KOMPANIA E UJËSJELLËSIT RAJONAL SH.A.



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Annual Assessment Report

RWC "Hidrodrini" J.S.C. - Peja

for 2009

February 2010

RWC "Hidrodrini" has four Operational Units, in this report we will present the performance of the Company in general.

This assessment is conducted based on accurate (real) data that are at disposal for verification and as the base can serve the comparison of the performance of 2008 and 2009 and also the Business Plan 2009.

During 2009 the supply with water was 24h/day, exempt in two parts; in Zatra and Banja e Pejes where reductions in the water pressure occurred, these reductions were of the technical nature (due to technical problems).

Operational Unit of Peja:

Three departments:

<u>Water Supply Service</u>: with a total of 8 teams from which: **Maintenance** with 2 teams each with 3 workers, **Repairs** with 4 teams each with 3 workers, and 8 workers in **Meter Installations**, completely totaling to **twenty-eight (28) workers**.

<u>Wastewater Service</u>: with a total of 4 teams from which" **Maintenance** with 2 teams each with 3 workers, **Repairs** with 2 teams each with 2 workers, totaling to eleven (11) workers.

<u>Pumping-Mechanism-Security – Services:</u> pump maintenance team with a total of 5 workers, and security five locations/posts each with 4 workers.

The total of three departments is 61 workers.

- An average of monthly repairs in the water supply network is around 140 which gives as an approximate figure of <u>5 repairs per day.</u>

Rehabilitations in the network and new lines – Water Supply Network and Wastewater Network.

| Name of the project | Diameter | Length |
|---------------------|----------|--------|
| | (Dn) | (m1) |
| Wesley Clark | 90 | 250 |
| Bajram Curri | 90 | 300 |
| Regjë Gjonbalaj | 63 | 150 |
| Viktimat e Pejës 01 | 110 | 400 |

| Viktimat e Pejës02 | 90 | 10 |
|----------------------|--------|----------|
| Kadri Harapi | 63 | 133 |
| Isa Boletini 01 | 160 | 80 |
| Isa Boletini 02 | 110 | 216 |
| Isa Boletini 03 | 6/4 | 66 |
| Vëllezërit Topulli | 90 | 160 |
| Ali Pashë Tepelena | 110 | 151 |
| Wesley Clark 2 | 90 | 150 |
| Perandori Justinian | 63 | 60 |
| Ali Pashë Tepelena 2 | 75 | 180 |
| Ashar Ajdini | 110 | 145 |
| Eqrem Qabej | 75 | 170 |
| Eliot Engel 1 | 225 | 120 |
| Eliot Engel 2 | 63 | 150 |
| Vitomirica | 110 | 2000 |
| | Total: | 4.891 m' |

- (Rehabilitations/new lines) In the water supply network with various diameter the total length is **L=4.891 m1**.

Operational Unit of Istog:

-Water supply department with the total number of 10 workers.

-The monthly average number of repairs is 75 giving us an approximate <u>number of 3</u> repairs per day.

| Name of the project | Diameter | Length |
|----------------------------|----------|--------|
| | (Dn) | (m1) |
| Project Lubozhdë – Januzaj | 100 | 814 |

| Project Zekaj – Avdylaj | 75 | 1816 | | | |
|------------------------------------------|--------------------------|---------|--|--|--|
| Project Dushkajë – Ura e Çaushit | 63 | 500 | | | |
| Project Rruga " Fehmi Agani " në Istog | 110 | 436 | | | |
| Project Mulaj – Turkaj fshati Orroberrdë | 80 | 10 | | | |
| Project Kashica | 75 | 400 | | | |
| Project Radusha -Banesat Sociale | 63 | 75 | | | |
| Project Rruga " Srebrenica " | 75 | 100 | | | |
| Project – Replacement of Pumps in | Two new pu | mps are | | | |
| Studenica village | installed, value; 25.480 | | | | |
| | Euro | | | | |

- (Rehabilitations/new lines) In the water supply network with various diameter the total length is **L=4.151 m1.**

Operational Unit of Klina:

In the water supply department we have 7-6 workers,

The monthly average of repairs is around 45, approximately 2 repairs per day.

Operational Unit of Junik:

Approximately <u>1 repairs per day.</u>

| Name of the project | Diameter | Length |
|------------------------------------------------------------------------------|----------|--------|
| | (Dn) | (m1) |
| Rehabilitation of the pipeline in neighborhood "Berisha" | 32 | 450 |
| Rehabilitation of the pipeline in neighborhoods "Berisha" dhe "Arasha" | 50 | 900 |

- (Rehabilitations/new lines) In the water supply network with various diameter the total length is **L=1.350 m**'

In total, in the water supply network we have 10.3952 m of new pipeline with various diameter, and all accompanying works of excavations and installation of phasonery.

GIS and Planning Department:

Here we will present major activities of the GIS department for the past year.

Activities of the Surveyors

After your decision no. 150 dated 25.06.2009 through which all the surveyors were released of the duty of correlating the GIS system with PIANO system, in general they were engaged in recording rehabilitations and the new primary and secondary networks in the following streets: "Wesley Clark", "Bajram Curri", "Rexhë Gjonbalaj", "Viktimat e Pejës", "Kadri Harapi", "Isa Boletini", "Vëllezërit Topulli", "Ali Pashë Tepelena", "Perandori Justinian", "Jashar Ajdini", "Eqrem Qabej", "Eliot Engel", and "Jeton Dedushaj".

Activities of the GIS Operators

Operator of the Graphical GIS data has digitalized all the data mentioned above that were recorded and measured by the side of the surveyors.

Operator of the GIS corresponding data inputted in the database all the data collected in the field by the surveyors. In addition the operator of the GIS corresponding data inputted all the data collected regarding installed and/or replaced water meters by the side of the water loss department.

Activities of the GIS Administrator

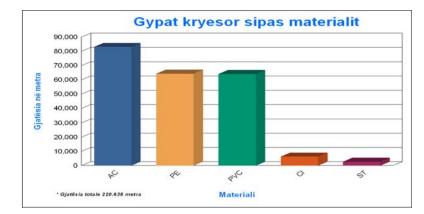
After your decision No. 150 dated 25.06.2009 I was mainly engaged in correlating data between both systems GIS and PIANO. Consequently, by the end of

December both systems were completely integrated. The number of customers details of which were integrated with the number of the map is as it follows:

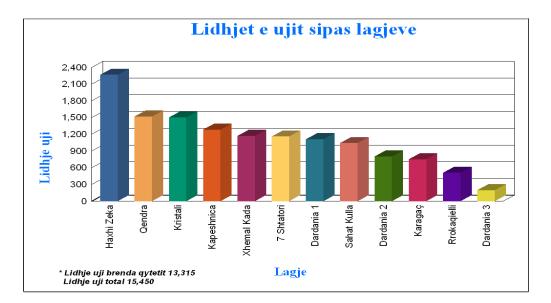
| July | 1246 customers |
|----------|----------------|
| October | 559 customers |
| November | 1035 customers |
| December | 1581 customers |

Now from the total 19.184 customers in the PIANO SYSTEM 15,208 have map numbers. The remaining customers without map numbers are mainly customers located in villages for which field records still don't exist.

Below are presented some charts providing some of the details for the data for Peja.







Procurement Department:

| Procurement number | Procurement activity title | Date of contract signature | Predicted contract value | Contract price (value) including all its taxations, etc. | Name of the EO to whom the contract is awarded | Residence of the EO who was awarded the contract | |
|--------------------|-----------------------------------------------------|----------------------------|----------------------------|----------------------------------------------------------|---------------------------------------------------|-----------------------------------------------------|--|
| 2 | 7 | 8 | 9 | 10 | 12 | 13 | |
| 030 | Supply with 2 water pumps (STUDENIC) | 04.02.2009 | 30,000.00 25,480.00 | | NPT "LINDA" | Gjilan | |
| 003 | Supply with Motor Oil – Op. Unit Pejë | 19.02.2009 | 750.00 | 680.00 | NTP Drini petroll | Pejë | |
| 004 | Mandatory Insurance for vehicles | 03.04.2009 | 6,200.00 | 5,843.34 | K.s Sh.a ,,Dukagjini" | Prishtinë | |
| 005 | Supply with firewood – for heating Op. Unit Pejë | 02.03.2009 | 2.03.2009 400.00 | | NTP ,,Irma" | Pejë | |
| 006 | Supply with fuel (diesel) - Op. Unit Pejë | 31.03.2009 | 9,500.00 | 8,940.00 | NTSH "Seferi-Mont" | Pejë | |
| 007 | Supply with tires - Op. Unit Istog | 03.03.2009 | 430.00 | 427.50 | SH.P.K. "Eurogoma" | Fushë Kosovë | |
| 008 | Supply with fuel – Op. Unit Pejë | 18.03.2009 | 880.00 | 834.50 | NTP Drini petroll | Pejë | |
| 009 | Supply with EPSON Printers | | 0.00 | 0.00 | | | |

| 010 | Supply with pipe - Op. Unit P | 02.04.2009 | 615.00 | 600.00 | NTP "Gentex" | Pejë |
|-----|----------------------------------------------------------------------------|------------|------------|-----------|-------------------------|-----------|
| 011 | Supply with construction material Op Unit Istog | 10.04.2009 | 932.00 | 914.00 | NTN "EKONKOS" | Istog |
| 012 | Excavation of the pipeline trench with excavator – for Op. Unit Pejë | 23.04.2009 | 965.00 | 950.62 | NPT "AUREMONT" | Pejë |
| 013 | Supply with Customer Bills/invoices | 27.04.2009 | 954.00 | 939.60 | NG "RILINDJA" | Prishtinë |
| 014 | Supply with fuel – Op. Unit of Istog | 04.06.2009 | 6,400.00 | 6,294.62 | NTP Drini petroll | Pejë |
| 015 | Supply with water pumps – Op. Unit Klinë | 25.06.2009 | 3,660.00 | 3,480.00 | NPT ,,LINDA" | Gjilan |
| 016 | Supply with work safety materials | 01.07.2009 | 3,500.00 | 2,845.00 | NPT "Arta - Tex" | Pejë |
| 016 | Supply with work safety materials | 01.07.2009 | 6,490.00 | 4,885.00 | Shpk ,,Unikat" | Pejë |
| 017 | Supply with water meters LOT 1 | 12.10.2009 | 190,000.00 | 90,095.88 | CmC "EKOCON" sh.p.k | Prishtinë |
| 017 | Supply with remote meter reading equipment LOT 2 | 12.10.2009 | | 68,652.00 | CmC "EKOCON" sh.p.k | Prishtinë |
| 018 | Supply with construction material – Op. Unit Pejë | 03.07.2009 | 382.00 | 376.00 | NTN "Exim Kosova" | Pejë |
| 019 | Supply with fuel (diesel) - Op. Unit Pejë | 10.08.2009 | 6,960.00 | 6,773.47 | NPT "Drini Petroll" | Pejë |
| 020 | Excavation of the pipeline trench with excavator for Op. Unit Pejë | 03.08.2009 | 535.50 | 535.99 | NPT "AUREMONT" | Pejë |
| 021 | Lot 1. Supply with stone coal | 20.10.2009 | 3,000.00 | 2,875.00 | NTP "Ajroni-Com" | Prishtinë |
| 021 | Lot 2. Supply with firewood for heating | 20.10.2009 | 800.00 | 800.00 | NTP "Ajroni-Com" | Prishtinë |
| 022 | Supply with Dona | 07.10.2009 | 975.00 | 905.84 | NTPSHP ,,Dona- Impex | Prishtinë |
| 023 | Supply with tires for Excavator Op. Unit Pejë | 07.10.2009 | 950.00 | | | |
| 024 | Supply with fuel (diesel) – Op. Unit Istog | 30.10.2009 | 6,880.00 | 6,800.00 | NTSH "Seferi-Mont" | Pejë |
| 025 | Lot 1. Supply with Office Material | 10.11.2009 | 1,000.00 | 1,000.00 | NPG "AGIMI-DE" | Deqan |
| 025 | Lot 2. Supply with Office Material | 10.11.2009 | 2,000.00 | 2,000.00 | NPG "AGIMI-DE" | Deqan |
| 025 | Lot 3. Supply with Office Material | 10.11.2009 | 2,000.00 | 2,000.00 | NPG "AGIMI-DE" | Deqan |
| 025 | Lot 4. Supply with Office Material | 10.11.2009 | 3,000.00 | 3,000.00 | NPG "AGIMI-DE" | Deqan |
| 026 | Supply with fuel (diesel) - Op. Unit Pejë | 19.10.2009 | 989.00 | 960.25 | NTSH "Seferi-Mont" | Pejë |
| 027 | Supply with Vidium (And for the asphalt cutter) | 02.11.2009 | 180.00 | 140.94 | NTPSHP ,,Dona- Impex | Prishtinë |
| 028 | Supply with antifreeze for vehicles – Op. Unit P | 23.10.2009 | 440.00 | 396.00 | NTP "OMEGA" | Pejë |

| | Supply with spare parts | 30.10.2009 | 844.00 | 809.40 | "TEPING 91" | Prishtinë |
|-----|----------------------------|------------|------------|------------|--------------------|-----------|
| | for repair of the pump | | | | Sh.P.K. | |
| | 250/10KW for Op. Unit | | | | | |
| 029 | Pejë | | | | | |
| | Supply with bills/invoices | 03.12.2009 | 954.00 | 939.60 | NG "RILINDJA" | Prishtinë |
| 030 | for customers | | | | | |
| | Roofing and insulation of | 20.11.2009 | 945.47 | 916.10 | "IZOLIMI" SH.P.K. | Istog |
| | the pumping station in | | | | | - |
| 031 | Studenic | | | | | |
| | Supply with spare parts | 16.11.2009 | 446.00 | 404.80 | "TEPING 91" | Prishtinë |
| | for repair of the water | | | | Sh.P.K. | |
| | pump 150/6 4KW - | | | | | |
| 032 | Op. Unit Pejë | | | | | |
| | Supply with flexible pipe | 24.12.2009 | 3,600.00 | 3,438.00 | N.T. KWE | Prishtinë |
| | for high pressure | | | | | |
| 033 | | | | | | |
| 034 | Supply with fuel (diesel) | 28.12.2009 | 7,040.00 | 6,922.88 | NTSH "Seferi-Mont" | Pejë |
| | Supply with presents for | 23.12.2009 | 950.00 | 928.00 | NPG "AGIMI-DE" | Deqan |
| 035 | the New Year 2010 | | | | | |
| | | TOTAL : | 306,546.97 | 265,184.33 | | |

106,436.45

Customer Services Department:

- 1. During 2009 were registered and verified customer services contracts.
- 2. For the purpose of detection of water losses the Customers Services Department will continue controlling customers misusing water and those that are suspected to have additional connections that are outside the water meter as well as identification of illegal connections.
- 3. For the purpose of increasing the collection ratio same activities as above were undertaken, with a special attention to those with considerable amounts of debt such as the ones belonging to the business category. For informational purposes it's worth to mention that the month of December was very successful month in this respect.
- 4. We have conducted inspections of the meter readings taken by the meter readers and compared those with the meter readings of the Inspectors (controllers), this process will continue and whenever discrepancies will be found punitive measures will be taken against meter readers/cash collectors.
- 5. As a yearly activity a verification of payments of customers who have signed the contract to reprogram payment of their debts in installments took place, and those customers that were found as not complying with the scheduled payments were disconnected from the service.

6. The data for all those customers lacking water meters were processed, these lists are to be sent to the Technical Department and new water meters will be installed for the customers in these lists.

| Activities - 2009 | January | February | March | April | May | June | July | August | September | October | November | December | TOTAL |
|-----------------------------------------------------------------------------------|---------|----------|---------|-------|-------|-------|---------|--------|-----------|---------|----------|----------|--------|
| Registration of new water meters | 5 | 84 | 188 | 119 | 100 | 62 | 129 | 144 | 166 | 662 | 44 | 39 | 1,742 |
| Registration of new customers | 105 | 71 | 191 | 104 | 117 | 60 | 141 | 147 | 188 | 98 | 43 | 61 | 1,326 |
| Registration from BM to Piano | 0 | 49 | 88 | 0 | 0 | 200 | 1,246 | 20 | 0 | 559 | 1,035 | 1,581 | 4,778 |
| Identification of illegal connections | 17 | 7 | 0 | 0 | 8 | 13 | 17 | 36 | 5 | 21 | 0 | 0 | 124 |
| Usage of water outside the meter (non- metered/additional connection) | 0 | 2 | 0 | 5 | 1 | 1 | 4 | 7 | 0 | 0 | 0 | 0 | 20 |
| Verification of requests of passive customers | 16 | 8 | 0 | 60 | 30 | 20 | 10 | 36 | 16 | 8 | 4 | 21 | 229 |
| Contracts for payment in installments – debt programming | 2 | 12 | 7 | 7 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 33 |
| Customer Services Contract | 0 | 456 | 514 | 357 | 512 | 564 | 96 | 96 | 138 | 58 | 103 | 125 | 3,019 |
| Distribution of Disconnection Warnings | 0 | 0 | 60 | 156 | 120 | 60 | 40 | 60 | 0 | 2 | 0 | 0 | 498 |
| Disconnections | 0 | 1 | 0 | 0 | 3 | 3 | 5 | 7 | 4 | 4 | 0 | 0 | 27 |
| Passive (inactive) Customers | 1,907 | 2,022 | 1,922 | 1,926 | 2,427 | 2,473 | 2,579 | 2,599 | 2,572 | 2,651 | 2,653 | 2,913 | 2,651 |
| Declared Social Cases (Customers part of the Social Scheme) | 3 | 6 | 6 | 7 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 27 |
| Debts of the previous month | 143,213 | 676,668 | 681,469 | 0 | 0 | 0 | 239,922 | 85,672 | 178,844 | 0 | 183,570 | 408,328 | 0 |
| Monthly Collection | 6,713 | 3,040 | 7,453 | 0 | 0 | 0 | 11,100 | 4,355 | 2,428 | 0 | 2,870 | 3,245 | 41,205 |

Legal Department:

In this period in the Legal Department the following tasks were completed:

- 1. 109 complaints/appeals were reviewed.
- 2. Representation of the Company at the Municipal Court of Peje for cases sued for non-payment of their debt for water used during this year we have had 63 such representations.

- In the Supreme Court of Kosovo Special Chamber for issues relating to KTA in Prishtina, **11 cases** (Companies) were indicted, those Enterprises/Companies that were privatized and that are in the liquidation process.
- 4. During 2008 were prepared and submitted to the Municipal Court of Peja, Istog, Klina and Deçan in total 2221 proposals for execution (indictments).
- 5. During the year 30 cases were indicted in the Municipal Court for offense of water theft accompanied with documents prepared and signed by the inspectors of Hidrodrini, and the Court has resolved 10 cases until now.

| 2009 | 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/achieved as a result of 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 |

Commission of Customer Complaints and Appeals for 2008 has resolved 109 cases of Customer complaints/appeals (see the table below)

| 2008 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | Total |
|-------------------|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| Resolved requests | 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 |
| Rejected | 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 |

| Dates of the | 0 | 0 | 27.Mars | 0 | 04 Jun | 0 | 0 | 4 Aug | 0 | 8 Oct | 25 Nov | 0 | - |
|--------------|---|---|---------|---|--------|---|---|-------|---|-------|--------|---|---|
| meetings of | | | | | | | | | | | | | |
| the | | | | | | | | | | | | | |
| Commission | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

Investments - Project proposals:

- During 2009 project proposals and detailed projects were drafted for Investments of the German Bank with the value of approximately 2.3 Million Euros for Kosovo V Phase II, and 1.2 Million Euros for Kosovo VI Phase 2 which are approved by the German Bank and will be implemented during 2010.
- In coordination with the Municipal Assemblies of Peja and Klina we have prepared project proposals for Investments of USAID, as a result of these proposals we were qualified for donation of 400.000\$ for both Municipalities with participation of both Municipalities (co-financing). The extension project will be finalized during the month of March 2010.
- On behalf of our Company, we have sent applications for funding through 10 project proposals to the Kosovo Consolidated Budget respectively to the PIP (Public Investments Program) and according to indications approximately 240.000 Euros will be funded as investments for our projects.
- A three year project, donation of USAID with the value of 7.2 million dollars with the focus on supporting the boards of directors in Kosovo, increase in human capacities for Prizren and Peja, as well as capital investments in concrete projects.

Activities implemented during 2009

January – March 2009

Implementation of Kosovo V phase 2 and Kosovo VI phase 2 with an approximate value of 3.2 million euros, including the design of detailed projects for both phases. In January was signed a Memorandum of Understanding, between Municipality of Peja, USAID, IRD and Hidrodrini, for small investments in the water and wastewater infrastructure, for implementation of the project for extension of the network, for extension of the water supply network for 9 villages located along the road Peja-Prishtina with the total value of 615.080 Euros, from which Hidrodrini will participate with an investment of 69.100 Euros the remaining amount will be invested 50% from USAID and 50% from Municipality of Peja, and we have carried out usual daily activities and or tasks of the Company.

April – June 2009

Implementation of the project for extension of the water supply network has started, as the main phase is foreseen the main pipeline and the secondary network for villages Zahaq and Pavlan. With the Ministry of Economy and Finance we have signed a contract for capital investments, and from Hidrodrini's side the project for the water supply network was prepared with all the preparatory procedures for the preparation of the tendering process with an approximate value of 180.000 Euros. The Regulatory Office (WWRO) has conducted Performance Assessment for Water Companies in Kosovo for the period 2007-2008 and RWC "Hidrodrini" in general was ranked in the second position from all 7 Regional Companies, and in the first place as the company which has implemented most positive changes during 2008.

July – September 2009

The Consulting Company engaged by the German Bank for implementation of its Investments has drafted the Investments Conceptual Report, and Hidrodrini has accepted it as such and during this three months a lot of site visits by water experts took place in order to assess the factual situation in the field, and thus Hidrodrini provided all the technical data for the purpose of drafting detailed projects. The supply project (MEF Project) was re-tendered. Furthermore Hidrodrini worked on preparation and drafting of other priority projects and presenting this to the PIP and other potential donors.

October – December 2009

Drafting of the Business Plan 2010-2013, preparation of the tender material from the consulting companies for the first phase – Rehabilitation of the water supply network, as well as preparation of detailed project for the second phase. Hidrodrini was engaged in drafting additional project proposals as well as in the new project financed by USAID "Kosovo Water Institutional Reform" which is a project aiming to increase capacity building, and also includes concrete projects.

- During 2009 the number of customers was increased by 1.900, from this number we have new customers and activation (legalization) of illegal customers.
- During 2009, 665 Indictments were initiated/submitted against irresponsible customers. From this process, this is an ongoing process, Hidrodrini managed to collect around 7.568,04 Euros.

From the Report of the CFA's (Central Fiscal Authority) inspectors it was ascertained that the ex-Water Company "Ujesjellesi" didn't pay VAT for the period January-August 2004. This period is before consolidation to RWC "Hidrodrini" J.S.C. – Peje. The amount

to be paid is 78.139,88 Euros, our Company ahs signed a 12 months contract to pay this debt, the monthly installment to be paid is 6.512 Euros and we have started paying it since December 2008.

- The total length of the pipes for completed projects, in rehabilitation of existing network and in new network, with pipe diameters starting from DN63 up to DN315, is 3100m.
- In Studenice new pumps are installed, with the total value 27.500 Euro.
- In December 2009 new pumping systems throughout Peja were taken/accepted (handed over to) under the management of Hidrodrini, the amount of the incurred debt for electricity consumption will be paid during 2010, and we will enter into an agreement (contract) with KEK for payment of this debt in installments.

Note:

Se below the performance of Hidrodrini for 2009, in comparison with 2008, with explanations.

WATER QUALITY

| Water quality – | Year | Year | Year | Year |
|----------------------------------------------|------|------|------|------|
| RWC "Hidrodrini" | 2006 | 2007 | 2008 | 2009 |
| Total of tests performed | 1877 | 2122 | 2049 | 2125 |
| - Tests that do not comply with standards | 269 | 167 | 129 | 100 |
| % (bad) | 14% | 8% | 6.2% | 4.7% |

More than 98% of tests are presented in Klina. You may see more detailed report presented by the Health Institute where tests are presented separately for each city/unit.

THE NUMBER OF CUSTOMERS

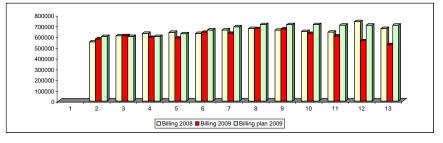
| Year 2008 | 28.996 | We have an |
|-----------|--------|-------------------|
| | | increase of |
| | | additional 1.900 |
| Year 2009 | 30.896 | customers, or |
| | | additional 6.14%. |
| | | |

CUSTOMER COMPLAINTS

| Year 2009 | Technical complaints for water and wastewater service | Commercial complaints |
|-----------|-------------------------------------------------------------|-----------------------|
| | 1670 | 105 |

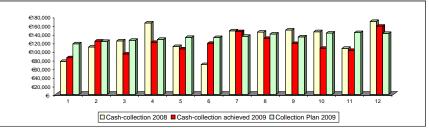
Performance of RWC "Hidrodrini" J.S.C. - Peja, Year 2009

| | MEASUR | ASURED CONSUMPTION- M3, (Tab. 01) | | | | | | | | | | | |
|-------------------|---------|-----------------------------------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|-----------|
| | January | February | March | April | May | June | July | August | September | October | November | December | Total |
| Billing 2008 | 549,758 | 605,905 | 628,653 | 637,685 | 627,424 | 660,414 | 673,240 | 657,572 | 645,764 | 640,232 | 737,434 | 673,255 | 7,737,336 |
| Billing 2009 | 576,829 | 606,355 | 590,898 | 584,825 | 638,926 | 628,578 | 672,830 | 669,845 | 628,105 | 604,536 | 559,574 | 523,129 | 7,284,430 |
| | | | | | | | | | | | | | |
| Billing plan 2009 | 600,000 | 600,000 | 600,000 | 625,000 | 660,000 | 690,000 | 710,000 | 710,000 | 710,000 | 705,000 | 705,000 | 705,000 | 8,020,000 |



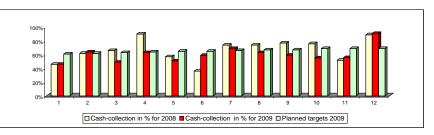
Billed water compared to the previous year in percentage is lower for 5.8(%), while the plan is achieved 96.5% Water losses during 2008 were 75%, during 2009 74% , while planned for 2009 were 73%

| | CASH-CC | H-COLLECTION, (Tab. 02) | | | | | | | | | | | | |
|----------------------------------|----------|-------------------------|-----------|-----------|----------|-----------|-----------|-----------|-----------|----------|-----------|----------|-------|-----------|
| | January | February | March | April | May | June | July | August | September | October | November | December | Total | |
| Cash-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 |
| Cash-collection achieved 2009 | € 84,662 | € 123,163 | € 93,488 | € 120,329 | €105,271 | € 118,290 | € 145,199 | € 129,804 | €117,703 | €106,715 | € 101,837 | €157,788 | € | 1,404,249 |
| Collection Plan 2009 | 117,152 | 122,595 | 125,284 | 127,269 | 131,961 | 131,447 | 134,559 | 139,502 | 133,057 | 141,874 | 142,896 | 141,126 | € | 1,588,722 |



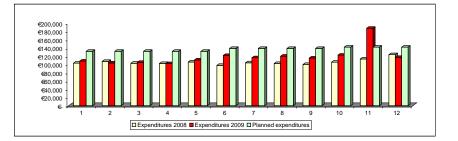
Cash collection during 2009 is 1.404.249 euros, 110.480 euros less than in 2008, the main reason is that during 2008 occurred payment of the bill for the old debt of the Brewery with installments of 12.000 Euros per month during 2007, so this is a collection of 144.000 euros more than in 2009. If this collection would not be considered, collection during 2009 would be for 33.519 euros higher than 2008, or 2.4% higher than 2008.

| | CASH-CC | ASH-COLLECTION %, (Tab. 03) | | | | | | | | | | | |
|----------------------------------|---------|-----------------------------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|-------|
| - | January | February | March | April | Мау | June | July | August | September | October | November | December | Total |
| Cash-collection in % for 2008 | 46% | 62% | 66% | 90% | 57% | 36% | 74% | 74% | 77% | 76% | 52% | 89% | 63% |
| Cash-collection in % for 2009 | 46% | 64% | 49% | 63% | 51% | 59% | 69% | 63% | 59% | 55% | 56% | 91% | 60% |
| Planned targets 2009 | 61% | 62% | 63% | 64% | 65% | 65% | 66% | 67% | 67% | 69% | 69% | 69% | 64% |



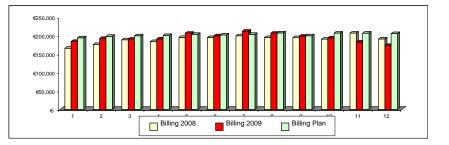
Real collection during 2009 is 60%, 3% less than in 2008, while the target was 64%

| | January | Feb | ruary | March | 1 | April | May | June | July | August | September | October | November | December | Total | |
|--------------|-----------|-----|---------|-------|---------|-----------|----------|-----------|-----------|-----------|-----------|----------|-----------|----------|-------|-----------|
| Expenditures | | | | | | | | | | | | | | | | |
| 2008 | € 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 |
| Expenditures | | | | | | | | | | | | | | | | |
| 2009 | € 108,095 | € | 103,572 | € | 104,949 | € 101,989 | €110,741 | € 121,649 | 116,158 | 119,992 | 115,548 | 122,462 | 187,621 | 116,823 | € | 1,429,598 |
| Planned | | | | | | | | | | | | | | | | |
| expenditures | € 131,744 | € | 131,744 | € | 131,744 | € 131,744 | €131,744 | € 138,744 | € 138,744 | € 138,744 | €138,744 | €141,744 | € 141,744 | €141,744 | € | 1,638,928 |



Starting from the month of April 2009 we have applied breakfast remuneration with the value of 2.5 Euros, which is an expense of 59.319 euros, and also in the month of November 2009 we have bills for elxectricity expenditure for Klina with the amount of 54.567 Euros, all in all we have an increase regarding expenditures compared to 2008, 11% more than in 2008, but 13% less/lower than planned, which is positive.

| | BILLING | - EURO, (Ta | b. 05) | | | | | | | | | | | |
|--------------|-----------|-------------|-----------|-----------|----------|-----------|-----------|-----------|-----------|----------|-----------|----------|-------|-----------|
| | January | February | March | April | May | June | July | August | September | October | November | December | Total | |
| Billing 2008 | € 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 |
| Billing 2009 | € 184,028 | € 191,854 | € 189,854 | € 190,428 | €205,927 | € 198,879 | € 211,406 | € 205,902 | €198,277 | €193,154 | € 182,239 | €173,069 | € | 2,325,017 |
| Billing Plan | 193,557 | 197,522 | 198,946 | 199,659 | 203,072 | 201,271 | 203,089 | 206,730 | 198,976 | 206,477 | 206,175 | 205,156 | € | 2,420,633 |



Billing expreesed in percentage during 2009 is higher for 3% compared to 2008

| | (Tab. 06) | |
|-----------------------------------|-----------|------|
| | 2008 | 2009 |
| Collection - households cat. | 43% | 49% |
| Collection - business cat. | 92% | 78% |
| Collection - Institutions cat. | 106% | 74% |

We have an increase of 6% in collection at the Households category, which is very hard to accomplish. The Business Plan is accomplished only by 96%

| | (Tab. 07) | | | |
|---------------|-----------|-----------|---------|---------|
| | Juniku | Peja | Istogu | Klina |
| Revenues | 39,355 | 1,009,621 | 284,556 | 96,165 |
| Expenditures | 31,618 | 846,756 | 295,307 | 255,917 |
| Work coverage | | | | |
| ratio | 1.24 | 1.19 | 0.96 | 0.38 |

| | (Tab. 08) | |
|--------|-----------|----------|
| | Positive | Negative |
| Peja | 162,866 | |
| Juniku | 7,737 | |
| Istogu | | -10,751 |
| Klina | | -159,752 |

1.0006

Work coverage ratio

170,602 -170,503

Work coverage ration for 2009 is 1.00, while planned was 1.04. Staff effectiveness is 5.63

| Company Name/Emri i Kompanise | : HIDRO | DRINI, PEJE | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------|---------|---------------------------|---|--------------------------|------------------|-----------|-----------|-----------|---------------------------|
| Year/Viti | 2009 | | | | | | | | |
| Month/Muaji | : 12 | | | | | | | | |
| | | | | | | | | | |
| Report on Key Performance Data and Indicators - January to June | | g Results revious Year | | Jan | Feb | Mar | Apr | May | Jun |
| Report on Rey Performance Data and indicators - January to June | Rezult | | | Jan | reb | Mar | Арг | way | Jun |
| | | vllese te Vitit | | | | | | | |
| Raporti mbi Te Dhenat dhe Treguesit Kryesor te Performances - Janar deri Qershor | te Kalı | • | | Jan | Shk | Mar | Pri | Мај | Qer |
| | | | | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | TO HERE/TE DHENA | | KETU . | | |
| | | | | | | | 1210 | | |
| D 001 Water Production (m3) / Uji i Prodhuar | | 30,365,646 | | 2,398,507 | 2,281,349 | 2,411,899 | 2,363,688 | 2,362,349 | 2,414,578 |
| D 002 Water invoiced (m3) / Uji i faturuar | | 7,737,336 | | 576,829 | 606,355 | 590,898 | 584,825 | 638,926 | 628,578 |
| D 003 Registered customers / Konsumatorët e regjistruar | | 28,996 | | 29,023 | 29,067 | 29,158 | 29,267 | 29,429 | 30,007 |
| D 004 Number of bills issued / Nr. i faturave të lëshuara | | 27,008 | | 27,114 | 27,043 | 27,234 | 27,339 | 27,455 | 27,530 |
| D 005 Customers billed by meter / Numri i kons. qe faturohen sipas leximit te ujematesave | | 25,533 | | 25,535 | 25,453 | 25,641 | 25,759 | 25,859 | 25,91 |
| D 006 Water metered invoiced (m3) / Uji i faturuar per konsumatorët me ujematesa | | 7,187,200 | | 534,128 | 562,374 | 546,885 | 542,096 | 593,721 | 587,58 |
| D 007 Value of bills (Eur) / Faturimi | € | 2,275,047 | € | 184,028 € | | | | | € 198,879 |
| D 008 Value of collections (Eur) / Inkasimi | € | 1,511,953 | € | 84,662 € | -, | , | - / | | € 118,290 |
| D 009 Other operating income (Eur) / Të hyra të tjera operative | € | 60,621 | € | 376 € | | , | - | | € 1,672 |
| D 010 Operating costs (Eur) / Shpenzimet operative pa amortizim | € | 1,267,728 | € | 108,095 € | , | | - , | | € 121,649 |
| D 011 Non operating income (Eur) / Të hyrat jo operative | € | 14,751 | € | 1,149 € | | | | | € 4,177 |
| D 012 Non operating costs (Eur) / Shpenzimet jo operative | € | 68,761 | € | 2,492 € | - / | , | | | € 12,250 |
| D 013 Write offs towards debtors (Eur) / Shlyerja e borxheve ndaj borxhlinjeve(konsumatoreve) | € | 223,254 | € | 1,420 € | | 7 - | / | | € 1,669 |
| 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 | € | 379,640 1.088.542 | € | 421,720 € 1,083,541 € | | | | | € 395,838 €1.028.055 |
| D 016 Stock (Eur) / Stoqet D 017 Accounts receivable based on billing (Eur) / Logaritë e arketueshme (nga faturat) | € | 6,631,338 | | 6,745,738 € | , , | | ,- , - | | € 1,028,055 €7,234,080 |
| D 018 Other accounts receivable based on bining (Eur) / Logarite e arketueshme | € | 13,247 | € | 13,496 € | | | | | € 17,317 |
| D 019 Accounts payable (Eur) / Llogarité e pagueshme (Kreditore) | € | 1,897,116 | | 1,975,172 € | | | | | € 2,002,012 |
| D 020 Number of employees / Numri i punëtorëve | | 1,037,110 | | 1,373,172 C | 178 | 1,303,703 | 178 | 1,002,000 | 17 |
| D 021 Average water interruprions / Nderprerjet mesatare te ujit | | 5 | | 0 | 0 | 0 | 0 | 0 | |
| D 022 Total number of tests performed / Numri total i testeve te realizuara | | 2,049 | | 170 | 142 | 142 | 170 | 178 | 11 |
| D 023 Total number of tests failed / Numri total i testeve te deshtuara | | 129 | | 2 | 3 | 3 | 14 | 9 | 14 |
| | | | | _ | | | | | |
| I 001 Non revenue water / Uji i pafaturuar | | 75% | | 76% | 73% | 76% | 75% | 73% | 74% |
| I 002 Billing percentage / Perqindja e faturimit | | 93% | | 93% | 93% | 93% | 93% | 93% | 929 |
| I 003 Metered consumption percentage / Perqindja e konsumimit te matur | | 93% | | 93% | 93% | 93% | 93% | 93% | 939 |
| I 004 Propotion of metered customers / Propocioni i konsumatoreve me ujematesa | | 88% | | 88% | 88% | 88% | 88% | 88% | 869 |
| I 005 Staff efficiency / Efikasiteti i stafit | | 6.28 | | 6.13 | 6.12 | 6.10 | 6.08 | 6.05 | 5.9 |
| I 006 Collection ratio (% in all) / Shkalla e inkasimit (% e tere) | | 66% | | 46% | 64% | 49% | 63% | 51% | 59% |
| I 006.1 Collection ratio (% dom) / Shkalla e inkasimit (% amv) | | 43% | | 44% | 44% | 49% | 43% | 45% | 45% |
| I 006.2 Collection ratio (% bus) / Shkalla e inkasimit (% bis) | | 92% | | 45% | 105% | 46% | 105% | 41% | 110% |
| I 006.3 Collection ratio (% inst) / Shkalla e inkasimit (% inst) | | 106% | | 53% | 76% | 54% | 72% | 70% | 45% |
| I 007 Working coverage ratio / Norma e mbuleses se punes | | 1.24 | | 0.79 | 1.19 | 0.91 | 1.19 | 0.97 | 0.99 |
| I 008 Working ratio / Norma e punes | | 1.84 | | 1.71 | 1.86 | 1.83 | 1.87 | 1.87 | 1.65 |
| I 009 Operating costs per customer / Shpenzimet Operative per konsumatore | € | 3.64 | € | 3.72 € | | | | | € 4.05 |
| 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 |
| I 011 Water quality (% tests failed) / Kualiteti i ujit (% e deshtimit te testeve) | | 6% | | 1% | 2% | 2% | 8% | 5% | 12% |
| I 012 Implicit weighted average tariff per m3 / Tarifat mesatare te vleresuara per m42 | | 0.29 | | 0.32 | 0.32 | 0.32 | 0.33 | 0.32 | 0.32 |

| Company Name/Emri i Kompanise: | HIDRODRINI, | PEJE | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------|----------------------|----------------------|--------------------------------|------------------------|------------------------------------------------------|--------------------------|----------------|
| Year/Viti : | 2009 | | | | | | | | |
| Month/Muaji: | 12 | | | | | | | | |
| monta/magi. | 12 | | | | | | | | |
| | | | | | | | End of Year Results | Target for 12- | Variance from |
| Report on Key Performance Data and Indicators - July to December | Jul | Aug | Sep | Oct | Nov | Dec | 12-months | months | Targets |
| | | | | | | | | | |
| Deventional To Discont dis Terrora di Kennen to Defense anno Kennik desi Division | Ken | 0 | 01.4 | T .(| N | D 1.1 | Fundi i Rezultateve | 0 | Ndryshimi nga |
| Raporti mbi Te Dhenat dhe Treguesit Kryesor te Performances - Korrik deri Dhjetor | Kor 7 | Gus 8 | Sht 9 | Tet 10 | <u>Nen</u> 11 | Dhj 12 | Vjetore 12-muaj | Caqet per 12-muaj | Caqet |
| | | | | | | 12 | | | |
| | | ACTUAL DATA T | O HERE/TE DHEN/ | AT AKTUALE DERI H | KETU . | | | | |
| D. 004 Mistor Devides (are) / UP: Devides an | 0.445.047 | 0.005.007 | 0.040.000 | 0.004.547 | 0.050.000 | 0.050.000 | 00,400,450 | 00 000 000 | 0.00/ |
| D 001 Water Production (m3) / Uji i Prodhuar D 002 Water invoiced (m3) / Uji i faturuar | 2,415,917 672,830 | 2,365,027 669,845 | 2,343,600 628,105 | 2,331,547 604,536 | 2,253,338 559,574 | 2,250,660 523,129 | 28,192,459 7,284,430 | 30,000,000 8,020,000 | -6.0% -9.2% |
| D 002 Water Involced (m3) / Oji i laturuar D 003 Registered customers / Konsumatorët e regjistruar | 30,280 | 009,845 30,446 | 30,618 | 30,768 | 30,805 | 30,896 | 7,284,430 30,896 | 8,020,000 | -9.2% |
| D 003 Registered customers / Konsumatoret e registruar D 004 Number of bills issued / Nr. i faturave të lëshuara | 27,670 | 30,446 27,817 | 28,018 | 28,115 | 30,805 28,158 | 30,896 27,980 | 27,980 | 28,710 | 1.0% |
| D 005 Customers billed by meter / Numri i kons. qe faturohen sipas leximit te ujematesave | 26,049 | 26,155 | 26,321 | 26,403 | 26,451 | 26,269 | 26,269 | 27,700 | -3.7% |
| D 006 Water metered invoiced (m3) / Uji i faturuar per konsumatorët me ujematesa | 646,283 | 622,788 | 577,607 | 542,241 | 509,678 | 480,807 | 6,746,189 | 7,601,000 | -11.2% |
| D 007 Value of bills (Eur) / Faturimi | € 211,406 | | | | € 182,239 € | | € 2,325,017 | 2,626,500 | -11.5% |
| D 008 Value of collections (Eur) / Inkasimi | € 145,199 | | € 117,703 | € 106,715 € | | | € 1,404,249 | 1,670,262 | -15.9% |
| D 009 Other operating income (Eur) / Të hyra të tjera operative | € 4,794 | € 2,621 | € 3,234 | € 1,011 € | € 1,445 € | 5,036 | € 25,450 | 36,000 | -29.3% |
| D 010 Operating costs (Eur) / Shpenzimet operative pa amortizim | € 116,158 | € 119,992 | € 115,548 | € 122,462 € | € 187,621 € | 116,823 | € 1,429,598 | 1,638,928 | -12.8% |
| D 011 Non operating income (Eur) / Të hyrat jo operative | € 4,228 | € 3,305 | € 2,938 | | € 4,475 € | | € 62,537 | 60,000 | 4.2% |
| D 012 Non operating costs (Eur) / Shpenzimet jo operative | € 14,123 | € 7,089 | € 29,897 | | € 8,613 € | | € 202,249 | 200,000 | 1.1% |
| D 013 Write offs towards debtors (Eur) / Shlyerja e borxheve ndaj borxhlinjeve(konsumatoreve) | € 6,257 | - / | | | € 2,044 € | 3,069 | € 35,153 | 35,000 | 0.4% |
| 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 | € 420,476 | € 435,016 | | | € 357,885 € | | € 314,434 | € 173,578 | 81.1% |
| D 016 Stock (Eur) / Stoqet D 017 Accounts receivable based on billing (Eur) / Logaritë e arketueshme (nga faturat) | € 1,009,682€ 7.308.045 | | | | £ 1,057,376 € £ 7.687.879 € | 1,095,469 7,705,875 | € 1,095,469 € 7,705,875 | € 867,475 € 7,050,628 | 26.3% 9.3% |
| D 017 Accounts receivable based on bining (Eur) / Logarite e arketueshine (riga latural) D 018 Other accounts receivable (Eur) / Logarite tjera te arketueshine | € 7,308,045 € 16.907 | | | € 16,674 € | | | € 7,705,875 € 17,000 | € 7,050,628 | -57.3% |
| D 019 Accounts payable (Eur) / Llogaritë e pagueshme (Kreditore) | € 1,995,506 | | | | | 2,131,251 | € 2,131,251 | € 1,684,463 | 26.5% |
| D 020 Number of employees / Numri i punëtorëve | 178 | 178 | 178 | 178 | 180 | 180 | € 180 | € 180 | 0.0% |
| D 021 Average water interruprions / Nderprerjet mesatare te ujit | 0 | 0 | 0 | 0 | 0 | 0 | € - | 0 | 0.0% |
| D 022 Total number of tests performed / Numri total i testeve te realizuara | 188 | 172 | 158 | 172 | 174 | 170 | € 1,950 | 1,920 | 1.6% |
| D 023 Total number of tests failed / Numri total i testeve te deshtuara | 6 | 8 | 10 | 6 | 22 | 7 | € 104 | 96 | 8.3% |
| | | | | | | | | | |
| I 001 Non revenue water / Uji i pafaturuar | 72% | 72% | 73% | 74% | 75% | 77% | 74% | 73% | 1.2% |
| I 002 Billing percentage / Perqindja e faturimit | 91% | 91% | 92% | 91% | 91% | 91% | 91% | 96% | -6.1% |
| I 003 Metered consumption percentage / Perqindja e konsumimit te matur | 96% | 93% | 92% | 90% | 91% | 92% | 93% | 95% | -2.3% |
| I 004 Propotion of metered customers / Propocioni i konsumatoreve me ujematesa | 86% | 86% | 86% | 86% | 86% | 85% | 85% | 95% | -10.5% |
| I 005 Staff efficiency / Efikasiteti i stafit | 5.88 | 5.85 | 5.81 | 5.79 | 5.84 | 5.83 | 5.83 | 6.27 | -7.1% |
| I 006 Collection ratio (% in all) / Shkalla e inkasimit (% e tere) | 69% | 63% | 59% | 55% | 56% | 91% | 60% | 64% | -5.0% |
| 1 006.1 Collection ratio (% dom) / Shkalla e inkasimit (% amv) | 56% | 62% | 49% | 45% | 43% | 57% | 49% | 58% | -16.0% |
| I 006.2 Collection ratio (% bus) / Shkalla e inkasimit (% bis) | 63% | 70% | 52% | 51% | 106% | 142% | 78% | 64% | 21.4% |
| I 006.3 Collection ratio (% inst) / Shkalla e inkasimit (% inst) | 113% | 58% | 90% | 92% | 38% | 131% | 74% | 76% | -2.8% |
| 1 007 Working coverage ratio / Norma e mbuleses se punes | 1.29 | 1.10 | 1.05 | 0.88 | 0.55 | 1.39 | 1.00 | 1.04 | -0.04 |
| 1 008 Working ratio / Norma e punes | 1.86 | 1.74 | 1.74 | 1.59 | 0.98 | 1.52 | 1.64 | 1.62 | 0.01 |
| 1 009 Operating costs per customer / Shpenzimet Operative per konsumatore | 3.84 | 3.94 | 3.77 | 3.98 | 6.09 | 3.78 | 3.86 | 4.76 | -0.19 |
| 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 | 0.00 |
| I 011 Water quality (% tests failed) / Kualiteti i ujit (% e deshtimit te testeve) | 3% 0.31 | 5% 0.31 | 6% 0.32 | 3% 0.32 | 13% 0.33 | 4% 0.33 | 5% 0.32 | 0.05 0.33 | 0.07 -0.03 |
| I 012 Implicit weighted average tariff per m3 / Tarifat mesatare te vleresuara per m42 | 0.31 | 0.31 | 0.32 | 0.32 | 0.33 | 0.33 | 0.32 | 0.33 | -0.03 |

| Company Name/Emri i Kompanise: | HIDRODRINI, PEJ | Ε | | | | | | | | | | | | |
|-------------------------------------------------------------------|---------------------------------------------------|---------|---------|----------|---------|-----------|-------------|---------|---------|---------|---------|---------|---------|------------|
| Year/Viti : | 2009 | | | | | | | | | | | | | |
| 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 |
| Revenues Billed/Te Ardhurat e Faturuara | | | | ACTUAL D | | TE DHENAT | AKTUALE DEF | RI KETU | | | | | | |
| D 007 (1) Households/Amviserit | 1,320,527 | 104,413 | 109,469 | 106,560 | 107,874 | 109,565 | 113,036 | 123,570 | 121,928 | 113,906 | 109,198 | 104,545 | 99,688 | 1,323,752 |
| D 007 (2) Small Businesses/Bisneset e vogla | 253,619 | 23,472 | 20,795 | 24,779 | 24,723 | 25,677 | 24,888 | 27,798 | 30,552 | 26,628 | 26,885 | 23,617 | 23,694 | 303,508 |
| D 007 (3) Large Businesses/Bisneset e medha | 243,591 | 18,794 | 20,771 | 18,605 | 19,514 | 14,630 | 19,028 | 18,657 | 17,813 | 11,354 | 20,271 | 17,007 | 17,985 | 214,429 |
| D 007 (4) Institutions/Institucionet | 457,310 | 37,348 | 40,818 | 39,910 | 38,317 | 56,055 | 41,927 | 41,381 | 35,609 | 46,389 | 36,800 | 37,070 | 31,702 | 483,326 |
| Total Revenues Billed/Totali i Te Ardhurave te Faturuara | 2,275,047 | 184,027 | 191,853 | 189,854 | 190,428 | 205,927 | 198,879 | 211,406 | 205,902 | 198,277 | 193,154 | 182,239 | 173,069 | 2,325,015 |
| | - | | | | | | | | | | | | | |
| Revenues Collected/Te Ardhurat e Inkasuara | | | | | | | | | | | | | | |
| D 008 (1) Households/Amviserit | 571,326 | 45,615 | 48,612 | 52,085 | 46,484 | 49,433 | 51,363 | 68,901 | 75,338 | 56,296 | 48,953 | 44,747 | 56,988 | 644,815 |
| D 008 (2) Small Businesses/Bisneset e vogla | 150,772 | 14,950 | 14,044 | 14,976 | 11,767 | 10,265 | 10,031 | 13,849 | 16,716 | 15,968 | 12,658 | 11,322 | 19,214 | 165,760 |
| D 008 (3) Large Businesses/Bisneset e medha | 305,687 | 4,178 | 29,579 | 4,962 | 34,609 | 6,213 | 38,097 | 15,528 | 17,160 | 3,651 | 11,197 | 31,691 | 39,930 | 236,795 |
| D 008 (4) Institutions/Institucionet | 484,169 | 19,919 | 30,928 | 21,465 | 27,469 | 39,360 | 18,799 | 46,921 | 20,590 | 41,788 | 33,907 | 14,077 | 41,656 | 356,879 |
| Total Revenue Collected/Totali i Te Ardhurave te Inkasuara | 1,511,954 | 84,662 | 123,163 | 93,488 | 120,329 | 105,271 | 118,290 | 145,199 | 129,804 | 117,703 | 106,715 | 101,837 | 157,788 | 1,404,249 |
| Collection ratio | 1 | | | | | | | | | | | | | |
| I 006.1 Collection ratio (% dom) / Shkalla e inkasimit (% amv) | 43% | 44% | 44% | 49% | 43% | 45% | 45% | 56% | 62% | 49% | 45% | 43% | 57% | 49% |
| 1 006.2 Collection ratio (% bus) / Shkalla e inkasimit (% bis) | 92% | 45% | 105% | 46% | 105% | 41% | 110% | 63% | 70% | 52% | 51% | 106% | 142% | 78% |
| I 006.3 Collection ratio (% inst) / Shkalla e inkasimit (% inst) | 106% | 53% | 76% | 54% | 72% | 70% | 45% | 113% | 58% | 90% | 92% | 38% | 131% | 74% |
| | | | | | | • | | | · | · | | | | |
| Check Revenu. Billed/Kontrollimi i Te Ardhurave te Faturuara D007 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Check Rev. Collected/Kontrollimi i Te Ardhurave te Inkasuara D008 | -1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | | | | | |

| Company Name/Emri i Kompanise: | , | PEJE | | | | | | | | | | | |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------|--------|----------|--------|--------|----------|----------|--------|--------|----------|---------|------------|
| Year/Viti : | | | | | | | | | | | | | |
| Month/Muaji: | 12 | | | | | | | | | | | | |
| | Operational Units - Operational Revenue and Expenditure Report Njesite Operative - Raporti mbi Te Ardhurat dhe Shpenzimet Operative | | | | | | | | | | | | |
| | Njesite Operat | | | | | ative | | | | | | | |
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Year Total |
| OP-UNIT 1/OP-NJESIA PEJE | | | | | | | | | | | | | |
| Revenue collection/Te ardhurat e inkasuara | <u> </u> | | | <u> </u> | | | <u> </u> | | | | | | |
| Households/Amviserit | 34,728 | 38,214 | 38,304 | 33,801 | 36,260 | 37,702 | 49,647 | 54,647 | 42,770 | 38,564 | 34,544 | 42,877 | 482,058 |
| Small Business/Bisneset e vogla | 11,383 | 10,334 | 11,746 | 8,375 | 5,888 | 5,099 | 10,096 | 13,292 | 10,938 | 7,319 | 7,209 | 13,281 | 114,960 |
| Large Business/Bisneset e medha | 4,178 | 29,579 | 4,962 | 34,609 | 6,213 | 38,097 | 15,528 | 17,160 | 3,651 | 11,197 | 31,691 | 39,930 | 236,795 |
| Institutions/Institucionet | 19,837 | 25,752 | 4,463 | 11,441 | 17,772 | 9,797 | 23,348 | 5,732 | 12,532 | 16,231 | 6,157 | 13,699 | 166,761 |
| Total Revenue Collection/Totali i Te Ardhurave te Inkasuara | 70,126 | 103,879 | 59,475 | 88,226 | 66,133 | 90,695 | 98,618 | 90,831 | 69,891 | 73,311 | 79,601 | 109,787 | 1,000,573 |
| Other Revenue/Te Ardhurat Tjera | 259 | 362 | 845 | 297 | 791 | 872 | 1,066 | 480 | 1,654 | 258 | 733 | 1,431 | 9,048 |
| Total Revenue/Totali i Te Ardhurave | 70,385 | 104,241 | 60,320 | 88,523 | 66,924 | 91,567 | 99,684 | 91,311 | 71,545 | 73,569 | 80,334 | 111,218 | 1,009,621 |
| Expenditure/Shpenzimet | 69,661 | 61,595 | 66,364 | 62,456 | 63,483 | 73,443 | 73,200 | 74,231 | 69,400 | 81,643 | 76,901 | 74,379 | 846,756 |
| | | | | | | | | | | | | | |
| OP-UNIT 2/OP-NJESIA DECAN | | | | | | | | | | | | | |
| Revenue collection/Te ardhurat e inkasuara | | | | <u> </u> | | | <u> </u> | <u> </u> | | | <u> </u> | | |
| 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 | | | | | | | | | | | | | |
| Revenue collection/Te ardhurat e inkasuara | | | | | | | r | | | | | | |
| Households/Amviserit | 3,029 | 2,931 | 3,355 | 2,956 | 4,445 | 3,608 | 5,245 | 4,708 | 4,397 | 2,605 | 2,940 | 3,876 | 44,095 |
| Small Business/Bisneset e vogla | 1,002 | 1,649 | 1,058 | 1,236 | 1,384 | 1,423 | 1,444 | 1,783 | 2,404 | 1,644 | 1,133 | 1,689 | 17,849 |
| Large Business/Bisneset e medha | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Institutions/Institucionet | 15 | 576 | 2,076 | 1,277 | 1,662 | 3,119 | 3,191 | 699 | 942 | 7,666 | 1,351 | 4,394 | 26,968 |
| Total Revenue Collection/Totali i Te Ardhurave te Inkasuara | 4,046 | 5,156 | 6,489 | 5,469 | 7,491 | 8,150 | 9,880 | 7,190 | 7,743 | 11,915 | 5,424 | 9,959 | 88,912 |
| Other Revenue/Te Ardhurat Tjera | 50 | 50 | 775 | 50 | 150 | 150 | 1,828 | 1,211 | 250 | 197 | 150 | 2,393 | 7,254 |
| Total Revenue/Totali i Te Ardhurave | 4,096 | 5,206 | 7,264 | 5,519 | 7,641 | 8,300 | 11,708 | 8,401 | 7,993 | 12,112 | 5,574 | 12,352 | 96,165 |
| Expenditure/Shpenzimet | 14,107 | 14,947 | 15,116 | 15,459 | 19,344 | 16,823 | 17,518 | 20,307 | 15,882 | 10,822 | 83,687 | 11,906 | 255,917 |

| OP-UNIT 4/OP-NJESIA JUNIK | | | | | | | | | | | | | |
|------------------------------------------------------------------|---------|----------|---------|----------|----------|---------|---------|---------|---------|---------|---------|---------|-----------|
| Revenue collection/Te ardhurat e inkasuara | | <u> </u> | | <u> </u> | <u> </u> | | | | | | | | |
| Households/Amviserit | 2,189 | 1,647 | 2,681 | 2,221 | 2,325 | 2,344 | 3,417 | 3,849 | 2,700 | 2,315 | 1,776 | 2,686 | 30,150 |
| Small Business/Bisneset e vogla | 247 | 291 | 319 | 452 | 762 | 389 | 657 | 362 | 646 | 690 | 304 | 311 | 5,430 |
| Large Business/Bisneset e medha | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Institutions/Institucionet | 7 | 441 | 766 | 207 | 110 | 201 | 303 | 220 | 162 | 175 | 209 | 254 | 3,055 |
| Total Revenue Collection/Totali i Te Ardhurave te Inkasuara | 2,443 | 2,379 | 3,766 | 2,880 | 3,197 | 2,934 | 4,376 | 4,431 | 3,508 | 3,180 | 2,289 | 3,251 | 38,634 |
| Other Revenue/Te Ardhurat Tjera | 0 | 0 | 76 | 150 | 50 | 0 | 145 | 0 | 250 | 50 | 0 | 0 | 721 |
| Total Revenue/Totali i Te Ardhurave | 2,443 | 2,379 | 3,842 | 3,030 | 3,247 | 2,934 | 4,521 | 4,431 | 3,758 | 3,230 | 2,289 | 3,251 | 39,355 |
| Expenditure/Shpenzimet | 2,037 | 2,416 | 2,044 | 2,655 | 2,315 | 3,409 | 2,205 | 2,986 | 2,853 | 3,801 | 2,337 | 2,561 | 31,618 |
| | | | | | | | | | | | | | |
| OP-UNIT 5/OP-NJESIA ISTOG | | | | | | | | | | | | | |
| Revenue collection/Te ardhurat e inkasuara | | <u> </u> | | <u> </u> | <u> </u> | | | | | | | | |
| Households/Amviserit | 5,670 | 5,820 | 7,745 | 7,505 | 6,402 | 7,709 | 10,592 | 12,133 | 6,426 | 5,469 | 5,487 | 7,550 | 88,508 |
| Small Business/Bisneset e vogla | 2,318 | 1,770 | 1,853 | 1,705 | 2,232 | 3,121 | 1,652 | 1,279 | 1,982 | 3,006 | 2,676 | 3,934 | 27,528 |
| Large Business/Bisneset e medha | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Institutions/Institucionet | 60 | 4,159 | 14,159 | 14,543 | 19,815 | 5,683 | 20,080 | 13,939 | 28,153 | 9,834 | 6,360 | 23,309 | 160,094 |
| Total Revenue Collection/Totali i Te Ardhurave te Inkasuara | 8,048 | 11,749 | 23,757 | 23,753 | 28,449 | 16,513 | 32,324 | 27,351 | 36,561 | 18,309 | 14,523 | 34,793 | 276,130 |
| Other Revenue/Te Ardhurat Tjera | 67 | 150 | 590 | 210 | 717 | 648 | 1,755 | 930 | 1,080 | 506 | 562 | 1,210 | 8,425 |
| Total Revenue/Totali i Te Ardhurave | 8,115 | 11,899 | 24,347 | 23,963 | 29,166 | 17,161 | 34,080 | 28,281 | 37,641 | 18,815 | 15,085 | 36,003 | 284,556 |
| Expenditure/Shpenzimet | 22,290 | 24,614 | 21,425 | 21,419 | 25,598 | 27,975 | 23,235 | 22,468 | 27,413 | 26,197 | 24,697 | 27,977 | 295,307 |
| | , | | | | | | | | | | | | |
| REGIONAL | | | | | | | | | | | | | |
| Total Regional Operating Revenue/Totali i Te Ardhurave Operative | | | | | | | | | | | | | |
| Regjionale | 85,039 | 123,725 | 95,773 | 121,035 | 106,978 | 119,962 | 149,993 | 132,424 | 120,937 | 107,726 | 103,281 | 162,824 | 1,429,697 |
| Total Regional Expenditure/Totali i Shpenzimeve Regjionale | 108,095 | 103,572 | 104,949 | 101,989 | 110,740 | 121,649 | 116,158 | 119,992 | 115,548 | 122,462 | 187,621 | 116,823 | 1,429,598 |
| Operating Surplus-Loss/Teprica Operative-Humbja | -23,056 | 20,153 | -9,176 | 19,046 | -3,762 | -1,687 | 33,835 | 12,432 | 5,389 | -14,736 | -84,340 | 46,001 | 99 |
| Cumulative Surplus-Loss/Teprica kumulative-Humbja | -23,056 | -2,903 | -12,079 | 6,966 | 3,204 | 1,517 | 35,352 | 47,784 | 53,173 | 38,437 | -45,902 | 99 | 99 |
| | | | | | | | | | | | | | |
| Check Revenue/Kontrollimi i Te Ardhurave D008 + D009 | -1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 |
| Check Expenditure/Kontrollimi i Shpenzimeve D010 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -1 |
| | | | | | | | | | | | | | |

| Company Name/Emri i Kompanise: H | DRODRINI, F | PEJE | | | | | | | | | | | |
|--------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------|
| Year/Viti : 20 | 09 | | | | | | | | | | | | |
| 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 | 59,688 | 59,676 | 58,717 | 67,749 | 69,906 | 75,206 | 73,662 | 71,416 | 72,758 | 73,099 | 69,405 | 80,735 | 832,017 |
| Repairs & Maintenance Expenses / Mirëmbajtja dhe Riparimet | 5,709 | 7,325 | 9,761 | 8,353 | 7,232 | 12,962 | 10,053 | 6,108 | 14,308 | 11,313 | 13,420 | 7,549 | 114,092 |
| Electricity / Rryma elektrike | 23,373 | 22,187 | 22,765 | 15,237 | 23,060 | 18,119 | 15,626 | 21,985 | 19,473 | 16,456 | 93,394 | 19,665 | 311,341 |
| Fuel / Shpenzimet e Derivateve | 2,726 | 3,210 | 3,035 | 3,521 | 4,281 | 3,764 | 4,201 | 3,426 | 4,243 | 4,066 | 4,536 | 2,472 | 43,481 |
| Chemicals / Kemikalet | 0 | 390 | 385 | 382 | 23 | 68 | 1,427 | 45 | 0 | 45 | 135 | 0 | 2,900 |
| Other Operational Expenses / Shpenzimet tjera Operative | 16,599 | 10,784 | 10,286 | 6,747 | 6,239 | 11,530 | 11,189 | 17,012 | 4,766 | 17,483 | 6,731 | 6,402 | 125,768 |
| Total Operating Expenses / Gjithsejtë Shpenzimet Operative | 108,095 | 103,572 | 104,949 | 101,989 | 110,741 | 121,649 | 116,158 | 119,992 | 115,548 | 122,462 | 187,621 | 116,823 | 1,429,599 |
| | | | | | | | | | | | | | |
| Check Reconciliation of Expenditure D010/Kontrollimi i Pajtueshmerise se | | | | | | | | | | | | | |
| Shpenzimeve | 0 | 0 | 0 | 0 | -1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -2 |
| | | | | | | | | | | | | | |