with financing from WB, EIB, KFW, Italian Govt. and USAID.

The management contract for implementation and establishment of Yarmouk Water Company was driven by KFW to which many investments in infrastructure were tied.

**Q6) Has the human rights impact of measures in response to financial and economic constraints been assessed? How do the measures impact on the enjoyment of the human rights to water and sanitation?**

There was no assessment of human rights impacts of measures in response to financial and economic constraints. Jordan has achieved universal access to water. Currently 98% of the population has access to piped water and 63% to sewer systems.

However, indicators show a drop in per capita water use in the last five years.

**Q7) Has the particular impact on the most marginalized individuals and groups been considered? What data or evidence is available about the impacts on specific groups? What safeguards are in place to ensure the continued enjoyment of the human right to water and sanitation in particular for disadvantaged and marginalized groups?**

Citizens have the right to be provided with water services. Jordan has achieved universal access to water and sanitation as an indicator of equity for groups of the community. Jordanians enjoy equal and non-discriminatory access to water and sanitations services. The percentage of citizens connected to piped water in 2012 is 98%, and the percentage of citizens connected to sewerage network in 2012 is 68%. Connection to piped water and sewerage network is a service that is paid for. The minimum amount of municipal water assumed necessary for a household is 20m3 every three month. The tariff for this amount of water assumed to be the minimum water consumption per a household is a fixed tariff and highly subsidized. An additional price for additional consumed water then applies. .

Several programs for the involvement of rural women as well as marginalized groups are currently ongoing.

**Q8) What justification have been provided for measures taken due to economic or financial constraints that might have had an impact on the realization of the human rights to water and sanitation? What alternatives have been considered to these measures?**

The mean justification provided for measures taken due to the economic crisis is the high deficit in the government budget, and the high debts the government.

There are now programs on water demand management for rural areas and low income citizens.

**Q9) What mechanism are in place to ensure the maximum of available resources are devoted to protecting human rights in times of economic or financial constraints?**

There are legal mechanisms in Jordan ensuring the human right to safe drinking water and sanitation is met. The Ministry of Health, by law is the responsible body for ensuring the quality of drinking water supplies including water resource areas (e.g springs) and the water distribution network, in addition to quality assurance of the wastewater system. The Ministry of Environment is responsible for monitoring water resources quality and to protect these resources from pollution.

Jordan voted in favor of General Assembly a Resolution Recognizing Access to Clean Water, Sanitation as a Human Right.

**Q10) How have people participated in the decision-making processes related to any of the measures taken in response to financial and economic constraints?**

No specific measures at the national level were taken due to the financial crisis.

Citizens have the right to participate in the scoping of Environmental Impact Assessment of infrastructure projects. This ensures that their contribution in decision making in planning new projects.

There is currently a Water and Agriculture committee in Parliament.

**Sustainability:**

**Q11) What measures and mechanisms are in place to ensure sustainability in the realization of the human rights to water and sanitation more broadly? How are measures aimed at maintaining access balanced with the aim of extending services to un-and underserved populations and with the aim of universal access?**

National water strategies ensure the sustainability of realization of the human right to water and sanitation. Legislative measures are in place to ensure the recognition of universal access to water to all without any discrimination. Public awareness campaigns help in the realization of the human right to water and sanitation.

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The main challenges in this regard are the limited water resources available to ensure that enough quantities of water are supplied for all uses. Water supplied per person per day is dropping as a result of lack of fresh water resources. This drop in water supplied per person is mainly the increase of population and influx of refugees as a result of political instability in the region and as a result of continuous drought.

The other challenge is to continue to secure finance for sustainable delivery of water and sanitation services

**Q12) What mechanisms are in place to ensure that water and sanitation infrastructure (networked as well as on-site) is properly operated and maintained? What mechanisms are in place to make the necessary capital investments to replace aging infrastructure? What mechanisms are available to ensure adequate human resource capacity-building and adequate training?**

Water and Sanitation infrastructure is well operated and maintained under Water Authority of Jordan and three public utilities. Operation and maintenance costs for utilities are covered by revenues, but there are limited financial resources for capital investment projects to replace aging infrastructure. External grants and loans made it possible to partially overcome the problem of limited financial resources needed in this regard, but there are more financial resources needed for capital investment in the replacement of aging infrastructure.

There are several programs which ensure human resource capacity building government authorities at all levels in addition to a training center for Water Authority personnel. However, low salaries are causing staff to leave their jobs.