



Republika e Kosovës - Republika Kosova - Republic of Kosovo

ZYRA RREGULLATORE PËR UJË DHE MBETURINA
REGULATORNI URED ZA VODU I OTPAD
WATER AND WASTE REGULATORY OFFICE



ANNUAL PERFORMANCE MONITORING OF SEVEN REGIONAL WATER COMPANIES

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- Introduction
- Absolute performance of water sector
- Relative performance of water sector
- Relative individual performance
- Relative comparative performance
- Conclusion
- Recommendations



INTRODUCTION

- Performance of water companies were evaluated by taking into consideration key performance indicators
- Performance indicators were estimated by reliable data
- Absolute performance ensures achieved level
- Relative individual performance justifies development trends within the company
- Relative comparative performance provides activity results from the best to the worst
- The relevant players have contributed in performance development



Absolute performance of water sector

WHERE THE WATER SECTOR STANDS IN 2008? (I)

- Coverage with water services is 60%, and with wastewater services is 48%
- The billing percentage has reached up to 93%
- From overall water produced only 43% are billed
 - 71,625,391m³ water were subject to losses and abuse
 - from overall 2821 water produced, only 1231 are billed
 - €7,878,793 are expenses on behalf of non revenue water

WHERE THE WATER SECTOR STANDS IN 2008? (II)

- Proportion of customers with metered consumption is 80%
- Collection rate is increased in 65%
- Billing percentage has remained the same to 92%
- With the cash collection the operating cost was fully covered (WCR=1.04)
- WCR level indicates that sector is not financially viable to undertake investments in replacement or increase the capital assets.

WHERE THE WATER SECTOR STANDS IN 2008? (III)

- The average tariffs from €0.36 is estimated to be reasonable
- The working ratio of 1.53, in case of 100% collection rate, would have been as much as necessary to cover the required annual investments.
- The operational costs per m³ of water produced is increased to €0.11
- While the operating costs per 1 billing point is €5.42, the revenues are €7.72

WHERE THE WATER SECTOR STANDS IN 2008? (IV)

- Debts from customers /in average per company/ are €8,879,305; whereas the accumulated owns towards the creditors are €2,049,320
- Staff efficiency of 6.99 remains high.
- In average, water supply is(?)
- Average customer complaints are.....(?)
- In general the companies were accountable toward reporting to WWRO



Relative performance

*What were the sector development trends in 2008
compared to 2007?*

PERFORMANCE DEVELOPMENT TRENDS 2008 / 2007 (I)


Indicator	2007	2008	prog/reg
Non-revenue water %	58%	56%	♪
Billing percentage	92%	93%	♪
Proportion of customers with meters	75%	80%	♪
Metered consumption %	81%	86%	♪
Collection rate %	61%	65%	♪

PERFORMANCE DEVELOPMENT TRENDS 2008 / 2007 (II)

Indicator	2007	2008	prog/reg
Working coverage rate	1.03	1.04	♪
Working rate	1.63	1.53	↘
Staff efficiency ('000 cus.)	7.35	6.99	♪
Unit Cost (€/m ³)	€0.10	€0.11	↘

PERFORMANCE DEVELOPMENT TRENDS 2008 / 2007 (III)

Indicator	2007	2008	prog/reg
Average Tariffs per m ³	€0.35	€0.36	♪
Complaints per '000 cus.	/	/	-
Failure of water quality tests %	3.2%	3.0%	♪
Av. water disc. per cus/d	/	/	-
Reporting delays	7 d	8 d	↘



Relative individual performance

*What are the development trends
for each company
in 2008 compared to 2007?*

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (I)
RWC 'Prishtina', j.s.c

Indicator	2007	2008	prog/reg
Non-revenue water %	51%	46%	♪
Billing percentage	89%	89%	-
Proportion of customers with meters	69%	80%	♪
Collection rate %	62%	66%	♪

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (II)
RWC 'Prishtina', j.s.c

Indicator	2007	2008	prog/reg
Working coverage rate	1.08	1.09	♪
Unit Cost (€/m ³)	€0.12	€0.14	↘
Staff efficiency ('000 cus.)	6.36	5.99	♪
Complaints per '000 cus.	5	8	-

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (I)
RWC 'Hidroregjioni Jugor', j.s.c

Indicator	2007	2008	prog/reg
Non-revenue water %	39%	44%	↘
Billing percentage	91%	97%	♪
Proportion of customers with meters	86%	90%	♪
Collection rate %	65%	64%	↘

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (II)
RWC 'Hidroregjioni Jugor', j.s.c

Indicator	2007	2008	prog/reg
Working coverage rate	1.01	0.86	↘
Unit Cost (€/m ³)	€0.13	€0.15	↘
Staff efficiency ('000 cus.)	5.93	6.36	↘
Complaints per '000 cus.	-	-	-

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (I)
RWC 'Hidrodrini', j.s.c

Indicator	2007	2008	prog/reg
Non-revenue water %	77%	75%	♪
Billing percentage	92%	93%	♪
Proportion of customers with meters	87%	88%	♪
Collection rate %	53%	66%	♪

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (II)
RWC 'Hidrodrini', j.s.c

Indicator	2007	2008	prog/reg
Working coverage rate	0.98	1.27	♪
Unit Cost (€/m ³)	€0.04	€0.04	-
Staff efficiency ('000 cus.)	6.48	6.14	♪
Complaints per '000 cus.	-	5	♪

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (I)
RWC 'Mitrovica', j.s.c

Indicator	2007	2008	prog/reg
Non-revenue water %	48%	54%	↘
Billing percentage	92%	94%	♪
Proportion of customers with meters	45%	47%	♪
Collection rate %	50%	53%	♪

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (II)
RWC 'Mitrovica', j.s.c

Indicator	2007	2008	prog/reg
Working coverage rate	0.95	0.95	-
Unit Cost (€/m ³)	€0.10	€0.11	↘
Staff efficiency ('000 cus.)	11.03	10.39	♪
Complaints per '000 cus.	3	-	-

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (I)
RWC 'HS Radoniqi', j.s.c

Indicator	2007	2008	prog/reg
Non-revenue water %	62%	62%	-
Billing percentage	100%	99%	↘
Proportion of customers with meters	94%	94%	-
Collection rate %	70%	71%	♪

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (II)
RWC 'HS Radoniqi', j.s.c

Indicator	2007	2008	prog/reg
Working coverage rate	1.10	1.07	↘
Unit Cost (€/m ³)	€0.10	€0.10	-
Staff efficiency ('000 cus.)	8.66	8.06	♪
Complaints per '000 cus.	3	5	-

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (I)
RWC 'Bifurkacioni', j.s.c

Indicator	2007	2008	prog/reg
Non-revenue water %	54%	48%	♪
Billing percentage	84%	87%	♪
Proportion of customers with meters	58%	60%	♪
Collection rate %	57%	57%	-

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (II)
RWC 'Bifurkacioni', j.s.c


Indicator	2007	2008	prog/reg
Working coverage rate	1.05	0.89	↘
Unit Cost (€/m ³)	€0.13	€0.18	↘
Staff efficiency ('000 cus.)	8.19	6.82	♪
Complaints per '000 cus.	-	-	-

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (I)
RWC 'Hidromorava', j.s.c

Indicator	2007	2008	prog/reg
Non-revenue water %	46%	50%	↘
Billing percentage	97%	97%	-
Proportion of customers with meters	80%	81%	♪
Collection rate %	71%	77%	♪

PERFORMANCE DEVELOPMENT TRENDS
2008 / 2007 (II)
RWC 'Hidromorava', j.s.c.

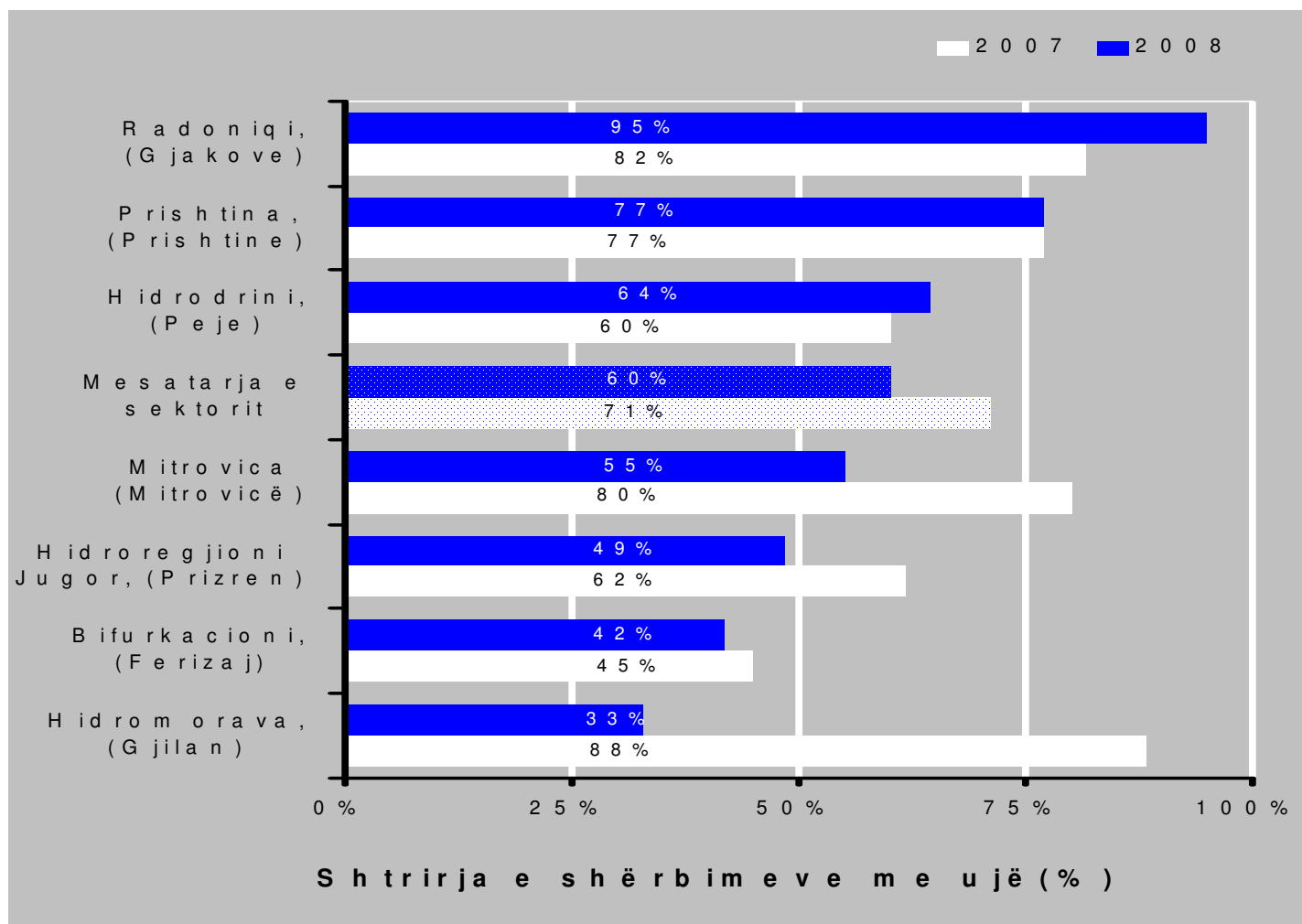
Indicator	2007	2008	prog/reg
Working coverage rate	0.91	0.94	♪
Unit Cost (€/m ³)	€0.19	€0.18	♪
Staff efficiency ('000 cus.)	9.10	8.74	♪
Complaints per '000 cus.	7	12	-



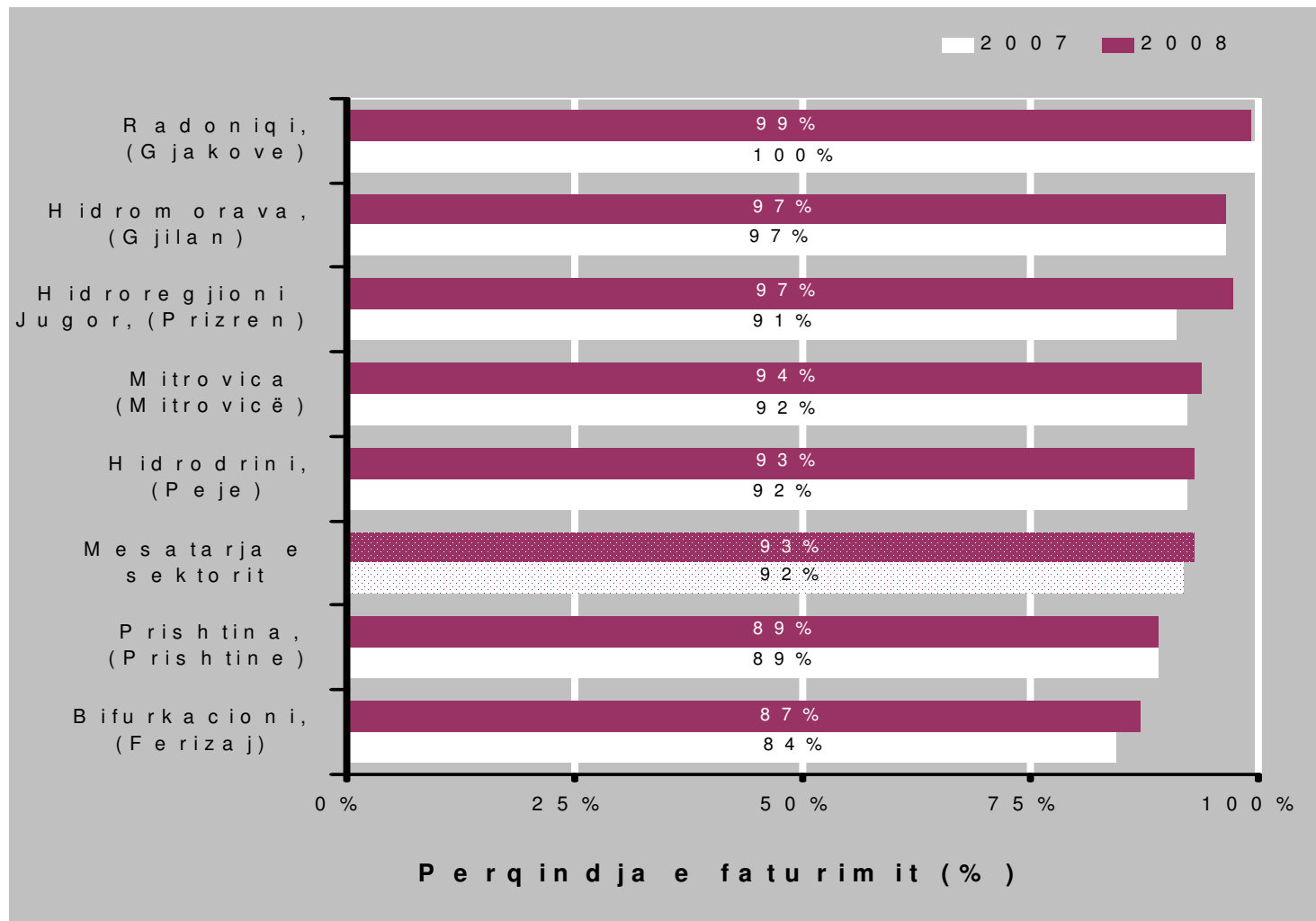
Relative comparative performance

*From the best practices to the worst
(graphical view)*

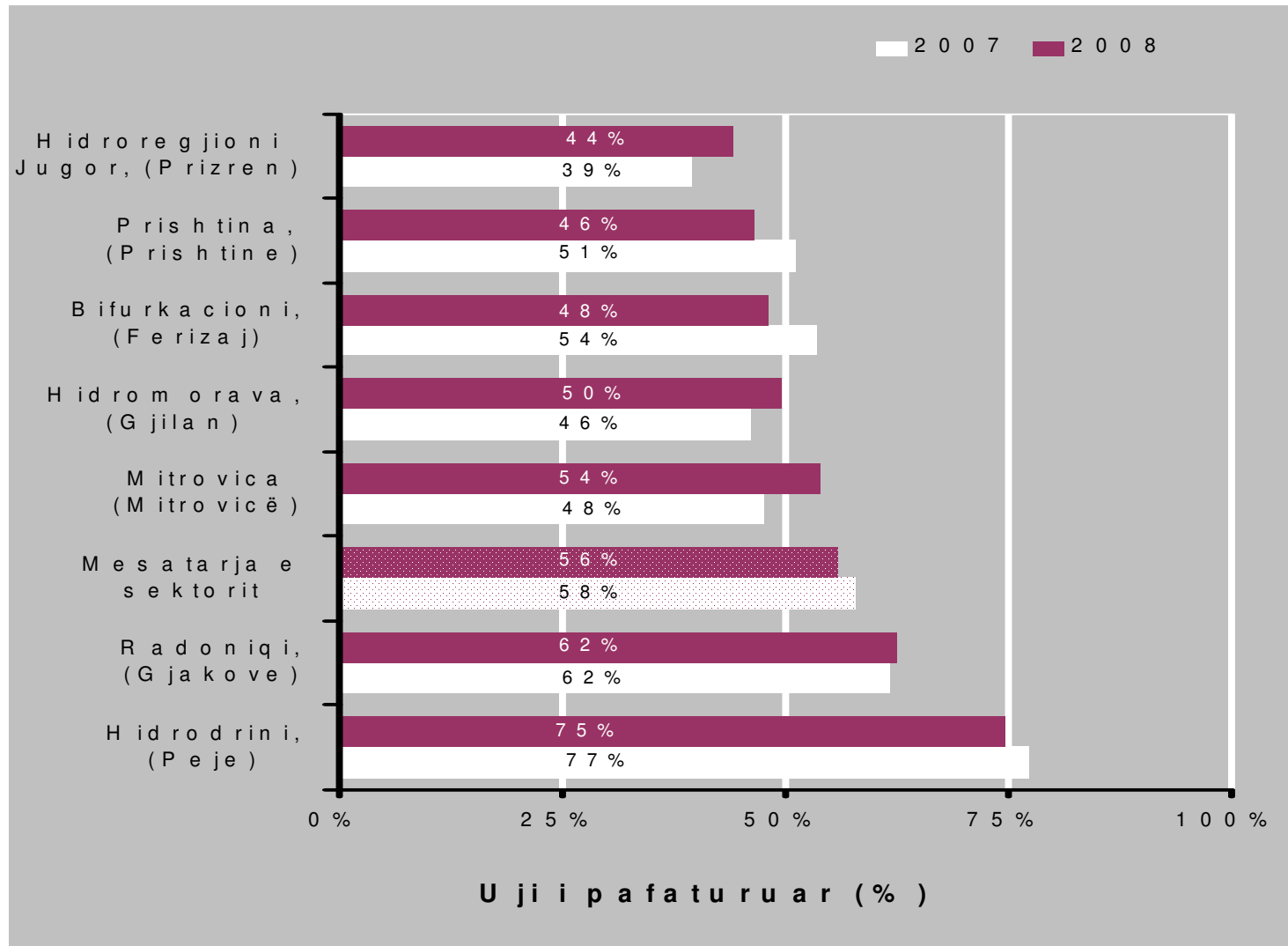
Coverage with water services



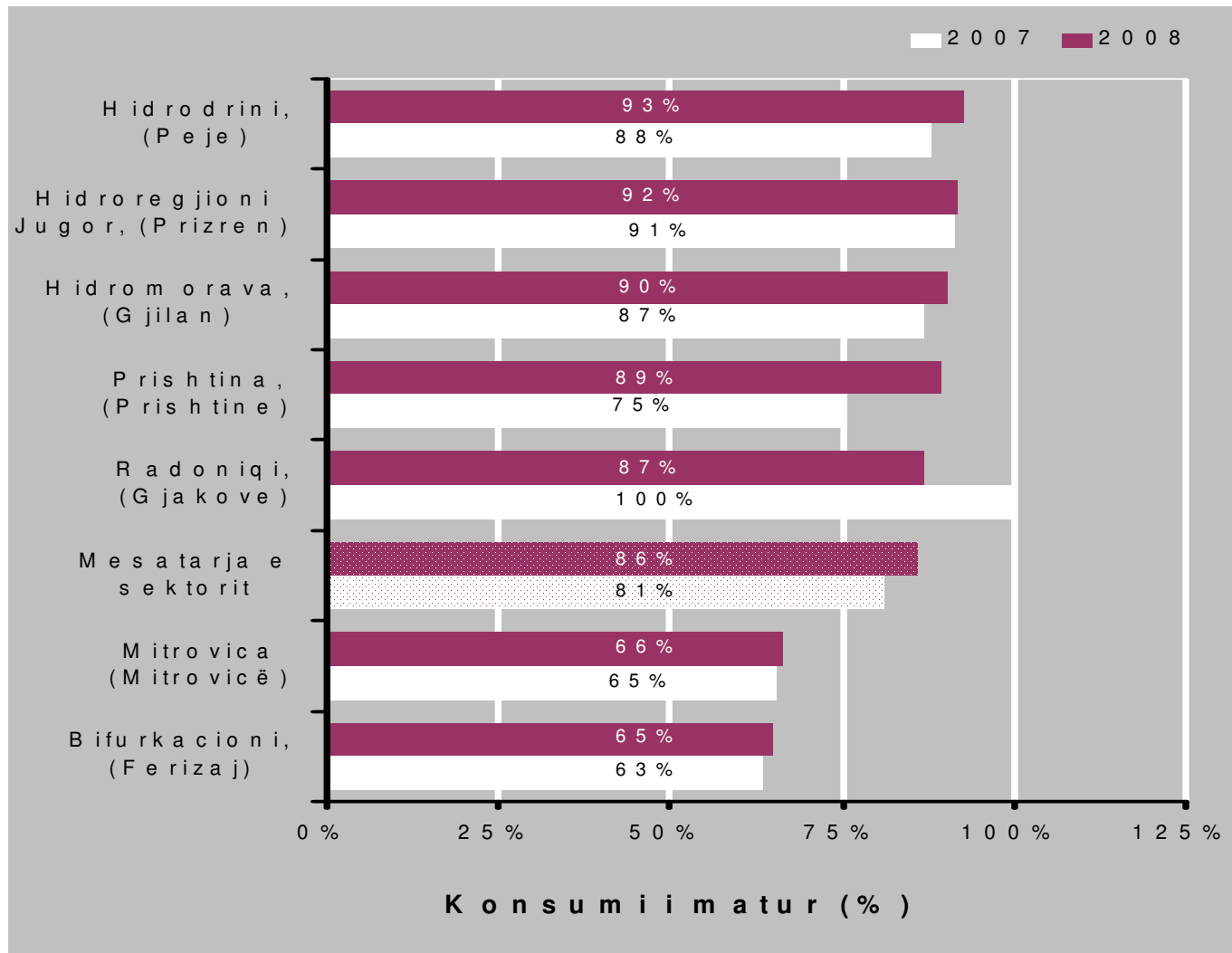
Billing Percentage



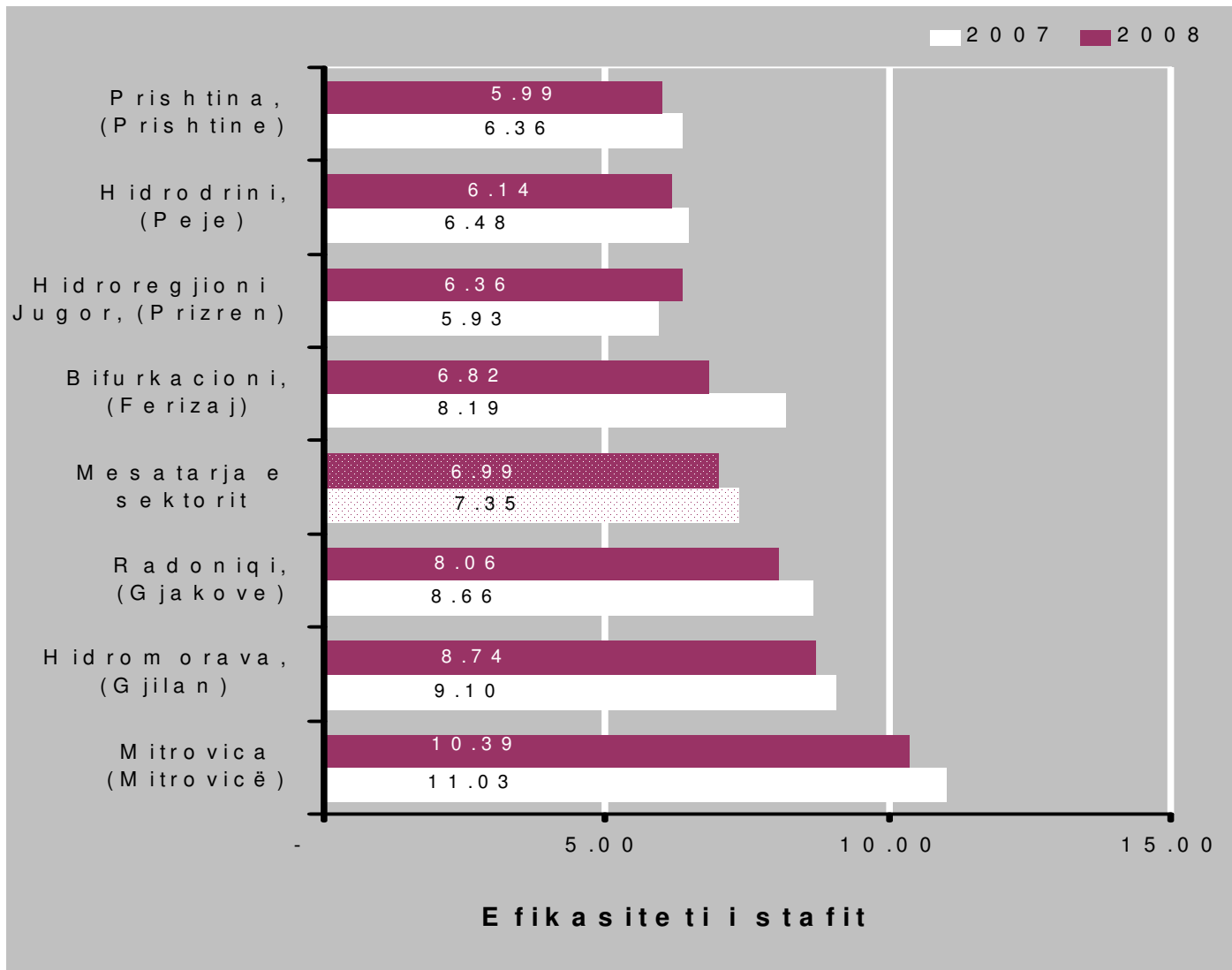
Non-Revenue Water %



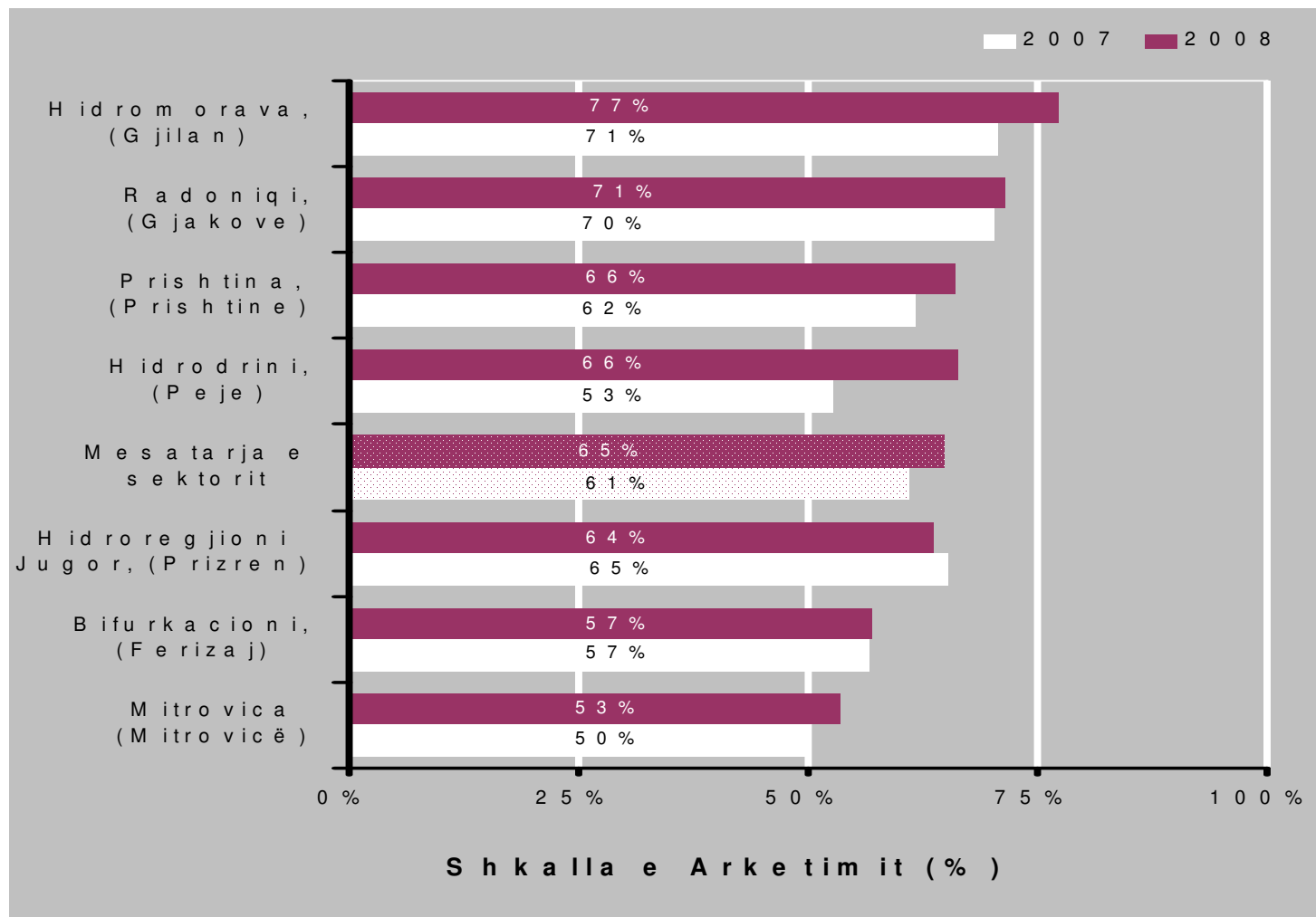
Metered Consumption %



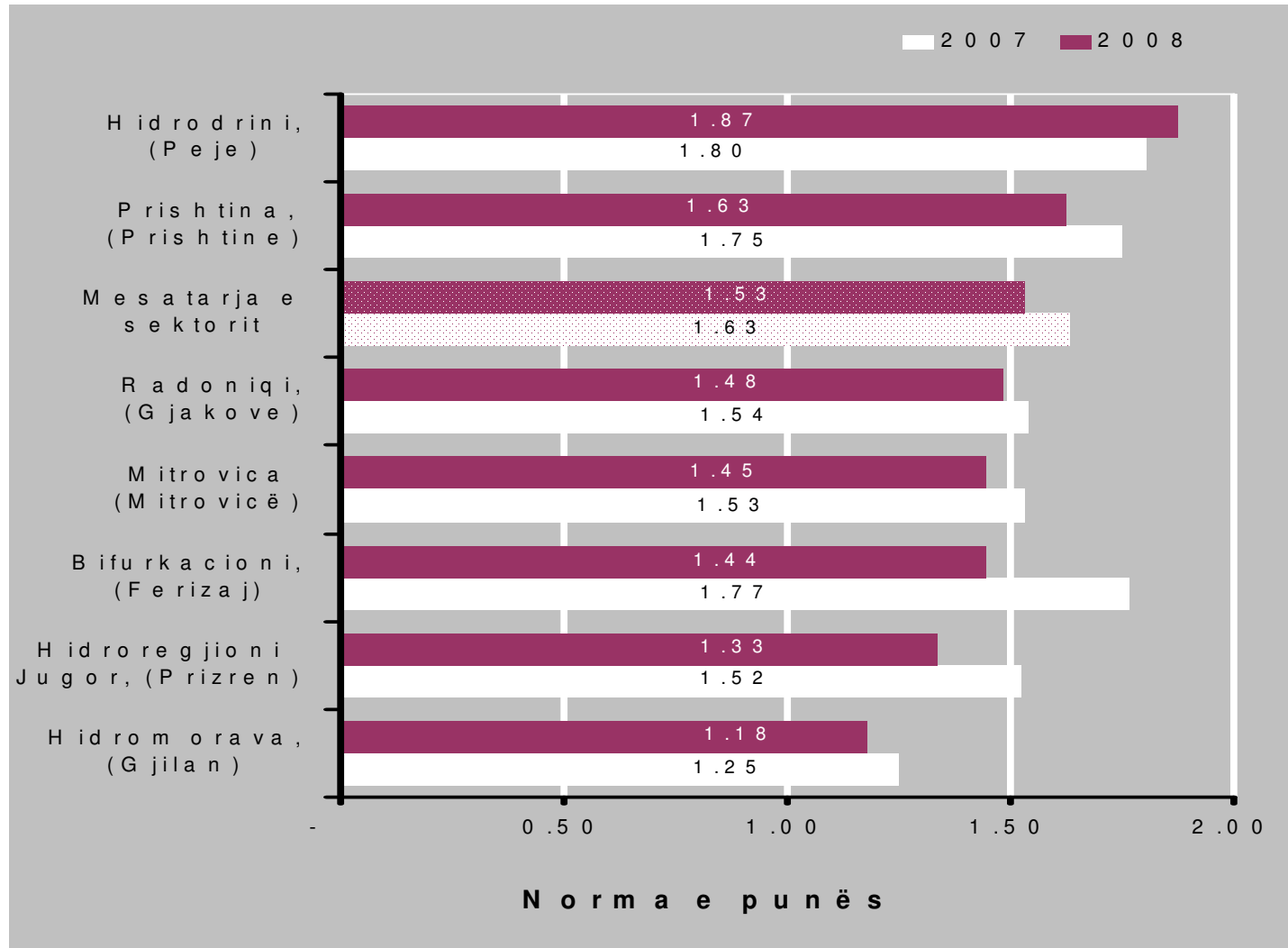
Staff Efficiency %



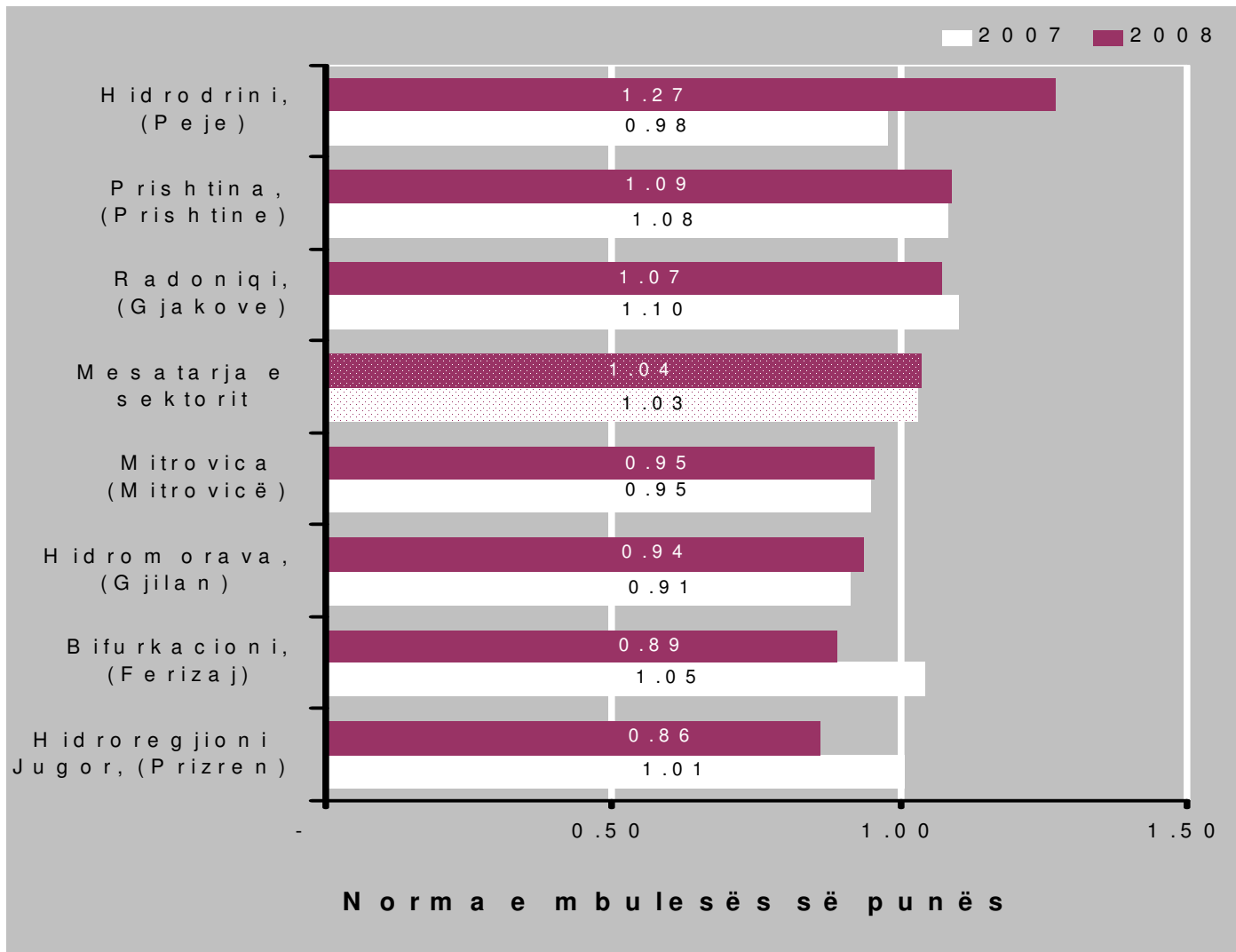
Collection Rate %



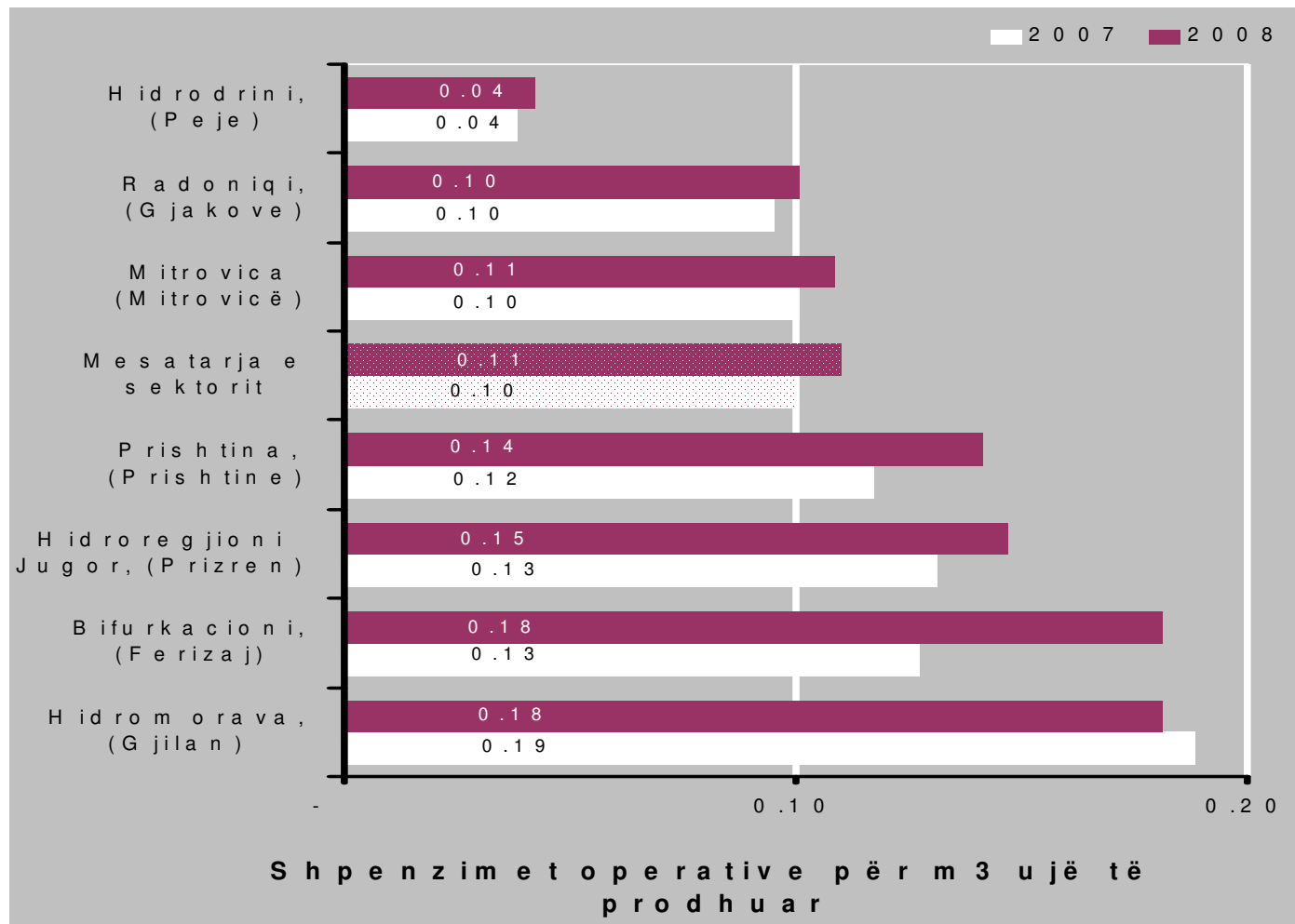
Working Ratio



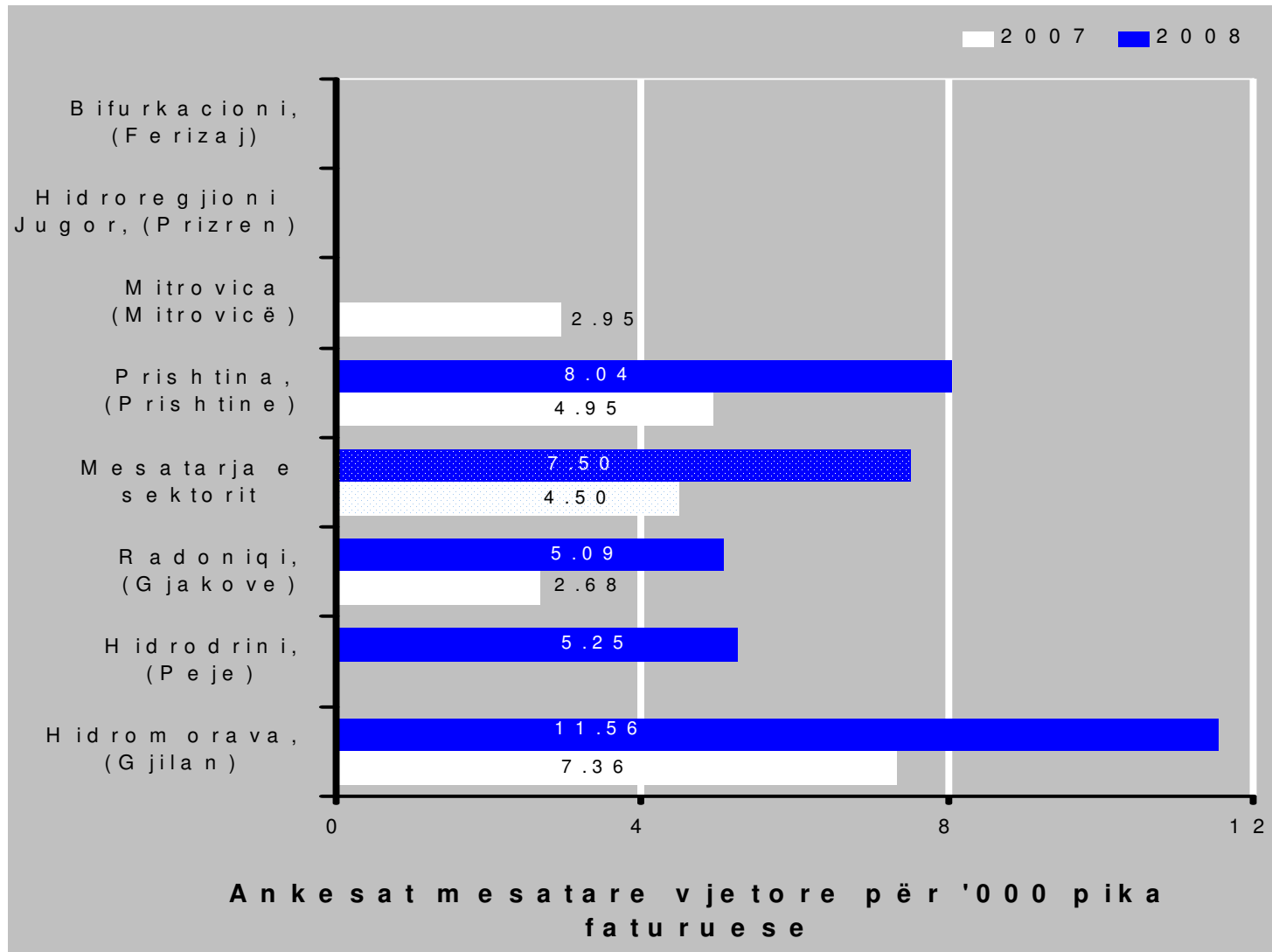
Working Coverage Ratio



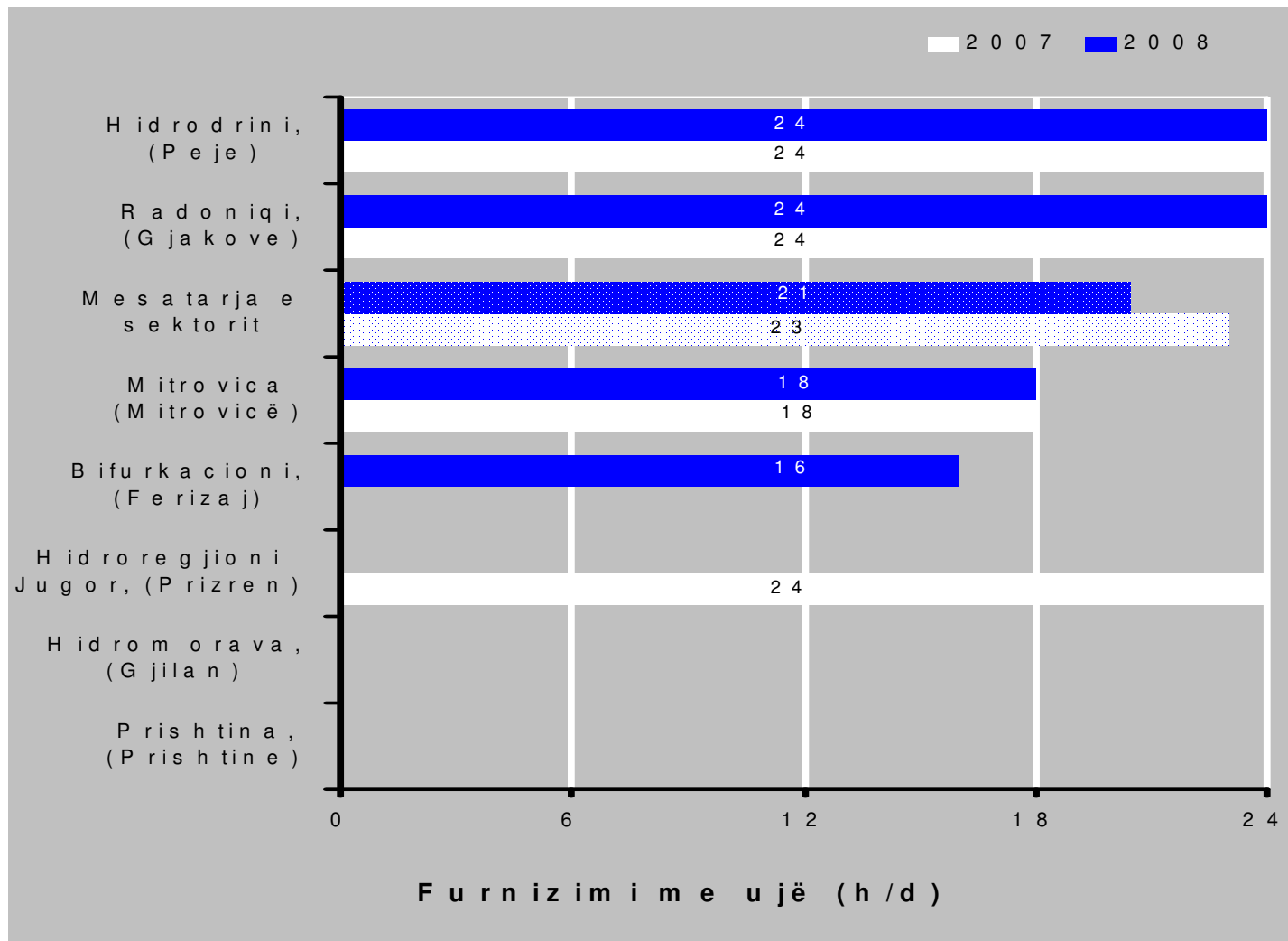
Operating cost per m³ of water produced



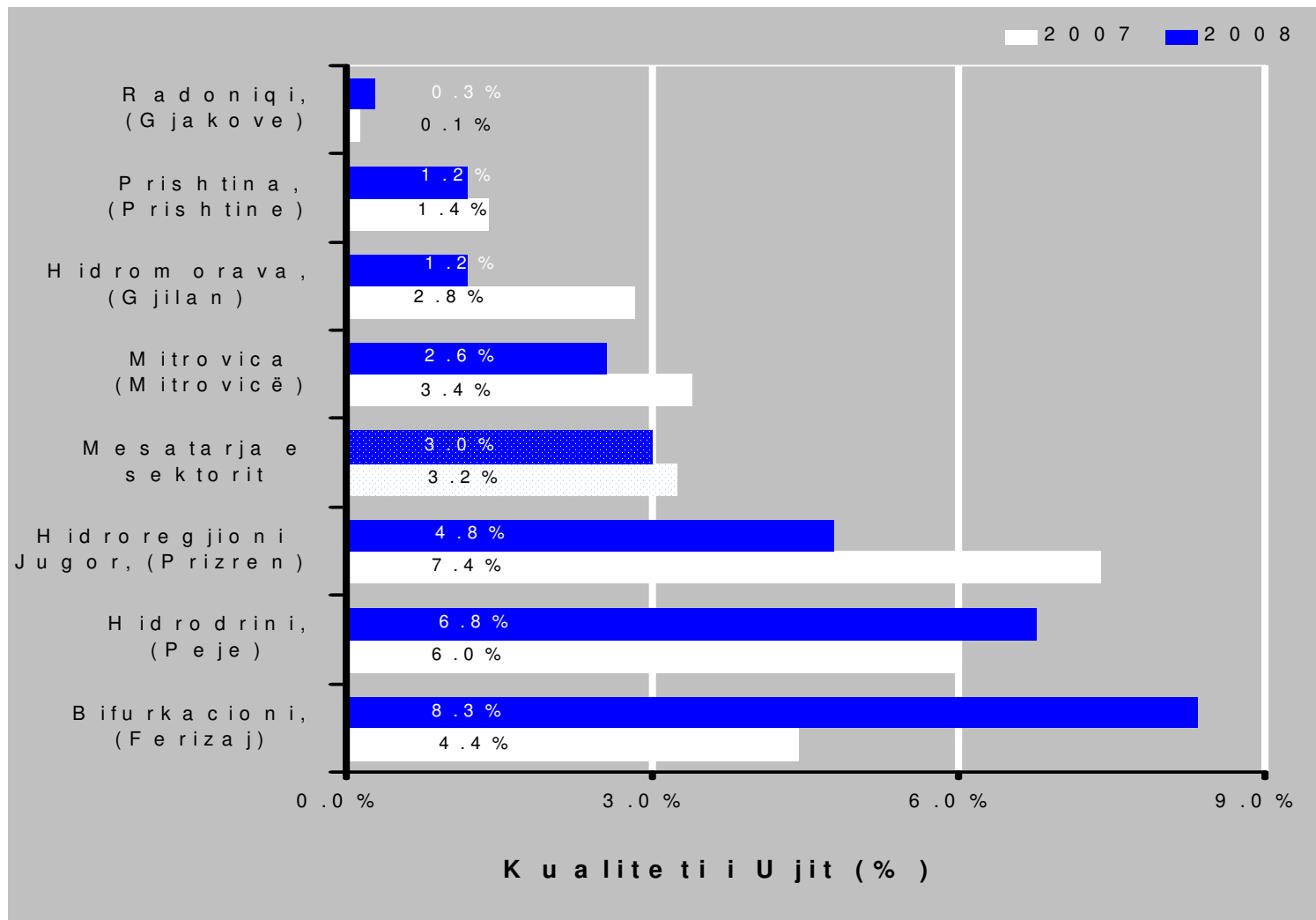
Customers complaints



Water supply



Water Quality





CONCLUSION

- In average, the water sector has performed better in 2008 compared to 2007
- All companies have shown progress in 2008 compared to 2007
- The assessment process was carried out through three complementary fields:
 - Operational
 - Financial
 - Overall Management



RECOMMENDATIONS

The sector areas that need attention are as followings:

- More accurate metering of produced and consumed water.
- Detection of illegal connections
- Increase of collection
- Network expansion
- Further development of management information system
- Further development of Customer Relations Office



THANK YOU FOR YOUR ATTENTION!