

KAHRAMAA

Qatar General Electricity & Water Corporation

Magazine

Produced by the Public Relations & Communication Department

Issue 59 Q1 - 2016



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MISSION

Providing High Quality and Sustainable Electricity and Water for Better Living in Qatar



VISION

By 2030 our people, assets, systems and processes will set a global benchmark for performance, technological innovation, environmental sustainability and social responsibility in electricity & water Sector



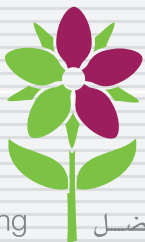
VALUES

- ▶ Customer Centricity : Placing the customer at the heart of decision making to ensure a relentless focus on the customer's needs
- ▶ Performance and Responsiveness: High standards of efficiency and effectiveness to meet the needs of KAHRAMAA and its stakeholders
- ▶ Team work : Working with colleagues in an open, collaborative and trusting way to deliver Corporate Objectives
- ▶ Transparency : Undertaking business activities in an open and transparent manner that fosters trust
- ▶ Loyalty : Remaining faithful to KAHRAMAA, supporting its objectives, and being proud of its achievements



CORPORATE OBJECTIVES

- ▶ Excel at Customer Services
- ▶ Provide High Quality Water and Electricity
- ▶ Increase Social Advocacy and Environmental Compliance
- ▶ Promote Regulatory changes in the Energy, Water and District Cooling Markets
- ▶ Strengthen Financial Performance
- ▶ Improve Corporate Governance and Risk Management
- ▶ Enhance Processes and Systems
- ▶ Optimize Asset Performance
- ▶ Ensure a Safe and Healthy Working Environment
- ▶ Attract, Develop and Retain a High-Performing Workforce and Support Qatarisation





Editor's Note

It is our utmost pleasure presenting you the 59th issue of Qatar General Electricity & Water Corporation's (Kahramaa) quarterly magazine 'KAHRAMAA'. The edition corresponds with the phase of the utility organization when KAHRAMAA as a business entity has been focusing on defining its digitization strategies considering the significance of paradigm shifts in customer services. After shifting all our services online, we have been doing continuously to improve our digital channels to create seamless and consistent engagement with the latest technology, aiming maximum satisfactions and conveniences to our valued customers and all stakeholders.

KAHRAMAA has launched recently its new version of its Mobile phone Application with new characteristics and features. It has unique features to help customers in saving time and expediting hassle free actions irrespective of their locations. In addition to it, KAHRAMAA is combining all its social channels to deliver a more valuable experience overall for its trusted customers.

The latest issue of the magazine will shed light on all achievements KAHRAMAA made in the preceding year. Our ongoing National program for Conservation and Energy Efficiency (Tarsheed) continues to meet its target of reducing per capita consumption of Electricity and Water by good performance on various initiatives. At operational front, KAHRAMAA is continuously marching ahead in its transformational journey to achieve its vision & mission complying with Qatar National Vision (QNV 2030), National Development Strategy (NDS 2011-2016) and Ministry of Administrative Development (MOAD) instructions and guidelines.

I request you all to try out the new KAHRAMAA's app, and to share your feedbacks and experiences with us. We would like to hear from all walks of the society to help us in serving you better. I would not be fair if I do not specifically say my sincere thanks to the design and development team of the new App, who put so much into experimenting on this project, as well as those who are going to use it.

Sincerely,

Abdulla Anbar Al-Jassim,
Editor-in-Chief,

Public Relations & Communication Manager,
Qatar General Electricity & Water Corporation (KAHRAMAA)



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KAHRAMAA

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KAHRAMAA celebrates 4th Tarsheed Anniversary



Under the generous patronage of His Highness Sheikh Tamim Bin Hamad Al-Thani, the Emir of the State of Qatar, the Qatar General Electricity & Water Corporation (KAHRAMAA) celebrated the fourth annual celebration recently of its ongoing National Program for Conservation and Energy Efficiency (Tarsheed) here at Sheraton Doha.

The celebration, held this year under the slogan "Tomorrow starts Today" and in partnership with Aamal and Doha Cables, was supported and graced with the presence of HE Sheikh Abdulla Bin Nasser Al-Thani, the Prime Minister and Minister of the Interior of the State of Qatar.

The celebration was also attended by H.E Dr. Mohammed Bin Saleh Al-Sada, the Minister of Energy and Industry, HE Eng. Essa Bin Hilal Al-Kuwari, a number of Ministers, the President of KAHRAMAA, dignitaries, diplomats, high level officials from Government and



Winners:

<p>Best Governmental Organization in applying conservation and efficiency standards</p> <p>Ministry of Endowments and Islamic Affairs (Awqaaf)</p>	<p>Conserving Buildings Competition- Best Conserving Building- Commercial sector</p> <p>Qatar Shell (located at Al-Dafna)</p>	<p>Best Renewable Energy Initiative Competition – Organizations Category – Second place</p> <p>Iberdrola Company – Initiative for Green Schools</p>
<p>Conserving Buildings Competition- Best Conserving Building- Governmental sector- For Institutions and Authorities</p> <p>Students' Residential building of Qatar Foundation - Hamad Bin Khalifa University</p>	<p>Conserving Buildings Competition- Best Conserving Building- Sports sector</p> <p>Ministry of Culture and Sports - Al-Ahli Sports Club</p>	<p>Best Renewable Energy Initiative Competition – Organizations Category</p> <p>Green Gulf Company</p>
<p>Conserving Buildings Competition-Best Conserving Building- Governmental sector- For Companies.</p> <p>Qatar Academy School of Msheireb Properties</p>	<p>Conserving Buildings Competition- Best Conserving Building- Tourism sector</p> <p>Crown Plaza Doha</p>	<p>Best Renewable Energy Initiative Competition – People Category</p> <p>Farm of Khalid Al-Mutawaa</p>
<p>Conserving Buildings Competition- Best Conserving Building- Residential sector</p> <p>Al- Gassar Residential compound of Al Fardan Group</p>	<p>Tarsheed Competition - Green Hospitality in partnership with Amlak International</p> <p>Grand Hyatt Doha</p>	<p>Best Renewable Energy Initiative Competition – People Category</p> <p>Eng. Ahmed Ghareeb Al- Malki</p>
	<p>Best Renewable Energy Initiative Competition – Organizations Category – First place</p> <p>Qatar Foundation's Project of producing 500 MW of solar Energy at Education City</p>	<p>Apps Champ Competition</p> <p>Sara Abdulla Al-Mutawwa, Hamad Bin Khalifa University</p>

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private sectors, senior functionaries of KAHRAMAA, Environment- champions, school children and others.

Tarsheed has succeeded in reducing the per capita Electricity and Water consumption until November 2015 by 14% and 17%, respectively. The ongoing National Program for Conservation and Energy Efficiency has made an effective saving of about QR800mn until 2015, reducing carbon dioxide emissions and consumption of Gases.

At the occasion, KAHRAMAA felicitated those winners (individual and corporate) who have been selected under various categories for their entries sought for a number of competitions being organized by KAHRAMAA's Conservation and Energy Efficiency department. The winners were as follows:

The event also witnessed the felicitations of all those sectors and entities which have contributed in the execution and implementation of various projects run under the National Program of Conservation and Energy Efficiency.

KAHRAMAA plays an indispensable role in Qatar's development, working in accordance with the aims of Qatar



National Vision 2030. Tarsheed also helps in reducing pressure during peak months by its saving techniques and methodologies. It looks forward to integrate the whole Qatar community for their worth participation as broadly

as possible. KAHRAMAA also appeals to all Qatar's residents to take an active role in the program, calling for cooperation and adherence to the water and electricity bylaws for the Tarsheed's grand success.

KAHRAMAA felicitates exceptional employees of Customer Service Department



Qatar General Electricity and Water Corporation (KAHRAMAA) recently honored a number of staffs from its Customer Services Department for their outstanding achievements and services.

At the occasion, the distinguished staffers were conferred with the Certificate of Appreciations by KAHRAMAA's President HE Eng. Essa bin Hilal Al-Kuwari in the presence of

senior officials. KAHRAMAA recognized the contributions the winners made to upgrade and improve the services rendered to the customers with remarkable features.

Speaking at the occasion, HE the President said that the achievements are one of the outcomes of the KAHRAMAA's efforts to improve its qualities and services aimed at customers' satisfaction.

KAHRAMAA launches its new Mobile Application

KAHRAMAA New Mobile APP.
Download and enjoy our services wherever you are.

Available on the App Store | Get it on Google play

Twitter | YouTube | Instagram | Facebook /kahrmaa | km.qa | WhatsApp

KAHRAMAA
شركة الكهرباء والماء

Qatar General Electricity and Water Corporation (KAHRAMAA) has launched its new and improved bilingual (Arabic & English) new version of its Apps for smart phones recently. The Application has some unique characteristics embedded with multiple features.

Apart from the new design of the Application, the user/ customer can have a glance on general statistics related to his/her account. The application can display a brief summary of the properties registered under customer's name as well as the others details including billings-related information.

The new Application also has

features of procuring 'To whom it may concern' certificate, sending meter reading, following-up status of service's request (construction license and service connection), availing of the electronic services, displaying details of customers services centers with location map, sending suggestions and complaints among others.

It's worth mentioning that KAHRAMAA has developed an ambitious road map for the smart shifting of all its services. KAHRAMAA aims at upgrading the level of services rendered to customers with highest levels of efficiency. These services come within the framework of continuous improvement in order to

increase the customers' satisfaction by saving their precious time and efforts with the online services being available anytime from anywhere.

KAHRAMAA seeks to develop its services to keep pace with the latest regulatory and technological developments. KAHRAMAA has been endeavoring to raise its performance level with the adoption of a number of initiatives. The latest one was the announcement of shifting of all its services available to customers, companies, consultants and contractors into 100% E-services. All online services can be accessed via KAHRAMAA website km.qa.

KAHRAMAA intensifies its ACs campaign for masses

The Public awareness campaign led by the Qatar General Electricity & Water Corporation (KAHRAMAA) through the National Program for Conservation and Energy Efficiency (Tarsheed) has gained momentum after its successful launching in spreading the message to go for the Energy Star rating system for Air-Conditioners ensuring energy conservation and power efficiency of ACs.

KAHRAMAA, in association with the Ministry of Municipality, the Ministry of Economy and Trade and the Qatar General Organization for Standardization (QS) has announced to ban import and sale of all conventional air conditioners from July 1 this year.

As part of its Community outreach program, KAHRAMAA and Majid Al Futtaim group's Carrefour Qatar under its Corporate Social Responsibility Program have joined hands together to spread the message among the masses.

As part of the campaign, Carrefour Qatar has extended its electrical appliances area, displaying a wide range of air conditioners with highly efficient energy performance systems.

The energy efficiency labeling system demonstrates energy efficiency and conservation parameters. The three star air conditioner (equal to Energy Efficiency Ratio EER: 8.5) for window air conditioners are the minimum allowed energy efficiency rating in Qatar, and 9.5 Energy Efficient Ratio for four stars split air conditioners, complying with Qatar National Vision 2030.

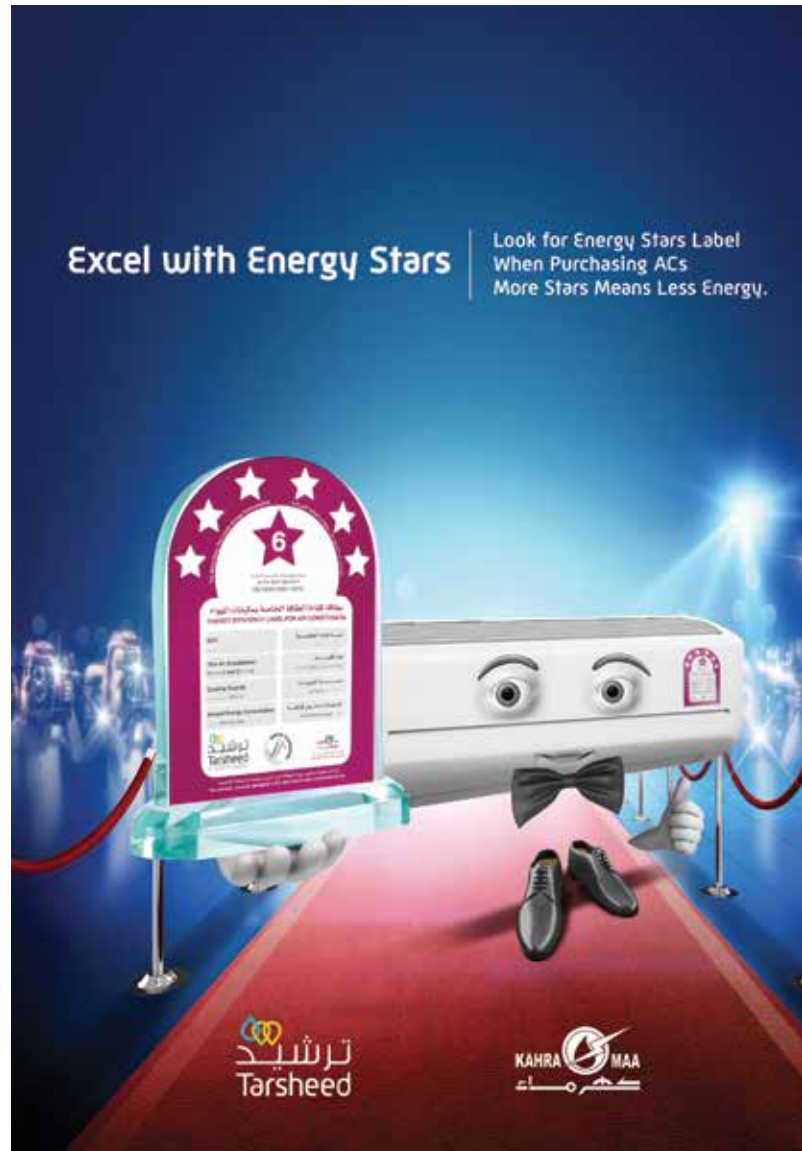
The more stars a product has, the more efficient it is in terms of efficiency and conservation. The system helps Qatar in protecting the environment by reducing harmful emissions. Energy efficiency stars labeling for air conditioners will be done to help customers determine the ideal air conditioners in terms of energy efficiency and reduction of carbon emissions.

The minimum energy efficiency star rating classification for air conditioners in Qatar is three (equal to Energy Efficiency Ratio EER: 8.5).

As per the new regulation to implement Star Rating System for ACS, the import, sale and distribution of energy-saving air-conditioners (window and Split) will be allowed if the unit is in accordance with the approved Qatari Standard QS 2663 and the Gulf Technical Regulation Number BD-142004-01. The energy efficiency rate in air conditioners (window and split) shall not be less than 8.5 and 9.5 BTU/hr. respectively (EER = 8.5 BTU/Hr. and 9.5 BTU/Hr.) according to testing condition (T3 & T1) for all conditioning units (3 stars at least).

The import and sale of the units will be subjected to the submission of an original test report from an ISO 17025 certified laboratory, an approved certificate issued in accordance with the IECCE CB Scheme, or a certificate of conformity from an internationally recognized body proving that the air conditioner complies with the requirements contained in the approved Qatari Standard (QS 2663) and the Gulf Technical Regulation Number BD-142004-01.

The regulation also includes that voltage and frequency of the ACs shall be in accordance with the regulation of the State of Qatar, i.e. 240 volts (single phase) and 415 volts (three-phase); and the frequency is 50 Hz.



As per the regulation, Air Conditioners (window and split) shall have energy efficiency cards/labels, approved by QS, indicating the number of stars, affixed to the AC's front part or attached by the manufacturer.

Qatar General Organization for Standardization (QS) will conduct intensive inspection campaigns to verify the conformity of these products with the approved standards in coordination with the concerned authorities, and will coordinate with KAHRAMAA to draw random samples of AC consignments imported into the country for laboratory testing to verify compliance with the stated standards, based on the accompanying certificates. All necessary legal actions shall be taken against equipment and materials not conforming to the referred standards.

It is worth mentioning that KAHRAMAA, through the National Program for Conservation and Energy Efficiency (Tarsheed) is marching ahead to develop and evolve the standards in terms of efficiency and conservation for all the electrical gadgets and appliances, aiming reduction of electricity and water consumption rates to implement Qatar National Vision 2030.

New regulation enacted to phase out Incandescent light bulbs from Qatar

Qatar General Electricity & Water Corporation (KAHRAMAA) through the National Program of Conservation and Energy Efficiency (Tarsheed) and along with the coordination of Ministry of Municipality and Environment and other concerned entities, has succeeded in the enactment of a government regulation to prevent all types of import and sale of high glowing Incandescent Tungsten bulbs (75 and 100 Watts) in the State of Qatar from the first day of May 2016.

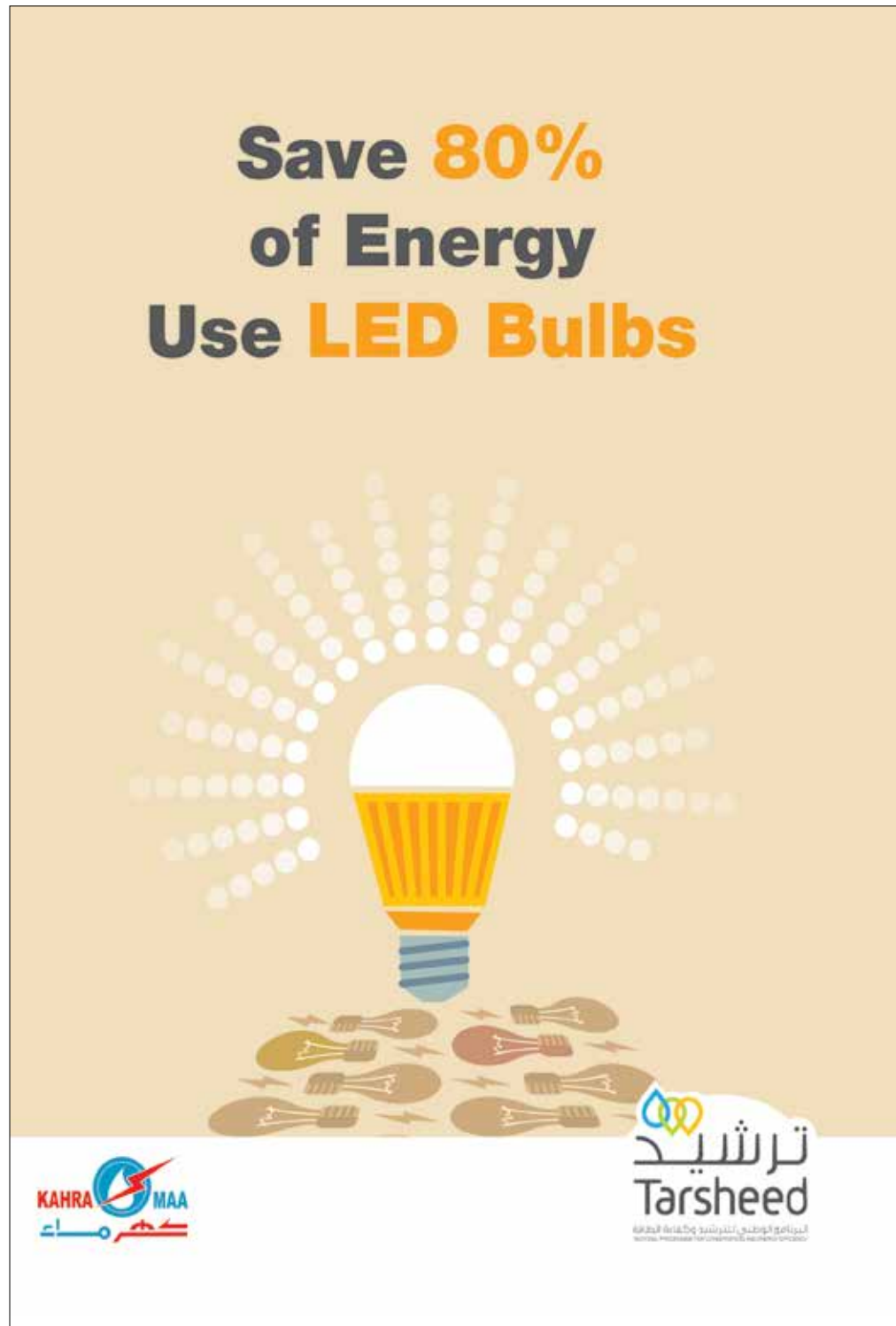
The new regulation reflects KAHRAMAA's commitment, through "Tarsheed", to reduce electricity consumption and minimize harmful carbon emissions for implementing its slogan of 'Better Living' in Qatar.

The National Programme for the Conservation and Energy Efficiency (Tarsheed) has launched many campaigns to raise awareness about the negative impacts of incandescent lamps and to encourage the usage of energy-saving bulbs/lights which consume less energy. These campaigns encouraged the usage of LED energy-saving bulbs which are long-lasting and save 80% of energy as compared to the usual incandescent bulbs. The objectives behind such campaigns were to educate the community about the conserving lighting gadgets since lighting consumes 15-20% of energy of the building.

It is worth mentioning that the Ministry of Municipality and Environment has made announcements and run intensive inspection campaigns intermittently which stipulated the prevention of import and circulation of the high glow bulbs to ensure health and safety of people and community in state of Qatar and to raise the quality of electrical products which are being imported for sale in the local markets.

Tarsheed, through its multi-folded strategies and programmes, aims at reaching all segments of the society to create awareness for conserving the precious resources. It motivates the whole society to work together, contributing to the envisaged goals and ambitions of the Qatar National Vision (QNV) 2030.

The National Program of Conservation



and Energy Efficiency have also expanded its horizons while coordinating with a number of organizations including schools to give impetus to the objectives for its successful implementation across the country. It has also signed a number of MoUs with various kinds of organizations to implement its objectives and help inculcating conservation culture among masses with its message

"Keep Qatar Pulsing".

The prime target of the Tarsheed is to reduce the per capita water and electricity consumption in Qatar by 35% & 20%, respectively until 2017. KAHRAMAA through "Tarsheed" aims at becoming a role model in the field of conservation, environmental sustainability among others.

KAHRAMAA felicitates Participants in Tarsheed Energy Audit Study

As part of the National Program for Conservation and Energy Efficiency (Tarsheed), Qatar General Electricity & Water Corporation (KAHRAMAA) has felicitated a number of organizations recently at KAHRAMAA's Awareness Park for their contribution in conducting Energy Audits of their buildings in order to explore the possible areas of energy and water savings in their buildings, achieving the objectives set out for ongoing the National Program for Conservation and Energy Efficiency "Tarsheed".

The audited organizations were honored with Certificate of Appreciations from Eng. Abdul Azeez Al- Hammadi, Conservation and Energy Efficiency (CN) Department Manager at KAHRAMAA amidst the presence of a number of senior functionaries of participating firms including Eng. Hashim Al Sada, Head of Conservation Technology at KAHRAMAA's Conservation and Energy Efficiency Department. These entities were also provided with the detailed audit reports which contained the analysis of the energy use of these buildings along with Energy Conservation measures, their cost and benefits.

The Conservation and Energy Efficiency Department of KAHRAMAA conducted thorough Energy Audit in various types of buildings by an expert team. In the government buildings category, KAHRAMAA Main Tower, Ashghal Tower 2 and main building of Ministry of Endowments and Islamic Affairs- Awqaaf were audited besides five mosques. In the commercial category, Safwa Building (Barwa commercial Avenue), Al Faisal Tower and Doha Bank were audited while in Commercial retails building category, Lulu Hypermarket, Safari and Family Food Center were audited.

Apart from these buildings, five schools were also audited. The participating schools were the Abu Obaida Independent Preparatory School for boys, Al Gharraffa, Ibn Khaldoun Preparatory Independent School for boys, Al Rayyan, Hamad bin Abdullah bin Jassim Secondary Independent school for boys, Bani Hajer, Khalifa Independent Secondary School for Boys, Madinath Khalifa South and Nasser Bin Abdullah Secondary School for Boys, Al Khartiat.

The recommendations based on the furnished audit reports have been



classified into three types: High Cost/ Medium Cost & low to no No cost measures – The payback period of these measures are less than 2 years, Medium cost measures – The payback period of these measure are between 2-5 years, Invest grade measure – The payback period of these measures are more than 5 years.

Tarsheed's appreciated the measures taken by these organizations for the smooth conduct of the study. This study report will help these entities to conserve

energy and water in their premises.

As per the Energy and Water audit recommendations, the common best considered practices in operation and maintenance are the implementing of Energy Monitoring and Management System, setting higher temperatures for air conditioners (above 25oC) during non-occupancy hours, reducing the lighting level during non-occupied hours, reducing the speed of ventilation and extract fans during non-occupied hours and installing water saving aerators.



KAHRAMAA participates at 1st Government Procurement and Contracting Conference & Exhibition

Qatar General Electricity and Water Corporation (KAHRAMAA) participated in the "1st Government Procurement and Contracting Conference and Exhibition (Moushtarayat)," which was held at the Qatar National Convention Centre (QNCC) recently.

The three-day conference was organised by Qatar Development Bank (QDB) to give owners of local small and medium-sized enterprises (SMEs) the opportunity to deal with major purchasers. It also opens the door for co-operation between private and public sectors in Qatar.

KAHRAMAA was among the more-than 20 exhibitors which participated in the event. KAHRAMAA's participation in the conference was represented by its Material Department. The department motivated the participating and other entities to take part in projects and tenders.



KAHRAMAA participates at Water Security Forum 2016



Qatar General Electricity & Water Corporation (KAHRAMAA) participated at Qatar Industry Water Security Forum, an event held recently at Qatar University Research Complex.

The event was attended by KAHRAMAA's President HE Eng. Essa Bin Hilal Al- Kuwari accompanying senior functionaries of KAHRAMAA amongst the presence of a number of experts, academicians, dignitaries and representatives of participating organizations among others.

The forum which was hosted by the Qatar University had the objective of aligning the key stakeholders of Industry, Academia, and Government around the country's three R & D challenges- Energy Security, Cyber Security and Water Security. The 2016 Forum was focused on Water Security.

Speaking at the occasion, KAHRAMAA's President HE Eng Essa Hilal Al- Kuwari said that the State of Qatar through its QNV 2030 has realized that water security is vital for a better future, the future in which there is enough water for social and economic development and for ecosystems. He

said that QNV 2030 gave impetus and momentum to the formulation of water sustainability of the state's strategy.

"Water secure system in Qatar means every person has enough safe, affordable water to lead a clean, healthy and productive life. Kahramaa has developed its water system where there is an improved quality of life for all, as increasing water security has become a development imperative", he added.

He further said that Qatar is known for its scarcity of renewable water resources and during the last decade pressure on Qatar water resources has increased significantly, due to Natural climatic conditions, population increase, and intended level of agricultural and industrial development.

"The water demand in Qatar had an average annual growth rate of 10.6% over the last 11 years, where water consumption increased from 195 million cubic meters in 2005 to 535 million cubic meters in 2015, and the demand is expected to reach about 900 million cubic meters in 2025", he said.

Highlighting the Qatar's efforts in the

arena of Water Security, HE Eng Al- Kuwari said that in addition to Qatar efforts, His Highness Emir of Qatar issued the Emiri Decree No. (19) for the year 2011 " Establishment of the Permanent Water Resources Committee (PWRC)". This decree address main duties and responsibilities for this committee in alignment with the aspirations of the government for the Water Governance and to propose policies and strategies relating to water resources, taking into account the sustainability and preservation of the environment, he stated.

He also said that KAHRAMAA has started five major initiatives for ensuring water security namely, construction of its Mega Reservoirs project to add the needed strategic storage capacities for normal and emergency conditions, recharging of the undergrounds aquifer fields (Northern and Southern Fields), bilateral and collective interconnections with GCC and other Countries, equipping the existing underground water reservoirs with solar power to run its pumps in emergency cases and installing of sensors for radiation monitoring at the entrances of desalination plants on the sea sides.

KAHRAMAA signs MoU with Ministry of Education



Qatar General Electricity and Water Corporation (KAHRAMAA) recently signed a Memorandum of Understanding (MoU) with the Qatar's Ministry of Education and Higher Education to work together on imparting lessons of conservation and energy efficiency as part of schools' curriculum at Qatar's schools.

The MoU was signed as part of the National Program for Conservation and Energy Efficiency (Tarsheed) to extend it to the part of school education system.

The signing of MoU aimed at extending cooperation between the two organizations for inculcating the culture of conservation among schools' students including Tarsheed program as an integral part of the schools' curriculum. The National Program for Conservation and Energy Efficiency (Tarsheed) is being pursued under the patronage of His Highness Sheikh Tamim Bin Hamad Al-Thani, the Emir of

the State of Qatar.

The MoU was signed by Eng. Abdul Aziz Ahmad Al-Hamadi, KAHRAMAA's Manager of Conservation and Energy Efficiency Department and Mr. Khalifa Al-Dirham, Director of the office of Independent Schools at the Ministry of Education and Higher Education.

Speaking at the occasion, Eng. Abdul Aziz Al-Hammadi said: "The mission of National Program for Conservation and Energy Efficiency (Tarsheed) is to promote the culture of conservation and to make sure the rational consumptions of electricity and water in state of Qatar by creating an ideal environment and achieving successful social partnerships."

Speaking at the occasion, Ms. Fawziya Al Khater, the Director of Education Institute at the Ministry of Education and Higher Education said: "In the framework of the Ministry of Education and Higher Education partnership with various entities to achieve Qatar National Vision 2030, we

are pleased to announce our partnership with Qatar General Electricity and Water Corporation (KAHRAMAA) to integrate environmental education in our curriculum". This partnership will help in promoting the culture of conservation, contributing to the environment, she added.

The signed Memorandum of Understanding covers six major areas pertaining to the Conservation and Energy Efficiency for school curriculum, involving together in students' activities, raising and training the capabilities of the faculties in the arena.

It is worth mentioning that the cooperation between Ministry of Education and Higher Education and KAHRAMAA for Tarsheed program is being continued since the launching of the program in year 2012 in various ways including awareness program for students in schools, organizing activities on conservation, and Tarsheed's T22 project among others.

KAHRAMAA's Public Relations & Communication Department gets ISO Certification

Public Relations & Communication Department at Qatar General Electricity and Water Corporation (KAHRAMAA) succeeded in attaining Global Quality Certificate ISO:9001/2008 from Global Accredited TUV Company for recording the quality and other administrative management systems, complying with all procedures and instructions of work with the standards and

quality system at the department.

The earned accolade has been felicitated as per the global standard for applying the requirements of the quality management system in all its functionalities and operations.

The certification is added to KAHRAMAA's series of accomplishments as part of its strategy to achieve the four pillars of development enshrined in Qatar

National Vision 2030 (i.e. economic, social, environmental, and human development) by complying with the highest quality standards.

Appreciating the successful team, HE Engineer Essa bin Hilal Al- Kuwari, KAHRAMAA's president said that the certification is the reflection of the sustained high quality and performance efficiency of KAHRAMAA employees.



Water Tank ensures Water Flow

Install an above ground tanks of adequate capacity near the water meter, to meet residents' needs for 48 hours and ensure uninterrupted water supply.



Qatar marks World Water Day and GCC Conservation Week

Qatar celebrated World Water Day and GCC Conservation week during the month of March by holding events and activities that shed light on the importance of desalinating water and promoting sustainable management of water resources.

At the occasion, the Minister of Energy and Industry His Excellency Dr. Mohammed bin Saleh Al-Sada said: "Water is the main element for sustainable development. Therefore, working to provide, preserve and enhance water resources is fundamental in fighting against poverty, and supporting economic growth, environmental sustainability, food security and human health."

Dr. Al-Sada added that Qatar, under the leadership of the Emir His Highness Sheikh Tamim bin Hamad Al Thani, is working to ensure a better future for new generations. Sustainable Development, which aligns with Qatar National Vision 2030.

Speaking at the occasion,



KAHRAMAA's President, HE Eng. Essa Bin Hilal Al Kuwari said "This year's celebration comes with the slogan "Better Water, Better Jobs" to shed light on the importance of water for various sectors due to its crucial role in all living arenas and which also complies with KAHRAMAA's mission in providing sustainable electricity and water with

high quality for better living in the State of Qatar. Water and jobs play a great role in renaissance witnessed by the state.

"Qatar goes ahead to create a sustainable economy and improve the standard of living with the four pillars: human, social, economic and environmental as envisaged in Qatar National Vision 2030", he added.

KAHRAMAA observed "Earth Hour"

In response to the rising challenges being faced by the environment, Qatar General Electricity and Water Corporation (KAHRAMAA) commemorated "Earth Hour" on 19th March, Saturday at Katara Cultural Village reflecting its solidarity to support the global initiative.

The event which was observed with Qatar Tourism Authority (QTA), witnessed the switching off the light for 60 minutes from 8.30 PM to 9.30 PM at Katara and a number of Government buildings, hotels and several private facilities in Qatar also turned off or dimmed their lights for an entire hour to show their commitment to protect their planet and to raise an awareness of climate change.

KAHRAMAA, through the National Program for Conservation and Energy Efficiency (Tarsheed), has called upon its customers and all sectors to join the campaign, emphasizing the need for innovative ways to achieve sustainable development. Speaking at the occasion, Mr. Abdulla Al-Jassim, KAHRAMAA's Public Relations and Communication Manager said that KAHRAMAA's participation in this initiative aims primarily to raise awareness for the importance of saving energy and rationalizing consumptions among the community

and to inculcate the philosophy of Earth Hour as part of everyone's routine habit. He further said that our efforts will help in preserving our resources and ensure the sustainable development envisaged in Qatar National Vision 2030.

Speaking at the occasion, Mr. Faisal Bin Ahmad Al-Mohannadi, QTA's Public Relations and Communication Director said: "I am very proud of the great number of participants from tourism sector in Qatar at "Earth Hour" again this year. Qatar Tourism Authority will endeavor to achieve a sustainable future through preserving

natural resources and minimizing the negative impact of tourism sector on the environment".

Speaking at the occasion, Mr. Tariq Abdul Aziz Al-Hamadi, Manager of Public Relations and Communication Department at the Ministry of Economy and Commerce, said: "The observance of "Earth Hour" reflects the commitment and concerns of the Ministry in conserving and reducing electricity consumption and raising the awareness among the society about the significance of preserving environment."





KAHRAMAA marks Arab Water Day

HE the Minister of Energy and Industry Dr. Mohammed Bin Saleh Al Sada confirmed that the State of Qatar under the wise leadership of HH the Emir Sheikh Tamim bin Hamad Al-Tani has encouraged and supported the parallel means to reduce the water consumption rates and supported everything that would provide, sustain and maintain water sources.

Speaking on the occasion of Arab Water Day, which falls on the third of March each year, HE Al Sada said that the State of Qatar has attached great importance to raise awareness in rationalization of the water using as an effective mean to maintain the country's water resources, which forms a basis of its development and progress, notably the Arab per capita consumption of water is among the highest in the world.

HE the Minister urged citizens and residents to cooperate in the rationalization of water consumption, as a common moral, national and religious responsibility irreplaceable in order to maintain the source of life and to ensure a decent livelihood for us and the future generations.

HE the Minister revealed that Qatar is working according to a clear policy as part of its strategy for the management of natural resources, which constitutes a road map for achieving sustainability and preservation of the future generations' rights.

Minister said that the Qatar General Electricity and Water Corporation (KAHRAMAA) seeks to strengthen the culture of rationalization of water consumption through the national program of

energy conservation and efficiency which was launched in April 2012 under the patronage of HH the Emir.

In his speech on the occasion of the Arab Water Day, President of Qatar General Electricity and Water Corporation (KAHRAMAA) HE Eng. Essa bin Hilal Al Kuwari pointed to the deficiencies in daily water consumption, a matter which leads to waste and exhaust this vital resource.

He stressed that the aim of the occasion is to enhance the necessity of rationalizing in the use of drinking water and maintaining it in light of the increasing pressures faced by freshwater resources in the Arab world, which make it essential to adopt solutions that ensure the achievement of sustainable development.

Qatar participates in GCC Electricity and Water Cooperation Committee meeting

Qatar participated at 29th ministerial meeting of the GCC Electricity and Water Cooperation Committee which was held in Riyadh recently. Qatar's delegation to the meeting was led by HE the Minister of Energy and Industry Dr. Mohamed Bin Saleh Al Sada.

Topics on the agenda included progress in electricity interconnection project, the comprehensive strategy for water in the GCC countries, the water link project among the GCC countries, and follow up on the latest developments in relation to cooperation between GCC countries in electricity and water fields.

The ministerial meeting was preceded by a preparatory meeting by GCC undersecretaries, in which Qatar was represented by a delegation headed by the President of Qatar General Electricity and Water Corporation (KAHRAMAA) HE Eng. Essa bin Hilal Al Kuwari.



Qatar joins 3rd Islamic Conference of Ministers Responsible of Water in Turkey

Qatar recently participated in the 3rd Islamic Conference of Ministers responsible for water in the Organization of Islamic Cooperation (OIC), hosted by Turkey in Istanbul. The conference, attended by Minister of Energy and Industry HE Dr Mohammed bin Saleh al Sada, was the 3rd session of the OIC 'Conference of Ministers Responsible for Water' to address the implementation of the OIC Water Vision, which was adopted in 2012 by the 2nd Ministerial Conference in Istanbul.

In his speech, HE the Minister lauded Turkey's role in hosting the conference aimed at achieving integration and cooperation in dealing with water issues in order to attain water sustainability in all OIC member states.

He lauded OIC's vision on water "to work together for a secure future in the field of water", enhance cooperation and coordination of efforts between Islamic countries to cope with water challenges and promote water security.

He also stressed Qatar's keenness



under the leadership of the Emir His Highness Sheikh Tamim bin Hamad Al Thani to provide water to meet the growing needs of both the industrial and commercial sectors as well as for domestic consumption.

Qatar has launched 'Tarsheed', the National Program for the Conservation and Energy Efficiency in Qatar, aimed

at meeting the targeted levels of water consumption per capita rate reduction within five years (2012- 2017), Dr. Al-Sada said.

The conference aimed to reach a consensus for a new concept on water council to enable a concrete cooperation platform under the umbrella of OIC Water Vision.

Omani delegation visited KAHRAMAA



Qatar General Electricity and Water Corporation's (KAHRAMAA) Conservation and Energy Efficiency Department received a delegation from "Nama International Institute" - Sultanate of Oman recently at KAHRAMAA's Awareness Park and got acquainted with KAHRAMAA's experience in the field of electricity and water conservation.

The delegation reviewed the role of the National Program for conservation and energy Efficiency (Tarsheed) in creating awareness and advocating social responsibility among all walks of the society through preserving the natural resources aiming environmental sustainability to achieve Qatar National Vision 2030.

It is worth mentioning that this visit has been coordinated under the Program of "A Flower Each Spring" where the delegation had an opportunity to meet the Qatari experts of the conservation and shared their experiences vice versa.



An Interview with Eng. Mohamed Salem Al- Mansoori, Water Projects Manager of KAHRAMAAA...

Q. Please let us know our readers about the responsibilities your department is looking after?

Answer: The Water Projects Department is responsible for the design and site supervision of all Kahramaa's water projects that include Project Management Consultant, Design & Supervision Consultants and Contractors.

In addition, the Department is also responsible for all Kahramaa civil buildings.

Q. Kindly shed light on Water Mega Reservoirs project. What kind of reservoir it would look like in terms of structure? Whether it would be an elevated structure on concrete pillars or a service reservoir entirely underground?

Answer: All the reservoirs on this project are rectangular in shape 300m long, 150m wide and 12m high. They are constructed using heavily reinforced concrete.

For security reasons as well as hydraulic considerations, we decided to construct these reservoirs approximately half of the height below ground and the other half above.

Q. Why you call your reservoirs as Mega Reservoirs? Will you inter-linked all existing reservoirs together with Mega Reservoirs?

Answer: Once constructed, these reservoirs will provide the largest drinking water storage facilities in the Middle East and possibly the World. If this is not Mega, what is!!

All the reservoirs will be integrated and connected with the existing reservoirs to provide seamless network capable of providing sufficient water supply for the entire country now and in future.

Q. Where these mega reservoirs are being constructed? What was the strategy behind selecting the area for the projects?

Answer: The reservoirs are

constructed in 5 different locations;

- Umm Birka
- Umm Slal
- Rawdhat Rashed
- Abu Nakhla
- Al Thumama

The 5 sites are identified to give an even distribution around the Corridor and to provide the water in the locations of water demand. By installing the reservoirs in 5 separate sites, Kahramaa provides both flexibility and security of water supply to Qatar. The sites were chosen for their proximity to the Qatar National Utility Corridor, so that the Corridor could be used for installation of the large diameter that are required to connect the facilities together.

Q. How much is the existing water reserve capacity? And also provide data on the volume of Qatar's daily potable water production and consumption, if possible in million gallons.

Answer: The existing water reserve capacity is 969.7 MIG

The daily potable water production is 351.7 MIG



The daily potable water consumption is 329.7 MIG

Q. According to many reports the upcoming reservoir would enhance Qatar's water storage capacity for seven days; how would you have





the seven days old water suitable for human consumption? What kind of mechanism will be adopted to keep it drinkable always and to maintain water quality? If yes, will it cost additional expense? Kindly figure it out for our readers.

Answer: Once the project is completed, the Mega Reservoir Project will provide water storage capacity for seven days under normal consumption and this could be increased to one month under rationalisation if necessary.

The quality of water will be maintained at all times inside the reservoirs sites by recirculation system that keeps the water moving between the reservoirs with chlorination dosing points to ensure the water quality remains fit for use. In addition to that there are a number of sampling points around the reservoirs sites to continually test and monitor the quality of water.

It is inevitable that to store this large quantity of water, have it ready for use at all times and maintain the highest level of quality of water for our consumers will have an ongoing cost during operation. However, these had been taken into consideration during the design development stage and included within the running budgets in future.

Q. When all projects related with mega reservoirs will be completed? Do you have phase-wise plan to ensure Water Security in Qatar? If yes, please shed light.

Answer: Like most major projects around the world, the Mega Reservoirs Project consist of many Contracts with many Milestones within each Contract.

It is expected that the pipeline

contracts will be completed by the end of 2016 and this will provide a link between the main desalination plants at Ras Laffan and Ras Abu Funtas with all the existing reservoirs.

The main reservoirs sites are expected to be completed by the end of 2018 and that will complete the link between the new storage facilities with all the existing reservoirs.

Q. How would you monitor and control water leakage and water loss in the reservoirs and pipelines?

Answer: All the reservoirs have a sophisticated leak detection system underneath them capable of detecting small leakages, identifying the location of these leaks and sending signals to the control room to alert them about these leaks.

On the main transmission pipelines, the system is less sophisticated and we relying on the flowmeters and pressure control sensors to alert us about any water losses through the pipelines.

Q. Do you have any emergent plan to tackle the situation of water reservoirs if God Forbids there is complete power failure?

Answer: In emergency situation, should any of these reservoirs site have a complete power failure there are standby generators stationed at each of the 5 site that will provide secondary source of power to the reservoirs sites until the main supply is restored.

Should the failure be more severe and the site infrastructure damaged, the affected site can be avoided by the use of the bypass system where the affected site is isolated from the main

water network.

Q. How much kilometres of total pipelines will be connected to the generation sources from the mega reservoirs? Do you think the quality of water from the generation source will remain unchanged upto the reservoirs?

Answer: The total length of pipeline on this strategic project is approximately 600 km of large diameter pipelines varying from 1600mm to 900mm.

Answer: Approximately 460 km linking the reservoirs sites with the main generation sources and 140 km integrating the Mega Reservoirs facilities with the existing network.

During the design development stage, we went through all the different operation scenarios, including abnormal conditions & emergencies and we were satisfied that under all conditions, the water quality will remain in line with the highest standard set by the World Health Organisation.

Q. Any additional information, you would like to share with our readers?

Answer: In line with the Qatar National Vision 2030, Kahramaa developed their Management System in a manner that ensures full alignment between economic, social and environmental growth.

Kahramaa also succeeded in embarking on other infrastructure projects in both Electricity and Water and still investing heavily in these two fields to facilitate for the continual growth of the State of Qatar and to cope with the ever increasing demands for these two commodities.

KAHRAMAA marks World Day of Health & Safety at Workplace

Within the Qatar General Electricity and Water Corporation's (KAHRAMAA) commitment to implement occupational health, safety and environmental program and practices in its daily business activities at all workplace to ensure healthy, safety, and good working environment for all employees, contractors and visitors, KAHRAMAA marked the World Day of Health & Safety at workplace on April 28 with the slogan "Workplace Stress: A Collective Challenge".

A large number of KAHRAMAA's employees including senior functionaries participated in the event. The observance of the event included various activities and awareness lectures in order to disseminate the importance of implementing the standards of health and safety to ensure better health, safety, and clean environment for all employees, contractors and visitors.

The activities also included workshops for the employees such as checking blood glucose, blood pressure and



basic dental care, medical advice and consultation with the nutritionist etc. It also had a number of awareness lectures on the topic such as 'Eye Health and maintaining a Good Eye Sight', 'Managing Workplace Stress' and 'Stress Management' among others.

KAHRAMAA has been organizing regular health camps for its employees aiming wellness of employees and spreading awareness about healthy life style and preventive mechanism to lead a healthy working environment.

KAHRAMAA observes World Glaucoma Week

As part of its Corporate objective to Ensure a Safe and Healthy Working Environment, Qatar General Electricity & Water Corporation (KAHRAMAA) in cooperation with the Qatar's Ministry of Public Health organized recently a free camp for its forty years plus employees offering free eye pressure and eye errors of refraction screening tests at its headquarters.

The event organized by the Health, Safety and Environment Department (HSE) led KAHRAMAA joining the world community in the observance of World Glaucoma Week which was held from March 6-12 this year.

A number of employees and senior functionaries went through the screenings and imparted with information, knowledge and awareness about glaucoma and its related diseases.

The observance of the World Glaucoma Week was a joint initiative of the World Glaucoma Association and the World Glaucoma Patient Association. The objective was to eliminate blindness resulting from Glaucoma. World Glaucoma Week is observed every year to spread awareness.

Glaucoma is as a group of eye diseases which causes progressive optic nerve damage resulting in a gradual loss of vision. The theme for this year's activities is "Beat invisible Glaucoma" (B.I.G). It gets developed when the intraocular fluid that is naturally produced by the eye is not drained properly. This can be caused by a blockage in the drainage canals of eyes. When this occurs the

pressure in the eye builds up above normal levels, which in turn damages optical nerves. If left untreated this nerve damage can eventually lead to blindness.

KAHRAMAA has been organizing regular health camps for its employees aiming wellness of employees and spreading awareness about healthy life style and preventive mechanism to lead a healthy working environment.



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FOUR PEOPLE



This is a story about four people named Everybody, Somebody, Anybody, and Nobody.

There was an important job to be done and Everybody was asked to do it. Everybody was sure Somebody would do it. Anybody could have done it, but Nobody did it. Somebody got angry about that, because it was Everybody's job. Everybody thought Anybody could do it but Nobody realized that Everybody wouldn't do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done.

THE NEW FIRM

A young businessman had just started his own firm. He rented a beautiful office and had it furnished with antiques. Sitting there, he saw a man come into the outer office. Wishing to appear the hot shot, the businessman picked up the phone and started to pretend he had a big deal working. He threw huge figures around and made giant commitments. Finally he hung up and asked the visitor, "Can I help you?" The man said, "Yeah, I've come to activate your phone lines."

