



وزارة الإسكان والمرافق والمجتمعات العمرانية  
Ministry of Housing, Utilities & Urban Communities



**تقرير تقييم مؤشرات الأداء التشغيلي**  
**الشركة القابضة لمياه الشرب والصرف الصحي**  
**النصف الثاني من العام المالي 2024/2023**  
**(2024/06/30)**

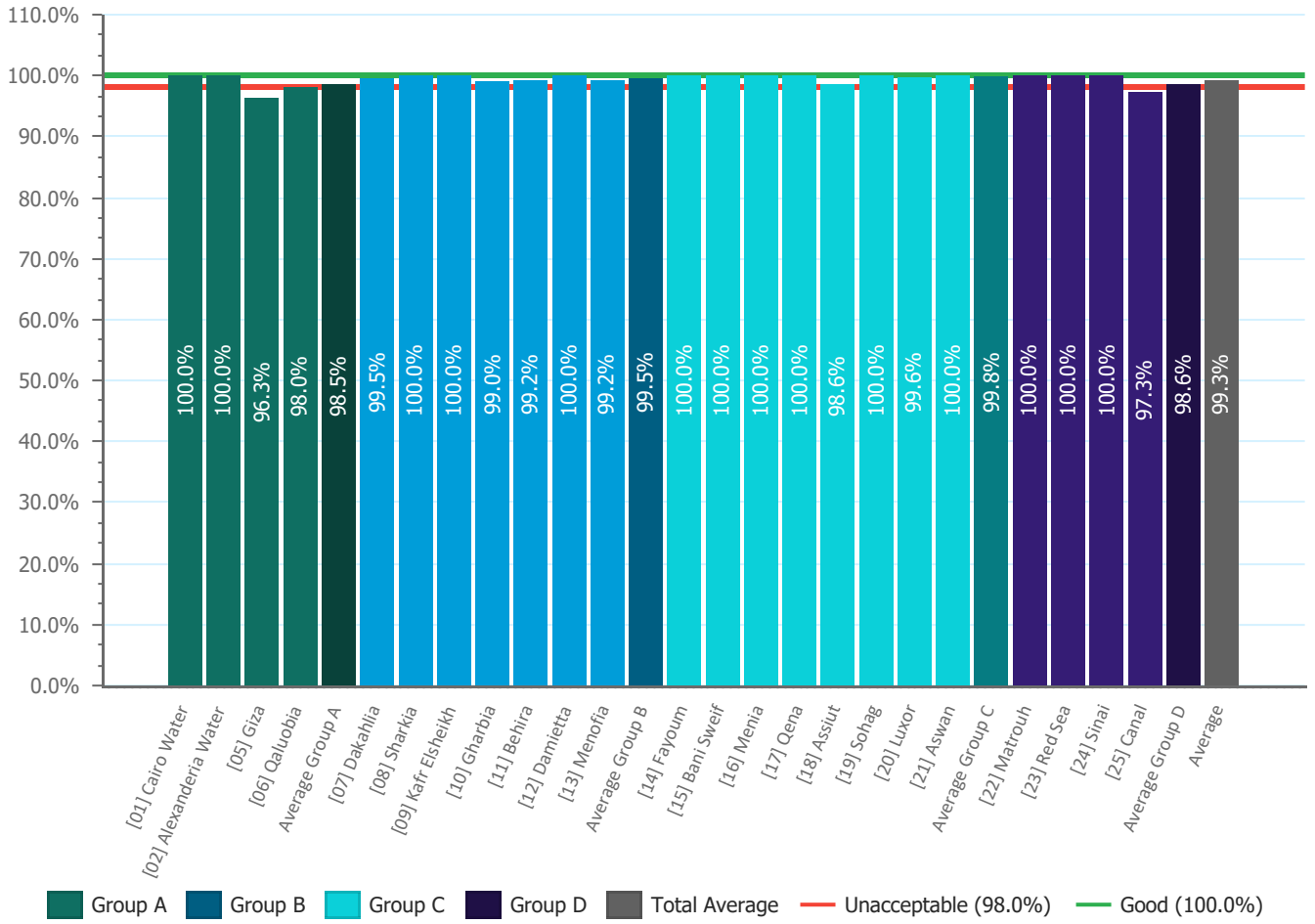


## 1 - Water Service Coverage

Table 01: Water Coverage

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	%	Ran k		%	#		%	#
<b>Group A</b>	97.9%		0.3	98.2%		0.3	98.5%	
Cairo Water [01]	100.0%	3	0.0	100.0%	4	0.0	100.0%	4
Alexandria Water [02]	100.0%	2	0.0	100.0%	3	0.0	100.0%	3
Giza [05]	94.1%	23	1.0 ↑	95.1%	23	1.2 ↑	96.3%	23
Qalubia [06]	97.9%	22	0.1 ↑	98.0%	20	0.0 ↑	98.0%	21
<b>Group B</b>	99.5%		0.0 ↑	99.5%		0.0 ↓	99.5%	
Dakahlia [07]	99.5%	15	0.0 ↑	99.5%	15	0.0 ↓	99.5%	16
Sharkia [08]	99.9%	14	0.1 ↑	100.0%	2	0.0	100.0%	2
Kafr Elsheikh [09]	100.0%	4	0.0	100.0%	5	0.0	100.0%	5
Gharbia [10]	99.0%	18	0.0 ↓	99.0%	18	0.0 ↓	99.0%	19
Behira [11]	99.2%	16	0.0 ↑	99.2%	16	0.0 ↓	99.2%	17
Damietta [12]	100.0%	1	0.0	100.0%	1	0.0	100.0%	1
Menofia [13]	99.1%	17	0.0 ↓	99.1%	17	0.1 ↑	99.2%	18
<b>Group C</b>	99.5%		0.0	99.5%		0.2	99.8%	
Fayoum [14]	100.0%	5	0.0	100.0%	6	0.0	100.0%	6
Bani Sweif [15]	100.0%	13	0.0	100.0%	13	0.0	100.0%	13
Menia [16]	100.0%	9	0.0	100.0%	10	0.0	100.0%	9
Qena [17]	98.0%	21	0.0 ↑	98.0%	21	2.0 ↑	100.0%	14
Assiut [18]	98.5%	19	0.0 ↓	98.5%	19	0.1 ↑	98.6%	20
Sohag [19]	100.0%	12	0.0	100.0%	12	0.0	100.0%	12
Luxor [20]	100.0%	6	0.0	100.0%	7	-0.4 ↓	99.6%	15
Aswan [21]	100.0%	10	0.0	100.0%	11	0.0	100.0%	10
<b>Group D</b>	99.1%		-0.1 ↓	98.9%		-0.2 ↑	98.6%	
Matrouh [22]	100.0%	11	0.0 ↓	100.0%	14	0.0 ↑	100.0%	11
Red Sea [23]	100.0%	7	0.0	100.0%	8	0.0	100.0%	7
Sinai [24]	100.0%	8	0.0	100.0%	9	0.0	100.0%	8
Canal [25]	98.3%	20	-0.3 ↓	98.0%	22	-0.7 ↓	97.3%	22
<b>Total</b>	99.0%		-0.1 ↓	99.1%		-0.2 ↓	99.3%	

Chart 01: Water Coverage

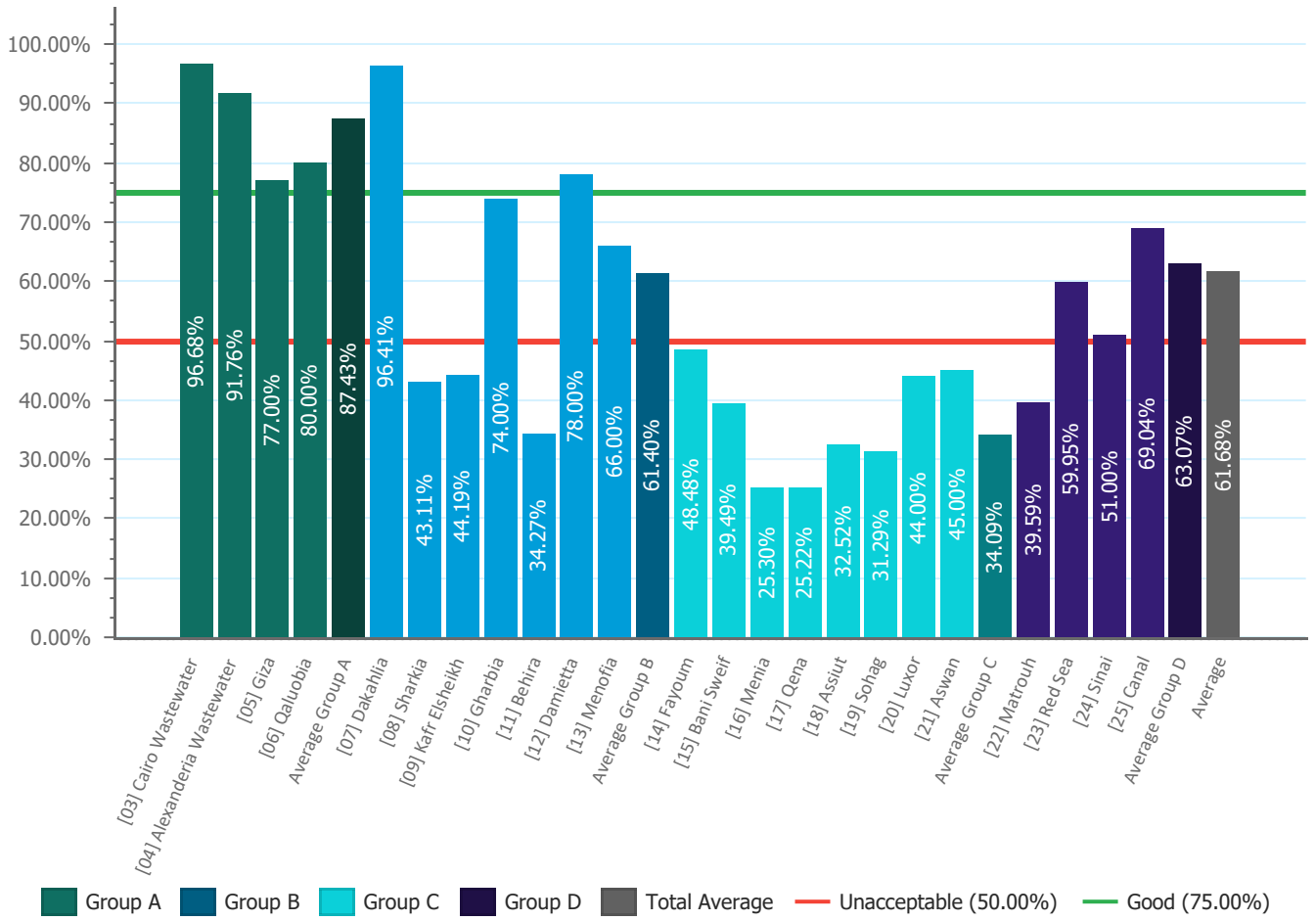


## 2 - Wastewater Service Coverage

Table 02: Wastewater Service Coverage

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	%	Rank		%	#		%	#
<b>Group A</b>	83.79%		1.3 ↑	84.50%		2.5 ↑	87.43%	
Cairo Wastewater [03]	94.82%	1	0.0 ↑	94.84%	2	1.9 ↑	96.68%	1
Alexandria Wastewater [04]	91.79%	3	0.0 ↓	91.76%	3	0.0 ↓	91.76%	3
Giza [05]	68.06%	7	1.0 ↑	68.76%	7	12.0 ↑	77.00%	6
Qalubia [06]	78.00%	5	4.5 ↑	81.53%	4	-1.9 ↓	80.00%	4
<b>Group B</b>	59.89%		1.5 ↑	60.85%		0.4 ↑	61.40%	
Dakahlia [07]	94.00%	2	2.6 ↑	96.41%	1	0.0 ↑	96.41%	2
Sharkia [08]	42.96%	16	-1.5 ↓	42.31%	16	1.9 ↑	43.11%	16
Kafr Elsheikh [09]	43.74%	14	3.8 ↑	45.41%	14	-2.7 ↓	44.19%	14
Gharbia [10]	72.00%	6	1.4 ↑	73.00%	6	1.4 ↑	74.00%	7
Behira [11]	32.57%	18	5.2 ↑	34.27%	19	0.0 ↓	34.27%	19
Damietta [12]	78.00%	4	0.0 ↓	78.00%	5	0.0 ↑	78.00%	5
Menofia [13]	64.75%	9	0.2 ↑	64.86%	9	1.8 ↑	66.00%	9
<b>Group C</b>	32.71%		7.1 ↑	34.47%		-4.3 ↑	34.09%	
Fayoum [14]	48.10%	12	0.6 ↑	48.39%	13	0.2 ↑	48.48%	12
Bani Sweif [15]	41.00%	17	-2.1 ↓	40.14%	17	-1.6 ↓	39.49%	18
Menia [16]	23.52%	23	9.8 ↑	25.82%	23	-2.0 ↓	25.30%	22
Qena [17]	27.78%	21	-5.9 ↓	26.15%	22	-3.6 ↓	25.22%	23
Assiut [18]	27.42%	22	11.1 ↑	30.47%	20	6.7 ↑	32.52%	20
Sohag [19]	28.00%	20	8.0 ↑	30.24%	21	3.5 ↑	31.29%	21
Luxor [20]	43.41%	15	34.1 ↑	58.23%	10	-24.4 ↓	44.00%	15
Aswan [21]	45.00%	13	0.0 ↑	45.00%	15	0.0 ↓	45.00%	13
<b>Group D</b>	59.87%		3.9 ↑	60.25%		3.0 ↓	63.07%	
Matrouh [22]	31.01%	19	29.4 ↑	40.13%	18	-1.3 ↓	39.59%	17
Red Sea [23]	57.47%	10	-0.8 ↓	56.99%	11	5.2 ↑	59.95%	10
Sinai [24]	51.00%	11	0.0 ↑	51.00%	12	0.0 ↑	51.00%	11
Canal [25]	65.65%	8	-1.0 ↓	65.00%	8	6.2 ↑	69.04%	8
<b>Total</b>	59.66%		3.9 ↓	60.71%		3.0 ↑	61.68%	

Chart 02: Wastewater Service Coverage

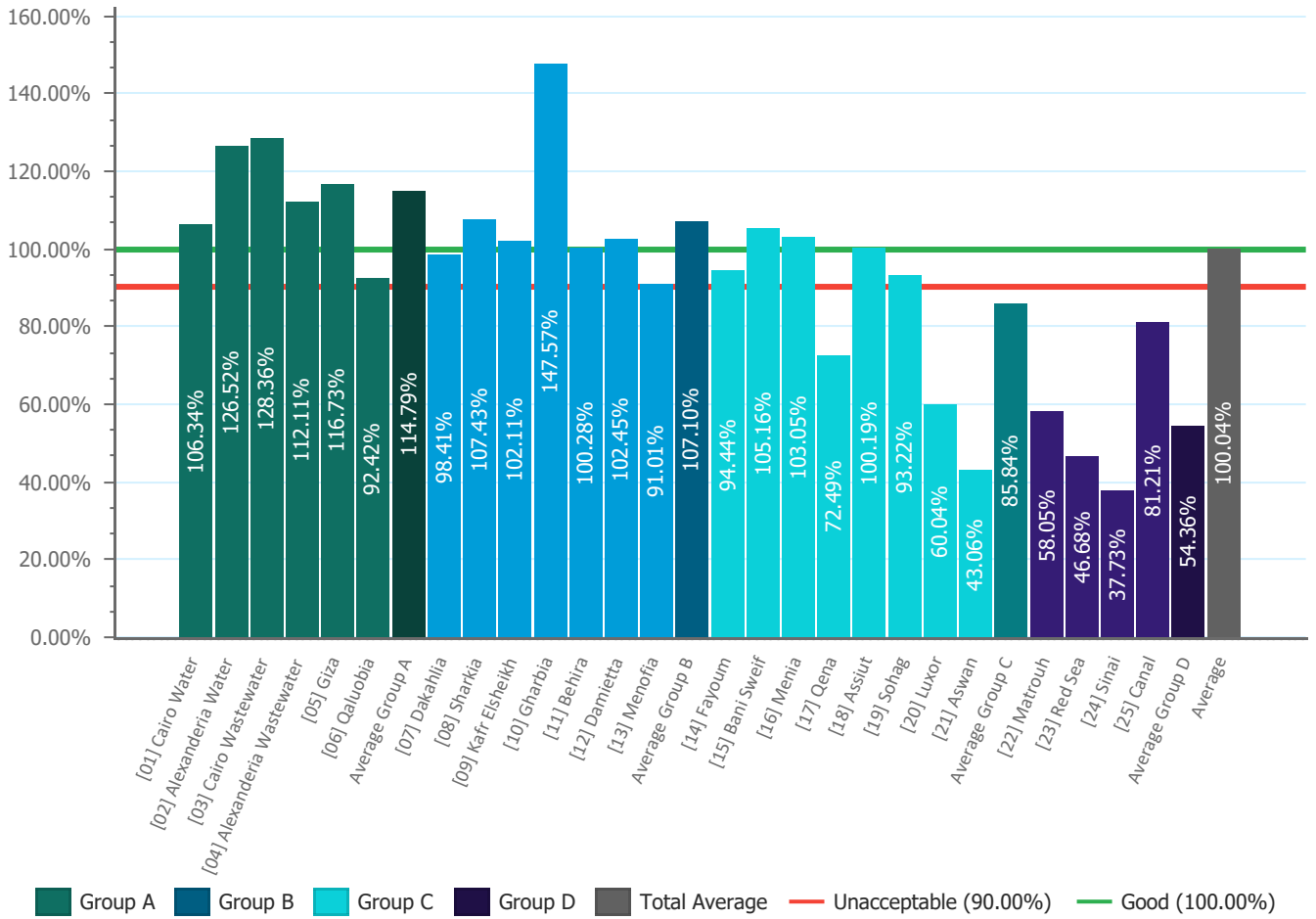


### 3 - O&M Cost Recovery

Table 03: O&amp;M Cost Recovery through Operational Revenues %

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	%	Rank		%	#		%	#
<b>Group A</b>	115.70%		24.8 ↑	135.77%		-19.7 ↓	114.79%	
Cairo Water [01]	113.59%	4	0.8 ↑	114.52%	8	-7.1 ↓	106.34%	7
Alexandria Water [02]	122.12%	3	-3.9 ↓	117.31%	7	7.8 ↑	126.52%	3
Cairo Wastewater [03]	146.58%	1	75.8 ↑	257.69%	1	-50.2 ↓	128.36%	2
Alexandria Wastewater [04]	108.94%	6	30.3 ↑	141.94%	4	-21.0 ↓	112.11%	5
Giza [05]	105.45%	7	5.9 ↑	111.64%	9	4.6 ↑	116.73%	4
Qaluobia [06]	84.33%	19	26.7 ↑	106.86%	12	-13.5 ↓	92.42%	17
<b>Group B</b>	103.67%		8.1 ↓	110.12%		-4.6 ↑	107.10%	
Dakahlia [07]	94.76%	15	-3.2 ↓	91.73%	18	7.3 ↑	98.41%	14
Sharkia [08]	103.57%	8	54.2 ↑	159.69%	2	-32.7 ↓	107.43%	6
Kafr Elsheikh [09]	88.94%	17	21.4 ↑	108.00%	11	-5.5 ↓	102.11%	11
Gharbia [10]	135.77%	2	4.3 ↑	141.65%	5	4.2 ↑	147.57%	1
Behira [11]	100.13%	13	-17.7 ↓	82.37%	20	21.7 ↑	100.28%	12
Damietta [12]	102.82%	10	-1.0 ↓	101.76%	15	0.7 ↑	102.45%	10
Menofia [13]	100.27%	12	-0.2 ↓	100.11%	16	-9.1 ↓	91.01%	18
<b>Group C</b>	87.93%		7.1 ↓	94.09%		-9.6 ↓	85.84%	
Fayoum [14]	111.27%	5	-8.5 ↓	101.80%	14	-7.2 ↓	94.44%	15
Bani Sweif [15]	100.34%	11	3.3 ↑	103.65%	13	1.5 ↑	105.16%	8
Menia [16]	102.85%	9	6.0 ↑	109.06%	10	-5.5 ↓	103.05%	9
Qena [17]	81.29%	20	13.1 ↑	91.95%	17	-21.2 ↓	72.49%	20
Assiut [18]	90.22%	16	43.0 ↑	129.05%	6	-22.4 ↓	100.19%	13
Sohag [19]	87.81%	18	0.2 ↑	87.98%	19	6.0 ↑	93.22%	16
Luxor [20]	66.81%	21	5.8 ↑	70.68%	21	-15.1 ↓	60.04%	21
Aswan [21]	52.77%	24	-8.0 ↓	48.52%	24	-11.3 ↓	43.06%	24
<b>Group D</b>	66.01%		20.0 ↑	78.56%		-29.4 ↓	54.36%	
Matrouh [22]	96.80%	14	53.0 ↑	148.07%	3	-60.8 ↓	58.05%	22
Red Sea [23]	59.53%	23	-1.0 ↓	58.92%	23	-20.8 ↓	46.68%	23
Sinai [24]	45.29%	25	-8.9 ↓	41.26%	25	-8.6 ↓	37.73%	25
Canal [25]	62.31%	22	10.0 ↑	68.51%	22	18.5 ↑	81.21%	19
<b>Total</b>	102.09%		20.0 ↑	114.99%		-29.4 ↑	100.04%	

Chart 03: O&M Cost Recovery through Operational Revenues %



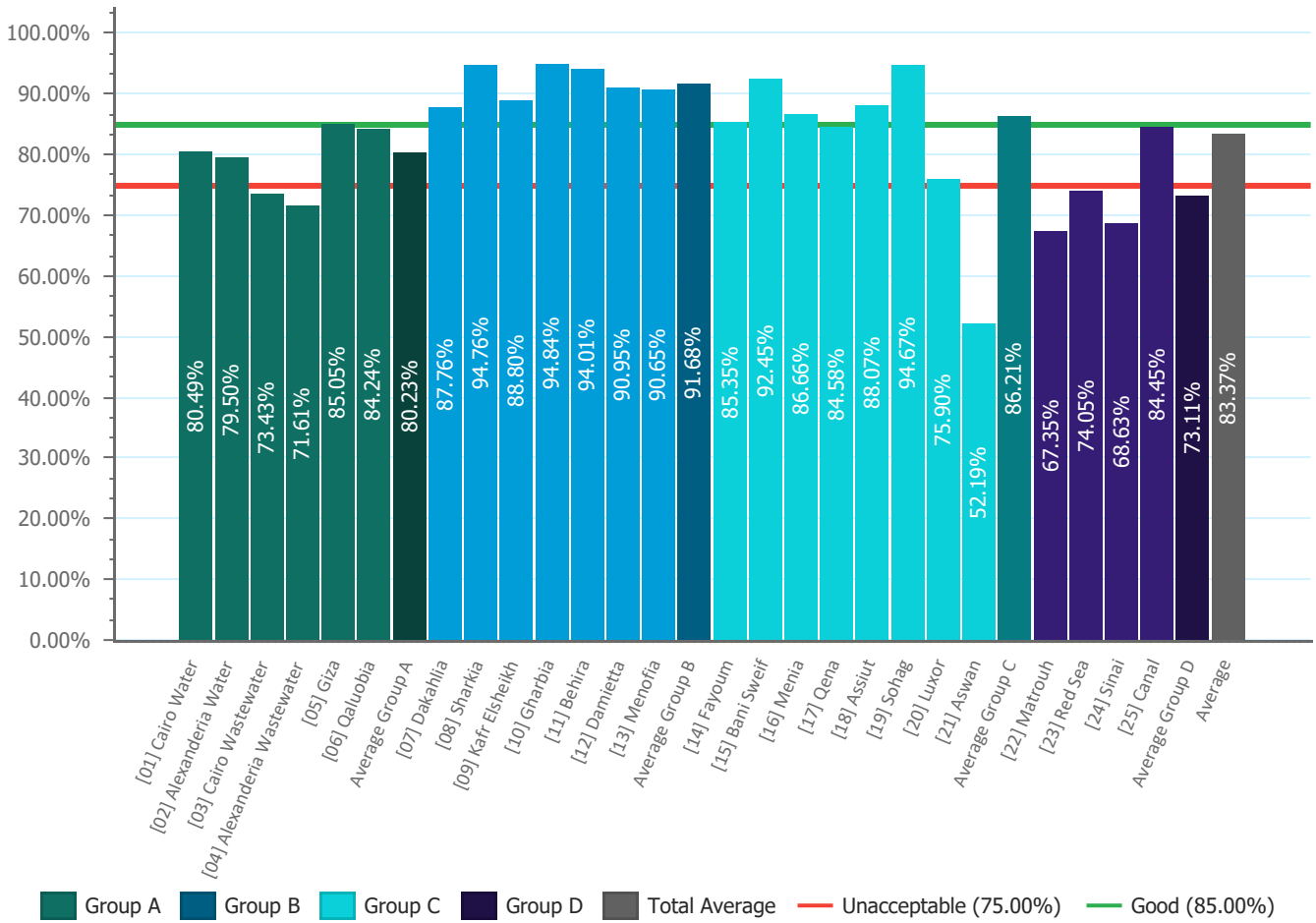
#### 4 - Current Collection Ratio

Table 04: Current Collection Ratio %

Item	FY21-22		Change %	FY22-23		Change %	FY23-24			
	%	Ran k		%	#		%	#		
<b>Group A</b>	76.82%		7.4	↑	85.22%	-3.0	↓	80.23%		
Cairo Water [01]	75.94%	20	8.5	↑	82.36%	16	-2.3	↓	80.49%	17
Alexandria Water [02]	83.38%	12	0.3	↑	83.64%	12	-5.0	↓	79.50%	18
Cairo Wastewater [03]	62.69%	23	57.6	↑	98.80%	1	-25.7	↓	73.43%	21
Alexandria Wastewater [04]	61.61%	24	-3.6	↓	59.36%	24	20.6	↑	71.61%	22
Giza [05]	81.69%	16	1.0	↑	82.47%	15	3.1	↑	85.05%	13
Qaluobia [06]	90.18%	4	-8.4	↓	82.57%	14	2.0	↑	84.24%	16
<b>Group B</b>	90.15%		-1.2	↑	89.00%		2.8	↑	91.68%	
Dakahlia [07]	85.65%	10	2.1	↑	87.44%	9	0.4	↑	87.76%	10
Sharkia [08]	95.94%	1	-14.3	↓	82.18%	17	15.3	↑	94.76%	2
Kafr Elsheikh [09]	93.90%	2	0.0	↑	93.95%	2	-5.5	↓	88.80%	8
Gharbia [10]	92.94%	3	-1.2	↓	91.79%	5	3.3	↑	94.84%	1
Behira [11]	83.93%	11	7.9	↑	90.55%	6	3.8	↑	94.01%	4
Damietta [12]	89.27%	9	-1.0	↓	88.39%	8	2.9	↑	90.95%	6
Menofia [13]	89.99%	5	-0.3	↓	89.75%	7	1.0	↑	90.65%	7
<b>Group C</b>	80.96%		1.5	↑	83.90%		2.0	↑	86.21%	
Fayoum [14]	72.49%	21	17.3	↑	85.07%	10	0.3	↑	85.35%	12
Bani Sweif [15]	89.37%	8	3.5	↑	92.47%	4	0.0	↓	92.45%	5
Menia [16]	78.34%	19	7.6	↑	84.28%	11	2.8	↑	86.66%	11
Qena [17]	81.84%	14	-2.3	↓	79.92%	19	5.8	↑	84.58%	14
Assiut [18]	81.83%	15	-0.8	↓	81.20%	18	8.5	↑	88.07%	9
Sohag [19]	89.49%	6	3.5	↑	92.63%	3	2.2	↑	94.67%	3
Luxor [20]	79.67%	18	-9.5	↓	72.13%	21	5.2	↑	75.90%	19
Aswan [21]	64.11%	22	-8.0	↓	59.00%	25	-11.5	↓	52.19%	25
<b>Group D</b>	74.28%		-1.9	↓	71.93%		1.1	↓	73.11%	
Matrouh [22]	80.16%	17	-14.8	↓	68.30%	22	-1.4	↓	67.35%	24
Red Sea [23]	89.44%	7	-10.8	↓	79.77%	20	-7.2	↓	74.05%	20
Sinai [24]	45.07%	25	34.8	↑	60.77%	23	12.9	↑	68.63%	23
Canal [25]	82.31%	13	0.3	↑	82.57%	13	2.3	↑	84.45%	15
<b>Total</b>	80.15%		-1.9	↑	84.83%		1.1	↑	83.37%	



Chart 04: Current Collection Ratio %

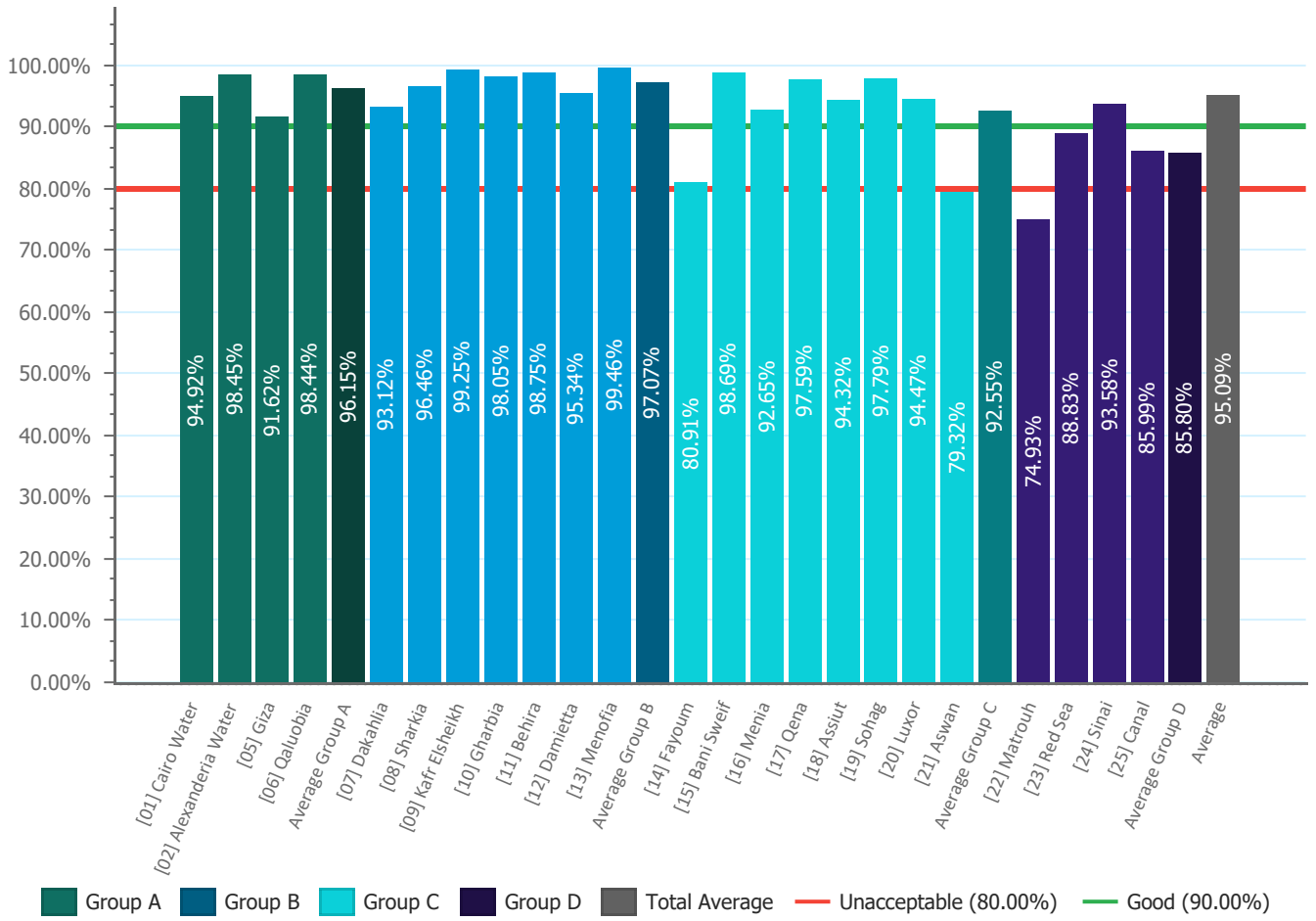


## 5 - Working Meters

Table 05: Working Meters %

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	%	Ran k		%	#		%	#
<b>Group A</b>	90.97%		3.0 ↑	94.70%		1.2 ↑	96.15%	
Cairo Water [01]	90.07%	17	3.6 ↑	93.28%	11	1.8 ↑	94.92%	12
Alexandria Water [02]	89.49%	19	7.5 ↑	96.24%	9	2.3 ↑	98.45%	5
Giza [05]	89.97%	18	1.1 ↑	90.93%	19	0.8 ↑	91.62%	18
Qalubia [06]	98.51%	2	0.1 ↑	98.59%	4	-0.2 ↓	98.44%	6
<b>Group B</b>	95.46%		-0.6 ↑	94.82%		2.5 ↑	97.07%	
Dakahlia [07]	91.75%	12	0.4 ↑	92.10%	15	1.1 ↑	93.12%	16
Sharkia [08]	97.00%	5	-4.3 ↓	92.86%	14	3.9 ↑	96.46%	10
Kafr Elsheikh [09]	98.91%	1	-0.1 ↓	98.79%	3	0.5 ↑	99.25%	2
Gharbia [10]	95.43%	7	1.5 ↑	96.82%	6	1.3 ↑	98.05%	7
Behira [11]	95.69%	6	-2.9 ↓	92.89%	12	6.3 ↑	98.75%	3
Damietta [12]	90.83%	16	0.1 ↑	90.94%	18	4.8 ↑	95.34%	11
Menofia [13]	97.86%	4	1.3 ↑	99.16%	2	0.3 ↑	99.46%	1
<b>Group C</b>	90.69%		1.5 ↓	92.17%		0.1 ↑	92.55%	
Fayoum [14]	78.31%	23	-1.0 ↓	77.52%	23	4.4 ↑	80.91%	21
Bani Sweif [15]	98.40%	3	1.2 ↑	99.58%	1	-0.9 ↓	98.69%	4
Menia [16]	92.21%	11	1.7 ↑	93.76%	10	-1.2 ↓	92.65%	17
Qena [17]	87.72%	21	3.0 ↑	90.36%	20	8.0 ↑	97.59%	9
Assiut [18]	91.05%	15	2.0 ↑	92.89%	13	1.5 ↑	94.32%	14
Sohag [19]	94.72%	8	3.5 ↑	98.07%	5	-0.3 ↓	97.79%	8
Luxor [20]	93.98%	10	2.8 ↑	96.57%	7	-2.2 ↓	94.47%	13
Aswan [21]	87.95%	20	-2.0 ↓	86.23%	22	-8.0 ↓	79.32%	22
<b>Group D</b>	90.98%		2.0 ↑	92.78%		-6.6 ↓	85.80%	
Matrouh [22]	91.19%	13	0.7 ↑	91.82%	17	-18.4 ↓	74.93%	23
Red Sea [23]	83.88%	22	4.5 ↑	87.67%	21	1.3 ↑	88.83%	19
Sinai [24]	91.16%	14	0.8 ↑	91.93%	16	1.8 ↑	93.58%	15
Canal [25]	94.36%	9	2.1 ↑	96.33%	8	-10.7 ↓	85.99%	20
<b>Total</b>	92.54%		2.0 ↑	93.94%		-6.6 ↓	95.09%	

Chart 05: Working Meters %

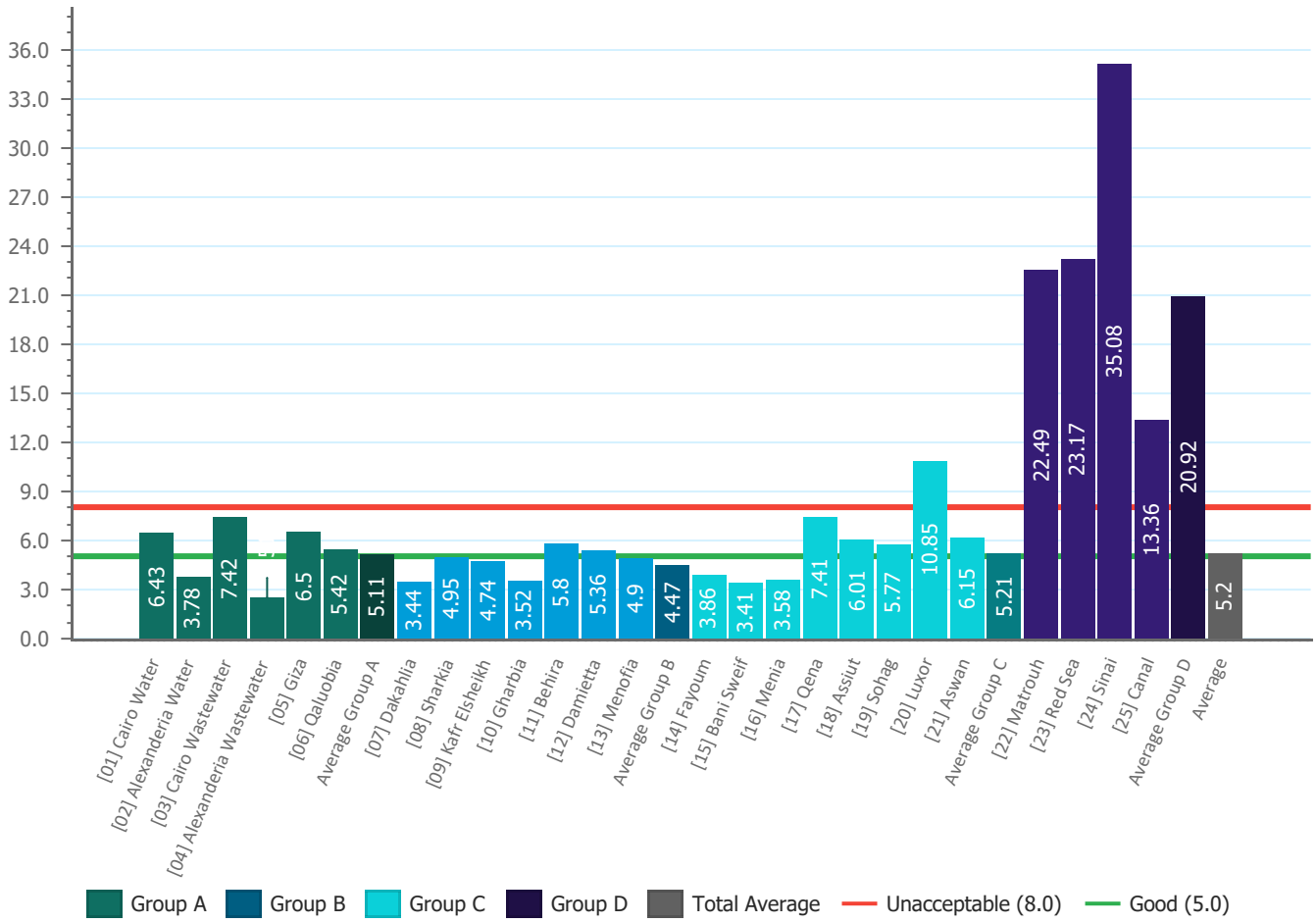


## 6 - Staff / 1000 Connections

Table 06: Staff / 1000 Connections (Water &amp; Wastewater)

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	No/ 1000	Ran k		No/ 1000	#		No/ 1000	#
<b>Group A</b>	5.2		3.2 ↓	5.29		-2.7 ↓	5.11	
Cairo Water [01]	7.17	21	-4.8 ↓	6.83	18	-5.8 ↓	6.43	17
Alexandria Water [02]	3.69	3	7.4 ↑	3.96	5	-4.7 ↓	3.78	6
Cairo Wastewater [03]	5.97	14	22.9 ↑	7.34	20	1.1 ↑	7.42	20
Alexandria Wastewater [04]	2.84	1	-5.0 ↓	2.7	1	-7.0 ↓	2.51	1
Giza [05]	6.98	19	-2.9 ↓	6.77	17	-4.0 ↓	6.5	18
Qaluobia [06]	5.27	12	1.4 ↑	5.35	11	1.3 ↑	5.42	12
<b>Group B</b>	4.62		0.0 ↓	4.54		-4.0 ↑	4.47	
Dakahlia [07]	3.7	4	-11.8 ↓	3.27	2	5.4 ↑	3.44	3
Sharkia [08]	5.12	10	1.8 ↑	5.21	10	-4.8 ↓	4.95	10
Kafr Elsheikh [09]	5.23	11	-3.7 ↓	5.04	9	-5.9 ↓	4.74	8
Gharbia [10]	3.28	2	8.7 ↑	3.56	3	-1.2 ↓	3.52	4
Behira [11]	6.31	16	-3.0 ↓	6.13	14	-5.3 ↓	5.8	14
Damietta [12]	5.43	13	8.1 ↑	5.87	12	-8.6 ↓	5.36	11
Menofia [13]	5.02	9	0.2 ↑	5.03	8	-2.6 ↓	4.9	9
<b>Group C</b>	5.37		9.5 ↑	5.58		-3.5 ↓	5.21	
Fayoum [14]	3.89	5	5.7 ↑	4.12	6	-6.3 ↓	3.86	7
Bani Sweif [15]	4.84	7	-4.6 ↓	4.62	7	-26.2 ↓	3.41	2
Menia [16]	4.02	6	-6.4 ↓	3.77	4	-5.0 ↓	3.58	5
Qena [17]	6.61	17	1.0 ↑	6.67	16	11.0 ↑	7.41	19
Assiut [18]	7.41	22	-4.1 ↓	7.1	19	-15.4 ↓	6.01	15
Sohag [19]	6.02	15	-0.3 ↓	6.01	13	-4.0 ↓	5.77	13
Luxor [20]	4.97	8	99.0 ↑	9.88	21	9.8 ↑	10.85	21
Aswan [21]	6.71	18	-2.3 ↓	6.55	15	-6.1 ↓	6.15	16
<b>Group D</b>	11.44		6.7 ↓	16.26		32.7 ↑	20.92	
Matrouh [22]	19.42	24	-4.6 ↓	18.54	24	21.3 ↑	22.49	23
Red Sea [23]	25.17	25	-8.1 ↓	23.13	25	0.2 ↑	23.17	24
Sinai [24]	14.86	23	23.2 ↑	18.3	23	91.7 ↑	35.08	25
Canal [25]	7.02	20	55.7 ↑	10.93	22	22.3 ↑	13.36	22
<b>Total</b>	5.3		6.7 ↑	5.38		32.7 ↑	5.2	

Chart 06: Staff / 1000 Connections (Water & Wastewater)

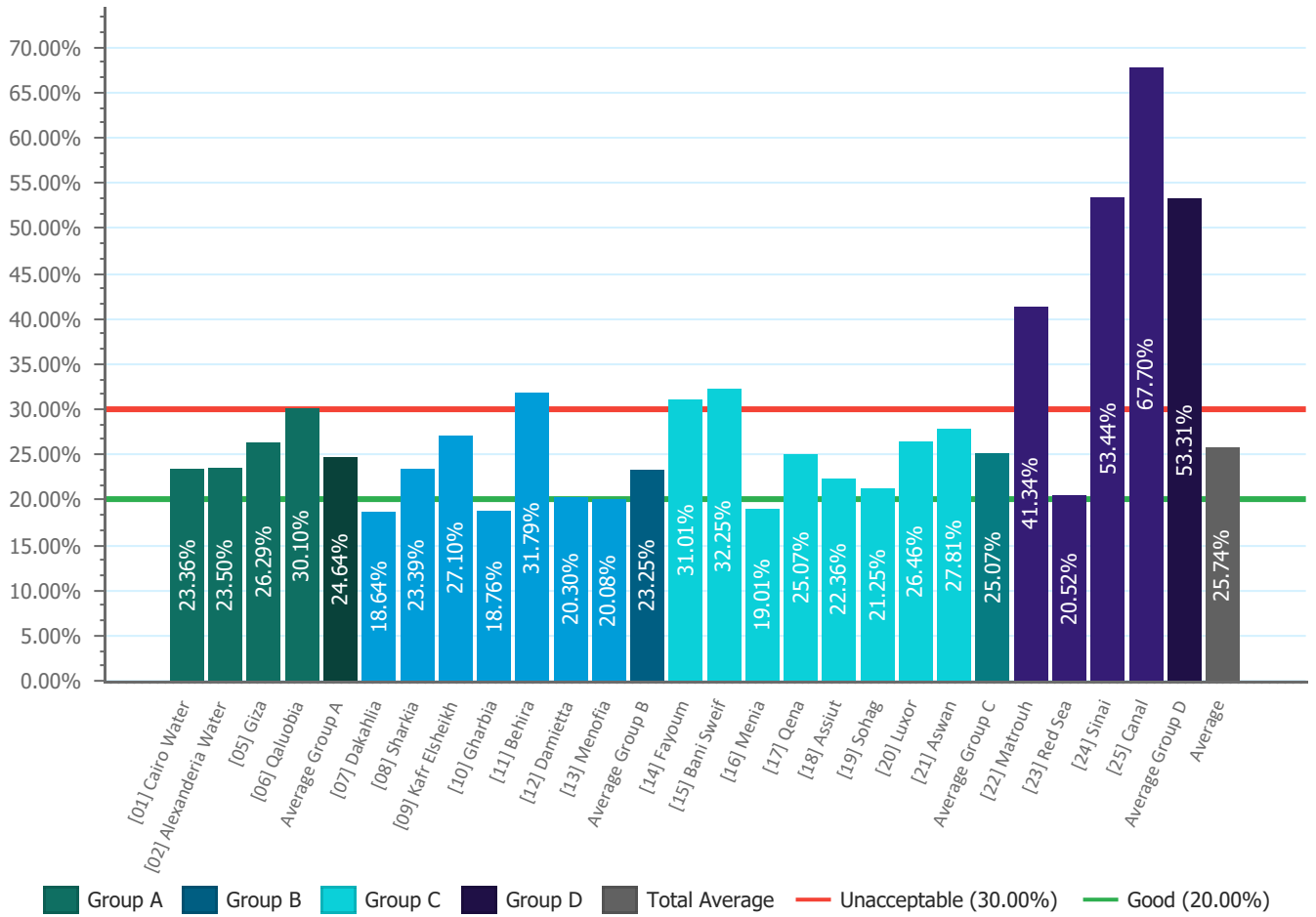


## 7 - Non Revenue Water

Table 07: Non Revenue Water %

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	%	Ran k		%	#		%	#
<b>Group A</b>	24.74%		2.3 ↓	24.87%		-1.6 ↑	24.64%	
Cairo Water [01]	23.51%	8	-0.7 ↓	23.34%	9	0.1 ↑	23.36%	9
Alexandria Water [02]	25.00%	11	-1.6 ↓	24.60%	11	-4.5 ↓	23.50%	11
Giza [05]	25.43%	12	0.9 ↑	25.64%	12	2.5 ↑	26.29%	13
Qalubia [06]	28.61%	15	9.4 ↑	31.31%	18	-3.9 ↓	30.10%	17
<b>Group B</b>	24.54%		-3.3 ↑	23.79%		-2.0 ↓	23.25%	
Dakahlia [07]	18.11%	1	5.0 ↑	19.02%	2	-2.0 ↓	18.64%	1
Sharkia [08]	24.45%	10	-2.4 ↓	23.86%	10	-2.0 ↓	23.39%	10
Kafr Elsheikh [09]	30.99%	18	-9.2 ↓	28.13%	15	-3.7 ↓	27.10%	15
Gharbia [10]	20.57%	3	-6.9 ↓	19.16%	3	-2.0 ↓	18.76%	2
Behira [11]	34.62%	19	-4.9 ↓	32.93%	21	-3.5 ↓	31.79%	19
Damietta [12]	21.26%	5	-0.3 ↓	21.20%	6	-4.2 ↓	20.30%	5
Menofia [13]	18.91%	2	0.3 ↑	18.96%	1	5.9 ↑	20.08%	4
<b>Group C</b>	27.01%		-3.9 ↓	26.01%		-2.8 ↓	25.07%	
Fayoum [14]	37.42%	21	-12.0 ↓	32.92%	20	-5.8 ↓	31.01%	18
Bani Sweif [15]	28.25%	13	2.2 ↑	28.87%	17	11.7 ↑	32.25%	20
Menia [16]	20.64%	4	-2.1 ↓	20.21%	4	-6.0 ↓	19.01%	3
Qena [17]	29.17%	16	-2.5 ↓	28.46%	16	-11.9 ↓	25.07%	12
Assiut [18]	22.29%	7	1.8 ↑	22.70%	7	-1.5 ↓	22.36%	8
Sohag [19]	23.97%	9	-3.5 ↓	23.13%	8	-8.1 ↓	21.25%	7
Luxor [20]	28.36%	14	-5.5 ↓	26.81%	13	-1.3 ↓	26.46%	14
Aswan [21]	29.38%	17	-5.0 ↓	27.91%	14	-0.4 ↓	27.81%	16
<b>Group D</b>	51.37%		-1.6 ↓	49.72%		6.7 ↑	53.31%	
Matrouh [22]	35.56%	20	-8.0 ↓	32.73%	19	26.3 ↑	41.34%	21
Red Sea [23]	21.45%	6	-2.1 ↓	21.00%	5	-2.3 ↓	20.52%	6
Sinai [24]	49.67%	22	4.9 ↑	52.10%	22	2.6 ↑	53.44%	22
Canal [25]	67.55%	23	-2.9 ↓	65.60%	23	3.2 ↑	67.70%	23
<b>Total</b>	26.32%		-1.6 ↓	25.92%		6.7 ↑	25.74%	

Chart 07: Non Revenue Water %



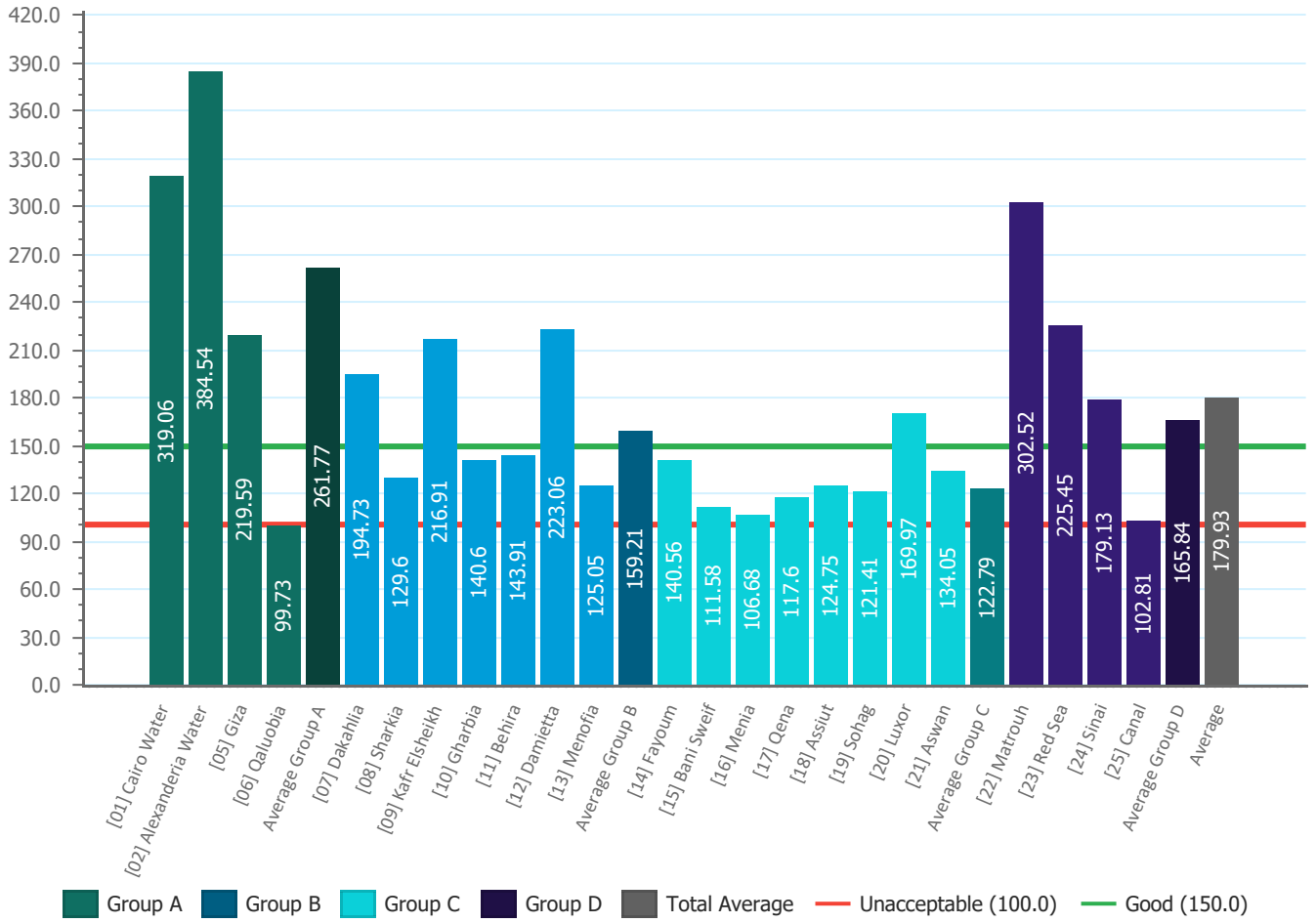
## 8 - Share per Capita per Day (Sold Water)

Table 08: Share per Capita per Day (L/ C/ D)

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	Liter/ Capita/ Day	Ran k		Liter/ Capita/ Day	#		Liter/ Capita/ Day	#
<b>Group A</b>	262.27		-4.9 ↓	246.34		4.2 ↑	261.77	
Cairo Water [01]	322.96	2	-8.6 ↓	295.09	3	8.1 ↑	319.06	2
Alexandria Water [02]	385.59	1	-1.7 ↓	379.08	1	1.4 ↑	384.54	1
Giza [05]	235.82	5	-5.7 ↓	222.33	5	-1.2 ↓	219.59	6
Qalubia [06]	88.05	23	-3.6 ↓	84.9	23	17.5 ↑	99.73	23
<b>Group B</b>	152.39		3.5 ↓	156.17		2.0 ↑	159.21	
Dakahlia [07]	193.85	8	-1.4 ↓	191.19	9	1.9 ↑	194.73	8
Sharkia [08]	122.1	18	1.8 ↑	124.25	18	4.3 ↑	129.6	15
Kafr Elsheikh [09]	165.61	10	24.2 ↑	205.67	7	5.5 ↑	216.91	7
Gharbia [10]	139.18	12	2.1 ↑	142.05	11	-1.0 ↓	140.6	12
Behira [11]	146.22	11	-3.1 ↓	141.7	12	1.6 ↑	143.91	11
Damietta [12]	220.95	6	0.0 ↓	220.91	6	1.0 ↑	223.06	5
Menofia [13]	123.95	15	1.2 ↑	125.38	16	-0.3 ↓	125.05	16
<b>Group C</b>	120.76		1.2 ↑	122.36		-0.2 ↑	122.79	
Fayoum [14]	123.3	17	13.5 ↑	140.0	13	0.4 ↑	140.56	13
Bani Sweif [15]	128.57	14	-2.4 ↓	125.54	15	-11.1 ↓	111.58	20
Menia [16]	108.28	21	-1.6 ↓	106.53	21	0.1 ↑	106.68	21
Qena [17]	113.76	19	-3.2 ↓	110.09	20	6.8 ↑	117.6	19
Assiut [18]	123.49	16	1.2 ↑	124.92	17	-0.1 ↓	124.75	17
Sohag [19]	113.24	20	1.3 ↑	114.68	19	5.9 ↑	121.41	18
Luxor [20]	166.62	9	2.9 ↑	171.39	10	-0.8 ↓	169.97	10
Aswan [21]	138.81	13	-2.3 ↓	135.57	14	-1.1 ↓	134.05	14
<b>Group D</b>	165.41		-0.3 ↑	169.33		-4.8 ↓	165.84	
Matrouh [22]	281.31	3	16.8 ↑	328.47	2	-7.9 ↓	302.52	3
Red Sea [23]	270.54	4	-16.2 ↓	226.8	4	-0.6 ↓	225.45	4
Sinai [24]	207.9	7	-5.1 ↓	197.34	8	-9.2 ↓	179.13	9
Canal [25]	93.63	22	4.5 ↑	97.8	22	5.1 ↑	102.81	22
<b>Total</b>	177.78		-0.3 ↑	174.73		-4.8 ↑	179.93	



Chart 08: Share per Capita per Day (L/ C/ D)

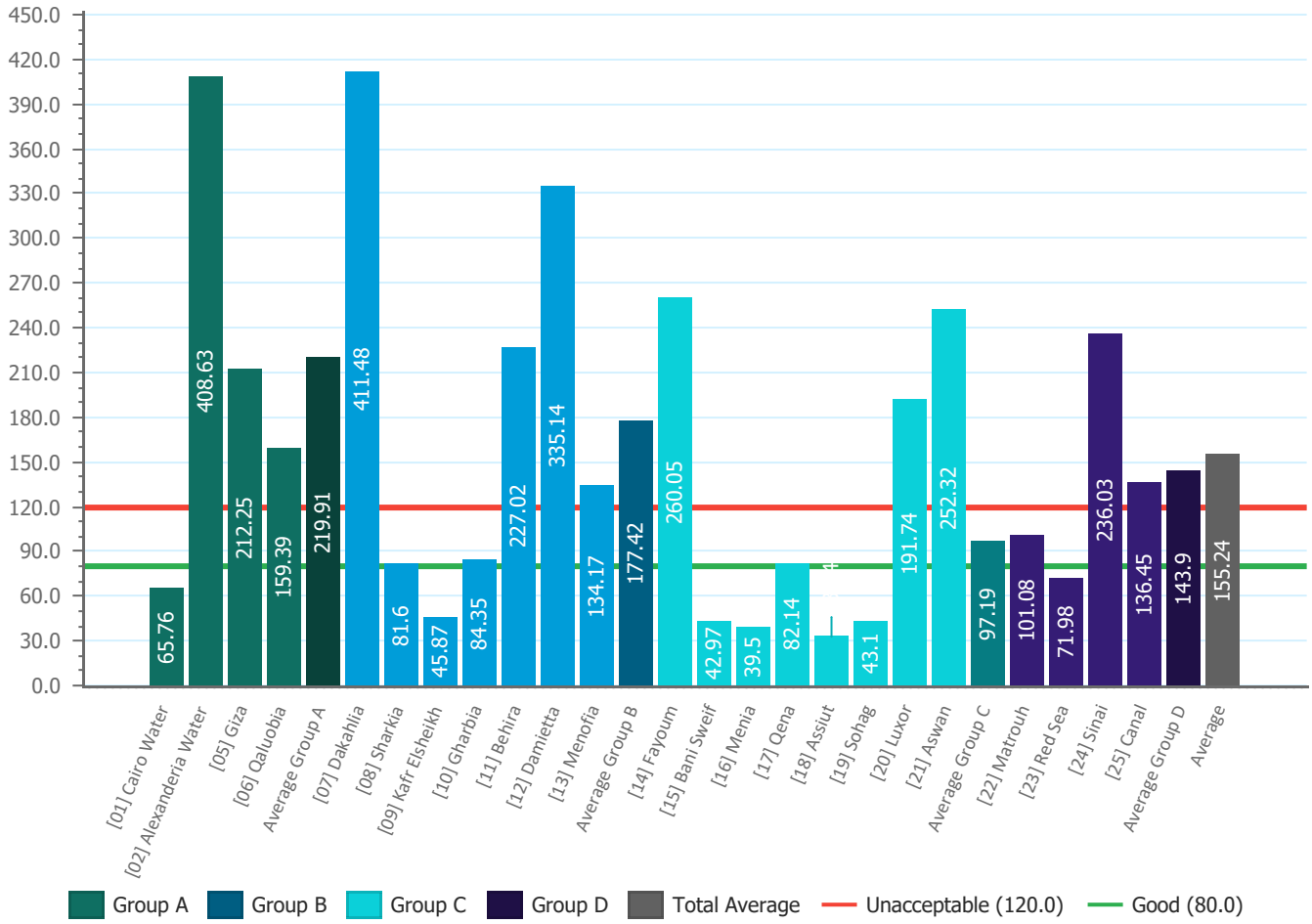


## 9 - Number of Fractures and Leaks per 100 km (Water Networks)

Table 09: Number of Fractures and Leaks per 100 km (Water Networks)

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	No/ 100 km	Ran k		No/ 100 km	#		No/ 100 km	#
<b>Group A</b>	216.98		-1.2 ↑	211.33		4.3 ↓	219.91	
Cairo Water [01]	66.65	6	5.7 ↑	70.45	7	-6.6 ↓	65.76	6
Alexandria Water [02]	404.67	22	-9.6 ↓	365.84	21	11.7 ↑	408.63	22
Giza [05]	264.46	19	-4.4 ↓	252.8	19	-16.0 ↓	212.25	16
Qaluobia [06]	84.88	10	43.4 ↑	121.75	11	30.9 ↑	159.39	14
<b>Group B</b>	189.37		3.3 ↑	189.38		-10.1 ↑	177.42	
Dakahlia [07]	401.21	21	0.3 ↑	402.6	22	2.2 ↑	411.48	23
Sharkia [08]	102.78	11	-16.4 ↓	85.9	9	-5.0 ↓	81.6	8
Kafr Elsheikh [09]	37.37	1	22.6 ↑	45.81	4	0.1 ↑	45.87	5
Gharbia [10]	68.68	7	13.3 ↑	77.8	8	8.4 ↑	84.35	10
Behira [11]	268.3	20	-0.4 ↓	267.28	20	-15.1 ↓	227.02	17
Damietta [12]	407.96	23	9.5 ↑	446.92	23	-25.0 ↓	335.14	21
Menofia [13]	135.46	12	4.7 ↑	141.77	14	-5.4 ↓	134.17	12
<b>Group C</b>	127.31		-9.8 ↑	97.58		-6.0 ↑	97.19	
Fayoum [14]	194.8	16	14.7 ↑	223.38	17	16.4 ↑	260.05	20
Bani Sweif [15]	198.37	18	-92.5 ↓	14.89	3	188.6 ↑	42.97	3
Menia [16]	39.61	2	-83.8 ↓	6.4	2	516.8 ↑	39.5	2
Qena [17]	161.56	15	-12.9 ↓	140.74	13	-41.6 ↓	82.14	9
Assiut [18]	146.95	14	20.0 ↑	176.38	15	-81.2 ↓	33.24	1
Sohag [19]	137.38	13	39.0 ↑	191.01	16	-77.4 ↓	43.1	4
Luxor [20]	39.83	3	-100.0 ↓	0.0	1		191.74	15
Aswan [21]	196.47	17	28.6 ↑	252.65	18	-0.1 ↓	252.32	19
<b>Group D</b>	66.42		30.1 ↑	99.51		56.7 ↑	143.9	
Matrouh [22]	53.49	4	1.7 ↑	54.4	5	85.8 ↑	101.08	11
Red Sea [23]	74.14	8	-5.4 ↓	70.13	6	2.6 ↑	71.98	7
Sinai [24]	74.5	9	19.0 ↑	88.62	10	166.3 ↑	236.03	18
Canal [25]	65.43	5	106.3 ↑	134.96	12	1.1 ↑	136.45	13
<b>Total</b>	163.38		30.1 ↑	149.82		56.7 ↑	155.24	

Chart 09: Number of Fractures and Leaks per 100 km (Water Networks)

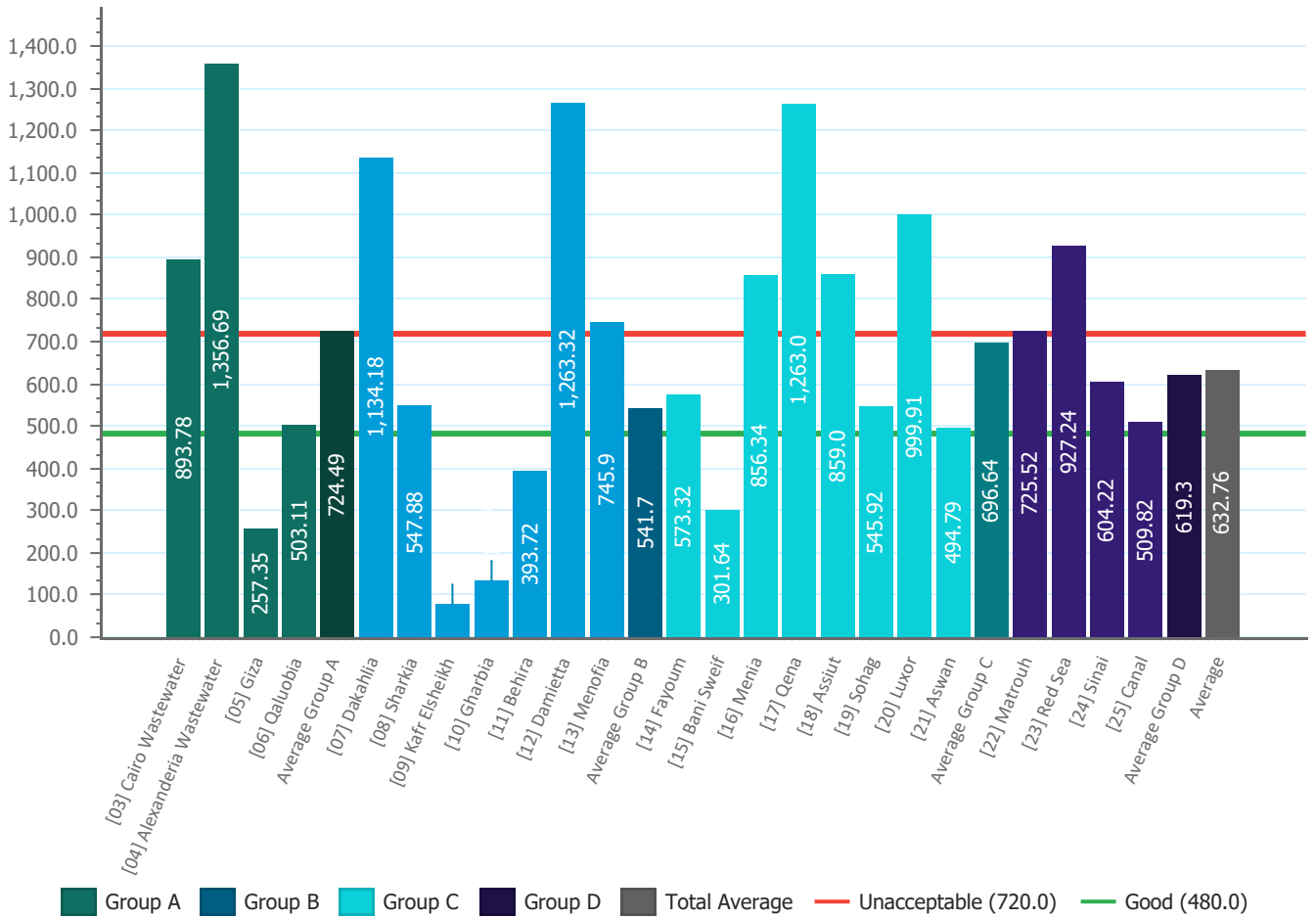


## 10 - Number of Flooding Incidents Per 100 km (Wastewater System)

Table 10: Number of Flooding Incidents Per 100 km (Wastewater System)

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	No/ 100 km	Ran k		No/ 100 km	#		No/ 100 km	#
<b>Group A</b>	782.96		133.0 ↑	2,072.05		-56.3 ↓	724.49	
Cairo Wastewater [03]	1,184.91	17	283.1 ↑	4,539.26	23	-80.3 ↓	893.78	17
Alexandria Wastewater [04]	987.45	14	33.0 ↑	1,313.29	19	3.3 ↑	1,356.69	23
Giza [05]	348.21	6	-17.5 ↓	287.31	5	-10.4 ↓	257.35	3
Qaluobia [06]	436.67	7	71.7 ↑	749.8	13	-32.9 ↓	503.11	7
<b>Group B</b>	668.15		-10.1 ↓	587.28		-10.3 ↑	541.7	
Dakahlia [07]	1,185.99	18	-6.0 ↓	1,114.63	18	1.8 ↑	1,134.18	20
Sharkia [08]	783.08	13	-27.1 ↓	570.7	11	-4.0 ↓	547.88	10
Kafr Elsheikh [09]	8.54	1	796.2 ↑	76.55	2	1.6 ↑	77.79	1
Gharbia [10]	239.35	3	-32.1 ↓	162.54	3	-18.3 ↓	132.73	2
Behira [11]	506.79	9	-13.7 ↓	437.5	8	-10.0 ↓	393.72	5
Damietta [12]	1,463.63	19	2.2 ↑	1,495.91	20	-15.5 ↓	1,263.32	22
Menofia [13]	1,144.19	16	-18.4 ↓	933.49	14	-20.1 ↓	745.9	14
<b>Group C</b>	1,200.74		-25.3 ↓	1,048.43		-20.8 ↑	696.64	
Fayoum [14]	502.55	8	-30.4 ↓	349.89	7	63.9 ↑	573.32	11
Bani Sweif [15]	308.56	5	-6.3 ↓	289.17	6	4.3 ↑	301.64	4
Menia [16]	299.26	4	233.3 ↑	997.59	16	-14.2 ↓	856.34	15
Qena [17]	1,938.69	21	-11.4 ↓	1,717.77	21	-26.5 ↓	1,263.0	21
Assiut [18]	1,026.11	15	-2.8 ↓	997.54	15	-13.9 ↓	859.0	16
Sohag [19]	4,137.71	22	-37.3 ↓	2,593.79	22	-79.0 ↓	545.92	9
Luxor [20]				0.0	1		999.91	19
Aswan [21]	508.14	10	-2.5 ↓	495.45	9	-0.1 ↓	494.79	6
<b>Group D</b>	605.27		-13.5 ↓	594.09		9.5 ↑	619.3	
Matrouh [22]	583.82	11	-8.8 ↓	532.16	10	36.3 ↑	725.52	13
Red Sea [23]	1,502.42	20	-25.9 ↓	1,113.34	17	-16.7 ↓	927.24	18
Sinai [24]	226.06	2	-16.3 ↓	189.23	4	219.3 ↑	604.22	12
Canal [25]	608.03	12	13.7 ↑	691.2	12	-26.2 ↓	509.82	8
<b>Total</b>	785.48		-13.5 ↑	1,123.83		9.5 ↓	632.76	

Chart 10: Number of Flooding Incidents Per 100 km (Wastewater System)

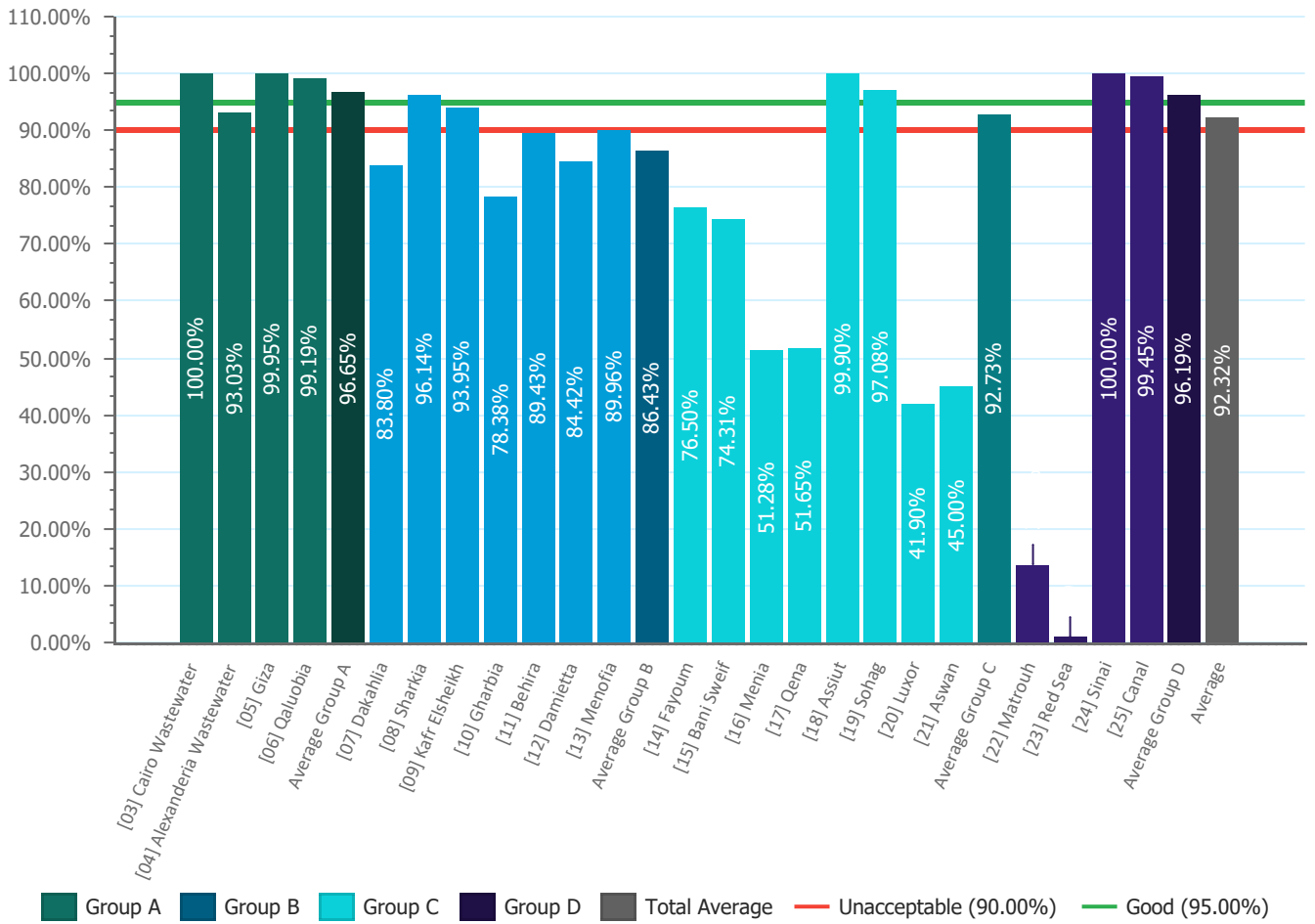


## 11 - Wastewater Treatment Efficiency

Table 11: Wastewater Treatment Efficiency %

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	%	Ran k		%	#		%	#
<b>Group A</b>	88.19%		7.4	95.24%		1.0	96.65%	
Cairo Wastewater [03]	100.00%	1	0.0	100.00%	1	0.0	100.00%	2
Alexandria Wastewater [04]	88.42%	13	1.8 ↑	90.00%	12	3.4 ↑	93.03%	10
Giza [05]	78.00%	16	27.4 ↑	99.34%	4	0.6 ↑	99.95%	3
Qalubia [06]	95.23%	8	3.9 ↑	98.98%	5	0.2 ↑	99.19%	6
<b>Group B</b>	93.54%		-2.4 ↑	89.47%		-2.3 ↓	86.43%	
Dakahlia [07]	94.92%	10	0.1 ↑	95.04%	9	-11.8 ↓	83.80%	14
Sharkia [08]	95.83%	7	0.2 ↑	96.01%	8	0.1 ↑	96.14%	8
Kafr Elsheikh [09]	97.69%	4	-3.0 ↓	94.77%	10	-0.9 ↓	93.95%	9
Gharbia [10]	94.68%	11	-14.5 ↓	80.91%	15	-3.1 ↓	78.38%	15
Behira [11]	94.95%	9	-1.3 ↓	93.68%	11	-4.5 ↓	89.43%	12
Damietta [12]	80.39%	15	0.4 ↑	80.71%	16	4.6 ↑	84.42%	13
Menofia [13]	87.76%	14	2.2 ↑	89.69%	13	0.3 ↑	89.96%	11
<b>Group C</b>	91.77%		-6.4 ↓	93.07%		-5.4 ↑	92.73%	
Fayoum [14]	75.85%	17	-5.0 ↓	72.06%	18	6.2 ↑	76.50%	16
Bani Sweif [15]	70.68%	18	3.1 ↑	72.87%	17	2.0 ↑	74.31%	17
Menia [16]	66.06%	20	-29.8 ↓	46.35%	20	10.6 ↑	51.28%	19
Qena [17]	36.82%	22	31.3 ↑	48.35%	19	6.8 ↑	51.65%	18
Assiut [18]	99.84%	2	0.1 ↑	99.89%	2	0.0 ↑	99.90%	4
Sohag [19]	96.90%	5	1.0 ↑	97.89%	7	-0.8 ↓	97.08%	7
Luxor [20]	91.24%	12	-54.1 ↓	41.90%	21	0.0	41.90%	21
Aswan [21]	70.00%	19	27.3 ↑	89.10%	14	-49.5 ↓	45.00%	20
<b>Group D</b>	97.68%		-12.8 ↓	97.63%		-10.6 ↓	96.19%	
Matrouh [22]	30.00%	23	-24.5 ↓	22.66%	22	-40.0 ↓	13.60%	22
Red Sea [23]	48.83%	21	-62.2 ↓	18.45%	23	-94.7 ↓	0.97%	23
Sinai [24]	96.23%	6	2.5 ↑	98.61%	6	1.4 ↑	100.00%	1
Canal [25]	99.60%	3	0.1 ↑	99.68%	3	-0.2 ↓	99.45%	5
<b>Total</b>	93.85%		-12.8 ↑	93.29%		-10.6 ↓	92.32%	

Chart 11: Wastewater Treatment Efficiency %



## 12 - Complaints Solved within 24 Hours

Table 12: Complaints Solved within 24 Hours / Total Complaints Registered %

Item	FY21-22		Change %	FY22-23		Change %	FY23-24	
	%	Ran k		%	#		%	#
<b>Group A</b>	86.52%		10.5 ↓	82.83%		-7.2 ↑	87.17%	
Cairo Water [01]	92.17%	8	-29.6 ↓	64.86%	18	36.9 ↑	88.77%	13
Alexandria Water [02]	66.32%	20	50.8 ↑	100.00%	1	0.0	100.00%	2
Cairo Wastewater [03]	98.72%	2	-0.7 ↓	98.00%	6	0.1 ↑	98.05%	8
Alexandria Wastewater [04]	76.45%	17	30.8 ↑	100.00%	5	0.0	100.00%	5
Giza [05]	93.24%	7	7.3 ↑	100.00%	4	-27.3 ↓	72.69%	20
Qaluobia [06]	70.96%	19	23.2 ↑	87.44%	14	-41.6 ↓	51.03%	23
<b>Group B</b>	87.03%		3.2 ↑	89.74%		7.0 ↓	90.14%	
Dakahlia [07]	89.80%	9	1.9 ↑	91.48%	11	-12.1 ↓	80.37%	18
Sharkia [08]	94.57%	5	0.0 ↑	94.59%	9	5.7 ↑	100.00%	1
Kafr Elsheikh [09]	60.39%	21	-2.2 ↓	59.05%	19	69.4 ↑	100.00%	3
Gharbia [10]	83.25%	14	6.6 ↑	88.72%	13	1.7 ↑	90.19%	12
Behira [11]	88.51%	11	1.0 ↑	89.38%	12	1.0 ↑	90.25%	11
Damietta [12]	76.63%	16	5.0 ↑	80.49%	16	3.9 ↑	83.59%	16
Menofia [13]	87.35%	13	9.4 ↑	95.56%	8	1.4 ↑	96.88%	9
<b>Group C</b>	87.16%		-26.7 ↑	71.13%		36.1 ↓	87.70%	
Fayoum [14]	36.32%	24	175.4 ↑	100.00%	2	-55.0 ↓	45.03%	24
Bani Sweif [15]	94.61%	4	-1.8 ↓	92.89%	10	-4.7 ↓	88.49%	14
Menia [16]	89.53%	10	11.7 ↑	100.00%	3	-20.7 ↓	79.28%	19
Qena [17]	87.83%	12	-100.0 ↓	0.00%	24		94.95%	10
Assiut [18]	97.16%	3	-100.0 ↓	0.00%	25		100.00%	4
Sohag [19]	94.51%	6	3.7 ↑	97.97%	7	1.1 ↑	99.02%	7
Luxor [20]	78.29%	15	2.0 ↑	79.86%	17	2.9 ↑	82.16%	17
Aswan [21]	99.99%	1	-73.3 ↓	26.67%	22	229.9 ↑	88.00%	15
<b>Group D</b>	44.06%		-7.8 ↓	42.43%		30.4 ↓	27.43%	
Matrouh [22]	13.55%	25	-51.1 ↓	6.62%	23	-49.3 ↓	3.36%	25
Red Sea [23]	75.76%	18	9.3 ↑	82.81%	15	-12.8 ↓	72.18%	21
Sinai [24]	51.61%	23	-38.8 ↓	31.58%	21	215.8 ↑	99.74%	6
Canal [25]	52.46%	22	9.0 ↑	57.19%	20	-0.2 ↓	57.10%	22
<b>Total</b>	84.48%		-7.8 ↑	78.78%		30.4 ↓	83.53%	



Chart 12: Complaints Solved within 24 Hours / Total Complaints Registered %

