



**OMAN WATER WEEK**  
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Sultanate of Oman  
Ministry of Agriculture, Fisheries  
Wealth & Water Resources

## Workshop One

### NRW reduction for efficient utility management (An Operator's vision)

Presented by: **VEOLIA**

**24 January 2024**  
**09:00 am - 12:00 pm**

#### Speaker



**François LACOUR**  
Head of the Water Department  
SEURECA

#### Workshop topics

##### Part One: Strategic features for efficient utility management

- Context & global NRW figures - some examples - why does it matter
- Key pillars enablers within a water Utility for NRW reductions
- Utility maturity grading
- Key indicators and benchmark
- Water balance & NRW baseline
- Demand modelling & high-level business planning for long-term sustainability

##### Part Two: Key tools and methods - Physical losses

- Infrastructure upgrade - targeted renewal plans (pipelines & service connections)
- Pressure modulation & genetic algorithms
- Traditional & innovative leak detection methods (overviews and return on experience)
- Digital tools for monitoring (including Serv0 Paris presentation)
- Case study: NRW & intermittent supply - How to move towards 7/24 (Guyaquil)

##### Part Three: Key tools and methods - Commercial losses reduction

- Key routines for database reliability checks
- Customer database update - Case study presentation
- Meters' targeted renewal plan - Case study presentation

##### Part Three: Key tools and methods - Commercial losses reduction

- Streamlined organizational features
- Key training components

