

# **The Role of Palestinian Water Tariff System in Reducing Non-Revenue Water in West Bank Al-Quds University**

**Preparation: Hala Waleed Ahmad Khaled**

**Supervisor: Dr. Abed Alrahman Tamimi**

## **Abstract:**

The study aims at identifying the role of the Palestinian water tariff system in reducing the amount non-revenue water in West Bank. The study demonstrated the main principles of the tariff system specified in the economic efficiency, cost recovery, and social equity and service quality that enhance its sustainability. These main principals are presented by the set of procedures of the tariff system in connection with reducing non-revenue water strategy. In addition to the targeted interventions reflected in a structured questionnaire distributed to the study's random sample based on the descriptive methodology. The sample included 32 retailer water providers in West Bank. The results show high impact of the Palestinian water tariff system in reducing non-revenue water and hypotheses demonstrate that, from the perspective of the retailer water providers, there are no significant difference due to the impact of the system in reducing non-revenue water according to type, volume of the water provider, no. of population within the providers' service coverage. For further in-depth analysis of the statistical result, focus groups based on qualitative methodology were conducted to demonstrate the impact of the system's service sustainability on reducing non-revenue water. The study highlights the importance of addressing water tariff system as a tool to administrate the sustainable demand on water through the rationalization of the consumption by reducing non-revenue water, progressive tariff structures, and cost recovery within a time framework in association with the set policies.

The study's results show that achieving all principles of the water tariff system is conditioned by reaching an equilibrium point between all of its procedures where they integrate with each other to achieve its goals. When all governmental and non-governmental elements and roles integrate through directing the grants and capital investments based on partnership equity and fairness to increase the abilities of the low-income individuals to pay the fees and enjoy high quality service.

The study concluded with a set of recommendations mainly the necessity to develop policies related to dropping off the cost of non-revenue water from the actual cost in order to achieve fair cost recovery, economic efficiency, and service quality and eventually to sustain the service economically and socially.