Republika e Kosovës - Republika Kosova - Republic of Kosova

AUTORITETI RREGULLATOR PËR SHËRBIMET E UJIT
REGULATORNI AUTORITET ZA USLUGE VODE
WATER SERVICES REGULATORY AUTHORITY

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ANNUAL PERFORMANCE REPORT FOR WATER SERVICE PROVIDERS IN KOSOVO IN 2017

Performance report of water supply licensed companies, wastewater service and bulk untreated water supply

June 2018

Water Service Regulatory Authoritety

Vission

"Water and Wastewater efficient, safe and quality service for all customers throughout Kosovo"

Mission

"Regulation of water service in an effective and transparent manner in accordance with good European practice, which ensures that water and wastewater service deliver qualitative, sustainable services with affordable prices throughout Kosovo, having into consideration environmental and public health protection"

CONTENT

ACRONYMS AND ABBREVIATIONS

WSRA	*Water Services Regulatory Authority*
KAS	*Kosovo Agency of Statistics*
RBP	*Regulatory Business Plans*
RAB	*Regulatory Asset Base*
BD	*Boards of Directors*
KNIPH	*Kosovo National Institute of Public Health*
CPIK	*Consumer Price Index in Kosovo*
IMCW	*Inter-Ministerial Council on Waters*
RWC	*Regional Water Company*
CCC	*Customer Consultative Committees*
MESP	*Ministry of Environment and Spatial Planning*
MED	*Ministry of Economic Development*
AMP	*Annual Monitoring Plan*
PMUPOE	*Policy and Monitoring Unit of Publicly Owned Enterprises*
WC	*Water Centre*
NRW	*Non-Revenue Water*
AI	*Administrative Instruction*
RAG	*Regulatory Accounting Guidelines*
SCO	*Swiss Cooperation Office in Kosovo*
SP	*Service Providers*
GIG	*Geografic Information System*
KPI	*Key Performance Indicators*

FOREWORD

Like every year, also during the 2017, through monitoring the performance of licensed water service providers, the Water Service Regulatory Authority (WSRA) assessed the performance and stagnation of water service providers. The information, analysis, monitored and audited data that are presented in this report reflect the state of the sector and the level of services provided.

Through monitoring and evaluating performance, in addition to promoting competition among service providers by making comparative assessment, the WSRA primary goal is to improve the performance and efficient functioning of service providers. Although service providers are improving in certain areas year by year, there are still areas where improvement is unsatisfactory and their improvement requires the support of all stakeholders in the water sector.

As a result of investments in increasing drinking water production capacities, regular supply of customers has improved continuously – in 2017 within the water supply sector by the required standard of 24 hours has reached 23.7hours.

Improvements has also been noted in the coverage of water services (water supply and wastewater services), however to achieve the required standards, further engagement with a focus on coverage with wastewater services is needed.

Wastewater treatment remains one of the biggest challenges that the sector will face in the years to come.

Based on the projections of expenditures, capital investments and return on equity, the WSRA sets the tariffs through which expenditure providers are allowed to invest in order to improve the services but has resulted that the realization of planned investments in general has not been met.

In order to ensure the realization of investments and long-term financial sustainability, service providers need to improve the collection level. Improving this indicator requires engagement by developing sustainable action plans, improving regular meter readings, regular billing, and undertaking timely and operational measures for irresponsible customers.

Non-revenue water continues to be among the main concerns of the sector. Reducing NRW is priority for all service providers but also for other stakeholders. In this regard, service providers supported by an inter-institutional group have also developed strategies and action plans for reducing NRW.

During the performance assessment for 2017, we made some changes to the overall performance assessment of service providers by adding two new indicators: Non-revenue water and Regulatory Reporting, as well as changing the importance weight of indicators in the indicator scheme performance key.

In order to provide accurate and reliable data, WSRA supported by the SDC-funded project has developed a guide for advancing the monitoring system at WSRA and RWCs and the annual audit inspection module. In order to advance, provide credible data and facilitate the monitoring process, it is proposed to develop adequate electronic data storage and management systems.

Improving the performance of the sector, providing services according to the standards and sustainability of service providers is closely related to the engagement of all stakeholders, especially the support of the Government of the Republic of Kosovo and international donors.

WSRA has been and will always be ready to support service providers in their efforts for sustainable development and improvement.

I would like to thank the management and staff of the Regional Water Companies for Co-operation and the WSRA staff contributing to the drafting of this report.

Yours sincerely,

Raif Preteni, Director of the WSRA

ROLE AND RESPONSIBILITIES OF WSRA

Based on the Law No. 05/L -042, for the Regulation of Water Services, WSRA has the mandate to regulate the water sector and water service providers in Kosovo.

WSRA does this by:

- *Licensing service providers and monitoring the implementation of the terms set forth the service licence;*
- *Defining service tariffs for service providers and ensuring that tariffs are fair, reasonable and enable financial sustainability of service providers;*
- *Establishing service standards and monitoring their implementation by service providers;*
- *Establishing the Customer Consultative Committees in seven regions of Kosovo;*
- *Drafting and approving: regulations, standards, and regulatory decisions in accordance with authorizations under this law and other applicable laws;*
- *Inspecting the level of performance of service standards and overseeing the enforcement of legal acts of the Authority.*
- *Monitoring and reporting of performance of water service providers in Kosovo is done in order to promote competition by benchmarking which as a final goal, has improved their performance.*

The Authority collects data and information (monthly and annual reports) in accordance with defined formats and deadlines, not limited to financial, operational and customer service data needed to exercise its responsibilities under this law or of other applicable laws in the country.

WSRA continuously year after year monitors the services provided by service providers that have to comply with the tariff objectives and the set levels of service standards. WSRA publishes periodic and annual performance reports and other reports that reveal in detail the performance assessment achieved in order to:

- *Ensure the efficient functioning of service providers and the sector within the minimum standards of service,*
- *Determine the level at which service providers meet the objectives set by the tariff process as well;*
- *Identify corrective actions that may be needed to improve the situation.*

Performance monitoring and comparative assessment is one of the mechanisms that WSRA uses to motivate RWCs to improve their performance.

1. INTRODUCTION

This report details the performance of seven Regional Water Companies (RWCs), which provide water and wastewater services as well as an enterprise that offers untreated water for some of the RWCs.

RWCs are public enterprises organized on a regional basis as joint stock companies (JSC). They have a clear legal and financial identity and are administered according to the principles of corporate governance. The Government of Kosovo is a shareholder and supervisor of their business. The Government of Kosovo is a shareholder and supervisor of their business. In terms of economic regulation and quality of services they have undergone a regulatory process led by WSRA.

RWCs provide their services – water supply and wastewater services in 34 municipalities of Kosovo. The report does not contain the performance of service providers that provide their services in the northern part of Kosovo (northern Mitrovica, Zubin Potok, Leposavic and Zvecan), as they have not been licensed and subject to the regulatory process. Also, there were not included the new established Municipalities such as Shtërpce, Novoberde, Partesh, Kllokot, Ranillug and Hani i Elezit, which are foreseen to be integrated into the respective regional companies after the rehabilitation of their infrastructure. It is expected that this will happen at the end of the first six months of 2018.

The performance of public services in this report is described on the basis of the comparision of performance indicators for 2017 compared with 2016, achievements in meeting the tariff obligarions and local service statndards.

The main purpose of this report is not only to promote the assessment of the service quality level of all Water Service Providers, but also for the collection, dissemination and publication of comparative performance information between them.

In addition, the report lists the RWCs on the basis of progress and performance improvement in the provision of water services, based on the methodology, criteria and key performance indicators, detailed in the annual monitoring plan.

Data and information on the preparation of the report have been collected by the RWCs through monthly and annual format. The data used in this report have been audited and verified by WSRA under a detailed audit/verification format, aiming to confirm: accuracy of data reliability and consistency. The data was eventually agreed by the water service providers.

Some reported data have also been used by government institutions: KSHPK (for water quality assessment) and KAS (for assessing the coverage of the population with services and financial aspects).

The report consists of four central parts as follows:

- *Part A provides data on the performance the RWC divided into four specific areas: water supply, wastewater services, financial performance of the RWCs, and overall performance appraisal.*
- *Part B provides data on the overall performance of the Water Supply and Wastewater services for a five year period (2013-2017), through several key performance indicators including: water produced, sales and NRW, service coverage, planned revenues, turnover and call received as well as capital investments for water supply and wastewater services.*
- *Part C provides data and information on the performance of the only bulk water supplier, PHE Ibër-Lepenci, as well as*
- *Pjesa D describes activity of CCC, and assesses their performance in addressing customer complaints in their respective regions.*

Annexes: provides statistical data, tables with detailed performance, regulatory and tariff summary statements, data definitions and indicators, contact details and other valuable information.

2. SECTOR DEVELOPMENTS

2.1 Procesi tarifor 2018-2020

The WSRA has set new tariffs for water supply and wastewater services to be implemented by each of the seven Regional Water Companies (RWC), for the next three years, 2018-2020. Tariff charges are based on projections of expenditures, capital investments and a return on equity.

Water companies have provided data on their business plans on which are based on our tariff decisions and from past experience we have shown more realistic about our expectations regarding efficiency improvements. As part of the process of setting these tariffs the WSRA has consulted with Costumer Consultative Committees representing customers' interests, there have also been public debates with citizens as well as stakeholder consultations. We have noticed that customer demand for a better service has increased and as a result we are confident that customers will be willing to pay more to provide improvements in the water and wastewater service they receive. .

WSRA has decided to reduce the inter-subsidy rate for volumetric water tariffs. WSRA has also reduced fixed monthly tariffs for non-household customers (Institutions, Business and Industry) from 3 euro to 2 euro per months, while fixed tariffs for household customers remained the same and in the amount of 1 euro per month. As a result of the reduction of cross-subsidization to all RWCs, we have reduced volumetric tariffs for water services for all non-household customers for three years of the tariff process.

It should be noted that during the last three years there has been no increase in any RWCs. Balanced tariff increase for household customers is based on reducing the inter-subsidization rate between domestic and non-household customers and increasing water production by the RWC in view of expanding services and increasing the level of coverage of water supply.

In order to provide 24 hour water supply, RWC 'Prishtina' has constructed a water treatment plant, and taking into account that the water plant in Shkabaj, constructed by RWC 'Prishtina', besides donations, a large part has been financed by the loan around 22m Euros, which in turn influences the increase of water tariffs for customers in the Prishtina region.

During the 2018-2020 tariff process, wastewater treatment plants in the Prizren and Gjakova regions are expected to be operational. In order to cover the costs of operation and maintenance is expected to have wastewater volumetric tariff increment 2019 and 2020 (depending on when the wastewater treatment plant is activated).

In order to reduce water losses WSRA has foreseen and approved the reduction of water losses by 2% per year for the three years of tariff process (in total 6%).

WSRA annually publishes the annual performance report of licensed companies for the provision of water supply services and wastewater services and RWC over these years have realized only a small part of the planned investment to improve the services, over the next three years this should be improved. We have allowed realistic investment opportunities but in order for these investments to be funded it is imperative that RWCs improve revenue collection from customers. Without these financial means, RWCs are powerless to meet their level of services and investment obligations. Customers should also be more aware that bills need to be paid. WSRA is working with companies to ensure that fair policies and practices will be applied if it comes to the disconnection of water supply service. Regarding the cases of customers who have real difficulties to pay, they should be assisted by the responsible institutions – the Government of Kosovo.

Tariffs in Kosovo are still much smaller than those in other European countries, where service levels are much higher. Soon we expect tariffs to increase significantly, especially for wastewater treatment. Investments in this regard have started, and they will be considerable, as the requirements for meeting EU environmental criteria are great.

2.2 Law on public debts forgiveness

In August 2015, the Law on Public Debts Forgiveness entered into force. Under this Law, Kosovo citizens could repay their debt by the end of 2008 provided that from 2009 until the end of 2014 they would meet their obligations. Initially, the period for cancellation of the repayment of debts lasted until August 2016. Then, the same law was amended and completed in January 2017, to continue the debt relief period by September 1 of that year. In order that as many citizens /customers or business to benefit from this law. Beneficiaries of the Debt relief were also customers who had sums of unpaid public debts to Regional Water Companies. By this law Government intended to stimulate customers for their payments for services provided in the years to come.

The forgiveness of public debts is not e new practice in the water service sector. Indeed, the earlier UNMIK Regulation 2004/49, which enter into force on November 26, 2004, on the activity of water and wastewater service providers has allowed the forgiveness of old debts within the first six months of entry in force of this regulation. The forgiveness of old debts included customer debts up to while December 31, 2000, at 100% for all categories of customers, while continuing the forgiveness of debts for the household and commercial-industrial customer category by the end of 2001 to 50%. This debt forgiveness was also conditioned by the signing of the service contract as well as the payment of the remaining debt of entry and adherence to the payment agreement which could not be paid under the regulation. Although there has been some implementation by some of the RWCs it has not followed any further information on the level of implementation either by the Regulator, Government or even the RWC itself.

The implementation of the Law Debt Forgiveness in the Performance of Water Companies in 2016, compared to 2015, had a direct impact on the collection of previous debts that customers had towards RWCs. The collection rate in 2016 rose to 86% from 74% as it was in 2015, and was characterized by a higher rate of improvement of 12%, while in cash, the improvement in collection was over €4.6 mil. more.The trend of improving the collection rate continued in 2017, although the improvement rate was lower than in 2016 by 2%. In total customer debt to all RWCs (excluding RWC "Hidrodrini")[1] was over 108.1 mil. out of this value were forgiven €19.1 mil. or 18%. €13.1 mil. or reprogrammed rate relative to total debt was 12%, while the value of cash-settled debt was €5,2 mil.

The improvement of the RWC's financial base, the impact of the implementation of cancellation of the repayment of financial debts, as well as the rate of collection is evident, the expected impact was also recorded in profitability, the trend was positive by 0.7%, in 2015/2016. However, the highest trend in this indicator with 2.67% is seen in 2017, as the total operating costs under regulatory accounting are lower due to debt reduction carried forward from 2016. As a final result, all RWCs, surely reflect further on raising service standards, with benefits for all their customers.

[1] *RWC "Hidrodrini" has not submitted any additional information.*

3. INDIVIDUAL PERFORMANCE RWCs

This part of the report focuses on the main performance indicators that directly affect customer services. A more detailed overview of performance that includes more indicators is presented in Appendix 1 of this report.

3.1. WATER SUPPLY

This sub-section of the report analyzes the individual performance of the seven RWCs in relation to the water supply service in 2017 and compares performance with the previous year 2016, and also against the targets/expectations that were included in tariff review 2017. We have divided this analysis into three main sub-parts: non-financial (technical), non-financial (commercial) and financial, in some important indicators.

3.1.1 Non-financial (technical)

Non-financial (technical) performance focuses on technical aspects of water supply such as service quality and operational aspects with a focus on those indicators that directly affect customer service –water quality, water pressure, and continuity of water supply, pipe cracks and non-revenue water.

Water quality

Water quality is a very important standard due to its health impact on customers. Water quality refers to the microbiological and physic-chemical characteristics, in relation to a number of local standards within which the compatibility can be assessed. The water quality analysis in this report was made on the basis of reports submitted by NIPHK, which also has the responsibility for monitoring and ensuring the quality of water supplied by the RWCs.

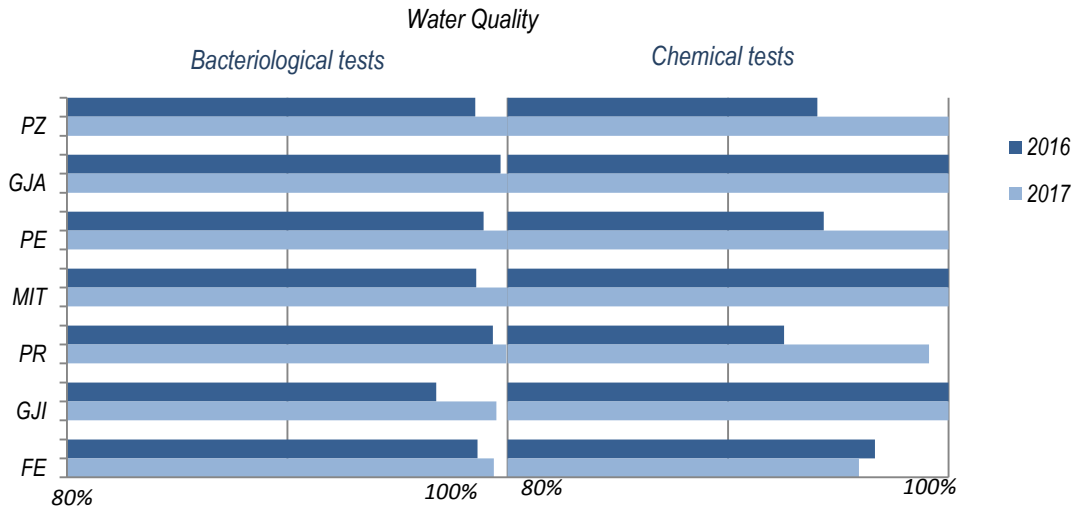

Figure 1. *% of past tests*

In figure.1, the percentage of test results, Microbiological and physic-chemical tests that exceed the foreseen quality, microbiological and physic-chemical results in the reporting period is presented. In total there are 8,180 samples analyzed by NIPHK in 2017, out of which 5,858 were subjected to microbiological testing, while failures only 5 samples or 0.1% them were identified.

In the physicochemical aspects, a total of 2,322 samples were analyzed and only 10 of them or 0.4%, failed to meet the parametric values of standard.

Tab.1. *Rate (%) of bacteriological and physico –chemical tests in accordance with water quality standards and RWCs*

RWC	Prishtina	Hidroregjioni Jugor	Hidrodrini	Mitrovica	Gjakova	Bifurkacioni	Hidromorava	Sector average
Microbiological	99.9%	100%	100%	100%	100%	99.4%	99.5%	99.9%
physico – chemical	99.1%	100%	100%	100%	100%	95.9%	100%	99.6%
Average of RWC	99.7%	100%	100%	100%	100%	98.4%	99.7%	99.8%

The tests found that overall compliance in seven RWCs was 99.8% in line with parametric values of local standards, meaning that the quality of water supplied by RWCs is good with further improvement of water quality in 2017/2016.

So far, only to RWCs 'Prishtina' and 'Gjakova', have been able to conduct an on the-spot monitoring in their accredited laboratories, the rest of the RWCs have this contracted service with NIPHK. Other companies should continue with the accreditation process of the laboratories and equip them with the necessary staff and equipment to carry out their own monitoring of the quality of water – in accordance with AI 16/2012.

Water Pressure

It is a key performance indicator and important service standard and represents the average rate of property served during the reporting period that occurred in RWCs areas that regularly face pressure lower than the minimum level of pressure. Insufficient short-term low pressure periods are not included. It is the responsibility of the service providers to ensure adequate pressure (not less than-1.5 bar and not more than -7 bar), in the customer connection pipe. Providing pressure on the maximum reference value (7 bar), is the responsibility of the customers themselves. Customers expect their Service Provider to supply sufficient pressure and steady flow (adequate pressure to carry out their household tasks).

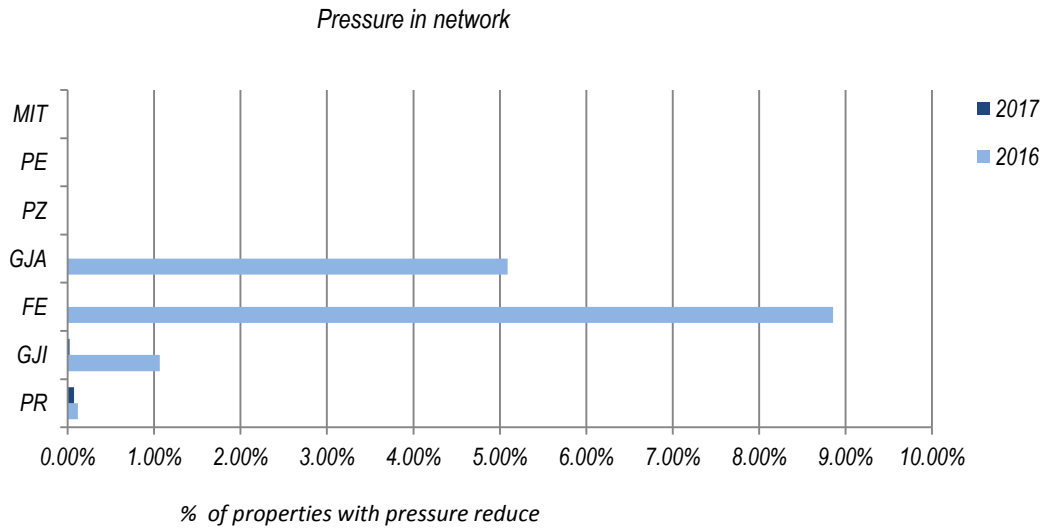

Figure 2. *Shows the ratio of reported property to low pressure problems.*

It seems that neither of the RWCs has shown significant problems for providing pressure to the distribution network. Companies have also received little customer complaints regarding this aspect. However, WSRA has limited confidence in the results of its analysis, about the number of properties affected by low or high pressure in their water supply taps. None of the RWC has been able to provide reliable data for pressure measurements, so we cannot say for sure that the situation is worse or better that that shown in Figure 2. Companies should provide reliable information for management on the

pressures in their service pipes and the entire service area by setting pressure management areas with sufficient number of measuring points (gauge) and establishing an on-line monitoring and testing system.

Continuity of water supplies

Indicates the property (customer) rate served in the reporting period with continuous water supply divided into three categories: properties that have 24 hours supply, 18-23 hours supply and properties with less than 18 hours supply, excluding special cases that may occur such as: outages from any technical problem or disruption to the Company's planned work.

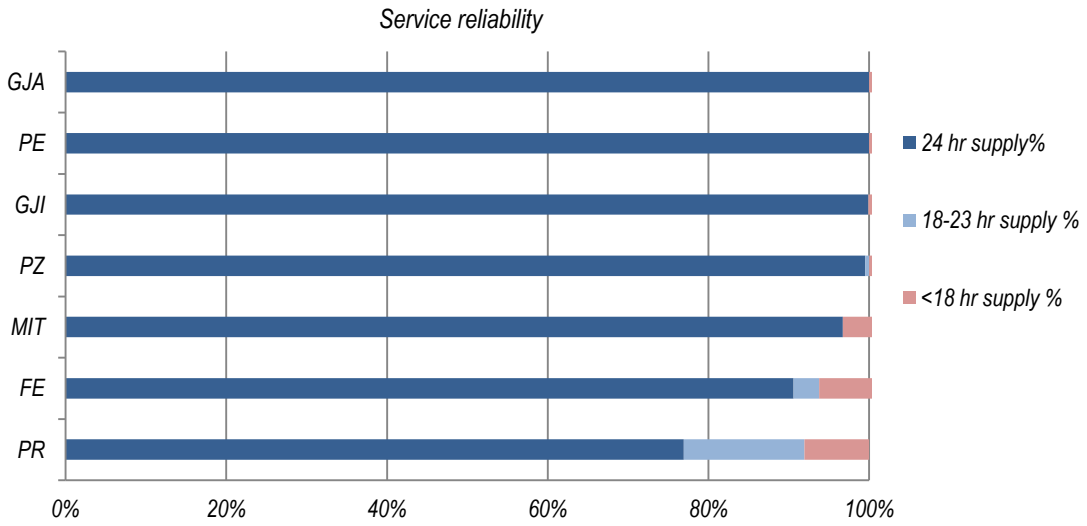

***Figure 3. %** of customers with regular drinking water supply*

The continuity of water supply in 2017 has improved significantly, improvement is evident in RWC 'Prishtina' and 'Mitrovica', these two companies now have enough capacity to continuously supply their customers within their service areas..

Small problems mainly of technical nature remain in the RWC 'Bifurkacion', 'Hidroregjioni jugor' and 'Hidromorava'.

Average hours of supply of water supply services per day from RWCs at sector have have increased from 22.96 for 2016 to 23.7 in 2017. Only the company 'Prishtina' and 'Bifurkacioni', have registered reductions in hours of water supply.

Even in this WSRA indicator, there is a dozen reserves in its credibility because the data on the affected properties and the length of the reductions are evaluated, none of the companies have established a verifiable system, the SCADA system is missing distribution network and the reduction areas are not defined in any sustainable application such as SIG.

All companies excluded RWC 'Bifurkacioni' henceforth should be limited to increasing production. The focus should be on managing water production and billing as well as eliminating current operational-technical problems. Any investment in increasing production capacities will impact on the unnecessary increase in operating and capital costs.

Cracks in Pipes

This indicator is related to the total number of cracks in pipes per year per km of pipe (excluding connection service pipes.

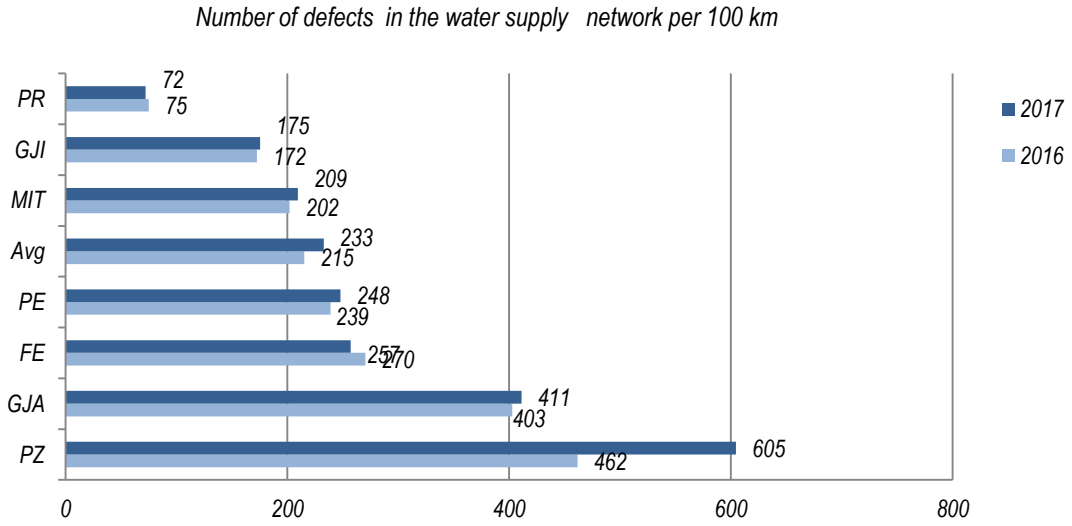

Figure 4. *Cracks in water supply pipes*

This figure shows the values of cracks in pipes for the 100 km pipeline of the main water supply network for each RWC. Water network cracks/defects reported in 2017 per 100 km range from 605 cracks/defects in the Southern Hydro-region to 72 cracked water pipes per 100 km network in 'Prishtina'. The average water cracks/defects throughout the country during 2017 is 233/100 km. Performance has been marked by RWC 'Hidroregjion Jugor' with 605 cracked water pipes /100km of the water distribution network.

It seems that the obsolete network pipes, and the lack of proper maintenance, seem to be the main factors for this poor performance.

Cracked/defects of water pipes per 100 km of the water supply network tell us about the performance of the water supply network as the network is porous. The higher the rate the more it will affect the loss of water and its quality.

Non-revenue water

Non-revenue water (NRW), is the difference between the amount of treated and distributed water in the network relative to the amount of non-revenue. Otherwise it is a quantity of water that does not generate income for the RWCs.

RWCs were challenged by a high level of NRW. An internationally accepted reference rate that we have accepted as a reasonable target suggested that NRW is less than 25% of total water produced and distributed to customers.

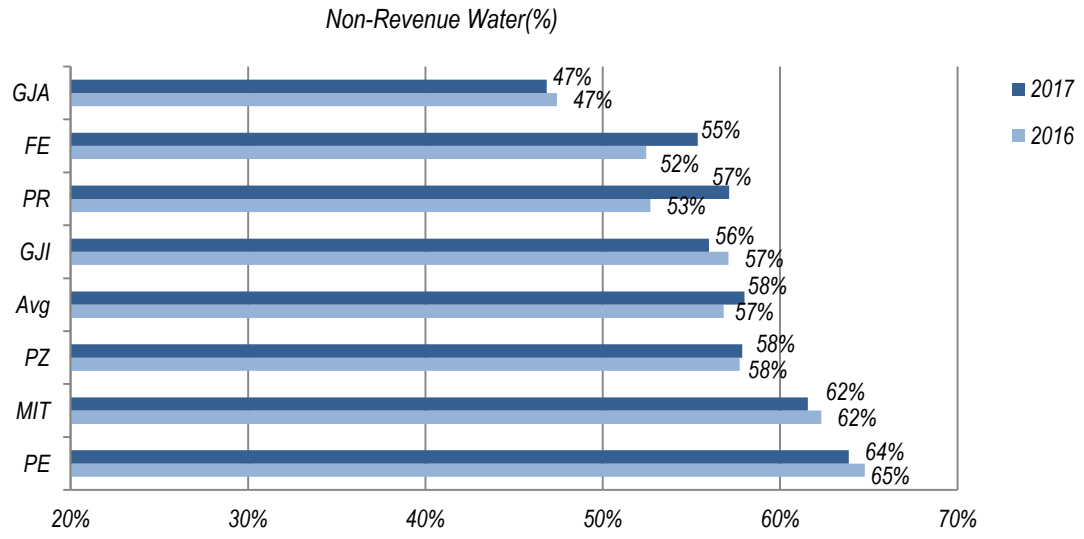

Figure 5. *NRW rate (%)*

At average sector NRW for 2017 is 58% and 1% higher than in 2016.

A small improvement of 1% was recorded in the RWC "Hidrodrini", while at the other RWCs the situation with NRW remained the same or even further deteriorating as was the case with RWC 'Prishtina' for 4% and RWC 'Bifurkacioni' for 3%, due to the increase in water production, especially at the 'Prishtina', which could not be followed by the increase in the amount of water invoiced. The targets set by the company in the BPRR for 2017, and approved by WSRA although not challenging, have failed to be met in either of the companies.

Table 2. *NRW value in some of the indicators*

RWC	NRW (%)-realized	NRW (%)- planned	NRW (l/customers./day)[2]	NRW mil.m^3
Prishtina	57%	47%	679	29.7 mil.m^3
Hidroregjioni Jugor	58%	55%	612	10.1 mil.m^3
Hidrodrini	64%	59%	990	16.4 mil.m^3
Gjakova	47%	46%	547	7.0 mil.m^3
Mitrovica	62%	70%	1,651	17.1 mil.m^3
Bifurkacioni	55%	46%	447	4.1 mil.m^3
Hidromorava	56%	47%	487	4.9 mil.m^3

Non revenue water is also dictated by: (i) inaccuracies in the measurement of water producd and delivered to customers, (ii) water free-measured mainly used by: firefighters, public fountains zjarrfikësit, religious facilities, an amount of water used by the companies for different system needs, as well as water used through illegal connections, and (iii) water lost from leakage. Unfortunately none of the companies have managed to have a clear picture of all these factors. They are not implementing the Water Balance, which is a prerequisite for identifying and then effectively managing NRW. Based on the low reliability of data verified by the audit process, the efforts of companies to reduce water losses should also focus on

[2] *NRW per cons adjusted*

improving the accuracy of water meters. In particular, water meters and customer water meter must be tested in terms of volumetric measurement on a regular basis.

The challenge of reducing NRW has also been addressed by the responsible institutions (Government of e Kosovo and WSRA). RWCs have drafted individual strategies for reducing water losses. An inter-institutional group (KNMU. NJPM-NP, WSRA and SHUKOS), is monitoring periodically the implementation of action plans and assessing the progress in reducing NRW. Reducing water losses for companies is expected to bring benefits in several key areas such as: good water resource management, performance enhancing, financial-operational, maintaining system integrity by reducing system interruptions and reducing potential for contamination within the water distribution system.

3.1.2 Non-financial (commercial)

Non-financial (commercial) performance focuses on commercial aspects of water supply such as service coverage, water measurement, and focusing on aspects that affect customers.

Coverage with water supply services

Coverage with water supply services is defined as the percentage of the population within the service area with provision of water supply service from RWC through the public supply network.

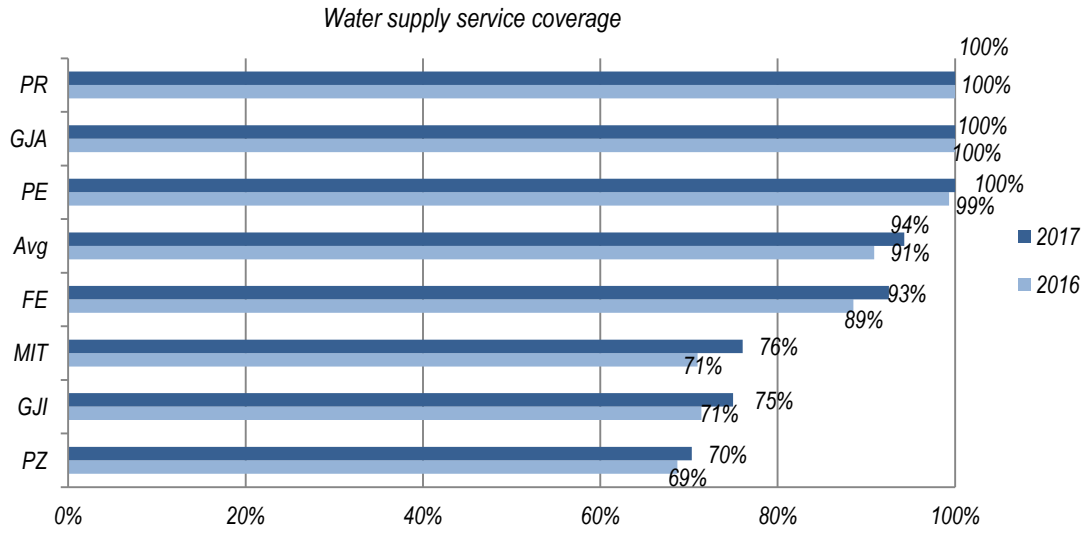

Figure 6. *% of population coverage with water supply services*

The coverage of the water supply services in 2017at the sector level reaches 94% which is 3% higher than in the previous 2016.

RWC 'Prishtina', Radoniqi and Hidrodrini, have achieved high coverage of the population with services within their respective service areas.

Low coverage with water supply services in 2017 continues to be in RWC 'Hidroregjioni Jugor' with 70%, 'Hidromorava' with 75% and 'Mitrovica' with 76%.

The large flow of residents from the rural areas to the cities, the movement of the population towards the capital (Prishtina) has made RWC 'Prishtina' to provide services to a greater number of people currently resident in other part of Kosovo but who currently work and live in the area of this company. Also, some of the RWCs offer their services beyond their service

area, as is the case with RWC 'Gjakova', which also provides services to a number of villages in the municipality of Prizren.

This indicator was analyzed by taking into account the data derived from the latest 2011 household census of KAS, and corrected by us, based on the household's growth coefficient year after year, in relation to the number of current bills reported by the RWC. We have asked the RWC to provide more recent household data, from the municipalities where they provide and their services in the hope that they are more up to date and as such they could not have been provided, so even in this case in the indicators we have a dose of reserve on the objectivity of the analyses.

Measuring water

Measuring consumed water is prerequisite to charge customers on the basis of their real consumption and can help promote the careful use of water so it is an important means of controlling water consumption and losses.

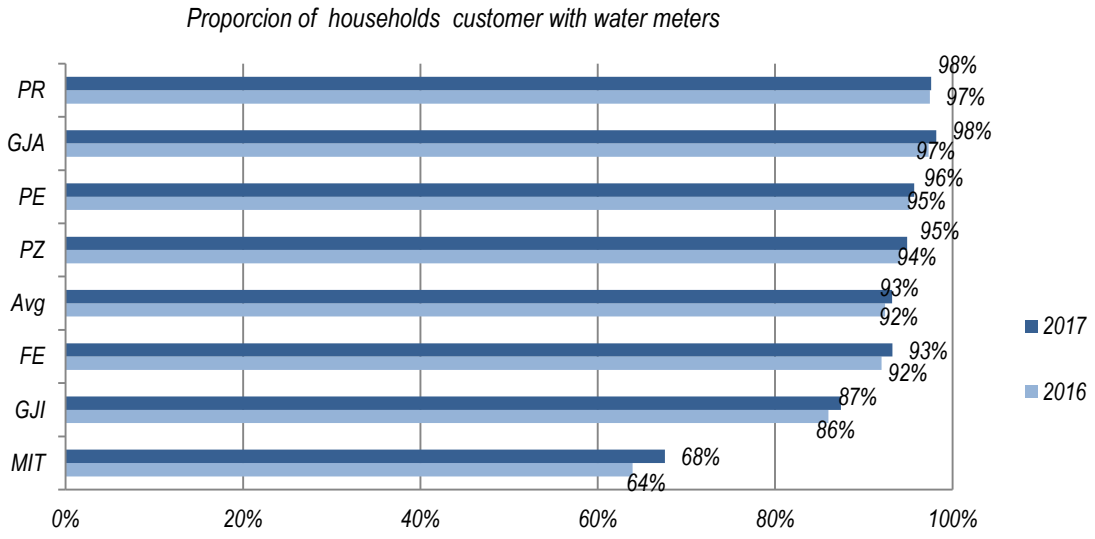

Figure 7. *The proportion of households customer with water meters*

Figure 7, shows the ratio of household meter water coverage to reach RWC as well as the average of the sector. In general, the average water metering ratio for the households' category has increased by 1%, and in 2017 it reached 93%.

Improvements in the rate of customer equipment with water meters during 2017 are recorded in some of the companies including RWC 'Mitrovica', 'Hidromorava', 'Bifurkacioni' and 'Hidroregjioni Jugor'.

None of the RWCs have reached the 100% rate, their home water meters measurements at best are RWC 'Prishtina' and 'Gjakova' with 98%, while RWC "Mitrovica" and 'Hidromorava", still remain below the average level of the sector with only 68%, respectively 87%. In 2017/2016 both these companies have been gradually increasing.

It is legal obligation (Law no. 05/L -042, for Regulation of water services), for companies to bill their customers by meter reading. WSRA require RWCs to have a more dynamic improvement in this indicator, especially RWCs to have a more dynamic improvement in this indicator, especially RWC 'Mitrovica' and 'Hidromorava'.

Companies should identify the importance of accurate measurement; from the point of view of revenue recovery from billing and perhaps even more important, identifying where water losses occur. It is a reality for the moment that the overwhelming majority of water meters in the country are in service for about 10-15 years or more. Water meters must be maintained and replaced according to a RWC implementation program, due to regular consumption and obsolescence, as the meters slow down and become less accurate over time.

Complaints

Number of complaints is an important indicator for assessing how much customers are satisfied with the service received from their service provider. Customer awareness plays a critical role in ensuring that complaints are reported and resolved within a defined legal timeframe.

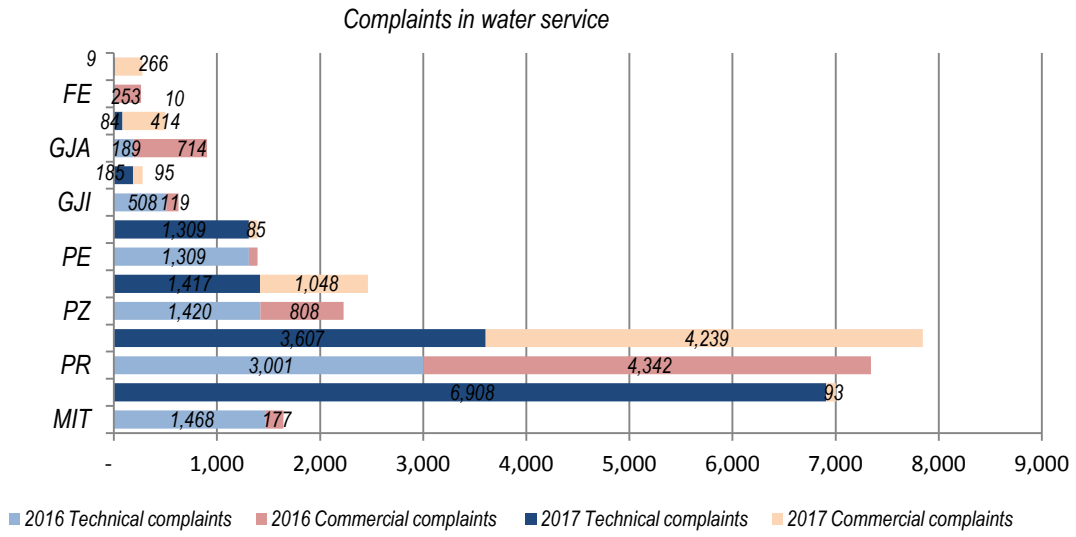

Figure 8. *Number of complaints for water utilities*

From figure 8, we can see an overview of the number of complaints registered by each of the RWCs. In total there were 19,759 addressed to all RWCs, their number increased by around 5000 or 37% compared to 2016. This increase was mainly due to the number of complaints addressed to RWC 'Mitrovica'. The total average of complaints per 1000/customers in 2017 is 59/1000 customers. Less complaints from other companies were deposited in RWC 'Gjakova' (14), 'Bifurkacion'(10) and 'Hidromorava' 100 per 1000/customers

Most commercial nature complaints have been related to debt disputes, debt-repayment and lump sum payments. Whilst in technical terms more customers have complained about: water supply outages , water leaks, water meter faults or even water pressure issues, usually when the pressure is too low, but occasionally even for high pressure.

This increase in the number of complaints, not necessary showing a deterioration in the level of service, may be more related to the fact that companies are being taken and better managed with customer complaints and returning their trust to service providers, as their complaints are being addressed.

The authority has allocated a low credential rating to customer complaint data. During the audit process we have established that regarding the registration of customer complaints, most companies have software applications –relevant modules (CRM), but are not up-to-date complaints are kept Excel diary and distributed to various departments of the company.

RWCs should maintain an updated customer complaints register and resolve them within a legally-defined time-limit under the Regulation on Minimum Standards for services.

3.1.3 Financial

Financial performance focuses on financial aspects of water supply such as sales, unit costs and capital expenditures of water supply. All the financial values expressed in euro are adjusted based on mid-2017 prices, to ensure proper year-to-date comparisons.

The volum of water sold

The water volum represents how much water was sold in relation to the planned sales of RWCs tariff applications for the 2017 tariff review process.

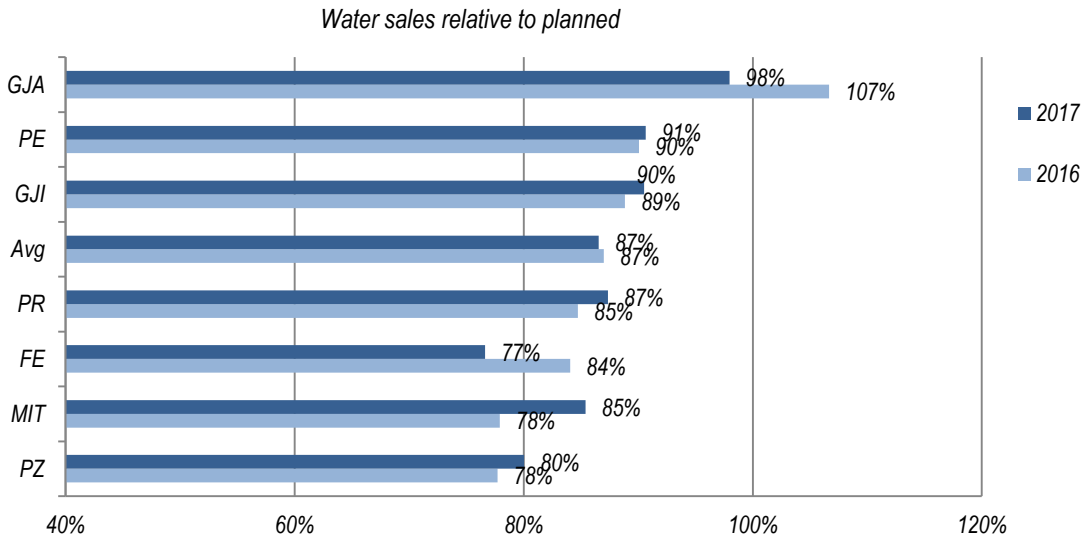

Figure 9. *Quantitative rates for water sold by RWCs in relation to business plan estimates*

The RWCs have planned in 2017, to sell a total of 68.6 mil.m^3, water for their customers, currently at 59.9.mil m^3, for districts of 8.7mil.m^3 , or 13%, less than planned for their business plans for the same year.

Total water sector sales in the sector increased from 57.6 mil.m^3 in 2016 to 59.9 mil.m^3 in 2017, which is equivalent to an increase of about 2.3 mil/m^3 or 4%. Otherwise RWCS currently continue to bill-sell only about 40%, of the total water produced and distributed to their customers.

The average sales rate in relation to planned sales remained at the same level as 87%, in these to years vite(2016-2017).

RWC 'Mitrovica' with (7%) reported a higher rate of progress in relation to its 2017planning, otherwise it si significantly below the sector's average in achieving water sales planning

RWC 'Gjakova', reported higher water sales in relation to planning among other RWCs, reaching sales at 98% planning rate. Sales realized by RWC 'Gjakova' were slightly lower than in 2016.

RWC 'Prishtina', 'Hidroregjjioni Jugor', 'Bifurkacioni' and 'Mitrovica', have failed most in achieving quantitative sales targets in 2017.

The main reasons for increasing the sales of water in business plans of the RWCs were the projections for increasing customer ties and increasing production. This under-performance of the RWC for the failure of water sales will affect the provision of sufficient revenue for the financial needs of RWCs, in particular for the financing of capital investments.

Value of sales (EUR)

The total value of water sales is an important indicator of financial performance by covering operating and capital maintenance costs by creating financial sustainability.

The figure below shows the performance of water sales compared to the planned estimates as defined in the RWC tariff applications for the tariff review process 2015-2017.

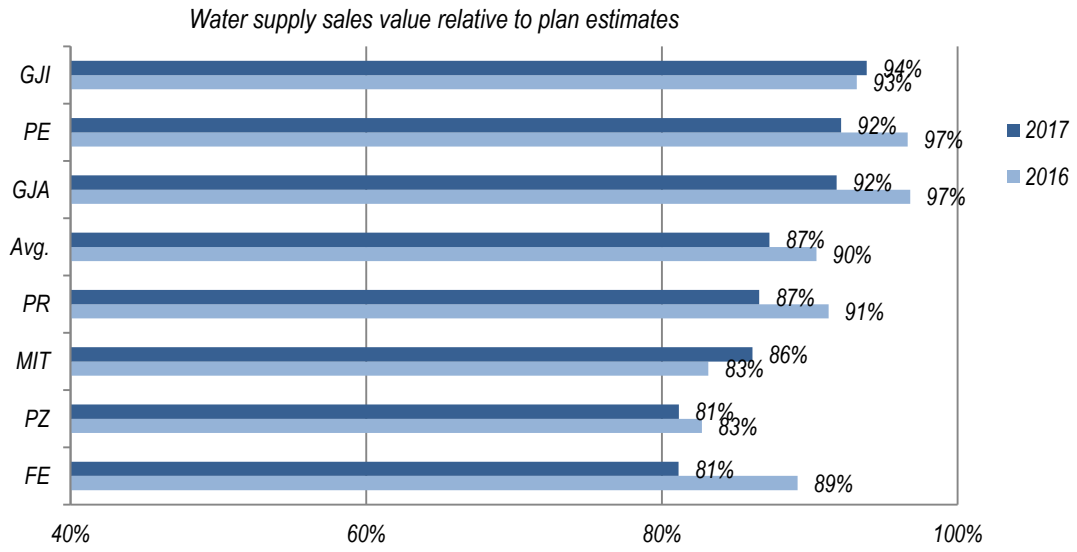

Figure 10. *The rate of the sales value of the water supply (EUR) in relation to planned sales*

During 2017, the sales value for each RWC was lower than the planned sales value, mainly due to poor sales volumes forecasts as described aboe (figura10).

Failure to realize sales volumes also reflected the value of sales and as such has completely affected by RWC with regard to the financial resources that would be needed to meet their investment plans.

The sales value realized for 2017 at the level of the water supply sector was € 29,4mil. while the planned €33,8 m meant that 87% of sales were realized from what was planned and is the lower by 3% compared to 2016 that was 90%.

Regarding the performance of sales at company level, RWC "Hidromorava" has this year with the highest target rate of 94% exceeding the previous yea 2016 for 1 %, while RWC "Bifurkacioni" reached only 81% of the target at the same time by fall of 8% from 2016, the result of which was almost the same level of billing in the euro without any change from the previous year while the planned billing was more ambitious (10%) in 2017 compared to 2016.

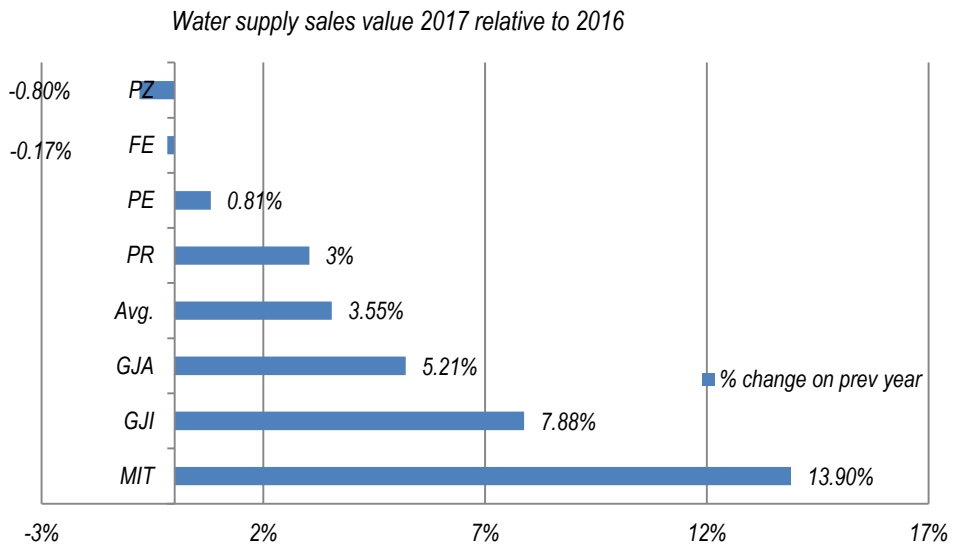

Figure 11, *Value of sales of water supply (%), during 2017 compared to 2016*

From figure 11, it si noted that nearly all sales companies have shown progress during the reporting period 2017 compared with 2016, with the exception of two companies RWC "Bifurkacioni" and RWC "Hidroregjioni Jugor".

Even this year as last year, RWC "Mitrovica" is the company which leads with the highest sales, an increase of 13.90% compared to 2016, the result of which was the increase of the number of customers connected in the water supply service by 9%, reflecting also the increase in volumetric sales growth by 12%.

Sector- level sales in 2017 are higher by 3.55% as a result of volumetric sales gowth by 4% .

Costs per unit of water produced[3]

The cost per unit of water produced is also an important financial indicator based on which we understand the costs per m³ of water produced.

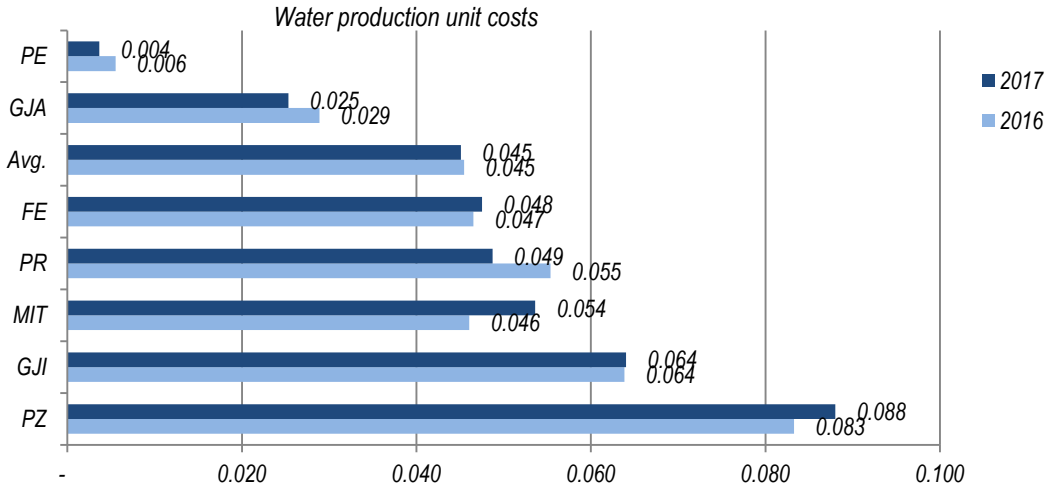

Figure 12. *Value of sales of water supply (%), during 2017 compared to 2016*

[3] *Unti costs for the previous year 2016 are adjusted for the inflacion rate 1.015.*

The average cost of a water unit production in 2017 has not changed compared to 2016, it remains the same as €0.045/m³.

There is wide variacion in production costs in RWCs, which is largely influenced by the tye of supply source, depending on whether the source is surface or groundwater, and from other factors such as the way of capiture and quality exploited water.

This is a concretet case at the RWC "Hidroregjioni Jugor", where the high cost of producing water is influence by high costs of water treatment, in particular by high energy and fuel costs during the operacion of the pumps.

While at the lowest cost now for many years RWC 'Hidrodrini' brings with €0.004 /m³,

Total cost per unit for water supply

The total cost per unit for water supply activities is the total costs for water supply (including operating costs and capital maintenance costs excluding capital return on capital and bad debts[4]) in relation to the volume of water sold for the same reporting period..

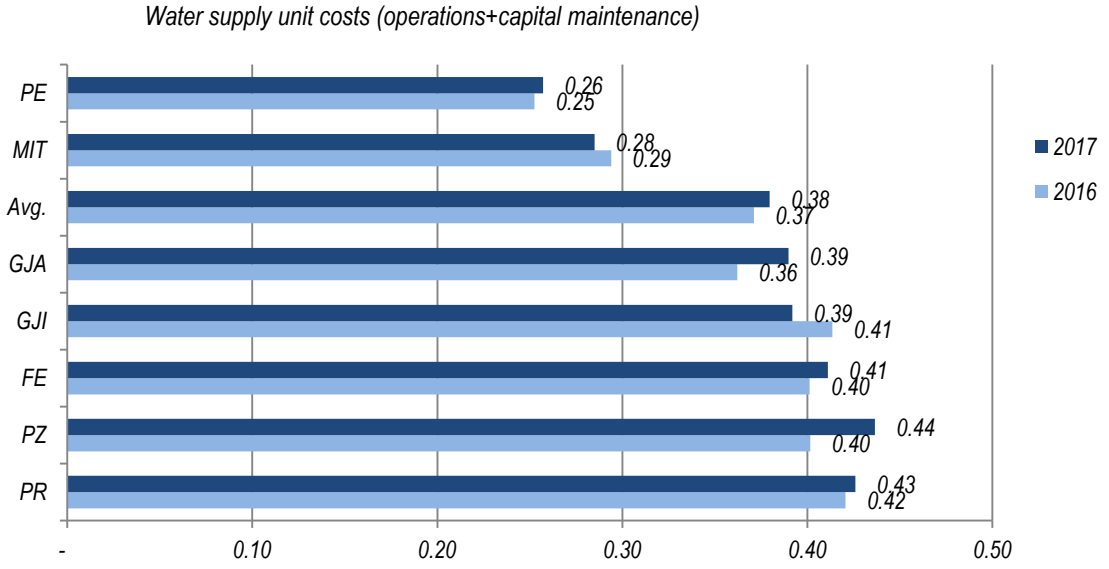

Figure 13. *Cost per unit of water supply EURO –per m3 të of water sold*

In 2017 at sector level, the cost per unit of water supply was €0.38 /m3, which compared to the previous year there was an increase of €0.01/m3.

In addition to RWC "Mitrovica" and RWC "Hidromorava", which in 2017, showed positive downward trends of €0.01 /m3 (Mitrovica) respectively 0.02 EUR/m3 (Hidromorava), all other companies recorded negative trends in this indicator. The increase in unit water costs supplied to most companies can be attributed to the apparent increase in total operating costs of water services, despite the volumes increase in water supply.

Unlike previous years this year RWC "Hidroregjioni Jugor" brings with the highest cost opf water supply by €0.44 /m3, marking an increase also compared with the previous year of €0.040 /m3 as a result of non-growth volumes sales, while operating costs including capital maintenance have risen to 9%.

[4] *Bad debts under the Regulatory Accounting Guidlines are defined as amounts of uncollected income from the previous year.*

The total cost per unit for water supply realized in relation to the planned one

The total cost per unit of water supply is a financial indicator that is ranked in the group of key indicators based on which the water supply performance is measured.

Inidicator graphically presented bellow shows tha ratio between the cost per unit of water supply realized and the cost per unit of planned water supply.

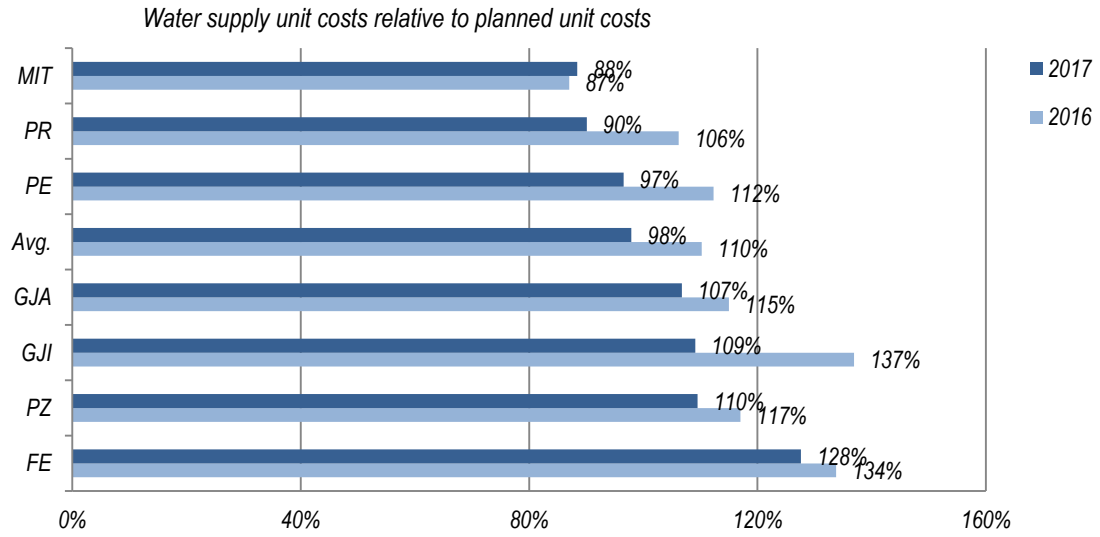

Figure 14. *Unit cost of water supply in relation to planned unit costs (%)*

At the sector level, meeting the water supply unit cost target in 2017 has further deviated from the planned 90%, but compared to the previous year, it has improved by 12% from 10% to 98%.

The best performance in this indicator was achieved by RWC 'Mitrovica', with unit cost at 88% level, desired by all companies and which was achieved thanks to the subsidy that this company received by covering expenses operating water at the level of 38%.
Poor performance is shown by RWC 'Bifurkacioni'. Owing to the high rate of operating costs, the non-realization of capital investments and sales of water to the planned values, during the tariff process 2015-2017 respectively in 2017).

Capital expenditures for water supply

The tariff review process 2015-2017 included provisions for capital expenditures both for capital maintenance as well as for capital increase. Much of these expenditures, especially those for capital maintenance, were expected to be financed by the RWC's own financial resources and are therefore included in the tariffs. We are disappointed when we see that the actual capital expenditures undertaken by the RWC in the last three years are neglibible compared to those planned. Another worring thing is that companies almost all capital expenditures or better to say at the level of 95% of them have dedicated to the expansion of capital expenditures and the rest of 5% to capital maintenance, a fact which results in the sektor growth is a proof of this failure to undertake effective capital maintenance activities within the network. The NRW sector growth is a proof of this failure to undertake effective capital maintenance activities within the network.

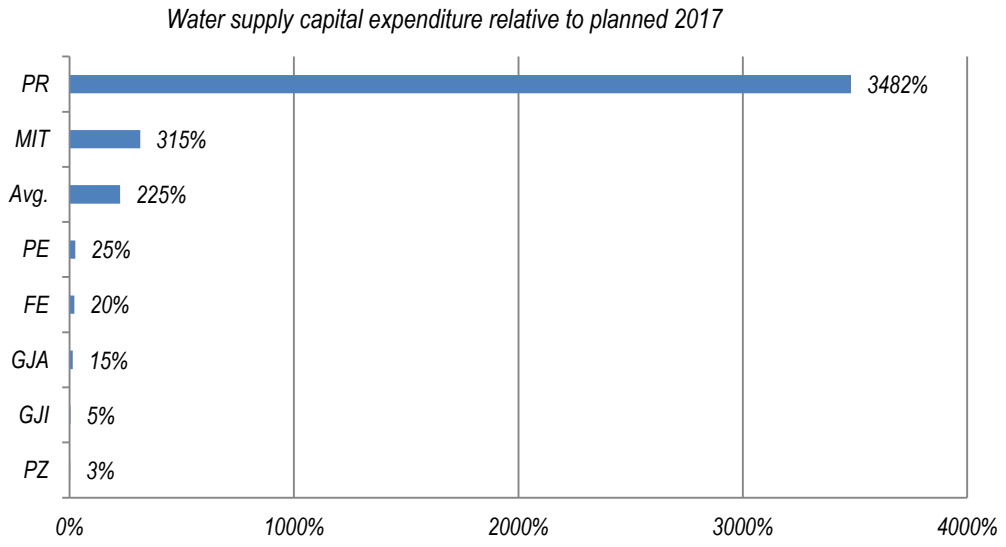

Figure 1. *Capital expenditures for water supply in relation to planned ones*

As evidenced by the current expenditures in the majority of RWCs, with the exception of RWCs "Prishtina" and "Mitrovica" were lower than the expected level and starting with 3% of WRC "Hidroregjioni Jugor" up to 25.5% of RWC "Hidrodrini".

Unlike previous years where most of the investments realized and declared by companies were mainly form grants (development donations) this year, investments from own source revenues accounted for 56% of the total nvestments amount.

The value of investiments from own source revenues for 2017 was around € 30 million while the rest of the grants.

Nat sector level for 2017 companies from own source revenues are planning to spend about 3 million euros ahihc are covered by approved tariffs, but most of them except the RWC "Prishtina" have not even reached 50% of them realize.

Table.3*. Value of investiments in the water service from own source revenues and grants for 2017*

Company	*Inv. in production*	*Inv.in distribution*	*Inv.in business activities*	*Total*
Prishtina	15,479,874	25,188,156	169,357	40,837,387
Hidroregjioni Jugor	113,420	49,899	55,195	218,514
Hidrodrini	7,620	390,034	98,411	496,065
Mitrovica	10,392,020	1,964,858	17,942	12,374,820
Gjakova	0.00	788,809	429,575	1,218,384
Bifurkacioni	21,382	141,828	42,754	205,964
Hidromorava	19,453	9,663	6,640	35,756
Total	26,033,769	28,533,247	819,874	55,386,890[5]

[5] *Investments realized over the recent years, but finalized in 2017(RWC Prishtina and Mitrovica)*

This year RWC 'Prishtina', with the realization of capital expenditures of 40.1 million euros, and 70% of it is realized from own source revenues. With these expenditures, the aim is to improve the continuity of water supply (mainly with the construction of water plant at Shkabaj,a project planned in 2014, the installation of pumps, reservoirs, etc).

RWC 'Mitrovica' from the total investment value of 12.3 milion euros received 100% of the grants, most of them have realized growing non-infrastructure resources and mainly for the counstrucion of the water plant in Shipol, while another part in the growth and renewal of the distribution infrastructure, specifically in rehabilitation and construction of the new water supply network.

RWC 'Gjakova","Hidroregjioni Jugor" and "Hidrodrini' have realize mainly expending infrastructure and non-infrastructure and expansion of water plant, extension of pipelines, renewal and construction of the water supply nework, construction of pump stations, installation of water meters, water filtering equipment, opening of wells, building of joints etc.

The company that has realized the least investments in water services has been RWC 'Hidromorava', with 35,756 euros or 4.6% of the planned one.

3.2. WASTEWATER SERVICES

This sub-section analyzes the RWCs' performance in relation to wastewater services in 2017 and compares trends with the previous year 2016 and an analysis versus the targets/expectations included in tariff review 2017. As for water supply we share this analysis into three main sub-sections: non-financial (technical), non-financial (commercial) and financial.

3.2.1 Non-Financial (Technical)

Non-financial (technical) performance focuses on technical aspects of wastewater services such as: the quality of wastewater and services levels with focus on those aspects that have a direct impact on customers.

The quality of wastewater discharged

Currently the wastewater treatment service in the country is very low, there is only one wastewater treatment plant in Skenderaj managed by RWC 'Mitrovica' and some small village-level plants managed by RWC 'Prishtina', from which we could not provide adequate data. The rest of the wastewater discharged by RWCs is logical to assume that they fail to meet environmental standards. We are hoping that in the coming years this service will be functional, as we have entered a phase of: planning, investments considerable capacity is now being built in the Prizren region.

Frequency of sewer overflows

It shows the number of reported incidents of sewerage collapses reported by RWC (or identified by RWC staff) in the reported period relative to the length of sewerage network. This indicator assesses the performance of the sewage network respectively the density of sewer overruns per 100 km of the grid.

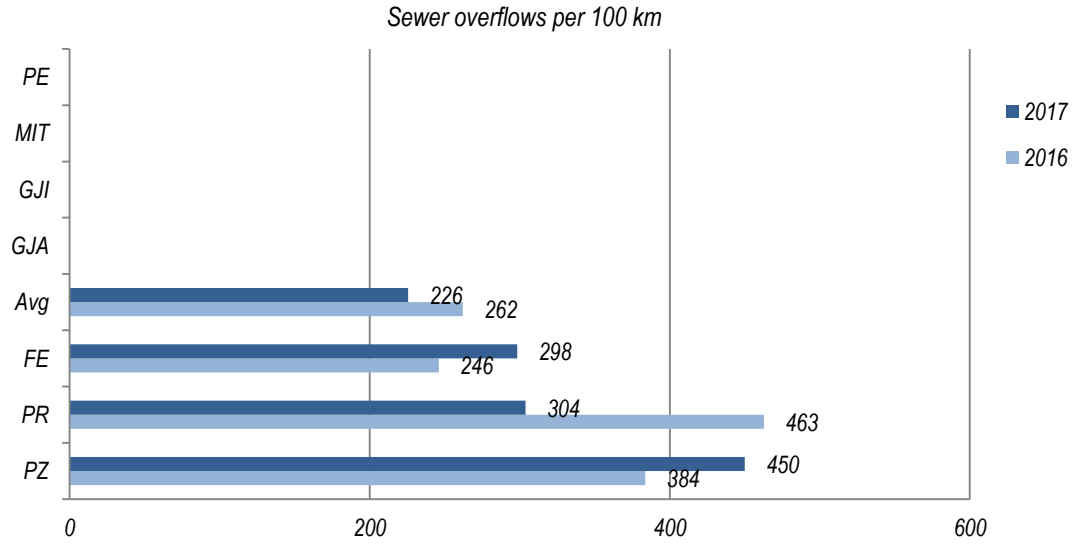

Figure 16. *Number of overflows per 100 km*

Only RWC Hidroregjioni Jugor , 'Prishtina' and 'Bifurkacioni', have reported data on sewer overflows. While RWC 'Prishtina' has reported a decrease in sewer overflows from 463 to 304, per 100/km, two other RWC 'Hidroregjoni Jugor' with 450 and 'Bifurkacioni' with 298 overflows per 100km, reported overflows age growth in 2017/2016.

The low density of overflows in the RWC 'Hidrodrini', 'Mitrovica', 'Hidromorava' and 'Gjakova', is due to the fact that these have not reported data.

This large number of overflows reported by some of the RWCs reflect the poor state of the sewerage network and also show poor usage practices (such as dumping solid waste in wells) and also network overload.

The service provider should develop and implement a program to inspect and clean the sewerage pipes. The whole sewage network should be cleaned at least once in five (5) years. While the inspection of all sewage manholes should be carried out at least once in (2) years and their repair should be done depending on the need.

3.2.2 Non-financial (commercial)

Non-financial (commercial) performance focuses on commercial aspects of wastewater services such as service coverage and complaints.

Coverage of wastewater services (sewage)

Coverage of wastewater services is defined as the percentage of the population within the service area that has the service of sewage (sewage).

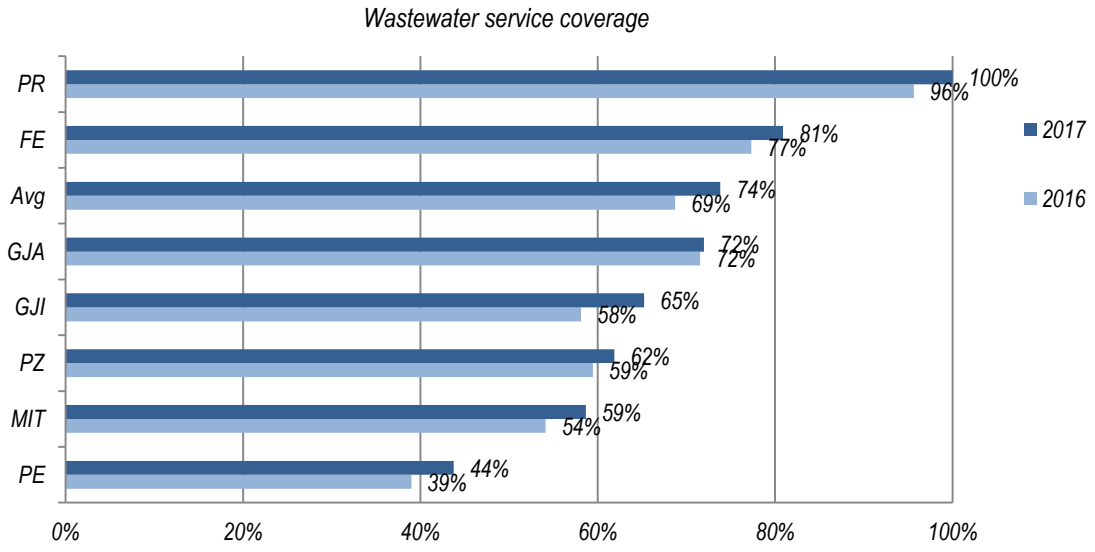

Figure 17. *Population coverage with wastewater services (%)*

The coverage with the wastewater service at the sector level during 2017 reaches the level of 74%.

The highest level of coverage with wastewater services in 2017 has reached the 'Prishtina', as is the coverage of water supply services; it is worth noting that it was influenced by the large influx of residents' movement from other cities and registration of them as households or customers of this company.

The low level of coverage with wastewater service continues to be in RWC 'Hidrodrini' service area by 44%, which is 5% more than in the previous year, 2016.

Also, this indicator similar to the water supply coverage has been analyzed, taking into account the data from the latest 2011 household census by Kosovo Agency of Statistics corrected on the basis of the household growth factor in the year after year, in relation to the number of actual bills reported to the RWC.

Complaints

This indicator represents the total number of complaints received by RWCs regarding service levels (sewerage floods, etc) as well as the financial and commercial aspects related to wastewater service during the reporting period (tariffs, etc.)

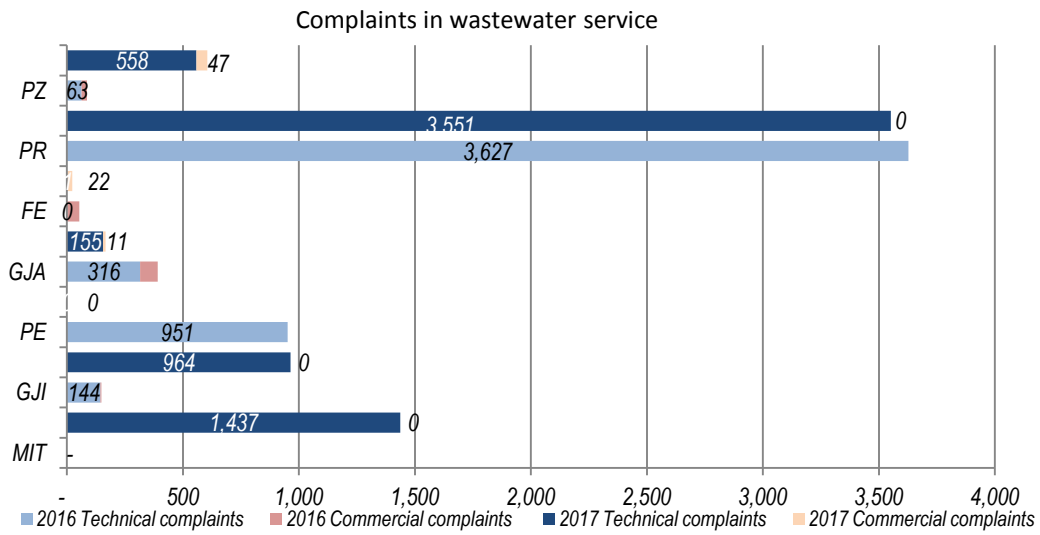

***Figure 18**. Population coverage with wastewater services*

The number of complaints received by the RWCs for wastewater services in 2017 has increased by around 1500 in relation to 2016. There were a total of 6746, complaints in the wastewater service in 2017 which is equivalent to 24 complaints per 1000/customers.

The majority of complaints for all RWCs have been related to operational issues such as sewer overflows including floods and sewage purification, and smell from wastewater treatment works. Customers have complained less about commercial issues in the wastewater service.

Customers who receive poor service or are dissatisfied with any aspect of the wastewater service (sewage) offered to them have the right to complain. The number of complaints can be taken as a reflection of customers' discontent and greater customers' awareness of the right to dignified services and the proper handling of their complaints

2.2.3. Financial

Financial performance focuses on the financial aspects of wastewater-sewage services such as sales, unit costs and capital costs for wastewater.

Value fo sales of wastewater services (EUR)

The figure below shows the performance of sales of wastewater services compared to planned estimates as set out in the RWC tariff applications for tariff review process 2015-2017.

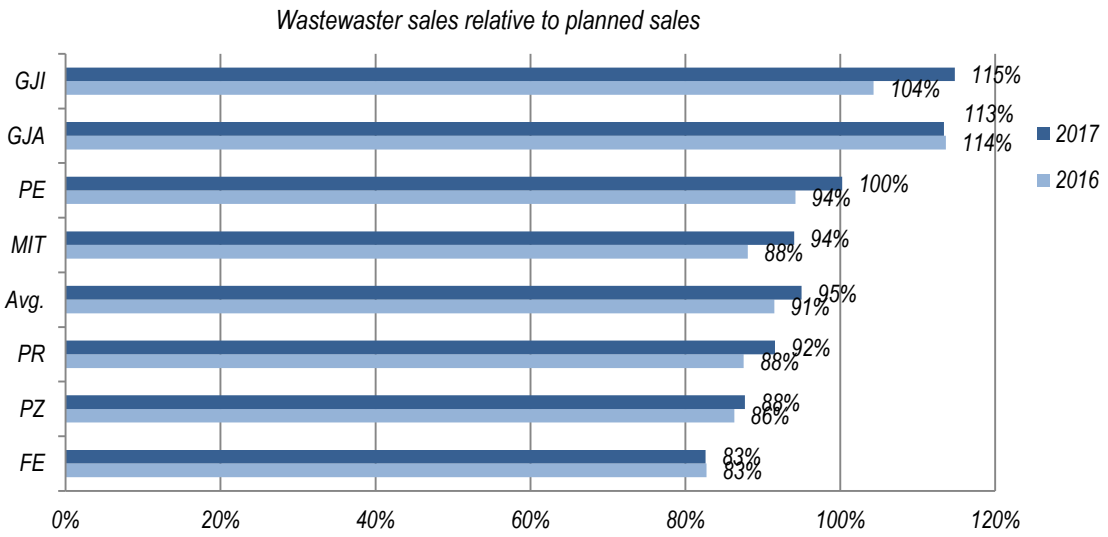

Figure 19. *Value (EUR) of sales of wastewater services in relation to planning*

Unlike water sales in relatikon to the plan where their performance was poor, with no exception to all companies, the contaminated waters three out of seven RWCs showed good performance at actual sales in relation to the plan, even exceeding those for 15% (Hidromorava), 13%(Gjakova), and 12% (Hidrodrini).

The sales value realized for 2017 at the level of the water supply sector was €3,873,041 while the planned,165,383€ means that 93% of sales were realized from what was planned, and it was lower by 3% compared with 2016 that was 90%.

Even this year RWC 'Hidromorava" has achieved the highest percentage of planned sales compared to other companies with 15% while remaining in the same postion as the previous year, while the lowest percentage of realizeion of sales for wastewater in relation to plan like water sales remains the RWC "Bifurkacioni" with 82% with a decrease of 1% compared to the previous year.

Relative value of sales of wastewater services

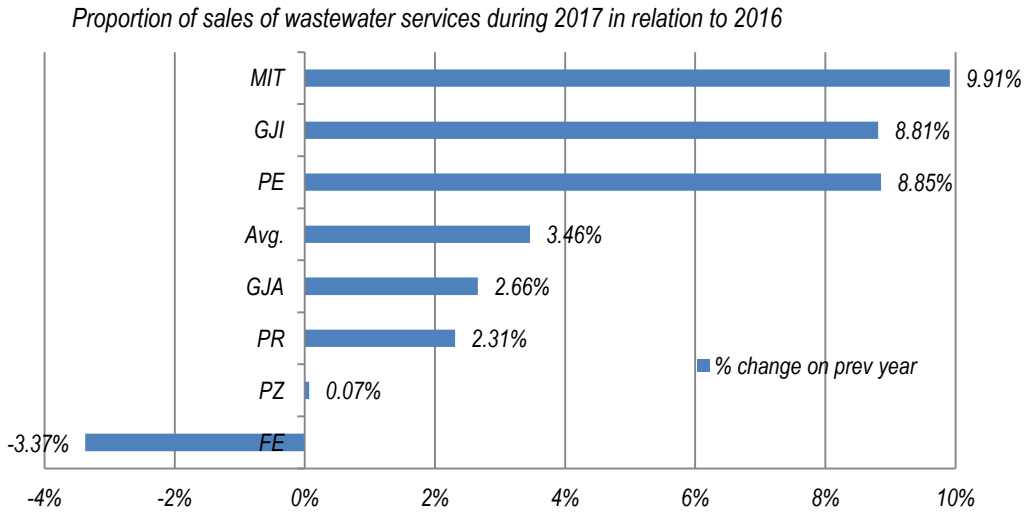

Figure 20. *Value of sales of wastewater services during 2017 compared with 2016*

The figure above shows trends in the value of sales realized during the reporting period 2017 compared wit 2016, from which it si noticed that six of the seven RWCs have made progress in this indicator during 2017 compared to 2016, with the exception of RWC "Bifurkacioni".

RWC "Mitrovica" is a company that achieved the highest sales in 2017 with 9.91% compared to 2016 , the result of which wes the increase of the number of customers in the wastewater service for 11%, thus also affecting volumetric sales growth.

In absolute terms, sector-level sales in 2017 are 3.46% higher than in 2016.

Total cost unit for wastewater service

The costs per unit of wastewater services are defined as annual costs for serviced household customers[6].

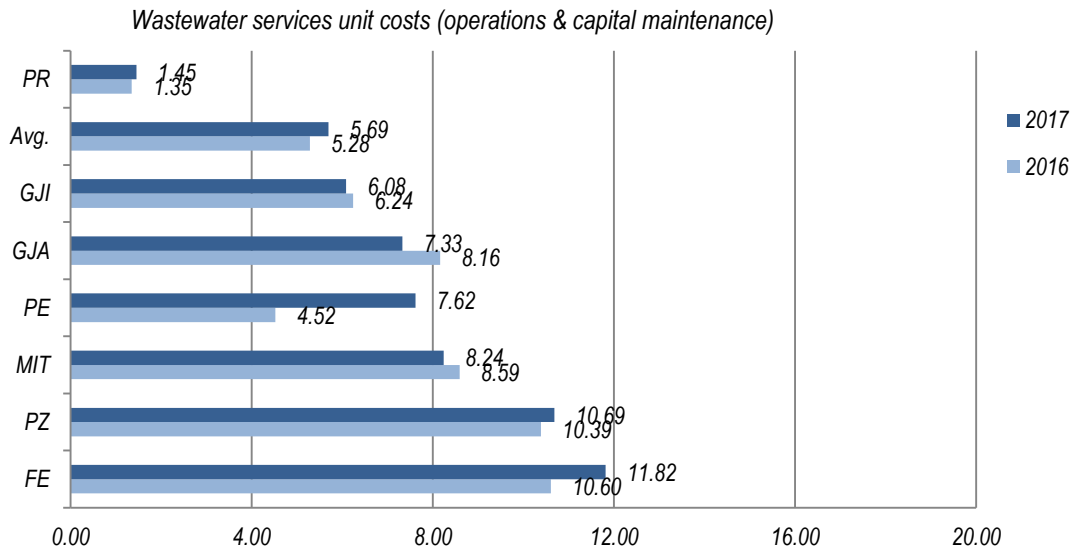

Figure 21. *Unit cost of wastewater services- EUR for household customers*

The unit cost of wastewater services a sector level in 2017 compared to 2016 has been higher for 0.41[7] EUR/m3 or 8%.

As seen from the figure above in three out of seven companies for 2017 we saw a decrease in unit cost for wastewater service, the result of which was the decrease in the number of households served, despite the increase in total expenditures for wastewater.

The lowest cost in this indicator for 2017 has RWC 'Prishtina', with 1.45 EUR/cons. with an increase of 0.10 EUR/cons. Compared to the previous year, while the highest cost for 2017 compared with 2016 remains the RWC "Bifurkacioni", with an increase of 1.21 EUR/m3 or 11%, the result of which was the high operating costs, despite the increase of the number of customers.

At the same time we see that the RWC "Hidrodrini" is the company that has acghived this with a higher cost per unit of wastewater in 2017 compared to 2016 and that of 3.09 euros or 68%, as a result of this change (cost increase) has been mainly the increase of capital maintenance costs for wastewater services at 197%.

[7] *The unit cost of 2016 is adjusted for the inflation rate.*

Total cost per unit of wastewater services in relation to the planned one

Total cost per unit of wastewater services is also an important financial indicator which is ranked in the group of key indicator based on which the performance of wastewater is measured. .

The indicator graphically presented below shows the ratio between unit cost of wastewater services realized (operating costs including capital maintenance / households equivalents[8]) and the unit cost of planned wastewater services (operating costs including capital maintenance / household customer equivalents)

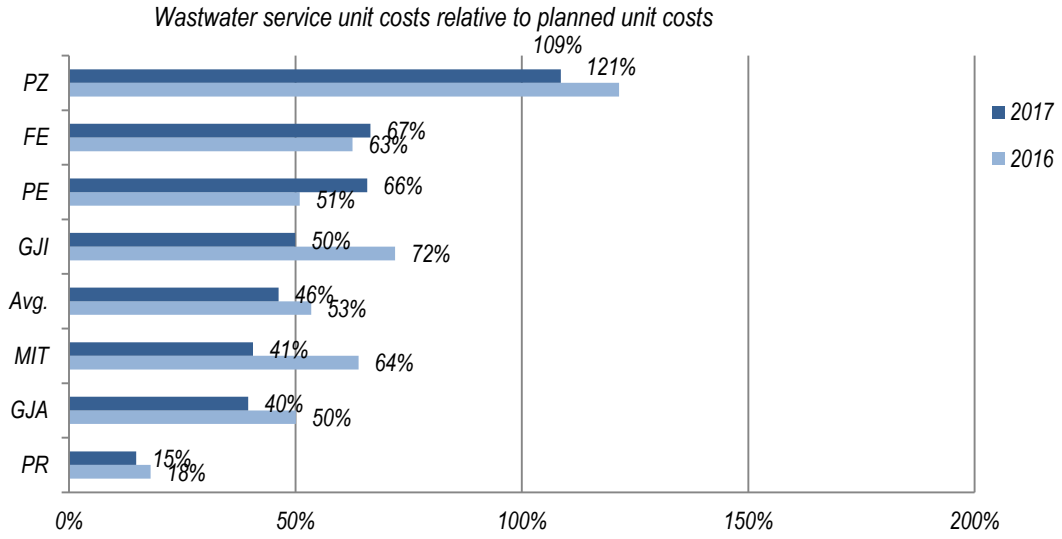

***Figure 22**. Unit cost of wastewater services in relation to planned unti costs (%)*

The unit costs realized in relation to the planned ones derived from the 2015-2017 tariff review (adjusted by price level in 2014), nearly all RWC were lower, and this shows no greater efficiency thatn was planned because the planned unit cost involved considerable costs for infrastructure renewal and depreciation at current cost of new assets and none of them managed to realize it.

Although RWC "Hidroregjioni Jugor", compared to other companies, has reached the highest percentage of realization from the planned target, yet it does not show good performance, because it has exceeded operating costs by 155% without realizing either 2% of expenditures for capital maintenance

Capital expenditures for wastewater

The represent the total capital expenditures realized for maintenance and capital increase in wastewater service in relation to capital expenditures approved in business plan for 2017.

[8] *Served household customers are defined as the current number of household customers plus the number of non-household customers converted to household customers ekuivalent base donte proporcional share of cunsumed water.*

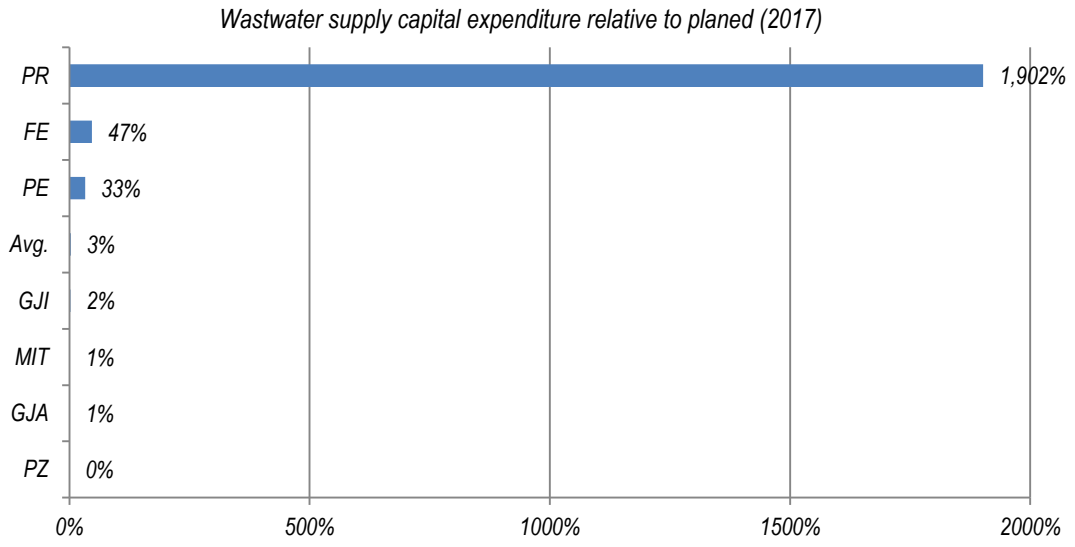

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Figure 23. *Capital expenditures for wastewater service in relation to planned ones (%)*

Even the same wastewater service as the water supply service, companies for 2017, envisaged substantial provisions of about €14 milion for capital increase and capital maintenance, which were foreseen to be provided both by own funds and donations, but in reality actual expenditures were much lower than the expected level, with the exception of RWC "Prishtina", which has invested heavily in investments in relacion to the plan.

Even this year most of the investments made for wastewater are from own source revenues of € 349,705 or 95% of the total investiment amount, while the rest are grants totaling €19,814.

For 2017 companies from own source revenues are planning to spend around 500,000 euros, which are covered by approved tariffs, and companies for 2017 according to the plan realized 82% of what was planned.

Table. 4, *Realized value of investiments in wastewater service from own source revenues and grants for the year 2017*

RWC	Inv.in collection	Inv.in treatment	inv.in discharge	inv. current business	Total
Prishtina	214,063	0	0	5,286	219,349
Hidroregjioni Jugor	0	0	0	8,102	8,102
Hidrodrini	83,608	0	0	10,080	93,688
Mitrovica	0	0	0	1,994	1,994
Gjakova	10,815	0	0	22,609	33,424
Bifurkacioni	0	0	0	10,688	10,688
Hidromorava	1,774	0	0	500	2,274
Total	**310,260**	**0**	**0**	**59,259**	**369,519**

3.3. FINANCIAI PERFORMANCE OF RWC

Revenue collection

Efficiency of collection represents the report of collection of revenues billed during the year for the supply of water and wastewater services excluding other charges, such as connection fees and other revenues that companies may have as part of the business. This one of the most significant managerial indicators which, in addition to the billing efficiency and the reduction of water losses, have direct impacts on the company's financial sustainability.

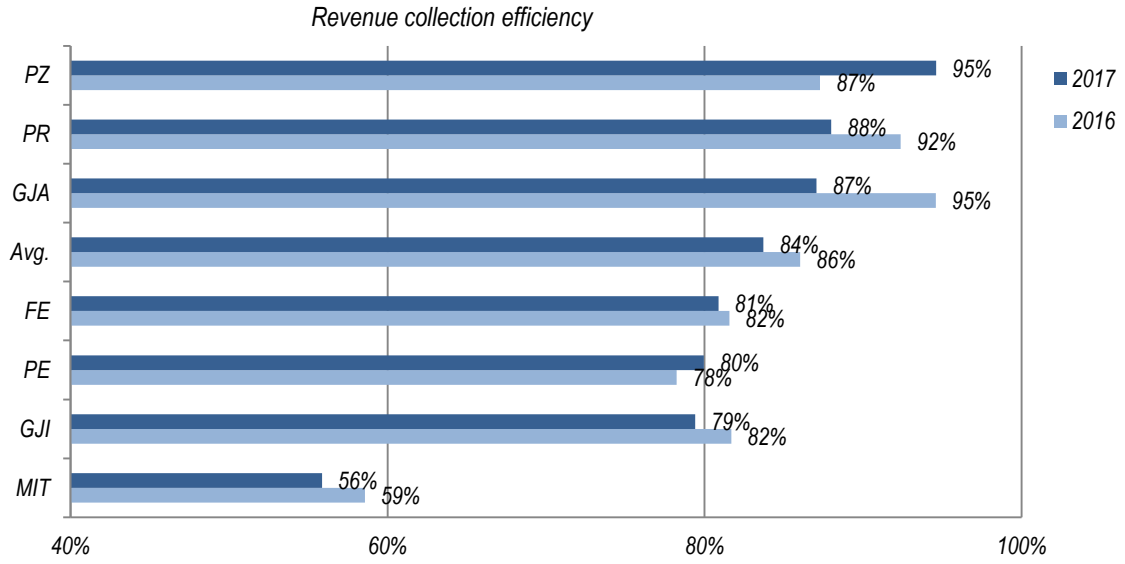

Figure 24. *Revenue collection / billing rate (excluding other operating income)*

The collection rate for water and wastewater service bills as the sector average for 2017 was 84% and is 2% lower than in 2016.

As noted in figure performance and progress and the best on the collection rate has reached RWC "Hidroregjioni Jugor" with 95%, which occurred as a result of debt cancellations based on the Law on public debts forgiveness, reprogramming of debts with installments, ongoing work with private bailiffs, etc. Good performance in this indicator has also shown the RWC "Hidrodrini" with a 2% increase compard to the previous yeaer, while the other RWCs without exception have shown negative trends.

The planned 2017 target at the sector level was 82%, while this target at the sector level at present hs been exceeded by 2%.

Low colelcgtion efficiency is generally affected by non-payment of invoces by household customers, but part of commercial and institutional customers from which companies can not collect the payment.

Table 5. *Collectio rate by customer category and total for 2016-2017*

Category ofcustomers	Prishtina		Hidroregjioni Jugor		Hidrodrini		Mitrovica		Gjakova		Bifurkacioni		Hidromorava	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Households	87%	85%	88%	98%	77%	78%	50%	48%	93%	88%	79%	81%	78%	76%
com.-industrial	103%	90%	64%	69%	82%	88%	117%	69%	92%	83%	92%	95%	89%	93%
Institututions	99%	98%	119%	108%	79%	80%	69%	97%	115%	83%	89%	57%	98%	89%
Total	92%	88%	87%	95%	78%	80%	59%	56%	95%	87%	82%	81%	82%	79%

Tablea.5, gives and overview of the collection rate for the to years 2016 and 2017, divided by customer categories, from which we note that the imprvement of the collection rate in the there categories of customers in most companies still remains a challenge to improve.

Thie year the RWC 'Hidroregjioni Jugor" holds the rekord with 98% of household receipts, as well as the category of institutions with 108%, wjhile RWC "Bifurkacioni" leads with the highest % in the category of business with 95%.

In RWC 'Mitrovica', household customers, are seen from the table above, remain the weakest debt payers, only 48% of them manage to settle the debt for the service provided by their servilce provider.

Even in 2017, the main measure applied to collecting customer debts was the implementation of the Law on public debt forgiveness which continued until September 2017. Some RWCs also implemented operational measures (disconnection) and legal ones (egagement of bailiffs), to improve collection efficiency.

Improving collection efficiency requires permanent and continuous engagement by developing sustainable action plans, improving regular meters reading, regular billing, and undertaking timely and operational measures for irresponsible customers.

Return to capital

We already know that from the tariff process 2009-2011 we introduced the concept that the RWC s are getting the return on capital as a necessary condition to reach a sufficient level of borrower to attract the much needed investments in the sector.

For the 2015-2017 tariff process based on the good practices of Western European countries, we have proposed a true return value (after inflation) of 4% to the Regulatory Asset Base (RAB)[9].

[9] *For further details on the Regulatory Asset Base (how it is defined, and determined, etc.) refer to the WSRA Regulatory Accounting Guidelines*

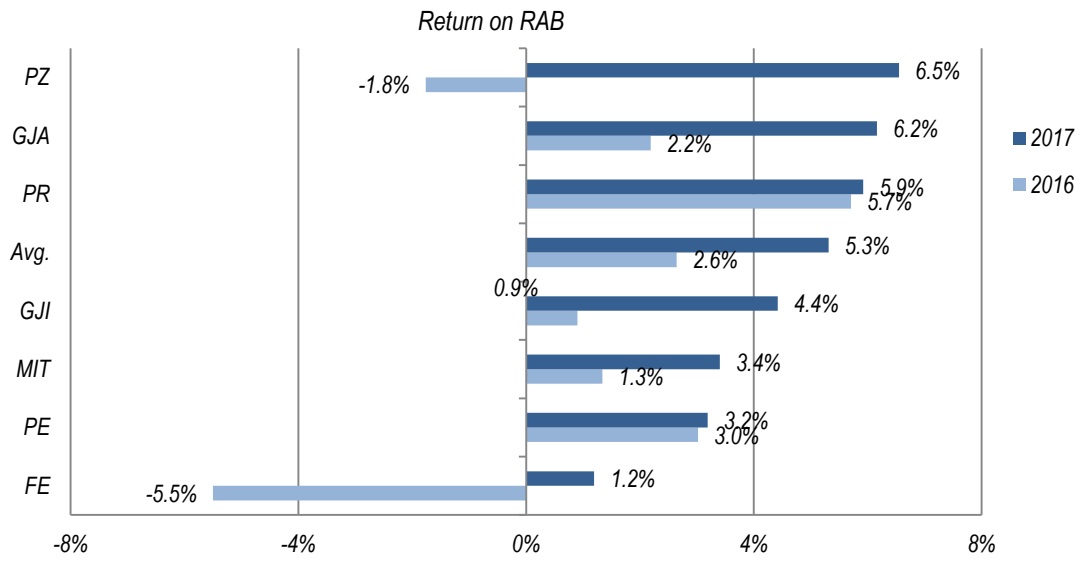

Figure.25. *Return to the Regulatory Asset Base–RAB (%)*

Return on capital at sector level has significantly improved for 2017 compared with 2016 and that of 2.67%.

As noted above, all companies have had pozitive returns from 1.2% of RWC "Bifurkacioni" up to 6.5% of RWC "Hidroregjioni Jugor", of which value we understand that companies have reached their incomes cover high operating expenses including provisioning of bad debts and capial maintenance.

The highest rerformance and improvement in 2017 at the return rate was achieved by RWC 'Hidroregjioni Jugor" with 8.31% from -1.8% in 2016 to 6.5% in 2016. This cange is so high, despote the reduction of expenditures which has made this company compared to the previous year, can be mainly dedicated to raising revenue from regular billing, including the subsidy[10] that the company has received from this company.

[10] *The subvention has been received by the municipality to cover wastewater operational costs.*

3.4. THE OVERALL PERFORMANCE OF RWCs

This chapter reflects the overall performance of the sektor and RWCs, according to the methodology developed by Water Service Regulatory Authoirity[11]. The overall ranking of a RWC is determined on the basis of the overall results in achieving the Main Performance Indicators (TKP), in relation to the long-term objectives the RWCs' assessment and ranking for 2017, in line with the Annual Monitoring Plan Guidelines[12], as well as the recent changes made to the performance evaluation methodology[13]. We have assessed the overall performance for each sector (water supply and wastewater service) based on quality, service levels, coverage and cost efficiency. These then combined and added to the commercial and financial efficiency (revenue collection and return to the BRA) to reach a general measure of the RWCs' performance. All performance measurements are expressed as percentages where the ideal is 100%. Thus, the overall performance assessment is based on absolute performance in relation to the 'ideal' performance level of the company's well-performing and provides efficient water supply and wastewater collection services.

Considering that the challenge of reducing non revenue water is being increaseingly addressed by the Kosovo government as a shareholder of the RWCs, the active donors in the sector, the RWC's own demand as well as the necessity to continuously improve the quality of the data reported by RWCs. WSRA in 2017 made some changes, and the current 11 (eleven) shceme added two CPI (Non revenue water (%) and Regulatory Reporting). In line with these changes, the weight of indicators is reviewed as a whole and the evaluation criteria for these two indicators was set .

There are now 13 (thirteen) key performance indicators along with their weights related to: Service Standards, Financial Performance and Operational Performance and Data Quality (data reliability) as shown in the KPI scheme.

Table 6. *Key performnce indicators and bechmarking values*

Group	Key performance indicators	Bechmarking
Water	The quality of drinking water	100%
	Pressure	≥1.5-7.0 bar
	Availibility	24h
	Coverage with services	100%
	Cost Efficiency	BPRR
	Non revenue water	≥25%
Wastewater	The quality of discharge	100%
	Reliability	0
	Coverage with services	95%
	Cost Efficiency	BPRR
Regulatory Reporting	The points (reliability) determined by the Audit	100%
Financial / commercial	Profitability	4%
	Commercial Eficiency	100%

Based on our analysis, the changes made in 2017, in the KPI scheme have had a considerable impact on the overall outcome and final ranking of RWCs in 2016, as the weight of three indicators (water quality, available and profitability profitabilitetit), which currently have a high level f achievement of the objectives and two indicators have been set: water

[11] Annual Monitoring Plan -2011

[12] The decision to cange the overall performance assessment of RWC-2017

losses and data reliability, which leave a lot of space to fill, especially the NRW indicator is at a very low level and far from the acceptable target. Taking into account when assessing overall performance in this report, I will only be limited to the overall performance assesment for 2017, without making comparisons for the 2016.

3.4.1. PERFORMANCE OF WATER SUPPLY

This part of the report presents an assessment of the overall performance of the seven RWCs in the water supply service. It is based on a comparative assessment of the company's 'ideal' of expected performance, which works well and provides efficient water supply. The annual performance assessment of the water supply services is done through the following indicators:

(i) Coverage of service water supply in the service area,

(ii) The quality of water supplied

(iii) Water pressure,

(iv) Availability,

(v) Cost Efficiency,

(vi) Non-Revenue Water

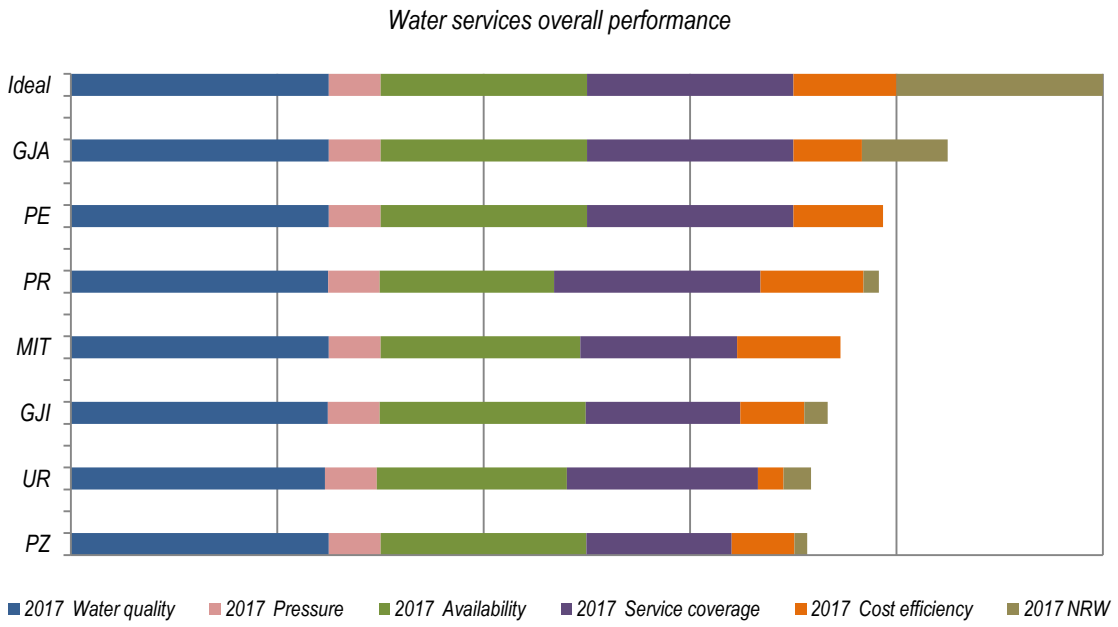

Figure 26. *It presents the results in the assessment of the performance of the water supply and raniking of the RWC (2017)*

The overall performance of the water supply service on average in 2017, compared to the overall target level of a 45%, reached 34.2% .

RWC 'Gjakova', has shown the best performance in water supply in 4 of the 6 key indicators in this service. Performance in indicators: water quality, pressure, supply continuity and service coverage is complete at this company. While NRW and Cost Efficiency are two of the indicators that need to pay attention to the management of this company to gain further improvement. Currently, the RWC 'Gjakova' performance, is at level 38.1% of the possible target of 45%.

In RWC Hidroregjioni jugor', has been shown the poorest performance by all RWC. There are three indicators (water supply coverage, NRW and cost efficiency) where the improvement area is visible.

Table 7. *Results for overall performance of water supply in 2017*

RWC	Water quality	Pressure	Supply Y	Coverage	NRW	Cost Effic	Total for RWC
Ideal	**25.0%**	**5.0%**	**20.0%**	**20.0%**	**20.0%**	**10.0%**	**45%**
GJA	25.0%	5.0%	20.0%	20.0%	8.0%	6.7%	38.1%
PE	25.0%	5.0%	20.0%	20.0%	0.0%	8.7%	35.4%
PR	24.9%	5.0%	15.5%	20.0%	1.5%	10.0%	34.6%
MIT	25.0%	5.0%	19.3%	15.2%	0.0%	10.0%	33.6%
GJI	24.9%	5.0%	20.0%	15.0%	2.3%	6.2%	33.0%
FE	24.6%	5.0%	18.4%	18.5%	2.7%	2.5%	32.3%
PZ	25.0%	5.0%	19.9%	14.1%	1.2%	6.1%	32.1%
Sector	**24.9%**	**5.0%**	**19.2%**	**17.5%**	**2.2%**	**7.2%**	**34.2%**

Standard service indicators are predominantly stable, although there is still room for improvement in the service coverate indicator and continuity of supply by some of the RWCs.

Water qulaity, *is at a satisfactory level, seven RWC in total have managed to improve even further the water quality, only 0.1%, is deviation from the target.*

Pressure *on the distribution network has been fully met, none of the RWCs have reported having difficulties in providein adequate pressure.*

Continuity of supply *has improved, investments in RWC 'Prishtina' and 'Mitrovica', in the expansion of production capacities, have reflected on the improvement of this indicator. Commitment is still required from RWC 'Bifurkacioni', 'Prishtina' and 'Mitrovica'. Currently the target compliance level is 19.2% of the total possible 20% of this indicator.*

Service coverage, *on average, has increased, but coverage of water supply services remains low in the RWC KRU (Hidroregjioni Jugor, Hidromorava and Mitrovica).*

NRW *is one of the indicators that is much to be desired. There are two RWCs Mitrovica and Hidrodrini, which have not been able to provide any points of this indicator, NRW norm in these two companies is over 60%. The best position out of all other RWCs is RWC 'Gjakova'(8.0%). The average sector rate in this indicator, in relation to the target (20%), is very low, only (2.2%).*

Cost Efficiency *in the water supply service in relation to planned costs has also improved, A high level of cost efficiency has occurred in RWC Mitrovica' ande 'Prishtina'. While RWC'Bifurkacioni', the cost efficiency is very low with only 2.5% of the total 10%.*

3.4.2 PERFORMANCE OF WASTWATER SERVICES

The overall performance evaluation of the seven RWCs in the wastewater services is also based on a comparative assessment of the company's "ideal" performance of the well-functiong company and provides efficient wastewater services. The annual performance assessment of wastewater services is carried out through the following four indicators:

(i) Coverage with sewerage system for wastewater in service areas,

(ii) The quality of wastewawter discharged,

(iii) Reliability of wastewater services,

(iv) Cost efficiency.

The overall performance of the wastewater service in average in 2017, in relation to the target ideal general level of 35%, rached 13.81% .

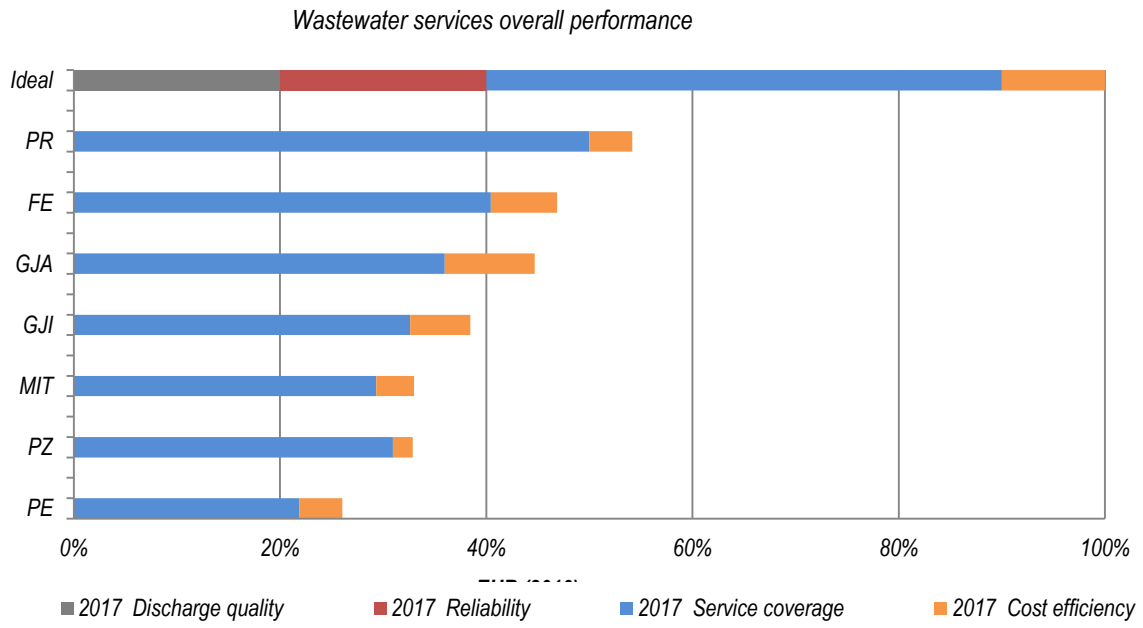

Figure 27. *The overall performance of wastewater services -2017*

The overall performance assessment for wastewater services this year is based on only two indicator (service coverage as well as cost efficiency). The other two indicators (the quality of discharge and reliability) of the first associated with wastewater treatment is limited and lack of quality data and standards of water. Similarly, since the reliability for all RWCs (measured on the basis of flooding / overflows 100 km pipes per year) is higher than the absolute maximum of 10 from the ideal level, and data from some RWCs, others were reported, this indicator has not been evaluated.

In total, the performance diagram shown in fig 27, illustrates the need for significant investments in the improvement of wastewater infrastructure, including: the development of wastewater treatment plants and associated facilities.

Table 8. Results of overall performance in wastewater service in 2017

RWC	The quality of discharge	Reliability	Coverage	Cost Effic.	Total
Ideal	20%	20%	50%	10%	35%
PR	0.0%	0.0%	50.0%	4.2%	19.0%
FE	0.0%	0.0%	40.4%	6.4%	16.4%
GJA	0.0%	0.0%	36.0%	8.8%	15.7%
GJI	0.0%	0.0%	32.6%	5.8%	13.5%
MIT	0.0%	0.0%	29.3%	3.7%	11.5%
PZ	0.0%	0.0%	30.9%	1.9%	11.5%
PE	0.0%	0.0%	21.9%	4.2%	9.1%
Sector	0.0%	0.0%	34.5%	5.0%	13.8%

The coverage of wastewater service at the general level in 2017, has improved, the total score is 13,8%, which is 21.2% lower than the target level targeted at the service by 35%. RWC 'Hidrodrin' and 'Mitrovica', 'Hidroregjioni jugor' and 'Hidromorava', have significantly less coverage of wastewater services compared to other RWCs and are far from the target objective of this indicator. Unit costs realized in relation to those planned for 2017, in all RWCs were lower, and this shows lower efficiency than planned.

The cost efficiency in the wastewater service is at 5%. The best performance in this indicator has been marked by RWC 'Gjakova', while a very low level of cost efficiency has shown RWC 'Hidroregjion Jugor'.

RWC 'Prishtina', has the best performance in this service compared to the other companies, whith a gradual improvement trend. While the company with the poorest performance continues to be RWC 'Hidrodrini'.

3.4.2. OVERALL PERFORMANCE

The overall performance of RWCs brings together the performance of two business sectors: water supply and waswater services, as well as broader commercial aspects (profitability and revenue collection) as well as regulatory reporting.

(i) The overall water supply performance,

(ii) The overall wastewater services performance,,

(iii) Regulatory reporting,

(iv) Profitability,

(v) Commerical Efficiency

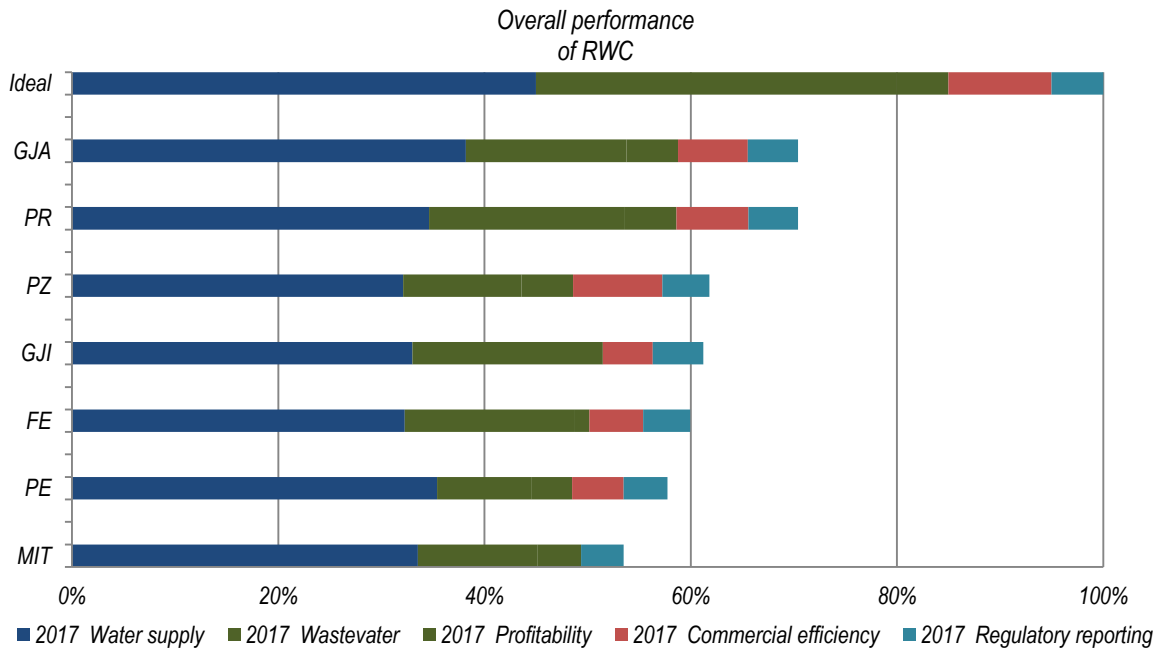

Figure 28. *Overall Performance of RWCs in 2017*

The overall performance of RWCs 2017, has reached 62.5%. A total improvement is needed for 37.5%, to reach the maximum of 100%. Clearly, with no exception, RWC are operating at much lower levels than would be considered a minimum level, eg. Let's say,80% of the ideal. It is well known that the main reason for overall performance is wastewater services and lack of treatment. Non-revenue water to the water supply service as well commercial efficiency (collection).

Figure 28, reflects the RWC ranking according to their performance for 2017, and in relation to the ideal company.

Based on the general criteria for ranking, RWC 'Gjakova' and RWC 'Prishtina', came out as the best companies in the overall performance (in the provision of water service), after they scored points. On the other hand, RWC 'Mitrovica', was the weakest performer in overall performance.

Table 9. *Results of overall performance RWC in 2017*

RWC	Water supply	Wastewater	Profitability	Collection	Regulatory reporting	Total points
Ideal	45.0%	35.0%	5.0%	10.0%	5.0%	100.0%
GJA	38.2%	15.6%	5.0%	6.8%	4.9%	70%
PR	34.6%	19.0%	5.0%	7.0%	4.8%	70%
PZ	32.1%	11.5%	5.0%	8.7%	4.6%	62%
GJI	33.0%	13.5%	5.0%	4.9%	4.9%	61%
FE	32.3%	16.4%	1.5%	5.2%	4.6%	60%
PE	35.4%	9.1%	4.0%	5.0%	4.3%	58%
MIT	33.6%	11.5%	4.3%	0.0%	4.2%	54%
Total	**34.2%**	**13.8%**	**4.6%**	**5.4%**	**4.6%**	**62%**
						- 38%

Water supply, *the overall performance of the water supply service on average in 2017, compard to the overall target level of 45%, reached 34.2%. although positive trends are evicent in water quality and supply continuity, there is a lack of a 10.8%, rate, progress to achieve full efficiency in this service. Large potencial for existing improvement especially in the NRW indicator, but considerable improvement is also required for coverage of water supply services and cost efficiency.*

Wastewater service *is significantly lower than that of water supply. In 2017, the level reached is 13.8%, from the possible maximum of 35%, improvements have been made to Service Coverage and Cost Efficiency, although wastewater treatement is still low.*

Profitability *represents the actual return to the regulatory asset base in relation to the projected return on capital. For the tariff process (2015-2017), the rate of return on capital was 4%. The sector's average profitabilityrate for 2017, was at the level of 5.3%, which was significantly better than the previous year (2016). Without exception all RWCs have had positive returns. There are 5 RWCs (Prishtina, Gjakova, Bifurkacion, Hidroregjion Jugor, and Hidromorava) that have achieved maximum performance on the level of profitability. The overall performance in this indicator was realized at 4.6%, out of total of 5%.*

Collection Efficiency *is currently at half of the objectives targets with 5.4% points reached from the 10% maximual allocation for this indicator. The efficiency of the collection year after year is imrproving, in the last two years there has been a great progress. All RWCs have made improvements. RWC 'Hidroregjioni jugor' with 8.7%, RWC 'Prishtina' with 7%, and Gjakova with 6.8%, showed the best performance from all other RWCs in this indicator in 2017. The significantly lower rate on the collection rate, there is still 'Mitrovica'. Progress is being shown to be very difficult, especially the challenge remains to improve the collection of household and business customers.*

Regulatory reporting, *the quality of the reported data is evalualed through the audit /verification process based on how the RWCs' data retenation practices comply with a set of assessment criteria set out in the 'Guide to the Advancement of the Monitoring System in WSRA and RWCs.' The overall average of this indicator is at 4.6% of the total 5%. The WSRA's concerns still remain regarding the reliability of some operational data (water production, pressurei, reduction (limited-capacityproperties). Database, financial and customer service is generally maintained in advanced software modules and these data in general have proven to be more reliable.*

4. PERFORMANC OF THE SECTOR OF WATER SERVICE

The water service area (water supply and wastewater services) in Kosovo is divided into seven regions. WSRA has licensed seven RWCs (Regional Water Company) on the basis of legal responsibilities to provide these services within their respective areas. RWC are the only public companies responsible for providing water services.

This part of the report presents the joint performance of seven RWCs through several important indicators focusing on production, sales, coverage, turnover, investments, etc. The analyzed indicators were taken over a five-year period in order to have a clearer picture of trends in the development of these indicators.

4.1. WATER PRODUCED, SALES AND NRW

The figure below shows the NRW trend at the level in relation to production and sales of water for the period 2013-2017.

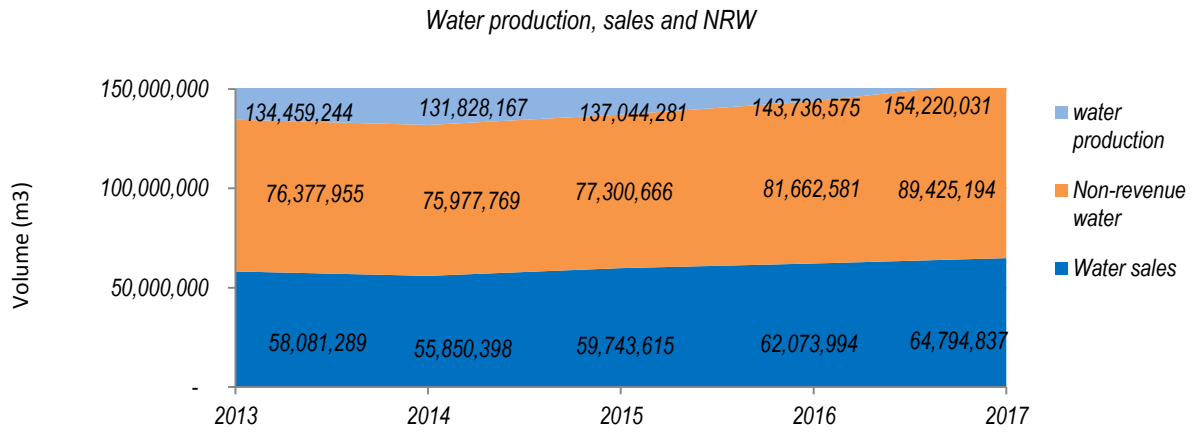

***Figure 29**. Quantitative production, billing and NRW*

The amount of water produced by seven companies has been increasing steadily. Total water production from RWCs has increased from 134.4 mil. m3 in 2013 to 154.2 mil.m3 in 2017, which is equal to 15% or in quantitative terms around 20 mil.m3 (an increase during the 5 year period (a drop in production occurred in 2014 when it was an extreme period of drought.)

The main growth of water production has occurred at RWC "Prishtina" and RWC "Mitrovica" as a result of the increase of new production in these two companies which was the first necessary to improve the continuity of water supply.

Volume sales of water, 2017/2013 have also increased by about 6.7, mil.,m3. Currently, the sales volume is 64,7mil.m3.

With the growth of water production, the volume of non-revenue water in 2017, this value is quite high, about 89.4 mil.m3, or about 13 mil.m3 more than non revenue water, compared to 2013.

It is evident that the trend of water production has not been followed by a similar increase in billing efficiency, affecting that NRW increase both in quantitative and percentage terms to be higher in 2017.

4.2. SERVICE COVERAGE

In the RWC service area, it is estimated that a population of 1.7 million people lives, of whom about 1.6 million people or 94%, receiving secure water supply services, the rest of the local population is estimated to be in the mainly rural areas have separate water supply systems or even individual systems, which are not managed by the RWC. With wastewater services are about 1.2 million people or 74%.

The total number of customers in 2017 was 338,154 with an increase of 10,868 compared to the previous year. Household customers have increased by 10,412 while non households (commercial-Industrial and institutional), for 456 customers.

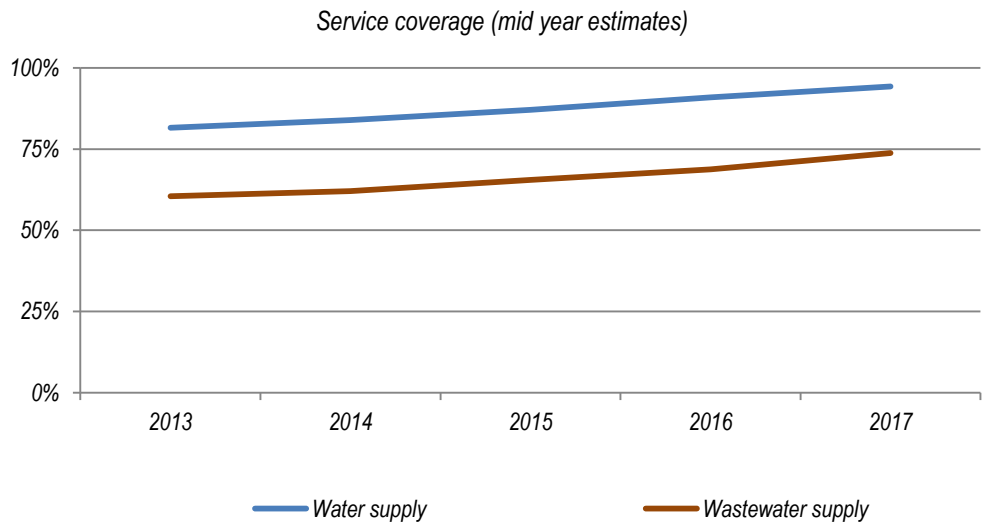

***Figure 30**. Service coverage*

Service coverage has been steadily improving even in 2017, the average coverage of the population with water supply services is 94%, which is 12% higher than in 2013, while the average coverage of wastewater services is 74%, and in this five year period has increased by 14%.

***Table 10.** the coverage rate of the population with service for the period 2013 - 2017*

Service coverage	Water supply	Wastewater (sewerage)
2013	82%	60%
2014	84%	62%
2015	87%	65%
2016	91%	69%
2017	94%	74%

4.3. PLANNED REVENUES, TURNOVER AND COLLECTED CASH

Turnover means revenues from regular billing and other operating revenues for water and wastewater services.

Figure 29, shows the average turnover and revenue efficiency over 5 years, and provide a clear picture of turnover and revenue over the years eliminating distortions that may occur during a financial year.

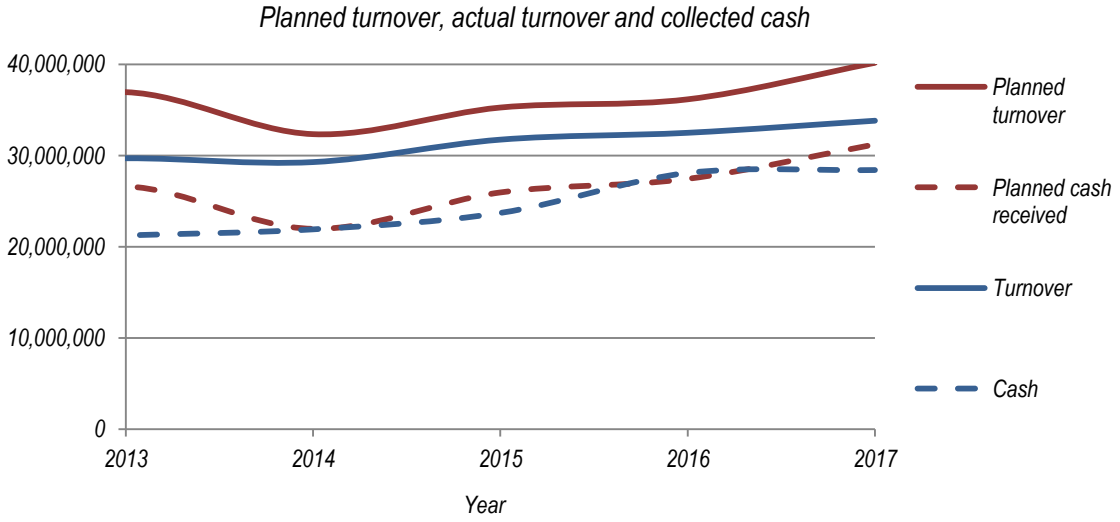

Figure 31. *Financial performance of the sector*

Turnover[14] efficiency at sectorial monetary value in 201715, has marked a slight improvement at € 841 thousand or expressed in percentage by 3% compard to 2016, this slight improvement is attributed to the expension of the base customers, year after year, and then increasing the efficiency of billing revenues. The turnover in 2017/2013, in monetary value has improved for €4.1 milion, or expressed in percentage 14%.

Unlike the Turnover Efficiency, Efficiency of Collection in 2017 compared to 2013 has marked a significant higher improvement compared to €7.1 million, or expressed in percentage by 36%, whiel compared to the previous year 2016 there remained ate the same level.

The collection rate in relation to sector-level billing in 2017 was 84% or 2% lower compared to 2016, while compared to 2013 the rate of collection is 13% higher.

[14] *Turnover included revenues from regular billing for water and wastwater service as well as revenues form other operational activities, Cash included collection from regular billing for water and wastewater services as well as revenues from othe operating activities.*

Table 11. *Turnover and collection by years*

Years	Turnover	Collection/cash	Cash/Turnover
2013	29,715,954.43	21,225,741.79	71%
2014	29,296,792.70	21,890,722.67	75%
2015	32,125,817.68	23,969,835.35	75%
2016	32,980,466.89	28,486,856.51	86%
2017	33,821,692.45	28,393,970.12	84%

The 84% of collection efficiency is on average satisfied, as still 16% of customer debts remain uncollected even though companies have been trying to apply water disconnection, cancelation of npayable old debts and addressing debts collection through private bailiffs, reprogramming debts still have not reached the appropriate level of 100%.

4.4 CAPITAL INVESTMENTS FOR WATER SUPPLY AND WASTEWATER SERVICES

This section presents the analysis of capital expenditures of seven RWCs, the real and planned capital expenditures over the tariff process (2012-2014) which is completed and the current process (2015-2017).

It is clear that funding to the water and wastewater sector needs support and efforts co-ordinated by different actors. Although there have been funds channeled towards investments in this sector, there is still a need to do much more, given the huge investment requirements.

Of all RWCs, it is expected to realize significant investments in the water supply and wastewater service and from the total amount planned for the three-year tariff period (2015-2017), of approximately €132 million, with one separation of approximately 2/3 or 70% in water supply and 1/3 or 30% in wastewater service.RWCs' own funds are planned to be invested around €14 million capital expenditures in both services (water supply and wastewater services)

Table 12. *Total value of capital expenditures for water supply and wastewater service*

Company	2013	2014	2015	2016	2017
RWC 'Prishtina'	9,027,945	1,592,704	964,011	750,874	40,844,354
RWC 'Hidroregjioni Jugor'	1,552,776	909,195	1,154,620	1,185,597	314,301
RWC 'Hidrodrini'	901,5647	802,008	2,034,939	243,840	516,038
RWC 'Mitrovica'	2,060,993	0.00	-	8,377,055	12,374,820
RWC 'Radoniqi'	1,348,647	1,166,757	1,310,426	2,140,844	1,243,658
RWC 'Bifurkacioni'	58,461	3,060,203	279,182	156,414	210,232
RWC 'Hidromorava'	32,350	1,971,971	204,840	118,783	253,006
Total	**14,982,737**	**9,502,839**	**5,948,018**	**12,973,406**	**55,756,409**

The value of investments over these five years has been around 99 million Euros, funds invested mainly by donors, and a small share of RWCs. In relacion to the planned value the realizacion of investments reaches the leve of 54%.

Of the total over these five years around 53.2 million. Euros were realized by RWC "Prishtina", while rewer capital expenditures were realized at RWC "Hidromorava"(2.6 million Euros).

The lack of realization of planned investments and dynamics planned in most of the companies, either by own funds or by donor funding, will not bring abort planned improvements in partikular, will have an impact on the lack of proper maintenance and growth assets that are prerquisites for providing good and sustainable services.

5. PERFORMANCE OF NPE "IBËR- LEPENCI"

WSRA is responsible for regulating the part of the PHE 'Ibër Lepenci',which is related to the supply of bulk water for RWC Mitrovica' and RWC 'Prishtina' respectively for O.U. 'Drenas'.

Below we provide some statistical data and some performance indicators to see trends in performance development in 2017 compared to 2016.

Table 13. *Statistical data for NPE 'Ibër-Lepenc'*

Statistical data 2016 / 2017	2016	2017
Bulk water volume billed (m3)	24,240,235	38,040,970
Billing for bulk water (€)	539,543	1,265,859
Collection for bulk water (€)	239,014	762,739
The cost of operation for bulk water supply (€)	665,709	969,911
Number of employees engaged in bulk water supply	39	51

The amount of water sold in 2017, was increased by about 14.mil m3, water sold to RWC 'Prishtina', as a demand for the new factory in Shkabaj.

Since the nature of bulk water service is different from drinking water activities, and the absence of the companies of the same nature of domestic supply, the ability to evaluate performance is limited only to some financial indicators and only to NPE 'Iber Lepenc'i' . In table x, an overview of the financial indicators is provided on the basis of which the PHE 'Ibër lepenci' can be estimated during 2017 compared with 2016.

In table 14, an overview of the financial indicators is provided on the basis of which the PHE 'Ibër lepenci' can be estimated during 2017 compared with 2016

Table 14. *Performance indicator of NPE 'Ibër-Lepenci'*

Performance indicator	2016	2017
Collection rate	44%	79%
Working standard	0.81	1.00
Work coverage rate	0.36	0.79
Unit operating cost (€/m3)	0.03	0.03

As is apparent from the table almost all the financial indicators of this Enterprise have made progress in 2017 compared to 2016.

The collection rate in 2017 has increased by 35% compared to 2016, and this has been the result of collection at the level of 80% of RWC "Mitrovica", and RWC "Prishtina", of the billed amount.

Increasing the collection rate has also led to a higher rate of coverage than 2016, from 0.36 to 0.79; however, this level remains below the desired level to cover the costs incurred during 2017.

Operational costs per unit in 2017 remained at the same level as 2016, of 0.03 Euro/m3.

6. ACTIVITIES OF THE CCC

Customer Consultative Committees have been established by WSRA, and are responsible for:

- *Advised and recommended to the Regulator on matters of importance in relation to the provision of services. Reviewing and settling customers complaints that are not handled in accordance with legal provisions and for which the customer is not satisfied with the response received from their service provider.*
- *The CCC's role is generally to ensure that the customer's voice is heard to by the Regulator, are part of the regulatory process and are consulted on various issues in the interests of customers.*

Committees operate in seven regions of Kosovo, where each municipality within the defined region has (1) representatives. The members of these committees are selected, according to proposals from the responsibilities of the region where the RWC provide the services. They operate within the delegated powers of WSRA and receive limited financial support to cover their activities.
CCCS in 2017, have held 92 meetings, 12 more meetings than in 2016, in all regions each month. The meetings were open to the public where in most cases the customers as well as representatives of the Regional Water Companies were present.

In these meetings, a considerable number of customer complaints and issues ranged from their domain of interest such as: RWC procedures related to customer complaints review, water meter reading, water and wastewater tariffs and other issues of RWCs which are in their interest.

Table 15, *Number of submitted and resolved complaints*

REGJIONI	2016		2017	
	Submitted complaints	Resolved complaints	Submitted complaint	Resolved complaints
CCC -Prishtinë	212	189	167	147
CCC -Mitrovicë	1	1	2	1
CCC - Pejë	0	0	-	0
CCC -Gjakovë	14	12	12	8
CCC - Prizren	6	6	13	11
CCC -Ferizaj	50	39	57	47
CCC -Gjilan	19	13	15	14
Total	**302**	**260**	**266**	**228**

There were a total of 266 complaints, addressed to 7 (seven) CCC. Domestic customers have complained mostly (234), commercial-industrial customers (27) and in only (5) cases the institutions complained.All customers' complaints were reviewed, out of which 228 have been resolved. Most of the complaints (240) were commercial-financial (debt disputes, debit-rebate, and lump sums).

As in the past year 2016, many customers have complained to the CCC of Prishtina region (167) as well as to the region where RWC Bifurkacioni (47). CCC in the Peja region continues to have no complaints addressed by RWC 'Hidrodrini' 'Hidrodrini'.

7. CHALLENGES FOR THE FUTURE

Effective water management services

*Water and wastewater service providers face many challenges that are essential for effective management of services, from the organizational aspect of jobs and staff, communication between internal management and external actors, improvement of financial and operational sustainability, and up to of the customer services. We have consistently discussed the challenges of service providers in this section of this report as well, discussing overall challenges – "**Effective Water Management**", focusing on two aspects: asset management and water loss management, both with great impact on the operational-financial sustainability of companies. Currently these two issues are a priority and as such are addressed by both service providers and local institutions and donors.*

- ***Asset Management***

Asset management is one of the main business components that should be the foundation/promoter for all activities exercised by the water company. As such, it is not a side activity that can end in a given time, but is a continuous process. Outdated and non-functional infrastructure needs more attention and asset management need for intensive repair and replacement efforts. All water and wastewater systems are made up of assets such as pipes, valves, reservoirs, pumps, wells, treatment facilities and any other components that are part of the system. Assets that are part of the water and wastewater system lose value over time and with the deterioration of the system. In parallel with this deterioration it may become more difficult provide the desired service level from the company's customers. Operating and maintenance costs will increase as well as obsolete assets.

Asset management for water utilities is more complex than for most other sectors due to the number, types, age, condition and location of the assets, the size of asset investment, and the difficulty of inspection and maintenance of burial assets. This complexity is often accompanied by a lack of finance, information and skills that may hamper the acquisition, maintenance, revision and replacement of assets at the optimal time.
Lack of investment in asset maintenance given that most of the large water and wastewater systems in Kosovo were developed in the 1980s and earlier, and this fact implies that today water companies in Kosovo are facing huge, and growing expenses, for maintenance they cannot afford.

In Kosovo the water sector is regulated at central level by the Water Utility Regulatory Authority, mandate given by Law no. 05/L -042 on Regulation of Water Services. Among other responsibilities, this Law grants WSRA mandate to approve the 'Asset Management Plan'. WSRA has focused on this issue, and has consistently helped but also urged companies to draft their asset management plans. In has drafted the 'Asset Management Planning Guide' for those involved in the management of water assets in Kosovo, mainly the RWCs and the Water Regulator. For the RWCs to have them available an asset in the asset management process and to the Regulator to assist in the determination of tariff decisions, based on appropriate asset management planning related to the levels of customer service.

In Kosovo, asset management is not currently practically planned and asset maintenance and capital investment are generally made ad-hoc, responding to urgent needs or system failures. As a consequence, the asset base continues to deteriorate year-by-year. By introducing a strategic asset management approach, RWCs can begin to plan how to change this steady decline in asset base by understanding what is needed and how much it can cost.

During the application for tariff process 2018-2020, only three RWCs KRU (Hidromorava, Hidrodrin and Gjakova) have submitted PMA. However, these submitted plans are not sufficiently satisfactory and that work is still to be done.

Through a disciplined approach to asset management, the above needs and costs can be determined. Analysis of asset management should be submitted to the PMA, which is used to inform the Business Plan and the Tariff Application for the Regulator. In this way WSRA can ensure that by not leaving aside affordability issues, which is the definition of tariff that reflects the true cost of maintaining the asset base to ensure the required levels of service in the most cost-effective manner, in a transparent and accountable manner.

- ***Water loss management NRW***

One of the main challenges faced by water service providers in Kosovo continues to be the large proportion of water loss in distribution networks. High level of NRW (58%) reflect a large volumes of water lost through leakage (abort 90.mil. m3 per year), treated water and not billed to customers, or both, seriously affect sustainability financial enterprises of the water utilities, through the loss of revenues and the increase of the operational costs this is something that the management of the companies cannot be ignored. ***Remember that the cheapest water you will ever have is the water your already have in your system****!, is a saying that has been heard times when water loss issues are discussed.*

Reducing these water losses is critical to efficient resource utilization, efficient servile management, increased customer satisfaction, and the postponement of large capital investment in capacity building. In fact, the costs of improving service delivery are much lower when investments are made in reducing water losses than through investment in capital projects to increase supply capacities. WSRA for the NRW reduction need has sent an 'Open letter to Seven Regional Water Companies' in which expressed its concern and at the same time presented several NRW management proposals. We have supported the recent initiative by the Inter-Ministerial Water Council (WNRM) for drafting RWC's strategies for reducing water losses, and we have expressed our commitment to help within the inter-institutional group on a periodic basis to appreciate the efforts and progress of the RWC in meeting the objective set in their respective strategies.

WSRA has carefully reviewed this and with the interest considering that for reduction of basic water losses it is for the RWCs to have a strategy with a NRW reduction plan detailing all the components needed to make progress in this challenge, as they have been presented in the RWC's strategy, attached to the action plan for reducing the commercial and physical losses.

In this regard WSRA suggests RWC to:

Calculate the NRW balance/ Assessment of water losses *by International Water Association (IWA) – as a basis for NRW reduction strategy. Water balance calculation is a prerequisite for the planning and implementation of the appropriate NRW, i.e., reliable water balance calculations should be made to help understand the level, causes and costs of NRW.*

Determine the team and the adequate management of the action (action plan) for reducing NRW *by making available all the resources at company level such as: GIS/Autocad technicians, operating and managerial staff, meter readers, administrative staff, staff from the billing/customer services department, and establish good communication links. It is also very important that all available resources be distributed over a longer period of time, as reducing NRW is a long-term activity.*

Development of performance indicators, (PI), including the Infrastructure Flow Index (IFI), and the Economic Leakage Rate (ELR), which are important indicators for RWCs to work efficiently and comparatively, commercially and technically.

In the 'Open Letter to the Seven Regional Wate Companies', submitted before the tariff process 2018-2020, for reducing NRW, WSRA has stated that its position as a regulator is to protect customers from inefficiency financing. Therefore, we believe that reducing losses to the objective of the economic level of real losses is the strategy that provides the best value for customers. We acknowledge that securing the necessary finances is crucial, but without big investments companies have no way of doing more, especially in reducing commercial losses. We ask the RWCs, prior to the next tariff review (2021-2023), to include each of the company's strategies in their business plans and to benefit from the strategies that will be implemented on the tariff outcomes. However, WSRA will support the RWCs with all available mechanisms (tariff processes, performance evaluation, evaluation and improvement of accuracy and reliability of data, etc.), in terms of reducing NRW.

APPENDIX 1: QUALITY AND DETAILED PERFORMANCE DATA

a) Qualitety of data

In order to produce more objective information, the data reported by the RWC through reporting formats have undergone a regular annual audit/verification process by WSRA, which was carried out during April 2018, and included data for year 2017.

The accuracy and reliability of the reported data has been assessed by the audit team based on how the RWC's data retention practices comply with a specific set of assessment criteria from the 'The Monitoring System Enhancement Guide in the WSRA and in RWC'.

Percentage of data confidentiality (rate), served as an input when calculating the RWC's final performance evaluation. Credibility grades (gradations), are: 100%; 50% and 0%. The description of the meaning of each grade for each data item is provided by the relevant audit/inspection module.

***Table 16,** Average data reliability by groupings in RWCs*

RWC	RWC data, non-financial water supply and volumetric water sales	non-financial wastewater service	The financial water and wastewater data	Weighted average total
Prishtina	85%	79%	99%	96%
Hidroregjioni Jugor	87%	87%	92%	91%
Hidrodrini	84%	58%	88%	85%
Gjakova	92%	89%	100%	98%
Mitrovica	88%	53%	85%	83%
Bifurkacioni	88%	84%	92%	91%
Hidromorava	88%	95%	100%	98%

The conclusions drawn from RWC's information system analysis in the context of the possibility of generating accurate and reliable data are provided in detail in the audit/verification reports. In this report we have presented a general summary of findings from the evaluation of data quality.

The final average value of data reliability for RWCs is from: 83% in RWC 'Mitrovica' up to 98% in RWC 'Gjakova' and 'Hidromorava'.

***Reliability of non-financial data for water supply** ranges from that of 84% lower in RWC 'Hidrodrini' to the highest in RWC 'Gjakova' with 92%, in this group in the biggest concerns are on as follows:*

- ✓ *Water production, not all resources used currently have water meters in use – some of them are also ineffective, meaning a significant amount of water produced is evaluated through alternative methods. In none of the RWCs, it has not been possible to prove (conformity) and water meter testing. Excluding some of new plants built at the RWCs (Shkabaj, Albanik, Badovc, Drenas, Shipol, Balincë, Përlepnicë, Velekincë, Letnicë), the SCADA system was not installed, the water data monitoring is mainly kept in diary and formats of reports that are not verifiable and fully reliable.*

- ✓ *Pressure (water pressure), in almost all RWCs, is measured in a limited way. In RWC 'Mitrovica' pressure is monitored through a greater number of manometers, through the software application (telemetry) of water*

pressures, although there are many obstacles during monitoring – software or manometers are ineffective. In RWC 'Gjakova pressure transduction is done manually on the manometers located at the pump stations. In general, none of the RWCs have been deployed for printing management and the SCADA system is not installed.

- ✓ *Water losses, RWCs do not apply any module to calculate the Water Balance. Data on water losses are estimated according to different proportions.*
- ✓ *The total length of the water supply and sewerage network has not yet been fully updated in SIG. In general, collection and maintenance of data on network length is poor, excluding RWC (Hidrodrini, Gjakova, Hidromorava, Hidroregjioni Jugor, which have updated a large part of the water supply and sewerage network.*
- ✓ *Defects / cracks on water supply systems and sewer overflows/failures are kept in Excel in monthly reports as well as in case files. In some of the RWCs, there are relevant software applications (CRM) for recording faults, and overflows but the same are not up-to-date.*
- ✓ *Data on customers in the water service are kept in the system for managing commercial information in the billing module sewerage.*
- ✓ *Complaints for the water are kept in Excel format: namely complaints filing reports. In some RWCs (Gjakova, Hidromorava and Bifurkacioni), there are application modules where complaints are up-to-date and regularly updated.*

The reliability of non-financial data – wastewater *ranges from 53% to RWC Mitrovica' to 95% in 'Hidromorava'.*

- ✓ *Significant problems are presented in the data for sewer overflows and failures, customer complaints. These data are kept in hard copy or even in electronic formats (excel). Some companies have adequate software modules for customer information management (CRM), but have not updated them.*

The data for customers is largely reliable, and they are kept in billing modules of existing software.

Reliability of financial data *ranges from 85% in RWC "Mitrovica" until full reliability of 100% of RWC "Hidromorava" and RWC "Gjakova"..*

Companies have advanced financial retention programs (Navision, Alfa Business, Asseco, Pronet, Rikont Informatika) and data depending on their nature are kept in the relevant modules (accounting and billing).

- ✓ ***Revenues from sales****, operating expenses, capital expenditures for water and wastewater are generally kept in the Accounting/Billing Module. Most of the programs allow the allocation of operating and capital costs even at cost centers based on regulatory requirements, but with some minor interventions then in Excel.*
- ✓ ***Current cost depreciation and regulatory asset base for water and wastewater*** *is realized on the basis of an integrated Excel application, previously acquired by WSRA. As the current financial information management systems do not offer the possibility of depreciating assets under regulatory requirements.*

b) General recommendations – Improving data reliability

In order to advance the system of retention, management and credibility of the reported data, as indicated in the 'Guide to advancing the monitoring system in WSRA and RWCs'. WSRA recommends the following:

- ✓ ***Enhance the system*** *of recording, storage and processing of data through an integrated electronic monitoring system.*
- ✓ ***Installing water meters in all sources of water production****, replacing and testing outdated / damaged water meters to produce accurate and reliable information.,*
- ✓ ***Establishment of a SCADA control and supervision system****, for the control of treated water and the control of water distributed across the entire water treatment and distribution system throughout the service area of the company.*

- ✓ ***Establishment of pressure management program with sufficient equipment*** *(manometers), and installation of the (SCADA), monitoring and control system to measure and provide reliable data for the entire supply area and for the network, distributor of water.*
- ✓ ***Continuation with the use / updating of the geographic****- GIS to maintain accurate information on the lengths of water supply and sewerage networks, defects / repairs. Locate the zoning divisions of water loss management, pressure, complaints, water outages and reductions, etc. .*
- ✓ ***Calculating the water balance according to the IWA*** *Module to define, manage and reduce NRW, as well as reporting data from this module.*
- ✓ ***Updating the commercial information system****, and database-modules with data on billing, customer complaints, meter reading, contracts etc., and connecting this system to the Geographic Information System (GIS),*
- ✓ ***Engaging professional and skilled staff****, well-trained professionals to work with existing and advanced software applications, which in the near future need to be secured.*

c) Detailed performance data

Data and performance indicators in use meet all the requirements of good and effective performance measurement for the needs and purpose of Regulatory Processes, local institutions with decision-making responsibilities in this sector, valuable information for donors, customers, service providers and the public wide.

For the need of this report, other data provided and published by the responsible institutions such as the data reporter by the NIHPK (water quality) or Kosovo Agency of Statistics (inflation rate, population and household statistics). During the compilation of the performance report for 2017, WSRA considered only the data found during the audit process. .

Detailed statistics of the seven RWCs are presented in the following tables. The information thus presented is based on the regular submission of reports to WSRA.

- ✓ *Data on population statistics, number of customers, length of pipes, etc. there are no end-year but are estimated average of the year.*
- ✓ *Financial data expressed in EUR, are adjusted to mid- 2014 (when the three-year tariffs 2015-2017 were set) and in line with published inflation statistics to enable appropriate comparisons from year to year.*
- ✓ *Financial data are reported in accordance with "Regulatory Accounting Guidelines" (RAG)", and in particular:*
- ✓ *The determination of the value of the assets is made on the basis of the Regulatory Asset Base,*
- ✓ *Capital maintenance is defined as a combination of infrastructure renewals and depreciation at the current cost of non-infrastructure assets,*
- ✓ *Provision of bad debts (settlement) is defined as amount of unearned income from the previous year.*

RWC Prishtina (Prishtinë)

Category / sub-category	Sub-sub-category	Indicator	Ref	Njësia	2016	2017
W - Water supply						
Non-financial (technical)						
Standardet e shërbimit	Cilësia	Cilësia e ujit (bakteriologjike)	W.1.A.01	% e tes. të kaluara	99.3%	99.9%
		Cilësia e ujit (fizike dhe kimike)	W.1.A.02	% e tes. të kaluara	92.5%	99.1%
	Shtypja	Pronat e ndikuara nga shtypja e ulët	W.1.A.03	Nr	122	81
		Pronat e ndikuara nga shtypja e ulët	W.1.A.04	% e pronave	0.12%	0.07%
	Besueshmëria	Pronat që furnizohen 24 orë me ujë	W.1.A.05	Nr	28,707	85,310
		Pronat që furnizohen 24 orë me ujë	W.1.A.06	% e pronave	27%	77%
		Pronat që furnizohen 18-24 orë me ujë	W.1.A.07	Nr	55,361	16,676
		Pronat që furnizohen 18-24 orë me ujë	W.1.A.08	% e pronave	53%	15%
		Pronat që furnizohen më pak se 18 orë me ujë	W.1.A.09	Nr	20,694	8,926
		Pronat që furnizohen më pak se 18 orë me ujë	W.1.A.10	% e pronave	20%	8%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	23,630,379	29,757,221
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	548	652
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	620	679
		Non revenue water (relative to production)	W.1.B.04	% production	53%	57%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	112	114
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	75	72
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	104,762	110,912
		Coverage (households served relative to total)	W.2.A.02	% total households	112%	117%
	New connections	New connections (household)	W.2.A.03	Nr	7,796	4,504
		New connections (commercial and institutional)	W.2.A.04	Nr	760	727
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	97%	98%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	100%	100%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	430	570
		Meters installed (com & inst)	W.2.B.04	Nr	21	24
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	3,001	3,607
		Complaints received (commercial)	W.2.C.02	Nr	4,342	4,239
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	15,991,355	16,927,981
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	80%	86%
		Volume of sales to households (un-metered)	W.3.A.03	m3	719,651	762,413
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	783%	N/A
		Volume of sales to com & inst (metered)	W.3.A.05	m3	4,486,130	4,621,711
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	90%	77%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	18,683	18,057
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	0%	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	7,904,831	8,244,302
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	89%	91%
		Value of water sales to com & inst	W.3.A.11	EUR	4,509,197	4,546,996
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	95%	79%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.055	0.049
		Unit total cost of water production	W.3.B.02	EUR/m3	0.059	0.055
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.421	0.426
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	2,924	0
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	609,422	40,837,387
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	9.1%	11391%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	3,315	3,321
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	463	304
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	0
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	89,782	95,695
		Coverage (households served relative to total)	S.2.A.02	% total households	96%	101%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	7,347	4,480
		New connections (commercial and institutional)	S.2.A.06	Nr	742	661
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	3,627	3,551
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	725,452	758,772
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	90%	93%
		Value of sales to com & inst	S.3.A.03	EUR	489,453	484,184
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	94%	76%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	1.26	1.32
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	1.35	1.45
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	138,528	219,349
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	237%	1,874%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	13,628,933	14,034,254
		Total sales relative to plan	F.1.A.02	% of plan estimate	91%	86%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	12,590,030	12,348,231
		Total revenue collection out-performance	F.1.B.02	EUR	621,321	-1,581,093
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	105%	89%
		Total revenues written off	F.1.B.04	EUR	3,218,596	1,038,903
		Total revenues written off relative to billing	F.1.B.05	% of billing	24%	7%
		Revenue collection relative to billing	F.1.B.06	% of billing	92%	88%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Free cash flow	F.2.B.01	%	5,71%	5,92%
		Return on capital	F.2.B.02	%	N/A	N/A
	Ratios	Cost of debit	F.2.B.03	normë	N/A	N/A
		Gearing	F.2.B.04	normë	N/A	N/A
		Cash interest cover	F.2.B.05	normë	N/A	N/A
		Free cash flow	F.2.B.06	normë	N/A	N/A

RWC Hidroregjioni Jugor (Prizren))

Category / sub-category	Sub-sub-category	Indicator	Ref	Category / sub-category	Sub-sub-category	Indicator
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.5%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	94%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	37,663	39,287
		Properties with 24 hour supply	W.1.A.06	% properties	99%	99%
		Properties with 18-24 hour supply	W.1.A.07	Nr	100	200
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	1%
		Properties with less than 18 hours supply	W.1.A.09	Nr	200	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	1%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	10,025,665	10,115,569
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	629	612
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	630	612
		Non revenue water (relative to production)	W.1.B.04	% production	58%	58%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	196	257
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	462	605
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	37,964	39,487
		Coverage (households served relative to total)	W.2.A.02	% total households	69%	70%
	New connections	New connections (household)	W.2.A.03	Nr	1,781	1,266
		New connections (commercial and institutional)	W.2.A.04	Nr	91	98
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	94%	95%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	97%	97%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	1,862	543
		Meters installed (com & inst)	W.2.B.04	Nr	199	66
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	1,420	1,417
		Complaints received (commercial)	W.2.C.02	Nr	808	1,048
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	5,379,416	5,501,868
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	71%	75%
		Volume of sales to households (un-metered)	W.3.A.03	m3	795,034	679,994
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	271%	N/A
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,055,358	1,085,840
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	66%	67%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	115,740	99,154
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	2,391%	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	2,720,157	2,695,988
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	84%	83%
		Value of water sales to com & inst	W.3.A.11	EUR	1,029,341	1,023,657
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	81%	77%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.083	0.088
		Unit total cost of water production	W.3.B.02	EUR/m3	0.086	0.094
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.402	0.437
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	24,241	59,293
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	2%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0.3%	0.8%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	1,158,566	159,221
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	13%	4.1%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	1,036	1,215
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	384	450
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	59	77
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	21.85	28.52
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	32,860	34,747
		Coverage (households served relative to total)	S.2.A.02	% total households	59%	62%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	2,010	1,763
		New connections (commercial and institutional)	S.2.A.06	Nr	78	127
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	63	558
		Complaints received (commercial)	S.2.B.02	Nr	24	47
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	323,971	324,659
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	93%	95.5%
		Value of sales to com & inst	S.3.A.01	EUR	127,181	126,804
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	76%	72%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	10.34	10.64
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	10.39	10.69
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	1,142	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	1,648	8,102
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0%	0.12%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	4,200,651	4,171,108
		Total sales relative to plan	F.1.A.02	% of plan estimate	83%	82%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	3,666,487	3,946,679
		Total revenue collection out-performance	F.1.B.02	EUR	-364,058	-217,809
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	91%	95%
		Total revenues written off	F.1.B.04	EUR	1,089,703	534,164
		Total revenues written off relative to billing	F.1.B.05	% of billing	26%	13%
		Revenue collection relative to billing	F.1.B.06	% of billing	87%	95%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	-1.76%	6.55%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A
		Cash interest cover	F.2.B.05	normë	N/A	N/A
		Free cash flow	F.2.B.06	normë	N/A	N/A

RWC Hidrodrini (Peja)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.9%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	94%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	39,107	40,282
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	14	0
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	16,556,768	16,390,162
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,026	990
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,026	990
		Non revenue water (relative to production)	W.1.B.04	% production	65%	64%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	158	203
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	239	248
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	39,121	40,282
		Coverage (households served relative to total)	W.2.A.02	% total households	99%	101%
	New connections	New connections (household)	W.2.A.03	Nr	1,756	566
		New connections (commercial and institutional)	W.2.A.04	Nr	252	-278
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	95%	96%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	95%	97%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,970	1,540
		Meters installed (com & inst)	W.2.B.04	Nr	423	0
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	1,309	1,309
		Complaints received (commercial)	W.2.C.02	Nr	85	85
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	7,048,032	7,118,989
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	88%	85%
		Volume of sales to households (un-metered)	W.3.A.03	m3	178,891	170,025
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	90%	N/A
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,772,266	1,967,781
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	100%	109%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	7,769	13,000
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	78%	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	2,218,711	2,184,746
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	94%	87%
		Value of water sales to com & inst	W.3.A.11	EUR	1,038,824	1,099,260
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	104%	106%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.006	0.004
		Unit total cost of water production	W.3.B.02	EUR/m3	0.007	0.005
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.252	0.257
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	2,172	343,497
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	2%	25%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	4.6%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	151,424	152,568
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	48%	27%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	0	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	525	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	343	0
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	15,353	17,521
		Coverage (households served relative to total)	S.2.A.02	% total households	39%	44%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	756	3,580
		New connections (commercial and institutional)	S.2.A.06	Nr	86	249
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	951	0
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	184,041	204,499
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	98%	114%
		Value of sales to com & inst	S.3.A.01	EUR	147,461	156,356
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	103%	109%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	4.41	7.32
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	4.52	7.62
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	177	5,769
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	5.68%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0.4%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	90,068	87,919
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	14%	47%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	% of plan estimate	3,589,037	3,644,861
		Total sales relative to plan	F.1.A.02	EUR	97%	94%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	2,807,793	2,914,263
		Total revenue collection out-performance	F.1.B.02	% of plan estimate	-55,146	-221,603
		Total revenue collection out-performance(relative)	F.1.B.03	EUR	98%	93%
		Total revenues written off	F.1.B.04	% of billing	969,027	781,244
		Total revenues written off relative to billing	F.1.B.05	% of billing	27%	21%
		Revenue collection relative to billing	F.1.B.06	EUR	78%	80%
		Accounts receivable	F.1.B.07	Days turnover	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	% of plan estimate	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	3.0%	3.2%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A
		Cash interest cover	F.2.B.05	normë	N/A	N/A
		Free cash flow	F.2.B.06	normë	N/A	N/A

RWC Mitrovica (Mitrovica)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	1,225	0
		Properties affected by low pressure	W.1.A.04	% properties	5.1%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	22,327	25,162
		Properties with 24 hour supply	W.1.A.06	% properties	93%	97%
		Properties with 18-24 hour supply	W.1.A.07	Nr	0	0
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	1,741	850
		Properties with less than 18 hours supply	W.1.A.10	% properties	7%	3%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	15,703,746	17,135,593
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,606	1,638
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,635	1,651
		Non revenue water (relative to production)	W.1.B.04	% production	62%	62%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	117	135
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	202	209
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	24,068	26,012
		Coverage (households served relative to total)	W.2.A.02	% total households	71%	76%
	New connections	New connections (household)	W.2.A.03	Nr	1,683	2,206
		New connections (commercial and institutional)	W.2.A.04	Nr	-472	320
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	64%	68%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	89%	87%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	630	2,227
		Meters installed (com & inst)	W.2.B.04	Nr	0	175
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	1,468	6,908
		Complaints received (commercial)	W.2.C.02	Nr	177	93
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,464,143	2,904,109
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	48%	56%
		Volume of sales to households (un-metered)	W.3.A.03	m3	2,015,598	2,261,099
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	261%	N/A
		Volume of sales to com & inst (metered)	W.3.A.05	m3	546,379	618,847
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	95%	79%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	26,064	56,839
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	477%	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	1,899,343	2,151,735
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	80%	86%
		Value of water sales to com & inst	W.3.A.11	EUR	499,568	580,546
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	99.8%	87%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.046	0.054
		Unit total cost of water production	W.3.B.02	EUR/m3	0.047	0.054
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.294	0.285
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	0	1,964,858
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	73%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	41.5%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	8,376,622	10,409,962
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	847%	838%

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2016	2017
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	0	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	1,592
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	706
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	18,357	20,060
		Coverage (households served relative to total)	S.2.A.02	% total households	54%	59%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	1,461	1,946
		New connections (commercial and institutional)	S.2.A.06	Nr	-148	315
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	1,437
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	332,646	375,282
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	89%	94%
		Value of sales to com & inst	S.3.A.01	EUR	131,904	135,316
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	110%	80%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	8.58	8.23
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	8.59	8.24
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	433	1,994
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0	1.9%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,863,462	3,242,879
		Total sales relative to plan	F.1.A.02	% of plan estimate	85%	87%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,677,036	1,811,478
		Total revenue collection out-performance	F.1.B.02	EUR	-531,971	-885,635
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	76%	67%
		Total revenues written off	F.1.B.04	EUR	1,191,090	1,186,426
		Total revenues written off relative to billing	F.1.B.05	% of billing	42%	37%
		Revenue collection relative to billing	F.1.B.06	% of billing	59%	56%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	1.3%	3.4%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A
		Cash interest cover	F.2.B.05	normë	N/A	N/A
		Free cash flow	F.2.B.06	normë	N/A	N/A

RWC Gjakova (Gjakova)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.7%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	29,734	31,210
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	0	0
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	7,230,107	7,017,591
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	590	547
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	590	547
		Non revenue water (relative to production)	W.1.B.04	% production	47%	47%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	211	249
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	403	411
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	29,734	31,210
		Coverage (households served relative to total)	W.2.A.02	% total households	102%	103%
	New connections	New connections (household)	W.2.A.03	Nr	1,562	1,390
		New connections (commercial and institutional)	W.2.A.04	Nr	51	144
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	97%	98%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	100%	100%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	357	95
		Meters installed (com & inst)	W.2.B.04	Nr	39	31
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	189	84
		Complaints received (commercial)	W.2.C.02	Nr	714	414
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	6,789,131	6,264,199
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	110%	92%
		Volume of sales to households (un-metered)	W.3.A.03	m3	356,874	357,147
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	71%	N/A
		Volume of sales to com & inst (metered)	W.3.A.05	m3	871,862	1,342,682
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	104%	158%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	0	0
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	0%	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	2,605,106	2,669,565
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	96%	87%
		Value of water sales to com & inst	W.3.A.11	EUR	721,618	830,472
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	100%	111%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.029	0.025
		Unit total cost of water production	W.3.B.02	EUR/m3	0.033	0.029
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.362	0.390
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	110,560	470,471
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	14%	8.28%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	1.5%	6.2%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	1,926,611	747,913
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	171%	28 %

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2016	2017
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	0	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	8	12
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	9.88	14.81
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	20,878	21,858
		Coverage (households served relative to total)	S.2.A.02	% total households	72%	72%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	1,067	893
		New connections (commercial and institutional)	S.2.A.06	Nr	-72	220
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	316	155
		Complaints received (commercial)	S.2.B.02	Nr	75	11
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	362,414	377,900
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	108%	110%
		Value of sales to com & inst	S.3.A.01	EUR	158,361	156,734
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	127%	120%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	7.52	6.89
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	8.16	7.33
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	3,661	10,909
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	10%	26.9%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	100,012	22,515
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	2.2%	0.4%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	3,847,499	4,034,671
		Total sales relative to plan	F.1.A.02	% of plan estimate	99%	94%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	3,639,457	3,512,467
		Total revenue collection out-performance	F.1.B.02	EUR	599,133	17,816
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	120%	101%
		Total revenues written off	F.1.B.04	EUR	636,599	208,042
		Total revenues written off relative to billing	F.1.B.05	% of billing	17%	5%
		Revenue collection relative to billing	F.1.B.06	% of billing	95%	87%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	2.2%	6.2%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A
		Cash interest cover	F.2.B.05	normë	N/A	N/A
		Free cash flow	F.2.B.06	normë	N/A	N/A

RWC Bifurkacioni (Ferizaj)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.6%	99.4%
		Water quality (physical and chemical)	W.1.A.02	% pass	96.7%	95.9%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	1,943	0
		Properties affected by low pressure	W.1.A.04	% properties	8.9%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	10,216	20,928
		Properties with 24 hour supply	W.1.A.06	% properties	47%	91%
		Properties with 18-24 hour supply	W.1.A.07	Nr	9,864	732
		Properties with 18-24 hour supply	W.1.A.08	% properties	45%	3%
		Properties with less than 18 hours supply	W.1.A.09	Nr	1,851	1,442
		Properties with less than 18 hours supply	W.1.A.10	% properties	8%	6%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	3,816,466	4,134,392
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	428	438
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	464	447
		Non revenue water (relative to production)	W.1.B.04	% production	52%	55%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	56	67
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	270	257
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	21,931	23,102
		Coverage (households served relative to total)	W.2.A.02	% total households	89%	93%
	New connections	New connections (household)	W.2.A.03	Nr	1,352	990
		New connections (commercial and institutional)	W.2.A.04	Nr	393	103
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	92%	93%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	91%	89%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	1,542	1,183
		Meters installed (com & inst)	W.2.B.04	Nr	178	147
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	10	9
		Complaints received (commercial)	W.2.C.02	Nr	253	266
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,589,886	2,538,170
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	72%	66%
		Volume of sales to households (un-metered)	W.3.A.03	m3	497,934	386,976
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	296%	N/A
		Volume of sales to com & inst (metered)	W.3.A.05	m3	318,040	376,086
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	139%	164%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	53,136	33,610
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	40%	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	1,307,540	1,264,463
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	86.5%	75%
		Value of water sales to com & inst	W.3.A.11	EUR	326,403	366,740
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	102%	110%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.047	0.048
		Unit total cost of water production	W.3.B.02	EUR/m3	0.048	0.049
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.401	0.411
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	144,365	157,160
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	39%	18%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	4.2%	4.6%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	6,853	48,804
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	85%	44%

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2016	2017
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	556	698
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	246	298
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	2
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	0.85
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	19,144	20,194
		Coverage (households served relative to total)	S.2.A.02	% total households	77%	81%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	1,218	881
		New connections (commercial and institutional)	S.2.A.06	Nr	26	64
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	1
		Complaints received (commercial)	S.2.B.02	Nr	53	22
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	328,521	308,761
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	75%	74%
		Value of sales to com & inst	S.3.A.01	EUR	123,083	127,603
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	111%	116%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	10.31	11.54
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	10.6	11.82
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	5,196	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	3%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0.6%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	0	10,688
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0%	52.60%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,085,547	2,067,567
		Total sales relative to plan	F.1.A.02	% of plan estimate	88%	81%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,701,017	1,672,185
		Total revenue collection out-performance	F.1.B.02	EUR	-23,637	-296,867
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	99%	85%
		Total revenues written off	F.1.B.04	EUR	782,066	384,530
		Total revenues written off relative to billing	F.1.B.05	% of billing	37%	19%
		Revenue collection relative to billing	F.1.B.06	% of billing	82%	81%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	-5.5%	1.2%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A
		Cash interest cover	F.2.B.05	normë	N/A	N/A
		Free cash flow	F.2.B.06	normë	N/A	N/A

RWC Hidromorava (Gjilan)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2016	2017
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	96.7%	99.5%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	248	5
		Properties affected by low pressure	W.1.A.04	% properties	1.06%	0.02%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	22,962	24,681
		Properties with 24 hour supply	W.1.A.06	% properties	99%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	139	13
		Properties with 18-24 hour supply	W.1.A.08	% properties	1%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	141	25
		Properties with less than 18 hours supply	W.1.A.10	% properties	1%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	4,699,450	4,874,666
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	499	487
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	500	487
		Non revenue water (relative to production)	W.1.B.04	% production	57%	56%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	48	49
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	172	175
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	23,242	24,719
		Coverage (households served relative to total)	W.2.A.02	% total households	71%	75%
	New connections	New connections (household)	W.2.A.03	Nr	3,464	-510
		New connections (commercial and institutional)	W.2.A.04	Nr	962	-658
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	86%	87%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	78%	79%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	227	824
		Meters installed (com & inst)	W.2.B.04	Nr	30	165
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	508	185
		Complaints received (commercial)	W.2.C.02	Nr	119	95
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,578,614	2,858,577
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	84%	75%
		Volume of sales to households (un-metered)	W.3.A.03	m3	485,075	462,676
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	108%	N/A
		Volume of sales to com & inst (metered)	W.3.A.05	m3	423,698	468,859
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	99%	118%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	45,913	40,680
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	143%	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	1,279,856	1,379,875
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	92.1%	88.2%
		Value of water sales to com & inst	W.3.A.11	EUR	378,367	409,031
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	97.1%	119.6%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.064	0.064
		Unit total cost of water production	W.3.B.02	EUR/m3	0.067	0.067
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.413	0.392
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	23,129	22,093
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	2%	6.8%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0.9%	0.8%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	93,562	13,663
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	15%	3%

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2016	2017
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	0	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	0
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	18,927	21,508
		Coverage (households served relative to total)	S.2.A.02	% total households	58%	65%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	4,014	1,147
		New connections (commercial and institutional)	S.2.A.06	Nr	210	150
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	144	964
		Complaints received (commercial)	S.2.B.02	Nr	4	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	221,897	241,234
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	109%	106%
		Value of sales to com & inst	S.3.A.01	EUR	87,052	94,937
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	133%	143%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	5.80	5.67
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	6.24	6.08
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	2,092	2,274
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.3%	16.60%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	1,967,172	2,125,077
		Total sales relative to plan	F.1.A.02	% of plan estimate	96%	97%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,606,870	1,687,392
		Total revenue collection out-performance	F.1.B.02	EUR	-6,620	-146,580
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	100%	92%
		Total revenues written off	F.1.B.04	EUR	414,361	360,301
		Total revenues written off relative to billing	F.1.B.05	% of billing	21%	17%
		Revenue collection relative to billing	F.1.B.06	% of billing	82%	79%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover		
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	0.9%	4.4%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A
		Cash interest cover	F.2.B.05	normë	N/A	N/A
		Free cash flow	F.2.B.06	normë	N/A	N/A

APPENDIX 2: DEFINITIONS AND RATIONALITY

A Definitions of performance indicators

Section	Reference	Indicator	Unit	Definition
W - Water supply				
Non-financial (technical)				
Standards of service	W.1.A.01	Water quality (bacteriological)	% pass	Percentage of bacteriological test results passing prescribed standards for bacteriological quality in the reporting period.
	W.1.A.02	Water quality (physical and chemical)	% pass	Percentage of physical and chemical test results passing prescribed standards for physical and chemical quality in the reporting period.
	W.1.A.03	Properties affected by low pressure	Nr	Average number of served properties over the reporting period situated in zones that regularly experience pressure below minimum pressure levels. Does not include short term intermittent periods of low pressure.
	W.1.A.04	Properties affected by low pressure	% properties	Average number of properties defined in W.1.A.3 divided by estimated number of served propertied in the service areas
	W.1.A.05	Properties with 24 hour supply	Nr	Average number of properties in the reporting period that enjoy continual water supply (excluding exceptional supply disruptions) for 23 or more hours per day.
	W.1.A.06	Properties with 24 hour supply	% properties	Percentage of served properties in the reporting period that enjoy continual water supply (excluding exceptional supply disruptions) for 23 or more hours per day.
	W.1.A.07	Properties with 18-24 hour supply	Nr	Average number of properties in the reporting period that enjoy continual water supply (excluding exceptional supply disruptions) for 18-23 hours per day.
	W.1.A.08	Properties with 18-24 hour supply	% properties	Percentage of served properties in the reporting period that enjoy continual water supply (excluding exceptional supply disruptions) for 18-23 or more hours per day.
	W.1.A.09	Properties with less than 18 hours supply	Nr	Average number of properties in the reporting period that enjoy continual water supply (excluding exceptional supply disruptions) for less than 18 hours per day.
	W.1.A.10	Properties with less than 18 hours supply	% properties	Percentage of served properties in the reporting period that enjoy continual water supply (excluding exceptional supply disruptions) for less than 18 hours per day.
Infrastructure serviceability	W.1.B.01	Non revenue water (total)	m3 per day	Average volume of NRW (difference between water production and water sold) per day over the reporting period
	W.1.B.02	Non revenue water (per connection)	litres per cust. per day	Average volume of NRW divided by the total number of connections in the service area.
	W.1.B.03	Non revenue water (per connection) - adjusted	litres per cust. per day	Average volume of NRW divided by the total number of connections in the service area adjusted for restricted supplies.
	W.1.B.04	Non revenue water (relative to production)	% production	Total volume of NRW divided by total volume of production
	W.1.B.05	Pipe network bursts frequency	bursts per month	Average number of pipe bursts per month
	W.1.B.06	Pipe network bursts per 100 km of pipe	Nr / 100 km	Total number of pipe bursts per year per 100 km of pipe (excluding service connections)
Non-financial (commercial)				
Service coverage	W.2.A.01	Households served	Nr	Total average number of households over the reporting period served with a piped water supply in the defined service area
	W.2.A.02	Coverage (households served relative to total)	% total households	Total average number of households over the reporting period served with a piped water supply in the service area divided by the total average number of households (served and un-served) in the defined service area.
	W.2.A.03	New connections (household)	Nr	Total number of new water supply connections to households (excluded reconnections) over the reporting period.
	W.2.A.04	New connections (commercial and institutional)	Nr	Total number of new water supply connections to commercial and institutional customers (excluded reconnections) over the reporting period.
Metering	W.2.B.01	Metered households relative to total households	% households	Average number of metered (meters functioning) households over the reporting period divided by the average number of households served with a piped water supply in the service area as defined in licence agreements.
	W.2.B.02	Metered com & inst relative to total com & inst.	% com & inst	Average number of metered (meters functioning) commercial and institutional customers over the reporting period divided by the average number of commercial and institutional customers served with a piped water supply in the service area as defined in licence agreements.
	W.2.B.03	Meters installed (households)	Nr	Total household meters installed in the reporting period.
	W.2.B.04	Meters installed (com & inst)	Nr	Total commercial and institutional customer meters installed in the reporting period.
Complaints	W.2.C.01	Complaints received (technical)	Nr	Total number of complaints received by the RWC in relation to levels of service (poor water quality, pressure, reliability, disruption due to construction activities and other technical issues) in the reporting period.
	W.2.C.02	Complaints received (commercial)	Nr	Total number of complaints received by the RWC in relation to water supply billing and tariffs in the reporting period.
Financial				
Sales	W.3.A.01	Volume of sales to households (metered)	m3	Total volume of water sold to metered households in reporting period.
	W.3.A.02	Volume of sales to households (metered) relative to plan estimates	% of plan estimate	Total volume of water sold to metered households in reporting period divided by volume of metered household sales estimated in the business plan for the same reporting period
	W.3.A.03	Volume of sales to households (un-metered)	m3	Total volume of water sold to un-metered households in reporting period.
	W.3.A.04	Volume of sales to households (un-metered) relative to plan estimates	% of plan estimate	Total volume of water sold to un-metered households in reporting period divided by volume of un-metered household sales estimated in the business plan for the same reporting period
	W.3.A.05	Volume of sales to com & inst (metered)	m3	Total volume of water sold to metered commercial and institutional customers in reporting period.
	W.3.A.06	Volume of sales to com & inst (metered) relative to plan estimates	% of plan estimate	Total volume of water sold to metered commercial and institutional customers in reporting period divided by volume of metered household sales estimated in the business plan for the same reporting period
	W.3.A.07	Volume of sales to com & inst (un-metered)	m3	Total volume of water sold to un-metered commercial and institutional customers in reporting period.
	W.3.A.08	Volume of sales to com & inst (un-metered) relative to plan estimates	% of plan estimate	Total volume of water sold to un-metered commercial and institutional customers in reporting period divided by volume of un-metered household sales estimated in the business plan for the same reporting period
	W.3.A.09	Value of water sales to households	EUR	Total EUR value of water sales to households including fixed monthly charge component of tariff.
	W.3.A.10	Value of water sales to households relative to plan estimates	% of plan estimate	Total value of water sold to households in reporting period divided by value of water sold estimated in the business plan for the same reporting period (adjusted for inflation)

Section	Reference	Indicator	Unit	Definition
	W.3.A.11	Value of water sales to com & inst	EUR	Total EUR value of water sales to commercial and institutional customers including fixed monthly charge component of tariff.
	W.3.A.12	Value of water sales to com & inst relative to plan estimates	% of plan estimate	Total value of water sold to commercial and institutional customers in reporting period divided by value of water sold estimated in the business plan for the same reporting period (adjusted for inflation)
Unit costs	W.3.B.01	Unit operational cost of water production	EUR/m3	Total operating cost of water production in the reporting period divided by the volume of water produced in the same period
	W.3.B.02	Unit total cost of water production	EUR/m3	Total cost (operating + capital maintenance provisions) of water production in the reporting period divided by the volume of water produced in the same period
	W.3.B.03	Unit cost of water sold	EUR/m3	Total cost (operating + capital maintenance provisions) of the water supply business activity in the reporting period divided by the volume of water sold in the same period
	W.3.B.04	Unit cost of water sold and paid for	EUR/m3	Total cost (operating + capital maintenance provisions) of the water supply business activity in the reporting period divided by the volume of water sold and paid for in the same period
Capital expenditure	W.3.C.01	Total capital maintenance expenditure	EUR	Total capital maintenance expenditure (infrastructure renewals + investment in non-infrastructure capital maintenance).
	W.3.C.02	Total capital maintenance expenditure relative to plan	% of plan estimate	Total capital maintenance expenditure (infrastructure renewals + investment in non-infrastructure capital maintenance) divided by infrastructure renewals and current cost depreciation provisions in the business plan.
	W.3.C.03	Total capital maintenance expenditure relative to RAB	% of RAB	Total capital maintenance expenditure (infrastructure renewals + investment in non-infrastructure capital maintenance) divided by the regulatory asset base value of water assets.
	W.3.C.04	Total capital enhancement expenditure	EUR	Total capital enhancement expenditure (infrastructure enhancement + investment in non-infrastructure capital enhancement).
	W.3.C.05	Total capital enhancement expenditure relative to plan	% of plan estimate	Total capital enhancement expenditure (infrastructure enhancement + investment in non-infrastructure capital enhancement) divided by infrastructure enhancement and non-infrastructure enhancement provisions in the business plan.
S - Sewerage (wastewater)				
Non-financial (technical)				
Standards of service	S.1.A.01	Discharge quality	% pass	Percentage of wastewater treatment plant effluent quality tests passing prescribed standards for environmental quality in the reporting period.
Reliability	S.1.B.01	Sewer overflows	Nr	Number of reported incidents of sewer flooding reported to the RWC (or identified by RWC personnel) in the reporting period
	S.1.B.02	Sewer overflows per 100 km of pipe	Nr per 100 km	Number of reported incidents of sewer flooding reported to the RWC (or identified by RWC personnel) in the reporting period divided by the length of sewer network x 100.
Serviceability	S.1.C.01	Sewer collapses	Nr	Number of reported incidents of sewer collapses reported to the RWC (or identified by RWC personnel) in the reporting period.
	S.1.C.02	Sewer collapses per 100 km of pipe	Nr per 100 km	Number of reported incidents of sewer collapses reported to the RWC (or identified by RWC personnel) in the reporting period divided by the length of sewer network x 100
	S.1.C.03	Wastewater treatment plan overflows	Nr	Number of incidents of wastewater treatment plant overflows in the reporting period
Non-financial (commercial)				
Service coverage	S.2.A.01	Households served	Nr	Total average number of households over the reporting period served with water borne piped sewerage system (including those connected to well functioning septic tanks in rural and semi-rural areas) in the service area as defined in licence agreements.
	S.2.A.02	Coverage (households served relative to total)	% total households	Total average number of households over the reporting period served with water borne piped sewerage system (including those connected to well functioning septic tanks in rural and semi-rural areas) in the service area divided by the total average number of households (served and un-served) in the defined service area.
	S.2.A.03	Households served with wastewater treatment	Nr	Total average number of households over the reporting period served with water borne piped sewerage system leading to a wastewater treatment plant (including well functioning septic tanks in rural and semi-rural areas) in the service area as defined in licence agreements
	S.2.A.04	Coverage (households served with wastewater treatment relative to total)	% households	Total average number of households over the reporting period served with water borne piped sewerage system leading to a wastewater treatment plant (including well functioning septic tanks in rural and semi-rural areas) in the service area divided by the total average number of households (served and un-served) in the defined service area.
	S.2.A.05	New connections (household)	Nr	Total number of new sewerage connections to households (excluded reconnections) over the reporting period.
	S.2.A.06	New connections (commercial and institutional)	Nr	Total number of new sewerage connections to commercial and institutional customers (excluded reconnections) over the reporting period.
Complaints	S.2.B.01	Complaints received (technical)	Nr	Total number of complaints received by the RWC in relation to levels of service (sewer overflows etc. in the reporting period.
	S.2.B.02	Complaints received (commercial)	Nr	Total number of complaints received by the RWC in relation to wastewater billing and tariffs in the reporting period.
Financial				
Sales	S.3.A.01	Value of sales to households	EUR	Total EUR value of wastewater services sales to households
	S.3.A.02	Value of sales to households relative to plan	% of plan estimate	Total value of wastewater services sold to households in reporting period divided by value of wastewater services sold estimated in the business plan for the same reporting period (adjusted for inflation)
	S.3.A.03	Value of sales to com & inst	EUR	Total EUR value of wastewater services sales to commercial and institutional customers
	S.3.A.04	Value of sales to com & inst relative to plan	% of plan estimate	Total value of wastewater services sold to commercial and institutional customers in reporting period divided by value of wastewater services sold estimated in the business plan for the same reporting period (adjusted for inflation)
Unit costs	S.3.B.01	Unit operational cost of treatment and disposal per m3	EUR/m3	Total operating cost of wastewater treatment and disposal in the reporting period divided by the measured volume of wastewater delivered to the wastewater treatment plants in the same period
	S.3.B.02	Unit total cost of treatment and disposal per m3	EUR/m3	Total cost (operating + capital maintenance provisions) of wastewater treatment and disposal in the reporting period divided by the volume of wastewater delivered in the same period
	S.3.B.03	Unit operational cost of treatment and disposal per household	EUR/ household	Total operating cost of wastewater treatment and disposal in the reporting period divided by the average number of households and household equivalents served by wastewater treatment facilities in the same period
	S.3.B.04	Unit total cost of treatment and disposal per household	EUR/ household	Total cost (operating + capital maintenance provisions) of wastewater treatment and disposal in the reporting period divided by the average number of households and household equivalents served by wastewater treatment facilities in the same period
	S.3.B.05	Unit operational cost of wastewater collection per household	EUR/ household	Total operating cost of the wastewater collection in the reporting period divided by the average number of households and household equivalents in the same period

Section	Reference	Indicator	Unit	Definition
	S.3.B.06	Unit total cost of wastewater collection per household	EUR/ household	Total cost (operating + capital maintenance provisions) of the wastewater collection in the reporting period divided by the average number of households and household equivalents in the same period
	S.3.B.07	Unit operational cost of wastewater services per household	EUR/ household	Total operating cost of the wastewater services business activity in the reporting period divided by the average number of households and household equivalents in the same period
	S.3.B.08	Unit total cost of wastewater services per household	EUR/ household	Total cost (operating + capital maintenance provisions) of the wastewater services business activity in the reporting period divided by the average number of households and household equivalents in the same period
Capital expenditure	S.3.C.01	Total capital maintenance expenditure	EUR	Total capital maintenance expenditure (infrastructure renewals + investment in non-infrastructure capital maintenance).
	S.3.C.02	Total capital maintenance expenditure relative to plan	% of plan estimate	Total capital maintenance expenditure (infrastructure renewals + investment in non-infrastructure capital maintenance) divided by infrastructure renewals and current cost depreciation provisions in the business plan.
	S.3.C.03	Total capital maintenance expenditure relative to RAB	% of RAB	Total capital maintenance expenditure (infrastructure renewals + investment in non-infrastructure capital maintenance) divided by the regulatory asset base value of wastewater assets.
	S.3.C.04	Total capital enhancement expenditure	EUR	Total capital enhancement expenditure (infrastructure enhancement + investment in non-infrastructure capital enhancement)
	S.3.C.05	Total capital enhancement expenditure relative to plan	% of plan estimate	Total wastewater capital enhancement expenditure (infrastructure enhancement + investment in non-infrastructure capital enhancement) divided by wastewater infrastructure enhancement and non-infrastructure enhancement provisions in the business plan
F – Financial				
Sales and revenue collection				
Sales	F.1.A.01	Total sales	EUR	Total value of services (water and wastewater) sold (billing) excluding connection fees and other income in the reporting period.
	F.1.A.02	Total sales relative to plan	% of plan estimate	Total value of services (water and wastewater) sold (billing) excluding connection fees and other income in the reporting period divided by the total sales estimated in the business plan for the same reporting period
Revenue collection	F.1.B.01	Total revenue collection	EUR	Total cash received from water sales (excluding connection fees and other income) in the reporting period.
	F.1.B.02	Total revenue collection out-performance	EUR	Total cash received from water sales (excluding connection fees and other income) in the reporting period less the cash receipts from sales expected in the business plan over the same period
	F.1.B.03	Total revenue collection out-performance(relative)	% of plan estimate	Total cash received from water sales (excluding connection fees and other income) in the reporting period divided by the cash receipts from sales expected in the business plan over the same period
	F.1.B.04	Total revenues written off	EUR	Total revenues written off (excluding connection fees and other income) in accordance with RAG in the reporting period
	F.1.B.05	Total revenues written off relative to billing	% of billing	Total revenues written off in accordance with RAG in the reporting period divided by the total sales (excluding connection fees and other income) over the same period.
	F.1.B.06	Revenue collection relative to billing	% of billing	Total cash received from water sales (excluding connection fees and other income) in the reporting period divided by the total billing (excluding connection fees and other income)
	F.1.B.07	Accounts receivable	EUR	Total accounts receivable after write offs (not more than 12 months old) from billed sales (excluding connection fees and other income) in the reporting period
	F.1.B.08	Accounts receivable relative to turnover	Days turnover	Total accounts receivable (not more than 12 months old) from billed sales divided by total sales (excluding connection fees and other income) in the reporting period multiplied by 365.
Key financial values and ratios				
Values	F.2.A.01	Free cash flow	EUR	Total net cash flow from operations over the reporting period.
Ratios	F.2.B.01	Return on capital	%	Total net income from operating activities before interest, dividends and corporation taxes divided by average regulatory asset base (RAB) over the reporting period.
	F.2.B.02	Cost of debt	%	Total interest payments made in the reporting period divided by the average value of debt in the reporting period.
	F.2.B.03	Gearing	ratio	Long-term debt divided by regulatory asset base (a slight deviation from gearing as defined in conventional financial accounting)
	F.2.B.04	Cash interest cover	ratio	Net cash flow before interest and taxes divided by interest payments in the reporting period.
	F.2.B.05	Funds from operations/debt	ratio	Net cash flow from operating activities less tax paid less net interest paid, all divided by net debt
	F.2.B.06	Debt service coverage ratio	ratio	Net cash flow from operating activities less net interest paid less repayment of principal, all divided by debt service (interest and repayment of principal)

B Rationality for measuring performance

Perofrmance measuring criteria of water supply service and wastwater services are such that a score of 100% indicate the level of service provision compared to a modern performance of service efficient and functional water supply.

Performance measurement structure

Group	Performance measurement	Weight of heaviness of sub-group		Weight of heaviness of group	
Water	Drinking water quality	*25%*	*100%*	*45%*	*100%*
	Pressure	*5%*			
	Availability	*20%*			
	Service coverage	*20%*			
	Cost efficiency	*10%*			
	Discharge quality	*20%*			
Wastewater	Reliability	*20%*	*100%*	*35%*	
	Service coverage	*20%*			
	Cost efficiency	*50%*			
	Profitability Commercial efficiency	*10%*			
Regualtory reporting	Drinking water quality	*5%*		*5%*	
Financial / commercial	Pressure	*5%*		***15%***	
	Availability	***10%***			

Criteria, definitions, coefficient and calculations for performance measurement

Parameter	Performance measurement criteria
Water supply performance measurement	
Water quality	Definition: The combination of bacteriological and physical/chemical test performance on the basis of 75:25 relative weighting Performance category weighting: 25% Calculation: [U.1.A.01 x 0.75 + U.1.A.02 x 0.25] x 25%
Pressure	Definition: The percentage of properties unaffected by pressure falling below minimum pressure levels and physical/chemical test performance on the basis of 75:25 relative weighting Performance category weighting: 5% Calculation: [100% - U.1.A.04] x 5%
Availability	Definition: Defined as the (adjusted) percentage of properties unaffected by iregular intermittent supplies. This indicator is adjusted to reflect the degree by which those affected by supply interruptions are affected by weighting the number of households with a supply less than 18 hrs with factor of 2. Performance category weighting: 20% Calculation: [100% - 0.5 x U.1.A.08 – U.1.A.10] x 20%
Service Coverage	Definition: The percentage of population in the service area served with a piped water supply. Performance category weighting: 20% Calculation: [U.2.A.02] x 20%
Non-revenue water	Definition: Total NRW volume divided by total volume of water produced Performance category weighting: 20% Calculation: NRW(%)*20%*Kb,Kb-Credibility weighing (derived from audit process -2016), If NRW(%) ≤25%=20% Or NRW(%) ≥ 60% = 0% Else [60%- NRW%]/35%] x 20%
Cost Efficiency	Definition: The unit cost of water sold relative to the unit cost estimated in the tariff review (UWT) (excluding return on capital). A unit cost of less than or equal to 90% of UT will score 100% and a unit cost equal to or exceeding 140% of UWT will score 0%. Unit costs between 90% and 140% of UWT are calculated pro-rata Performance category weighting: 10% Calculation: If W.3.B.03 ≥ 140% x UWT = 0% ose If W.3.B.03 ≤ 90% x UWT = 100% x 10% = 10% Else [[140% - (W.3.B.03UWT] / 50%] x 10%
Wastewater services performance measurement	
Wastewater discharge quality	Definition: As no discharge quality monitoring is undertaken a surrogate indicator based upon the percentage of population served by functioning wastewater treatment facilities (including well functioning septic tanks in rural and semi-rural areas) is applied. Performance category weighting: 20% Calculation: [S.2.A.04] x 20%
Reliability	Definition: The annual number of sewer overflow incidents per 100 km of pipe relative to an ideal level of 0 to a maximum of 100 Performance category weighting: 20% Calculation: If S.1.B.02 ≥ 100 = 0% Else [100 - S.1.B.02] x 20%

Parameter		Performance measurement criteria
Reliability		Definition: The annual number of sewer overflow incidents per 100 km of pipe relative to relative to an ideal level of 0 to a maximum of 100 Performance category weighting: 20% Calculation: If S.1.B.02 ≥ 100 = 0% Else [100 - S.1.B.02] x 20%
Service Coverage		Definition: The percentage of population in the service area served with a water borne sewerage system (including well functioning septic tanks in rural and semi-rural areas) Performance category weighting: 50% Calculation: [S.2.A.02] x 50%
Cost Efficiency		Definition: Defined as unit cost of wastewater services per household served relative to the unit cost estimated in the tariff review (UST) (excluding return on capital). A unit cost of less than or equal to 90% of UST will score 100% and a unit cost equal to or exceeding 140% of UST will score 0%. Unit costs between 90% and 140% of UST are calculated pro-rata Performance category weighting: 10% Calculation: If W.3.B.03 ≥ 140% x U_{ST} = 0% or If W.3.B.03 ≤ 90% x U_{ST} = 100% x 10% = 10% else [[140% -(W.3.B.03/U_{ST}] / 50%] x 10%
Combined services and commercial performance measurement		
Water supply		Definition: Water performance score multiplied by overall performance weighting Overall performance weighting 45% Calculation: [Water performance score] x 45%
Wastewater services		Definition: Wastewater services performance score multiplied by overall performance weighting Overall performance weighting 35% Calculation: [Wastewater performance score] x 35%
Regulatory Reporting		
Regulatory Reporting		Definition: Reliability of the data determined by the Audit process Calculation: [Reliability of the data performance score] x 35%
Financial / commercial Cost efficiency	Profitability	Definition: Return on capital is defined as regulatory accounts divided by return on equity given tariff review (ROCp) Coefficient of performance by category: 10% Calculation: If F.2.B.02 ≤ 0% = 0% or If F.2.B.02 ≥ ROCp = 5% else [F.2.B.02 / ROCp] x 5%
	Commercial efficiency	Definition: Efficiency of revenue collection as measurement by revenue collected divided by the total billing with a range of 60% which is equal to zero performance up to a maximum of 100% which is ideal performance. Coefficient of performance by category: 10% Calculation: If F.1.B.06 ≤ 60% = 0% or If F.2.B.02 ≥ 100% = 10% others [F.2.B.02 – 60%]/40%] x 10%

APPENDIX 3: SUMMARY STATEMENT OF INCOME

RWC Prishtina (Pristina)

	2016	2017
Turnover	13,791,273	14,220,388
Operating costs	8,699,898	9,259,418
Net operating income (excluding capital maintenance)	**5,091,375**	**4,960,970**
Capital maintenance (infrastructure renewals + cc depreciation)	256,227	434,584
Net operating income (including capital maintenance)	**4,835,148**	**4,526,386**
Provision for bad debts	3,171,686	1,038,903
Net operating income (after bad debts)	**1,663,462**	**3,487,484**
Interest on long term loans	0	0
Pre-tax profit	**1,663,462**	**3,487,484**
Taxation on profits	0	0
Net post-tax profit	**1,663,462**	**3,487,484**

RWC Hidroregjioni Jugor (Prizren)

	2016	2017
Turnover	4,217,604	4,696,383
Operating costs	3,268,639	3,557,617
Net operating income (excluding capital maintenance)	**948,965**	**1,138,766**
Capital maintenance (infrastructure renewals + cc depreciation)	58,077	119,778
Net operating income (including capital maintenance)	**890,888**	**1,018,988**
Provision for bad debts	1,073,821	534,164
Net operating income (after bad debts)	**(-182,933)**	**484,824**
Interest on long term loans	0	0
Pre-tax profit	**(-182,933)**	**484,824**
Taxation on profits	0	0
Net post-tax profit	**(-182,933)**	**484,824**

RWC Hidrodrini (Peja)

	2016	2017
Turnover	3,558,375	3,685,243
Operating costs	2,299,252	2,455,076
Net operating income (excluding capital maintenance)	**1,259,123**	**1,230,167**
Capital maintenance (infrastructure renewals + cc depreciation)	54,229	158,417
Net operating income (including capital maintenance)	**1,204,894**	**1,071,750**
Provision for bad debts	954,904	781,244
Net operating income (after bad debts)	**249,990**	**290,506**
Interest on long term loans	0	0
Pre-tax profit	**249,990**	**290,506**
Taxation on profits	0	0
Net post-tax profit	**249,990**	**290,506**

RWC Mitrovica (Mitrovica)

	2016	2017
Turnover	3,711,121	4,261,956
Operating costs	2,447,903	2,833,324
Net operating income (excluding capital maintenance)	**1,263,218**	**1,428,632**
Capital maintenance (infrastructure renewals + cc depreciation)	19,999	19,719
Net operating income (including capital maintenance)	**1,243,219**	**1,408,913**
Provision for bad debts	1,173,730	1,186,426
Net operating income (after bad debts)	**69,488**	**222,487**
Interest on long term loans	0	0
Pre-tax profit	**69,488**	**222,487**
Taxation on profits	0	0
Net post-tax profit	**69,488**	**222,487**

RWC Gjakova (Gjakova)

	2016	2017
Turnover	3,878,317	4,101,534
Operating costs	2,846,672	2,934,500
Net operating income (excluding capital maintenance)	**1,031,645**	**1,167,034**
Capital maintenance (infrastructure renewals + cc depreciation)	216,296	378,762
Net operating income (including capital maintenance)	**815,349**	**788,272**
Provision for bad debts	627,321	208,042
Net operating income (after bad debts)	**188,028**	**580,230**
Interest on long term loans	0	0
Pre-tax profit	**188,028**	**580,230**
Taxation on profits	0	0
Net post-tax profit	**188,028**	**580,230**

RWC Bifurkacioni (Ferizaj)

	2016	2017
Turnover	2,132,695	2,088,128
Operating costs	1,571,806	1,626,040
Net operating income (excluding capital maintenance)	**560,888**	**462,088**
Capital maintenance (infrastructure renewals + cc depreciation)	29,837	26,597
Net operating income (including capital maintenance)	**531,051**	**435,491**
Provision for bad debts	770,668	384,530
Net operating income (after bad debts)	**(-239,617)**	**50,961**
Interest on long term loans	0	0
Pre-tax profit	**(-239,617)**	**50,961**
Taxation on profits	0	0
Net post-tax profit	**(-239,617)**	**50,961**

RWC Hidromorava (Gjilan)

	2016	2017
Turnover	*2,027,254*	*2,191,104*
Operating costs	*1,528,580*	*1,618,641*
Net operating income (excluding capital maintenance)	***498,674***	***572,463***
Capital maintenance (infrastructure renewals + cc depreciation)	*61,686*	*39,668*
Net operating income (including capital maintenance)	***436,988***	***532,795***
Provision for bad debts	*408,322*	*360,301*
Net operating income (after bad debts)	***28,666***	***172,494***
Interest on long term loans	*0*	*0*
Pre-tax profit	***28,666***	***172,494***
Taxation on profits	*0*	*0*
Net post-tax profit	***28,666***	***172,494***

APPENDIX 4: TARIFF STATEMENT 2017 AND (2018-2020)

Current tariff statements for 2017

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Households								
Water supply monthly charge	EUR/ month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply volume charge	EUR/m3	0.39	0.36	0.24	0.36	0.36	0.34	0.33
Wastewater charge (based on consumed water amount)	EUR/m3	0.05	0.06	0.06	0.09	0.09	0.12	0.08
Commercial and Institutional consumers								
Water supply monthly charge	EUR/ month	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Water supply volume charge	EUR/m3	0.88	0.69	0.48	0.73	0.71	0.69	0.65
Wastewater charge (based on consumed water amount)	EUR/m3	0.11	0.11	0.13	0.23	0.22	0.29	0.20

Tariffs applicable for 2017 2018 (1 January - 31 December 2018)

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Households								
Water supply monthly charge	EUR/ month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply volume charge	EUR/m3	0.42	0.37	0.25	0.36	0.37	0.35	0.34
Wastewater charge (based on consumed water amount)	EUR/m3	0.05	0.07	0.07	0.09	0.10	0.12	0.08
Commercial and Institutional consumers								
Water supply monthly charge	EUR/ month	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Water supply volume charge	EUR/m3	0.85	0.67	0.46	0.72	0.67	0.71	0.69
Wastewater charge (based on consumed water amount)	EUR/m3	0.11	0.16	0.15	0.19	0.23	0.25	0.17

Tariffs for 2019 without inflation (1 January - 31 December 2019)

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Households								
Water supply monthly charge	EUR/ month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply volume charge	EUR/m3	0.4129	0.3577	0.2428	0.3483	0.3605	0.3404	0.3312
Wastewater charge (based on consumed water amount)	EUR/m3	0.0461	0.1277	0.0674	0.0870	0.1005	0.1138	0.0745
Commercial and Institutional consumers								
Water supply monthly charge	EUR/ month	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Water supply volume charge	EUR/m3	0.7433	0.6438	0.4371	0.6270	0.6489	0.6127	0.5962
Wastewater charge (based on consumed water amount)	EUR/m3	0.1032	0.2810	0.1483	0.1913	0.2211	0.2503	0.1638

Tariffs for 2020 without inflation (1 January - 31 December 2020)

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Households								
Water supply monthly charge	EUR/ month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply volume charge	EUR/m3	0.4089	0.3505	0.2358	0.3409	0.3551	0.3310	0.3246
Wastewater charge (based on consumed water amount)	EUR/m3	0.0452	0.1238	0.0674	0.0870	0.1533	0.1138	0.0720
Commercial and Institutional consumers								
Water supply monthly charge	EUR/ month	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Water supply volume charge	EUR/m3	0.6542	0.6309	0.4245	0.5454	0.6392	0.5296	0.5194
Wastewater charge (based on consumed water amount)	EUR/m3	0.1012	0.2724	0.1483	0.1913	0.3372	0.2503	0.1584

ANNEX 5: Summary of performance indicators -2017

Indicators	Prishtina	Hidroregjioni	Hidrodrini	Mitrovica	Radoniqi	Bifurkacioni	Hidromorava	Sector
Water service coverage (%)	100%	70%	100%	76%	100%	93%	75%	94%
Wastewater service coverage (%)	100%	62%	44%	59%	72%	81%	65%	74%
Water production (l/p/d)	244	199	313	448	260	140	236	256
Water sales (l/p/d)	105	84	113	209	138	63	104	111
Billed water for households (l/d)	83	70	89	101	115	55	90	84
Billed water for households (%)	79%	84%	79%	88%	83%	88%	87%	82%
Billed water for industrial – commercial consumers (%)	11%	8%	10%	4%	9%	8%	9%	9%
Billed water for institutional consumers (%)	9%	8%	11%	7%	8%	4%	5%	9%
Non-revenue water (%)	57%	58%	64%	62%	47%	55%	56%	58%
Failed tests in total (%)	0.3%	0%	0%	0%	0%	1.6%	0.3%	0.2%
Percentage of read consumption (%)	97%	89%	98%	78%	96%	87%	87%	92%
Efficiency of total staff ('000 consumers)	4.1	7	4.7	8.1	7.5	7.7	5.7	5.7
Operational expenses(€/m3/produced)16	0.17	0.18	0.09	0.11	0.18	0.18	0.17	0.15
Operational expenses (€/cons.)- water	71	67	49	88	76	51	55	67
Operational expenses (€/cons.)- wastewater	0.12	11	8.97	4.52	4.75	8.56	4.56	4.42
Capital expenses (€/cons.)- water	320	5	11	413	34	8	1	164
Sales income (€/cons.)- wastewater	100	81	72	91	98	62	67	87
Sales income (€/cons.)- wastewater	11.1	10.9	15.5	21.5	20.8	18.8	13.8	14.2
No. of service complaints ('000 cons.)	61	54	31	234	14	10	10	59
Collection (%)	88%	95%	80%	56%	87%	81%	79%	84%
Collection rate - households (%)	85%	98%	78%	48%	88%	81%	76%	81%
Collection rate - commercial/industrial consumers	90%	69%	88%	68%	83%	95%	93%	86%
Collection rate- institutional consumers	98%	108%	80%	97%	83%	57%	89%	94%
Labour coverage norm	1.35	1.13	1.20	0.65	1.22	1.04	1.08	1.17

[16] This indicator takes into account all operating costs for water supply services (e.g. production, distribution and business activity), which differs from the indicator presented in this report in the part of the costs, which indicator is based only on operating costs for production of water.

ANNEX 6: Statistical data - 2017

Data	Prishtina	Hidroregjioni	Hidrodrini	Mitrovica	Radoniqi	Bifurkacioni	Hidromorava	Total
Produced water (m3)	52,087,383	17,482,425	25,659,957	27,833,955	14,981,619	7,469,234	8,705,458	154,220,031
No. of consumers total-water	127,635	45,997	45,495	29,929	35,887	26,378	26,833	338,154
Total consumers with meters	125,006	43,884	44,361	21,076	35,316	24,620	24,430	318,693
Complaints - Water	7,846	2,465	1,394	7,001	498	275	280	19,759
Operational expenses - Water	9,091,342	3,097,972	2,233,460	2,632,101	2,737,313	1,350,532	1,471,911	22,614,631
Capital expenses- Water	40,837,387	218,514	496,065	12,374,820	1,218,384	205,964	35,756	55,386,890
Capital expenses from RWC- Water	28,633,745	202,308	310,247	0	628,016	59,390	35,756	29,869,462
Quantity of billed water m^3	22,330,162	7,366,856	9,269,795	5,840,894 10,698,362[17]	7,964,028	3,334,842	3,830,792	64,794,837
Billed water for consumers with meters	21,549,692	6,587,708	9,086,770	3,522,956	7,606,881	2,914,256	3,327,436	54,595,699
Income from fixed tariffs	1,848,570	677,021	643,737	408,306	513,418	372,409	365,366	4,828,827
Total revenues for water supply	10,942,728	3,042,624	2,640,269	2,323,975	2,986,619	1,258,794	1,423,540	24,618,549
Other operational expenses- Water	169,384	85,319	24,229	19,125	60,123	12,193	65,070	435,444
No. consumers- Wastewater	112,049	41,403	23,226	23,748	25,745	23,155	24,335	273,661
No. of Complaints- Wastewater	3,551	605	0	1,437	166	23	964	6,746
Operational expenses for services of Wastewater	168,076	459,645	221,616	201,223	197,187	275,508	146,730	1,669,985
Total capital expenses- Wastewater	219,349	8,102	93,688	1,994	33,424,	10,688	2,274	369,519
Total capital expenses by RWC - Wastewater	217,250	6,967	93,688	0	18,838	10,688	2,274	349,705
Invoicing m^3 for services of Wastewater	19,622,699	6,562,592	4,610,058	4,515,332	4,927,342	3,024,328	3,495,895	46,758,246
Incomes from sales - Wastewater.	1,242,956	451,463	360,855	510,598	534,634	436,364	336,171	3,873,041
Other operational Incomes - Wastewater	16,750	4,114	16,153	12,750	6,740	8,368	957	65,832

[17] In the amount of 10,698,362, including billing for the northern part

Total expenses for Water and Wastewater	*9,259,418*	*3,557,617*	*2,455,076*	*2,833,324*	*2,934,500*	*1,626,040*	*1,618,641*	*24,284,616*
Total collected cash	*12,348,231*	*3,946,679*	*2,914,263*	*1,811,478*	*3,512,467*	*1,672,184*	*1,687,392*	*27,892,694*
Total staff	*529*	*324*	*212*	*243*	*270*	*204*	*154*	*1,936*
Total population	*500,315*	*343,848*	*224,257*	*184,724*	*153,451*	*158,552*	*134,797*	*1,699,944*
Population coverage with water services	*585,369*	*240,694*	*224,257*	*140,390*	*158,055*	*145,868*	*101,098*	*1,595,730*
Population coverage with wastewater services	*505,318*	*213,186*	*98,673*	*107,140*	*109,768*	*128,427*	*87,618*	*1,250,130*
Length of water system	*1,892*	*509*	*970*	*856*	*741*	*350*	*285*	*5,603*
Length of wastewater system	*1,093*	*270*	*160*	*235*	*81*	*238*	*285*	*2,362*

APPENDIX 7: CONTACT DETAILS

Regional Water Companies

RWC	Chief Executive Officer	Phone No.	E-mail address	Address
RWC Prishtina (Prishtina)	Ilir Avdullahu	038/540 749 ext.128	ilir.abdullahu@kur-prishtina.com	Str. Tahir Zajmi, PN , Prishtinë 10000
RWC Hidroregjioni Jugor (Prizren)	Besim Baraliu	029/244 150	besimbaraliu@hotmail.com	Str . Vatra Shqiptare, Prizren, 20000
RWC Hidrodrini (Peja)	Agron Tigani	039/432 355	a.tigani@hidrodrini.com	Str . Lekë Dukagjini, no.156, Peja 30000,
RWC Mitrovica (Mitrovica)	Sami Miftari	028/533 707	sami.miftari@hotmail.com	Str . Bislim Bajgora , NN, Mitrovica 40000
RWC Radoniqi (Gjakova)	Ismet Ahmeti	0390/320 503	ismet.ahmeti@hotmail.com	Str . UÇK, no.07, Gjakova, 50000
RWC Hidromorava (Gjilan)	Muhamed Suliqi	0280/321 104	muhamed_suliqi@hotmail.com	Str . UÇK, NN, Gjilan 60000
RWC Bifurkacioni (Ferizaj)	Xhabir Morina	0290/320 650	xhabir.morina@bifurkacioni.com	Str . Enver Topalli, no.42/A, Ferizaj, 70000
NPH Ibër-Lepenc	Berat Lushtaku	038/225 007	berat.lushtaku@iber-lepenc.org	Rr. Bill Klinton no.13, Prishtina, 10000

Water Service Regulatory Authority

WSRA	Name	Phone No.	E-mail address	Address
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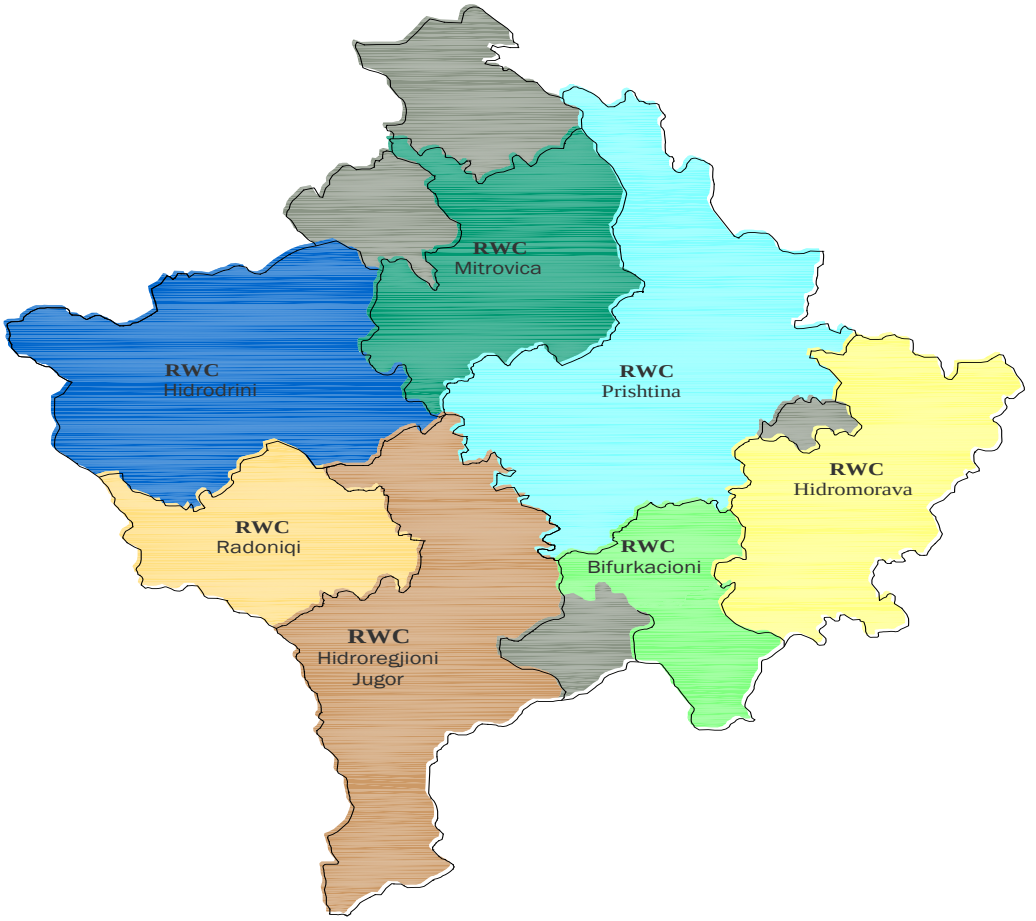
Deputy Director	Xhelal Selmani	038/249 165/114	xhelal.selmani@arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Law and Licensing Department	A.Behxhet Bala	038/249 165/112	behxhet.bala@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Performance and Monitoring Department	Qamil Musa	038/249 165/121	qamil.musa@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Tariff Regulatory Finances Department	Refik Rama	038/249 165/120	refik.ramaj@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Administration and Finances Department	Ramiz Krasniqi	038/249 165/110	ramiz.krasniqi@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Contact person for consumers	Behxhet Bala	038/249 165/101	behxhet.bala@arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000

Customers Consultative Committees

CCC	Name	Position	Municipality	E-mail
CCC Prishtina	Avdi Gjonbalaj	Chairperson	Prishtina	avdi_gjonbalaj@yahoo.com
CCC Prizren	Merita Gorani	Chairperson	Prizren	meritagorani@gmail.com
CCC Peja	Ilirjana Dukaj	Chairperson	Pea	ilirianadukaj@hotmail.com
CCC Mitrovica	Adem Kërleshi	Chairperson	Mitrovica	adem.kerleshi@rks-gov.net
CCC Gjakova	Erlinda Rizvanolli	Chairperson	Gjakova	erlinda.rizvanolli@rks-gov.net
CCC Ferizaj	Ilmi Mustafa	Chairperson	Ferizaj	hilmi.mustafa@rks-gov.net
CCC Gjilan	Dritë Kajtazi	Chairperson	Gjilan	drite.kajtazi@rks-gov.net

APPENDIX 8: SERVICE AREAS OF WRC



RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava	Municipalities that are not provided with water service
-Prishtina -Podujeva -Fushë Kosovë -Obiliçi -Lipjani -Shtimja -Drenasi -Graçanica	-Prizreni -Suhareka -Malisheva -Dragashi -Mamusha	-Peja -Istogu -Klina -Juniku	-Mitrovica -Skënderaj -Vushtrri	-Gjakova -Rahoveci -Prizren (disa fshatra)	-Ferizaj -Kaçaniku	-Gjilani -Kamenica -Vitia	-Novobërda -Zubin Potoku -Leposaviçi -Shtërpca -Deçani -Kaçaniku -Zveçani
Prishtinë *Podujevë* *Fushë Kosovë* *Obiliq* *Lipjan* *Drenas* *Shtime* *Graçanicë*	*Prizreni* *Suhareka* *Malisheva* *Dragashi* *Mamusha* [18]	*Pejë* *Klinë* *Istog* *Junik* *Deçan*	*Mitrovicë* *Skënderaj* *Vushtrri*	*Gjakova* *Rahoveci* *Prizren (disa fshatra)*	*Ferizaj* *Kaçanik*	*Gjilani* *Kamenica* *Vitia*	*Novobërda* *Zubin Potoku* *Leposaviçi* *Zveçani* *Shtërpce,* *Hani i Elezit,* *Partesh,* *Rani llug,* *Mitrovica e Veriut,* *Kllokot*

[18] *Although in the service area of the RWC "Hidroregjioni Jugor", due to lack of water capacity, the customer of the municipality of Mamusha currently do not relieve water supply serviles from this company*