

Participants' experiences

Public Authority for Electricity and Water Oman Drive efficiencies and improvements



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The Public Authority for Water and Electricity in Oman (PAEW) was established by Royal Decree in 2007 to secure the supply of drinking water for the population of Oman. PAEW supplies drinking water to the majority of The Sultanate of Oman.

In 2015 PAEW had over 400.000 active customer connections with a piped supply of drinking water which equates to 64% of the population in PAEWs area of supply. PAEW also provided over 25 million m³ of water through tankers to customers not connected to the piped network. The Sultanate of Oman relies heavily on desalination of water for the majority of supplies with around 80% being derived from desalination plants, the remaining 20% being sourced from groundwater via wells. There is a large ongoing capital programme to extend the coverage of the network and increase the number of customers receiving a piped supply of water which has resulted in a growth in customer numbers of around 10% a year over the last few years.

PAEW is seeking to be a world class utility and believes that the European Benchmarking Co-operation (EBC) provides access to resources and data that can assist PAEW in achieving this goal. PAEW decided to join EBC as it offered the combination of access to a robust and consistent data set for benchmarking combined with the annual workshop which affords the opportunity to network and share ideas as well as understanding the story behind the data. Participation in the EBC will enable PAEW to identify areas where improvements can be



made across all areas of the business. As part of our ongoing performance improvement programme PAEW will identify key areas of the business where the data indicates there is significant scope for improvements. To gain full benefit from the exercise PAEW believes that the managers who deliver the service for customers should be involved in the benchmarking exercise and not just the team who provide the data to the project.

This is the first year PAEW have participated in EBC however we are hopeful that through fully engaging in the process and by involving employees who are responsible for delivering for our customers we will be able to drive efficiencies and improvements to service and asset management in the future.

