

Date: 29.01.2009

Subject: Performance Assessment for 2008.

The Performance Assessment for 2007 was conducted by the Regulatory Office in Prishtina, the Regulatory Office will be in charge of assessments for six Regional Companies, the assessment will be conducted each year and the report will be submitted to the Ministry of Finance respectively to the Minister Mr. Ahmet Shala.

RWC "Hidrodrini" J.S.C. – Peja has four Operational Units and in this report we will present the performance of the Company as a whole.

The assessment is done based on the accurate (factual) data that are at the disposal for verification and as a base is taken the comparison of year 2007 with 2008 and the Business Plan for 2008.

During 2008 the supply with water was 24h per day, exempt in two parts; in Zatra and in Banja e Pejës where we have had reduction in pressure and not in the quantity of water; the problems were of the technical nature.

Operational Unit of Peja:

Three departments:

Water supply services, with 8 teams in total, Maintenance with 2 teams each composed of 3 workers, Repairs with 4 teams each composed of 3 workers and the Water Meter Installation Team which in total has 8 workers (**altogether 28 workers**).

Sewerage services, with 4 teams in total, Maintenance 2 teams each composed of 3 workers and Repairs 2 teams each composed of 2 workers, totalling to **11 workers**.

Pumping System-Technical Mechanisms-Security, maintenance team for pumps has in total 5 workers, and security 5 locations each with 4 workers.

The total number of workers for three departments is 61.

- The monthly average number for repairs in water supply system is 140 averaging to 5 repairs per day.

Rehabilitations in the network and new lines – Water Supply system and Sewerage system.

Name of the Project	Diameter (Dn)	Length (M)
<i>Rr. Brigada 136 Rugova</i>	110	20
<i>Rr. Brigada 136 Rugova</i>	90	230
<i>Rr. 24 Marsi</i>	90	60
<i>Rr. 24 Marsi</i>	75	80
<i>Rr. Qerim Begu</i>	90	160
<i>Lagjja Fidanishte</i>	110	24
<i>Rr. Muharem Kelmendi</i>	90	110
<i>Rr. Muharem Kelmendi</i>	63	150
<i>Rr. Zhuj Selmani</i>	5/4	80
<i>Rr. Wesley Clark</i>	110	160
<i>Rr. Kurt Abazi</i>	75	95
<i>Rr. Enver Hadri</i>	63	70
<i>Rr. Lasgush Paradeci</i>	90, 6/4	120
<i>Rr. Jashar Haxha</i>	63	210
<i>Rehabilitimi i gypit primar</i>	315	62
<i>Rr. Rozhajes</i>	63	50
<i>Rr. Beteja e Koshares</i>	225	116
<i>Rr. Beteja e Nokshiqit</i>	225	108
<i>Rr. M. Piada (kanalizim)</i>	225	10
<i>Rr. 4 Korriku (kanalizim)</i>	200	75
<i>Rr. 4 Korriku (kanalizim)</i>	160	75
<i>Rr. 8 Marsi (kanalizim)</i>	200	10

- Water Supply Network, various diameters, total length: **L=1.843 m'**
- Sewerage Network, total length: **L=170m'**

Operational Unit of Istog:

- Water Supply Department with 10 workers in total.
- The monthly average number for repairs is 75 averaging to 3 repairs per day.

Name of the project	Diameter (Dn)	Length (L)
Lagjja Kajtazi	75	850
Qendra në Istog	63	65
Lagjja Zogaj dhr Avdylaj (ongoing)	75	1950

- Water Supply Network, various diameters, total length: **L=915 m'**

Operational Unit of Klina:

Water Supply Department differentiates between 6-7 workers,

- The monthly average number for repairs is around 45 averaging to approximately 2 repairs per day.

Name of the project	Diameter (Dn)	Length (L)
Sistemi unazor	110	1000

- Water Supply Network, various diameters, total length: **L=1000 m'**

Operational Unit of Junik:

We have approximately 1 defect per day

Name of the project	Diameter (Dn)	Length (L)
Lagjja Berishë	5/4	55
Lagjja Bajraktari	63	50
Lagjja Kallavaja	1'	100
Lagjja Krasniq	80	30

- Water Supply Network, various diameters, total length: **L=235 m'**

In total we have installed 2993m of new pipeline with various diameters in the water supply system, and 500m of pipeline of sewerage system, altogether totalling to 3.5 km, including all the excavation works and installation of all accessories.

As part of our own investments we have rehabilitated (refurbished) chlorination station in all Operational Units.

Ongoing projects; during 2008 we have started with implementation of the project New Pumping Station in Studenic in the Operational Unit of Istog, as well as rehabilitation of the network in three neighbourhoods with the total length of: L=1.950 m'

Blockmapping report:

Total No. of registration of "Records" during 2008	912
No. or reg. ... with connection to water Yes	873
No. or reg. ... with connection to water No	39
- No access	0
- With meter (Total)	
Meters correspond to the water connection "YES"	543
- Without meter (Total)	74
- Unknown (undetermined)	256
Grand total of Records or connections	15.457

The Surveyors Team was involved in the geodesic measurements for the projects that are donation of the German Bank KfW.

GIS and Planning Departments:

The Department for GIS and Planning has implemented the Geographical Information System (GIS) to improve the following points:

- Increase in the level of the data security
- Simplifying and improving the flow of work
- Merging of graphical data with alphanumeric
- Merging of financial data
- Support in identification of illegal connections

Now this department uses the ArcGIS Desktop  software with its applications to register connections and to document changes in the water supply network. The data are being acquired from the ortophotos and through measurements conducted in the field.

Procurement Services Department:

No.	Date of the procurement request	Procurement Activity Title	Date of signing the contract	Price of the Contract	Economic Operator
1.	04.02.2008	Supply with water meter (spare) parts	22.02.2008	3.990	NTP." Linda Gjilan"
2.	11.02.2008	Supply with materials for electricity	11.02.2008	925	NP."Elmont " Istog
3.	13.02.2008	Supply with fuel	29.02.2008	8.900	SPK. "Drini Petroll" Pejë
4.	14.02.2008	Supply with synthetic oil	14.02.2008	789.47	NTSH."Auto Reli" Pejë
5.	02.03.2008	Supply with one inverter	20.03.2008	465	NTP." Valfrig"Pejë
6.	15.03.2008	Supply with 4 bicycles	20.03.2008	340	NP."Spahija " Pejë
7.	13.03.2008	Supply with 6 kg of mercury	29.03.2008	930	SPK. "Dona"Gjilan
8.	27.03.2008	Supply with pipes for water supply	31.03.2008	911	NTSH."Gentex" Pejë
9.	12.03.2008	Supply with office materials	28.04.2008	6.000	NTP."Agimi-De" Deçan
10.	01.04.2008	Supply with tyres for excavator	07.04..2008	552	NTP."Euro-Delta" Fushë Kosovë
11.	01.04.2008	Professional review of the project Radavc-Banja e Pejes	04.04.2008	600	NTP "Arch-Line"Pejë
12.	18.04.2008	Supply with pipes for sewerage system	30.04.2008	998.50	NTP."Gentex" Pejë
13.	06.05.2008	Supply with 8000l. Diesel	30.05.2008	9.584	NTP. "Drini Petroll" Pejë
14.	22.05.2008	Supply with materials for the water supply	22.05.2008	995	NTP."Alfa i" Istog
15.	02.06.2007	Supply with spare parts	02.06.2008	997,53	NTP. "Vokshi Komerc" Pejë

16.	10.06.2008	Supply with invoices	11.06.2008	362,25	NG."Rilindja" Prishtinë
17.	10.06.2008	Supply with gas chlorine	18.06.2008	1.125	SH.A.Deva-Gazi Gjakovë
18.	10.06.2008	Supply with gas chlorine	18.07.2008	1.125	SH.A.Deva-Gazi Gjakovë
19.	10.07.2008	Supply with invoices	11.07.2008	362,25	NG."Rilindja" Prishtinë
20.	04.08.2008	Supply with diesel	07.08.2008	952	NTP."Drini -Petrol" Pejë
21.	10.08.2008	Supply with liquid chlorine	12.08.2008	800	NTP."Inxhenjering" Lipjan
22.	27.08.2008	Supply with gas chlorine	29.08.2008	960	NBT."Ibos" Istog
23.	28.08.2008	Supply with connectors and PE pipes	25.09.2008	2.341,98	NNT. "Alfa i." Istog
24.	29.08.2008	Supply with diesel	12.09.2008	8.640	NBT. "Ibos" Istog
25.	According to the Procurement Schedule	Supply with spare parts for maintenance of the water supply system	19.09.2008 (one year contract)	Vlera deri 100.000	NTP. "KWE" Prishtinë
26.	30.10.2008	Supply with the software and hardware to manage and control the working hours	04.11.2008	911.19	Smarttech Prishtinë
27.	20.10.2008	Supply with spare parts for maintenance of the water supply system	28.10.2008	22.893,44	NTP. "KWE" Prishtinë
28.	05.10.2008	Supply with gas chlorine	20.10.2008	675	SH.A."Deva Gazi" Gjakovë
29.	24.10.2008	Supply and installation of waterspouts	29.10.2008	245	DPZ." Llam –Mont" Pejë
30.	03.11.2008	Supply with tyres for excavator	05.11.2008	944.01	NTP. "Euro-Delta" Fushë Kosovë
31.	10.11.2008	Reparation of the Excavator "Kamitsu"	14.11.2008	930	NTP. "Istambull-service" Fushë Kosovë
32.	20.11.2008	Supply with liquid chlorine	22.11.2008	800	NTP."Inxhenjering" Lipjan

33.	01.12.2008	Supply with Diesel	16.12.2008	7.560	NBS"lbos"lstog
34.	24.11.2008	Supply with Pipe pn16 bar	16.12.2008	5.545,12	NTP"Profi-tesh" Prishtinë
35.	11.12.2008	Supply with liquid chlorine	12.12.2008	800	NTP."Inxhenjering" Lipjan
36.	08.12.2008	Supply with gas chlorine	17.12.2008	1.225	SH.A."Deva Gazi" Gjakovë
37.	19.12.2008	Supply with batteries (accumulators)	22.12.2008	702	NTP"Euro-Goma" Fushë Kosovë

Customer Services Department:

1. During 2008 were registered and verified Customer Services Contracts.
2. For the purpose of investigating water losses the Customer Services Department will continue controlling customers misusing water and those that are suspected to have connections apart from the water meter, as well as continue with investigations on illegal connections.
3. For the purpose of increasing the collection we continued with the activities as during the previous year but with a special focus on those customers whose debt is of a considerable amount especially those of the business category. Note, it's worth mentioning that the month of July was very successful in this aspect.
4. We have performed activities of verification of readings recorded by meter readers with those of the controlling teams, in cases that these readings (m3) didn't match punitive measures were taken against cash-collectors/meter readers.
5. As a yearly activity, we have conducted verification of the payments of those customers who have signed contracts for reprogramming of their debt. Most of those customers who have entered such agreements with our Company, and who didn't comply regularly to the due payments emerged from the contract, have been disconnected.

6. Lists with data for all customers who don't have water meters have been prepared and these lists will be submitted to the Technical Department for the purpose of installing new meters.

Activities - 2008	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
Registration of new meters	97	125	169	182	17	4	97	36	9	182	0	153	1,071
Registration of new customers	23	101	83	83	107	51	80	62	81	224	118	0	1,013
Registrations from BM to Piano	9,117	0	0	0	15	0	9	5	0	0	15	253	9,414
Identification of illegal connections	17	87	74	78	41	24	27	15	21	54	6	22	466
Usage of water outside the meter	0	0	0	7	0	9	8	8	7	2	7	11	59
Verification of requests of passive customers	0	0	0	2	10	12	13	11	9	18	15	76	166
Contracts for payments in instalments – Reprogramming	23	5	12	15	35	6	3	5	10	13	3	3	133
Customer Services Contracts	6	136	357	243	151	91	523	909	526	565	803	631	4,941
Distribution/Delivery of Warnings prior to Disconnection	73	247	239	320	239	20	0	0	73	50	40	0	1,301
Disconnections	0	0	0	4	9	10	13	18	117	5	9	10	195
Passive Customers	1,999	1,956	1,974	2,274	1,983	2,017	1,944	1,946	1,954	1,888	1,884	1,984	1,954
Social Cases – Declared	6	8	0	30	7	2	0	3	1	9	1	1	68
Debts from Previous Month	0	0	0	820,556	811,186	107,105	400,946	634,993	416,775	42,572	226,009	151,649	0
Monthly Collection	0	0	0	18,575	23,137	5,886	18,719	4,631	6,163	12,749	6,070	7,240	103,169 Euro

Legal Services Section:

During this period, the following tasks have been implemented in the Legal service Section:

1. 109 appeals/complaints have been processed.
2. Representation of the Enterprise at the Municipal Court of Peja for the cases who failed to pay their debts for water used. During this year we have had 63 such cases.
3. Representation at the Supreme Court of Kosovo – Special Chamber for KTA issues in Prishtina, 11 parties (clients) have been sued from our side from those Enterprises that have been privatized and that are in the liquidation process.
4. During 2008 we have prepared and submitted to Municipal Courts of; Peja, Istog, Klina and Deçan in total 2221 proposals for execution (indictments).
5. During 2008, we have submitted 30 cases in the Municipal Court for Violation for actions of water theft, all these cases were supported with reports prepared by field Inspectors of Hidrodrini, and until now the Court has resolved 10 cases.

2008	01	02	03	04	05	06	07	08	09	10	11	12	Total
Indictments	260	195	67	87	143	135	133	0	64	176	101	725	2221
Proposals for Execution	9	2	6	3	5	2	0	0	4	16	5	5	57
Payments realized from Indictments	436,6	160,0	1.674,6	435,0	494,8	188,93	0	0	163	1647,48	2271,82	258,98	7731.21.E

The Commission for Appeals and Requests of Customers during the year of 2008 has resolved 109 cases (see the table below).

2008	01	02	03	04	05	06	07	08	09	10	11	12	Total
Requests resolved	0	0	27	0	26	0	0	13	0	21	22	0	109
Approved	0	0	11	0	9	0	0	7	0	6	11	0	44
Declined	0	0	3	0	9	0	0	2	0	9	5	0	28
Pending	0	0	3	0	3	0	0	4	0	6	6	0	22
Meetings of the Commission	0	0	27 Mar	0	4 Jun	0	0	4 Aug	0	8 Oct	25 Nov	0	-

Project proposals for investments:

- During 2008 we have drafted project proposals and detailed projects for the Investments of the German Bank with the value of approximately 2.3 Million Euros, Kosovo V Phase II, and detailed projects for Investments with the value of 1.4 Million Euros Kosovo VI which have been approved by the German Bank and which will be implemented during 2009.
- Through coordination with Municipalities of Peja and Klina we have prepared project proposals for the USAID, with which projects we have been qualified for a donation with the value of 400.000\$ for both (two) municipalities with co-financing.
- Our Company has presented 10 projects for the PIP program to gain financial means from the Consolidated Budget of Kosovo, and according to some information the value of investments will be around 240.000 Euros.

Activities finalised during 2008:

- Establishment of the team for "Identification of Water Losses in the Network" is finalised.
- Construction of the new network which supplies the Patriarchy of Peja, ongoing,
- Compilation of employment contracts and job descriptions for each employee, is finalised.
- Development of the Business Plan for 2008, finalised and approved by the Board of Directors.
- Gathering of necessary data for the investment projects for the purpose of drafting detailed projects.
- The tendering process for domestic water meters which is a donation from the German Bank is at the final stage, from four companies who have submitted their offers; two companies were shortlisted KWE and CMC, after the financial bids were opened, offers were: KWE-276.974,03€ and CMC-371.846,12€ with a difference of 94.872,09€ and thus the tender was awarded to KWE, and until now 502 domestic water meters were installed.
- Meetings with Disaster Management Department which were organized by the Ministry of Interior.
- The project of rehabilitation of the pipeline for Banja e Pejës is finalised. This project was financed by the Ministry of Spatial Planning, the final connection to the pipe Dn250 at the bulk meter Dn250 is the final step in this project, works are ongoing.
- During 2008, 5 Internal Regulations were developed: Code of Ethics, Regulation on Usage of Official Vehicles, Fire Protection Regulation, Regulation on Employment Relationship, and the Regulation on Disciplinary and Material Responsibility of Employees.
- Preparation of data for investment projects, necessary for development of detailed projects for KOS V – phase 2, finalised.
- Preparation of data for projects of KOS VI – phase 2, finalised.
- Drafting and/or development of forms for projects, finalised.
- Development of forms for usage of official vehicles, and their dissemination, finalised.
- Construction of the new network which supplies the Patriarchy of Peja, finalised.
- During 2008 a number of meetings with Mayors of Municipalities for the purpose of coordinating investments and infrastructure projects (works), the relationship between our company and the Municipal Institutions is at a satisfactory level.
- Rehabilitation of the Chlorination Stations is complete.
- Prioritised project proposals were presented to USAID and as a result 400.000\$ were divided as a donation for Peja and Klina (this donation will be co-financed from both Municipalities), the drafting of detailed projects and their implementation are the following steps.

- The Company has applied with 10 project proposals (mainly in the rehabilitation of the water and wastewater network) to the PIP (Public Investment Project) and we expect to gain around 250.000 Euros.
- As well as other regular daily activities.

Note:

The year of 2008 was a successful year, when compared to 2007 our income is higher for an additional 222.442 Euros, when this is converted to percentage it results to 13% higher than the previous year. During 2008 Operating Costs were decreased by 94.132 Euros less than in 2007. When referring to our Business Plan (planning of the collection ratio) we have managed to reach the target, in fact the even exceeded the target for an additional 3%, and from the budget of our Company we have extended the existing network with an additional 5.500m' of new lines of various diameters.

Managing Director

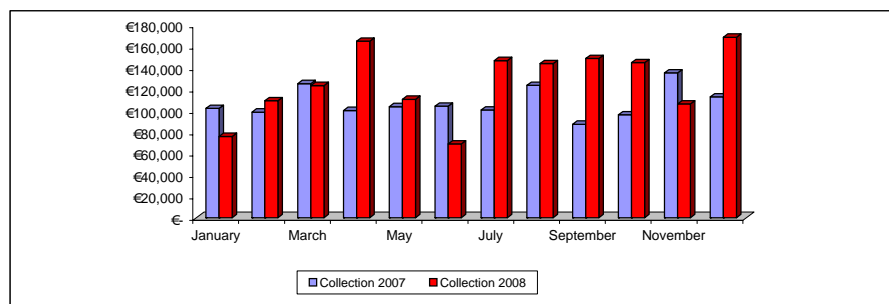
Agron Tigani

RWC "Hidrodrini" J.S.C. – Peja

Performance of RWC "Hidrodrini" J.S.C. - Peja - Tabular forms

Collections ratio in Euros

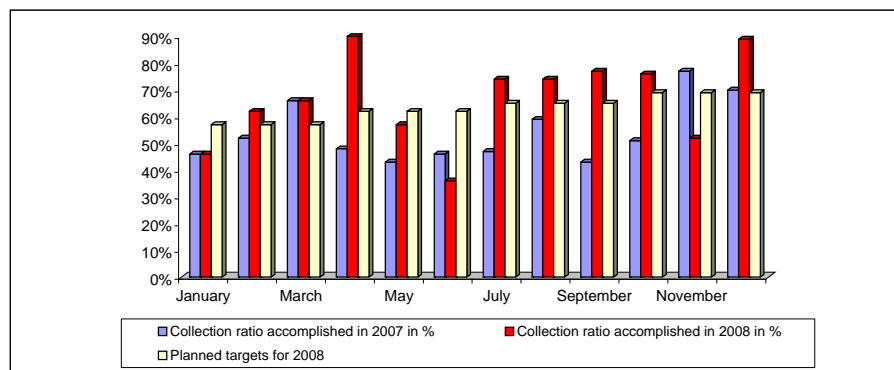
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Collection 2007	€ 102,242	€ 98,888	€125,509	€100,269	€ 103,945	€ 104,382	€ 100,745	€ 123,801	€ 87,547	€ 96,325	€ 135,539	€ 113,096	€ 1,292,288
Collection 2008	€ 76,152	€ 109,508	€123,644	€165,089	€ 110,761	€ 69,015	€ 147,018	€ 144,140	€148,984	€ 145,054	€ 106,477	€ 168,888	€ 1,514,730



€222,442
Euros more than in 2007

Collection ratio in %

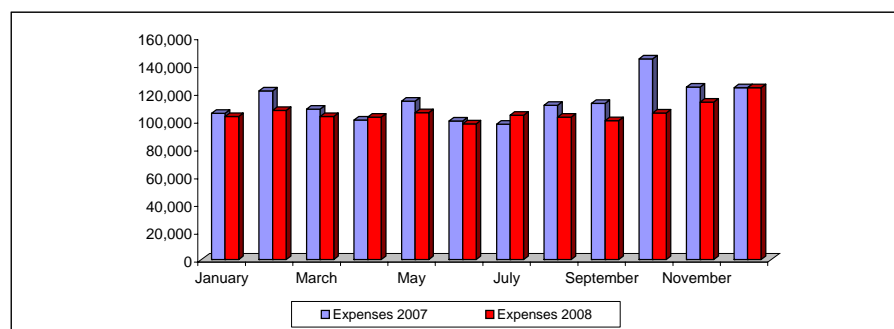
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Collection ratio accomplished in 2007 in %	46%	52%	66%	48%	43%	46%	47%	59%	43%	51%	77%	70%	54%
Collection ratio accomplished in 2008 in %	46%	62%	66%	90%	57%	36%	74%	74%	77%	76%	52%	89%	67%
Planned targets for 2008	57%	57%	57%	62%	62%	62%	65%	65%	65%	69%	69%	69%	64%



13 % more than in 2007
3 % higher than
(exceeded) the
Business Plan

Company Expenses

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Expenses 2007	105,233	121,302	108,260	100,454	114,039	99,587	97,404	111,035	112,474	144,430	124,028	123,615	1,361,862
Expenses 2008	€ 103,031	€ 107,381	€102,867	€102,406	€ 105,733	€ 97,703	103,922	102,424	99,846	105,425	113,283.3	123,708	€ 1,267,729



94,132.53 (less than in 2007)

Water quality:

"Hidrotrini"	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total
Total number of tests	165	156	186	154	156	184	182	170	186	184	156	170	2,049
noncompliant to standards	13	0	4	9	19	17	7	10	21	13	5	11	129

6.2% bad results, here are included the Bacteriological + Chemical tests. The percentage of 6.2% was mainly influenced from the samples taken in Operational Unit of Klina.

Water quality - R.W.C "Hidrotrini"	Year 2006	Year 2007	Year 2008
Total number of tests	1877	2122	2049
noncompliant to standards	269	167	129
% (bad)	14%	8%	6.2%

Regarding the quality of water, it is very evident that during years, with improvements there is a decrease in the number of samples that do not meet the required standards.

Collection ratio according to years:

Elements	Sales during years			
	2005	2006	2007	2008
Total sales	1.523.465	2.212.339	2.440.778	2.275.047
Collections	883.674	1.073.181	1.292.288	1.514.730
Collections ratio	58%	49%	53%	67%

During 2008 our collection ratio is 67%, when compared to 2007 we see that we have a decrease in the billing ratio, and the main reason for this is separation of Decan, in June of 2007.

Company Name/Emri i Kompanise:		HIDRODRINI, PEJE					
Year/Viti :		2008					
Month/Muaji:		12					
Report on Key Performance Data and Indicators - January to June		Closing Results from Previous Year					
Raporti mbi Te Dhenat dhe Treguesit Kryesor te Performances - Janar deri Qershor		Jan	Feb	Mar	Apr	May	Jun
		Rezultatet Permyllesse te Vitit te Kaluar					
		Jan	Shk	Mar	Pri	Maj	Qer
		1	2	3	4	5	6
		ACTUAL DATA TO HERE/TE DHENAT AKTUALE DERI KETU					
D 001 Water Production (m3) / Uji i Prodhuar		36,247,378	2,684,250	2,691,050	2,602,530	2,601,327	2,508,215
D 002 Water invoiced (m3) / Uji i faturuar		8,259,716	549,758	605,905	628,653	637,685	660,414
D 003 Registered customers / Konsumatorët e regjistruar		27,799	27,863	27,963	28,089	28,216	28,455
D 004 Number of bills issued / Nr. i faturave të lëshuara		26,632	25,864	26,007	26,115	26,281	26,438
D 005 Customers billed by meter / Numri i kons. qe faturohen sipas leximit te ujematesave		24,223	24,407	24,564	24,688	24,870	25,014
D 006 Water metered invoiced (m3) / Uji i faturuar per konsumatorët me ujematesa		7,547,892	506,825	544,485	587,996	580,301	614,691
D 007 Value of bills (Eur) / Faturimi	€	2,440,778	€ 165,456	€ 175,475	€ 188,159	€ 183,226	€ 194,297
D 008 Value of collections (Eur) / Inkasimi	€	1,290,836	€ 76,152	€ 109,508	€ 123,644	€ 165,089	€ 69,015
D 009 Other operating income (Eur) / Të hyra të tjera operative	€	76,513	€ 3,955	€ 1,236	€ 4,018	€ 7,266	€ 7,555
D 010 Operating costs (Eur) / Shpenzimet operative pa amortizim	€	1,382,397	€ 103,031	€ 107,381	€ 102,866	€ 102,406	€ 97,703
D 011 Non operating income (Eur) / Të hyrat jo operative	€	11,431	€ 1,843	€ 1,099	€ 1,728	€ 1,262	€ -
D 012 Non operating costs (Eur) / Shpenzimet jo operative	€	28,165	€ 2,069	€ 4,565	€ 1,251	€ 631	€ 13,372
D 013 Write offs towards debtors (Eur) / Shlyerja e borxheve ndaj borxhlinjeve(konsumatoreve)	€	47,790	€ 2,245	€ 3,120	€ 2,007	€ 4,000	€ 7,185
D 014 Write offs towards creditors (Eur) / Shlyerja e obligimeve nga kreditorët (furnitoret)	€	-	€ -	€ -	€ -	€ -	€ -
D 015 Cash on hand and bank (Eur) / Paratë e gatshme në arke dhe në bankë	€	106,402	€ 158,640	€ 168,856	€ 194,694	€ 223,132	€ 215,497
D 016 Stock (Eur) / Stoqet	€	866,437	€ 860,394	€ 849,261	€ 850,939	€ 842,928	€ 825,918
D 017 Accounts receivable based on billing (Eur) / Logaritë e arketueshme (nga faturat)	€	5,975,662	€ 6,078,788	€ 6,158,411	€ 6,234,492	€ 6,255,838	€ 6,340,672
D 018 Other accounts receivable (Eur) / Logaritë tjera te arketueshme	€	40,149	€ 17,441	€ 9,537	€ 10,123	€ 9,674	€ 14,548
D 019 Accounts payable (Eur) / Llogaritë e pagueshme (Kreditore)	€	1,602,470	€ 1,665,175	€ 1,666,785	€ 1,679,188	€ 1,631,149	€ 1,661,926
D 020 Number of employees / Numri i punëtorëve		180	180	180	180	181	181
D 021 Average water interruptions / Nderprerjet mesatare te ujit		7	0	0	0	0	0
D 022 Total number of tests performed / Numri total i testeve te realizuara		2,109	165	156	186	154	184
D 023 Total number of tests failed / Numri total i testeve te deshtuara		164	13	8	4	9	17
I 001 Non revenue water / Uji i pafaturuar		77%	80%	77%	76%	75%	74%
I 002 Billing percentage / Perqindja e faturimit		96%	93%	93%	93%	93%	93%
I 003 Metered consumption percentage / Perqindja e konsumimit te matur		91%	92%	90%	94%	91%	93%
I 004 Propotion of metered customers / Propocioni i konsumatoreve me ujematesa		87%	88%	88%	88%	88%	88%
I 005 Staff efficiency / Efikasiteti i stafit		6.48	6.46	6.44	6.41	6.41	6.36
I 006 Collection ratio (% in all) / Shkalla e inkasimit (% e tere)		53%	46%	62%	66%	90%	36%
I 006.1 Collection ratio (% dom) / Shkalla e inkasimit (% amv)		44%	41%	39%	43%	47%	40%
I 006.2 Collection ratio (% bus) / Shkalla e inkasimit (% bis)		54%	96%	117%	104%	66%	24%
I 006.3 Collection ratio (% inst) / Shkalla e inkasimit (% inst)		74%	12%	79%	86%	232%	36%
I 007 Working coverage ratio / Norma e mbuleses se punes		0.99	0.78	1.03	1.24	1.68	0.78
I 008 Working ratio / Norma e punes		1.82	1.64	1.65	1.87	1.88	2.07
I 009 Operating costs per customer / Shpenzimet Operative per konsumatore	€	4.14	€ 3.70	€ 3.84	€ 3.66	€ 3.63	€ 3.43
I 010 Average water interr.per customer per day / Nderprerjet mesatare te ujit per kons.per dite		0.00	0.00	0.00	0.00	0.00	0.00
I 011 Water quality (% tests failed) / Kualiteti i ujit (% e deshtimit te testeve)		8%	8%	5%	2%	6%	9%
I 012 Implicit weighted average tariff per m3 / Tarifat mesatare te vleresuara per m42		0.30	0.30	0.29	0.30	0.29	0.29

Company Name/Emri i Kompanise:		HIDRODRINI, PEJE								
Year/Viti :		2008								
Month/Muaji:		12								
Report on Key Performance Data and Indicators - July to December		Jul	Aug	Sep	Oct	Nov	Dec	End of Year Results 12-months	Target for 12-months	Variance from Targets
Raporti mbi Te Dhenat dhe Treguesit Kryesor te Performances - Korrik deri Dhjetor		Kor	Gus	Sht	Tet	Nen	Dhj	Fundi i Rezultateve Vjetore 12-muaj	Caqet per 12-muaj	Ndryshimi nga Caqet
		7	8	9	10	11	12			
		ACTUAL DATA TO HERE/TE DHENAT AKTUALE DERI KETU								
D 001 Water Production (m3) / Uji i Prodhuar		2,501,025	2,500,010	2,490,314	2,403,026	2,380,015	2,402,360	30,365,646	30,000,000	1.2%
D 002 Water invoiced (m3) / Uji i faturuar		673,240	657,572	645,764	640,232	737,434	673,255	7,737,336	8,020,000	-3.5%
D 003 Registered customers / Konsumatorët e regjistruar		28,544	28,609	28,699	28,855	28,970	28,996	28,996	28,710	1.0%
D 004 Number of bills issued / Nr. i faturave të lëshuara		26,598	26,661	26,743	26,967	27,084	27,008	27,008	27,700	-2.5%
D 005 Customers billed by meter / Numri i kons. qe faturohen sipas leximit te ujematesave		25,133	25,169	25,222	25,408	25,701	25,533	25,533	27,275	-6.4%
D 006 Water metered invoiced (m3) / Uji i faturuar per konsumatorët me ujematesa		629,965	615,881	601,498	597,861	692,113	630,549	7,187,200	7,601,000	-5.4%
D 007 Value of bills (Eur) / Faturimi	€	199,203	194,195	194,052	189,999	206,302	190,227	2,275,047	2,626,500	-13.4%
D 008 Value of collections (Eur) / Inkasimi	€	147,018	144,140	148,984	145,054	106,477	168,888	1,514,730	1,670,262	-9.3%
D 009 Other operating income (Eur) / Të hyra të tjera operative	€	14,390	2,694	2,915	1,294	1,610	9,462	60,621	36,000	68.4%
D 010 Operating costs (Eur) / Shpenzimet operative pa amortizim	€	103,922	102,424	99,846	105,425	113,283	123,708	1,267,728	1,638,928	-22.6%
D 011 Non operating income (Eur) / Të hyrat jo operative	€	660	519	258	213	202	6,967	14,751	0	#DIV/0!
D 012 Non operating costs (Eur) / Shpenzimet jo operative	€	1,131	4,568	10,878	7,786	16,236	5,994	68,761	0	#DIV/0!
D 013 Write offs towards debtors (Eur) / Shlyerja e borxheve ndaj borxhlinjeve(konsumatoreve)	€	2,471	1,722	4,395	4,550	94,705	95,103	223,254	0	#DIV/0!
D 014 Write offs towards creditors (Eur) / Shlyerja e obligimeve nga kreditorët (furnitoret)	€	-	-	-	-	-	-	-	0	0.0%
D 015 Cash on hand and bank (Eur) / Paratë e gatshme në arke dhe në bankë	€	300,338	347,143	351,312	427,143	392,247	379,640	379,640	173,578	118.7%
D 016 Stock (Eur) / Stoqet	€	815,852	809,811	808,850	818,588	1,082,244	1,088,542	1,088,542	867,475	25.5%
D 017 Accounts receivable based on billing (Eur) / Logaritë e arketueshme (nga faturat)	€	6,544,265	6,602,917	6,650,944	6,704,209	6,712,581	6,631,338	6,631,338	7,050,628	-5.9%
D 018 Other accounts receivable (Eur) / Logaritë tjera te arketueshme	€	14,228	19,883	22,230	20,732	22,067	13,247	13,247	39,795	-66.7%
D 019 Accounts payable (Eur) / Llogaritë e pagueshme (Kreditore)	€	1,685,676	1,691,467	1,662,356	1,722,032	1,972,524	1,897,116	1,897,116	1,684,463	12.6%
D 020 Number of employees / Numri i punëtorëve		180	181	181	181	181	182	182	180	1.1%
D 021 Average water interruptions / Nderprerjet mesatare te ujit		5	0	0	0	0	0	5	0	#DIV/0!
D 022 Total number of tests performed / Numri total i testeve te realizuara		182	170	186	184	156	170	2,049	1,920	6.7%
D 023 Total number of tests failed / Numri total i testeve te deshtuara		7	10	21	13	5	8	134	96	39.6%
I 001 Non revenue water / Uji i pafaturuar		73%	74%	74%	73%	69%	72%	75%	73%	1.7%
I 002 Billing percentage / Perqindja e faturimit		93%	93%	93%	93%	93%	93%	93%	96%	-3.5%
I 003 Metered consumption percentage / Perqindja e konsumimit te matur		94%	94%	93%	93%	94%	94%	93%	95%	-2.0%
I 004 Propotion of metered customers / Propocioni i konsumatoreve me ujematesa		88%	88%	88%	88%	89%	88%	88%	95%	-7.3%
I 005 Staff efficiency / Efikasiteti i staffit		6.31	6.33	6.31	6.27	6.25	6.28	6.28	6.27	0.1%
I 006 Collection ratio (% in all) / Shkalla e inkasimit (% e tere)		74%	74%	77%	76%	89%	82%	67%	64%	4.7%
I 006.1 Collection ratio (% dom) / Shkalla e inkasimit (% amv)		50%	52%	38%	48%	38%	42%	43%	58%	-25.2%
I 006.2 Collection ratio (% bus) / Shkalla e inkasimit (% bis)		154%	113%	62%	124%	32%	164%	92%	64%	43.2%
I 006.3 Collection ratio (% inst) / Shkalla e inkasimit (% inst)		49%	91%	216%	106%	118%	156%	106%	76%	39.9%
I 007 Working coverage ratio / Norma e mbuleses se punes		1.55	1.43	1.52	1.39	0.95	1.44	1.24	1.04	0.19
I 008 Working ratio / Norma e punes		2.06	1.92	1.97	1.81	1.84	1.61	1.84	1.62	0.13
I 009 Operating costs per customer / Shpenzimet Operative per konsumatore		3.64	3.58	3.48	3.65	3.91	4.27	3.64	4.76	-0.23
I 010 Average water interr.per customer per day / Nderprerjet mesatare te ujit per kons.per dite		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!
I 011 Water quality (% tests failed) / Kualiteti i ujit (% e deshtimit te testeve)		4%	6%	11%	7%	3%	5%	7%	0.05	0.31
I 012 Implicit weighted average tariff per m3 / Tarifat mesatare te vleresuara per m42		0.30	0.30	0.30	0.30	0.28	0.28	0.29	0.33	-0.10

Company Name/Emri i Kompanise: HIDRODRINI, PEJE															
Year/Viti : 2008															
Month/Muaji: 12															
Collection ratio per customer category															
Shkalla e inkasimit per kategori te konsumatoreve															
	Prev. year 2007/ Viti i kaluar 2007	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year Total	
ACTUAL DATA TO HERE/TE DHENAT AKTUALE DERI KETU															
Revenues Billed/Te Ardhurat e Faturuara															
D 007 (1) Households/Amviserit	1,275,727	98,302	106,884	105,772	106,973	106,696	109,350	113,844	109,334	111,845	110,440	126,585	114,502	1,320,527	
D 007 (2) Small Businesses/Bisneset e vogla	235,118	18,191	18,572	19,167	18,431	20,130	18,504	23,709	21,213	27,744	26,105	21,334	19,982	253,082	
D 007 (3) Large Businesses/Bisneset e medha	420,563	14,437	18,781	20,576	19,171	22,656	24,162	22,170	25,485	18,295	16,763	20,656	20,439	243,591	
D 007 (4) Institutions/Institucionet	509,370	34,526	31,238	42,644	38,651	44,974	42,281	39,480	38,163	36,168	36,691	37,727	35,304	457,847	
Total Revenues Billed/Totali i Te Ardhurave te Faturuara	2,440,778	165,456	175,475	188,159	183,226	194,456	194,297	199,203	194,195	194,052	189,999	206,302	190,227	2,275,047	
Revenues Collected/Te Ardhurat e Inkasuara															
D 008 (1) Households/Amviserit	557,396	40,782	41,179	45,409	50,296	46,551	43,648	57,042	56,446	42,205	52,783	48,635	47,600	572,576	
D 008 (2) Small Businesses/Bisneset e vogla	121,106	9,569	8,215	13,047	9,882	14,556	6,478	18,565	13,441	7,498	18,225	10,306	20,059	149,841	
D 008 (3) Large Businesses/Bisneset e medha	234,749	21,820	35,511	28,467	15,088	3,924	3,733	52,029	39,376	21,276	35,033	2,946	46,148	305,351	
D 008 (4) Institutions/Institucionet	377,585	3,981	24,603	36,721	89,823	45,729	15,156	19,382	34,877	78,005	39,013	44,590	55,081	486,961	
Total Revenue Collected/Totali i Te Ardhurave te Inkasuara	1,290,836	76,152	109,508	123,644	165,089	110,760	69,015	147,018	144,140	148,984	145,054	106,477	168,888	1,514,729	
Collection ratio															
I 006.1 Collection ratio (% dom) / Shkalla e inkasimit (% amv)	44%	41%	39%	43%	47%	44%	40%	50%	52%	38%	48%	38%	42%	43%	
I 006.2 Collection ratio (% bus) / Shkalla e inkasimit (% bis)	54%	96%	117%	104%	66%	43%	24%	154%	113%	62%	124%	32%	164%	92%	
I 006.3 Collection ratio (% inst) / Shkalla e inkasimit (% inst)	74%	12%	79%	86%	232%	102%	36%	49%	91%	216%	106%	118%	156%	106%	
Check Revenu. Billed/Kontrollimi i Te Ardhurave te Faturuara D007	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Check Rev. Collected/Kontrollimi i Te Ardhurave te Inkasuara D008	0	0	0	0	0	1	0	0	0	0	0	0	0	1	

Company Name/Emri i Kompanise: HIDRODRINI, PEJE													
Year/Viti : 2008													
Month/Muaji: 12													
Operational Units - Operational Revenue and Expenditure Report													
Njesite Operative - Raporti mbi Te Ardhurat dhe Shpenzimet Operative													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year Total
OP-UNIT 1/OP-NJESIA PEJE													
<i>Revenue collection/Te ardhurat e inkasuara</i>													
Households/Amviserit	30,216	29,371	32,683	36,007	31,198	31,245	38,499	37,211	32,165	40,957	35,831	34,787	410,170
Small Business/Bisneset e vogla	6,639	5,046	10,013	6,260	11,509	3,331	13,493	10,606	4,927	12,026	7,124	15,302	106,276
Large Business/Bisneset e medha	21,820	35,511	28,467	15,088	3,924	3,733	52,029	39,376	21,276	35,033	2,946	46,148	305,351
Institutions/Institucionet	1,089	16,992	25,260	14,171	38,808	8,357	13,978	16,815	7,084	16,990	15,497	21,407	196,448
Total Revenue Collection/Totali i Te Ardhurave te Inkasuara	59,764	86,920	96,423	71,526	85,439	46,666	117,999	104,008	65,452	105,006	61,398	117,644	1,018,245
Other Revenue/Te Ardhurat Tjera	1,332	750	581	4,613	422	4,905	6,008	613	320	370	246	6,981	27,140
Total Revenue/Totali i Te Ardhurave	61,096	87,670	97,004	76,139	85,861	51,571	124,007	104,621	65,772	105,376	61,644	124,625	1,045,385
Expenditure/Shpenzimet	63,981	69,113	64,278	62,086	65,891	58,186	62,145	62,695	60,935	67,196	67,303	78,576	782,385
OP-UNIT 2/OP-NJESIA DECAN													
<i>Revenue collection/Te ardhurat e inkasuara</i>													
Households/Amviserit	0	0	0	0	0	0	0	0	0	0	0	0	0
Small Business/Bisneset e vogla	0	0	0	0	0	0	0	0	0	0	0	0	0
Large Business/Bisneset e medha	0	0	0	0	0	0	0	0	0	0	0	0	0
Institutions/Institucionet	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Revenue Collection/Totali i Te Ardhurave te Inkasuara	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Revenue/Te Ardhurat Tjera	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Revenue/Totali i Te Ardhurave	0	0	0	0	0	0	0	0	0	0	0	0	0
Expenditure/Shpenzimet	0	0	0	0	0	0	0	0	0	0	0	0	0
OP-UNIT 3/OP-NJESIA KLINE													
<i>Revenue collection/Te ardhurat e inkasuara</i>													
Households/Amviserit	3,234	3,523	3,455	4,054	6,212	3,461	5,689	4,704	2,993	2,373	4,368	4,242	48,308
Small Business/Bisneset e vogla	972	825	1,101	1,130	826	1,225	668	1,141	760	2,053	326	3,050	14,077
Large Business/Bisneset e medha	0	0	0	0	0	0	0	0	0	0	0	0	0
Institutions/Institucionet	80	896	991	2,088	1,537	2,769	1,444	643	501	3,156	1,433	5,140	20,678
Total Revenue Collection/Totali i Te Ardhurave te Inkasuara	4,286	5,244	5,547	7,272	8,575	7,455	7,801	6,488	4,254	7,582	6,127	12,432	83,063
Other Revenue/Te Ardhurat Tjera	1,326	935	889	897	1,984	239	1,031	660	1,121	554	277	1,651	11,563
Total Revenue/Totali i Te Ardhurave	5,612	6,179	6,436	8,169	10,559	7,694	8,832	7,148	5,375	8,136	6,404	14,083	94,626
Expenditure/Shpenzimet	14,635	13,277	13,707	12,671	14,962	14,111	15,461	14,305	14,751	15,271	19,436	15,403	177,989

OP-UNIT 4/OP-NJESIA JUNIK													
<i>Revenue collection/Te ardhurat e inkasuara</i>													
Households/Amviserit	2,499	1,891	1,929	2,153	1,939	2,357	3,231	4,760	2,725	2,207	1,845	2,145	29,681
Small Business/Bisneset e vogla	193	137	183	1,024	277	265	280	482	240	364	350	285	4,080
Large Business/Bisneset e medha	0	0	0	0	0	0	0	0	0	0	0	0	0
Institutions/Institucionet	10	13	120	31	339	353	49	463	44	34	707	160	2,323
Total Revenue Collection/Totali i Te Ardhurave te Inkasuara	2,702	2,041	2,232	3,208	2,555	2,975	3,560	5,705	3,009	2,605	2,902	2,590	36,084
Other Revenue/Te Ardhurat Tjera	0	0	0	50	0	0	100	50	50	0	500	400	1,150
Total Revenue/Totali i Te Ardhurave	2,702	2,041	2,232	3,258	2,555	2,975	3,660	5,755	3,059	2,605	3,402	2,990	37,234
Expenditure/Shpenzimet	2,262	1,996	1,970	2,483	2,751	3,100	2,427	3,906	1,944	2,216	2,585	2,352	29,992
OP-UNIT 5/OP-NJESIA ISTOG													
<i>Revenue collection/Te ardhurat e inkasuara</i>													
Households/Amviserit	8,759	6,394	7,342	8,081	7,202	6,585	9,623	9,771	4,321	7,246	6,590	6,425	88,339
Small Business/Bisneset e vogla	1,765	2,207	1,750	1,467	1,944	1,658	4,124	1,211	1,572	3,782	2,506	1,421	25,407
Large Business/Bisneset e medha	0	0	0	0	0	0	0	0	0	0	0	0	0
Institutions/Institucionet	55	5,853	10,350	73,537	5,046	3,676	3,911	16,956	70,385	18,834	26,953	28,375	263,931
Total Revenue Collection/Totali i Te Ardhurave te Inkasuara	10,579	14,454	19,442	83,085	14,192	11,919	17,658	27,938	76,278	29,862	36,049	36,221	377,677
Other Revenue/Te Ardhurat Tjera	119	400	2,548	1,705	1,820	2,411	7,251	1,372	1,415	370	588	430	20,429
Total Revenue/Totali i Te Ardhurave	10,698	14,854	21,990	84,790	16,012	14,330	24,909	29,310	77,693	30,232	36,637	36,651	398,106
Expenditure/Shpenzimet	22,153	22,995	22,912	25,166	22,129	22,306	23,889	21,518	22,216	20,742	23,958	27,377	277,362
REGIONAL													
Total Regional Operating Revenue/Totali i Te Ardhurave Operative Regjionale													
	80,107	110,744	127,662	172,356	114,987	76,570	161,408	146,834	151,899	146,349	108,087	178,349	1,575,352
Total Regional Expenditure/Totali i Shpenzimeve Regjionale													
	103,031	107,381	102,867	102,406	105,733	97,702	103,922	102,424	99,846	105,425	113,283	123,708	1,267,728
Operating Surplus-Loss/Teprica Operative-Humbja													
	-22,924	3,363	24,795	69,950	9,254	-21,132	57,486	44,410	52,053	40,924	-5,196	54,641	307,624
Cumulative Surplus-Loss/Teprica kumulative-Humbja													
	-22,924	-19,561	5,234	75,184	84,438	63,305	120,791	165,201	217,254	258,179	252,983	307,624	307,624
Check Revenue/Kontrollimi i Te Ardhurave D008 + D009													
	0	0	0	-1	0	0	0	0	0	-1	0	1	-1
Check Expenditure/Kontrollimi i Shpenzimeve D010													
	0	0	-1	0	0	1	0	0	0	0	0	0	0

Company Name/Emri i Kompanise: HIDRODRINI, PEJE
Year/Viti : 2008
Month/Muaji: 12

Expenditure Analysis/Analiza e Shpenzimeve

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year Total
Salaries (Gross) / Pagat bruto	59,920	60,305	60,670	60,925	61,952	60,929	61,487	61,873	60,937	59,458	61,188	60,578	730,222
Repairs & Maintenance Expenses / Mirëmbajtja dhe Riparimet	12,058	12,558	10,080	11,472	13,042	10,767	12,809	11,815	10,594	11,471	17,003	15,320	148,989
Electricity / Rryma elektrike	20,458	21,409	19,129	13,356	16,354	15,122	14,445	12,237	15,323	20,101	22,459	24,229	214,622
Fuel / Shpenzimet e Derivateve	4,629	3,978	5,570	5,246	5,137	5,254	6,167	6,391	6,043	5,841	5,769	4,091	64,116
Chemicals / Kemikalet	1,820	2,517	227	0	391	2,348	728	783	1,206	1,287	1,206	2,107	14,620
Other Operational Expenses / Shpenzimet tjera Operative	4,146	6,614	7,191	11,407	8,857	3,283	8,286	9,325	5,743	7,267	5,659	17,383	95,161
Total Operating Expenses / Gjithsejtë Shpenzimet Operative	103,031	107,381	102,867	102,406	105,733	97,703	103,922	102,424	99,846	105,425	113,283	123,708	1,267,729
Check Reconciliation of Expenditure D010/Kontrollimi i Pajteshmerise se Shpenzimeve	0	0	-1	0	0	0	0	0	0	0	0	0	-1