



Interview with RWC "Hidrodrini" J.S.C Managing Director Mr. Agron Tigani

☺ *What are the main problems that Hidrodrini is facing?*

AT: Hidrodrini is unfortunately not providing drinkable water to all its operational units. OU Klina still has no drinkable water and the population is facing problems regarding water supply. Also, one of Hidrodrini's main problems are with no doubt administrative and technical drinkable water losses, low collection rate, illegal connections etc.

☺ *What changes can be expected solon in Hidrodrini?*

AT: Very soon the reorganization of the fee collectors will take place. The fee collectors will be divided into readers and collectors and establishment of many regional working teams/groups.

☺ *Which activities are being taken regarding water losses?*

AT: After the support of Rodeco, respectively Klauss Tadday, nowadays we have the support of KICO experts. Nowadays the measuring pilot zone is allocated in Peja center. These activities will continue, even more dynamic in other measuring zones to be allocated in other operational units.

☺ *Hidrodrini's short term plans?*

AT: Hidrodrini's priority is to implement KFW investments, to distribute and sign costumer contracts with all regional consumers. Company will work according to set targets in the company business plan approved by the Board of Directors.

☺ *Hidrodrini long term plans?*

AT: Reduction of administrative and technical water losses, increase of collection rate and improvement of the services provided to consumers. It is our priority that with the support of MESP and the involved consultancy to provide sufficient water quantity and good quality water to Klina population. Hidrodrini's main target is to have a financially sustainable company.

☺ *How are you planning to increase the collection rate?*

AT: Company will undertake a row of activities concerning increase of the collection rate. We will offer better services for the consumer and offer more payment possibilities; also, water meters will be read in time so the invoices will be correct. Concerning this issue Company is willing to use all available legal tools like disconnections, claims.

☺ *What kinds of trainings are needed for Hidrodrini personnel?*

AT: For sure each employee needs different professional trainings. Trainings must be foreseen as regular part of the job. It is of high importance to train our employees in use of chlorination equipments, or computer trainings, trainings on work and safety etc, etc. we must highlight on work training carried out from our consultants, Rodeco for example training/support in GIS, or operation and maintenance.

☺ *Which regulations are lacking in Hidrodrini JSC*

AT: Hidrodrini is lacking of some internal regulations, but now with establishment of the department for Joint Services and with Rodeco legal support we believe that very soon these regulations will be compiled and be applied. It is important to highlight that in February 2008, Hidrodrini signed the contract for a one year project on Human recourses with Smart Bits and Austrian Governmental organization. These experts will work free of any charge on compilation/support in implementation of the processes /regulations lacking in the department of human recourses.

☺ *How will Hidrodrini operate in future?*

AT: Nowadays as Joint Stock Company, Hidrodrini is being managed differently from before. Now Hidrodrini is being managed from the Board of Directors. End of June 2008 it is expected that KTA ends their mandate in Kosova and then the company shares will be divided amongst regional municipalities-according to set criterion, or will be managed centrally from the MESP. This means that there will be Share Holders Assembly as highest body of Hidrodrini corporate.

☺ *International projects supporting Hidrodrini*

AT: Our Company continues to be supported from Rodeco project in Peja with management technical support and many other activities. It is expected that this support continues for the coming months, also. I would seize the opportunity to thank GTZ /Rodeco project for the given continuous support. Also involved are KFW projects with financial support to Hidrodrini. Until now project from phase I, Kosova VI are implemented and soon is expected to start with implementation of the projects from phase II, Kosova VI program.

☺ *Your message*

AT: In this time of many transitions it is important that we all are ready and willing to adapt these changes. It is important that as regional company we continue to offer quality services to the consumers and to continue improving these services. Also, we must all know that:

We are all equally responsible for each success or non successes of our company



Save water now, to have water later.....

