Republika e Kosovës - Republika Kosova - Republic of Kosova
AUTORITETI RREGULLATOR PËR SHËRBIMET E UJIT
REGULATORNI AUTORITET ZA USLUGE VODE
WATER SERVICES REGULATORY AUTHORITY
ARRU

# ANNUAL PERFORMANCE REPORT FOR WATER SERVICE PROVIDERS IN KOSOVO-2020

July 2021

## 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"

## VISSION

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

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# Acronyms

| | |
|---|---|
| WSRA | Water Services Regulatory Authority |
| KAS | Kosovo Agency of Statistics |
| BRP | Business Regulatory Plans |
| RAB | Regulatory Asset Base |
| BD | Boards of Directors |
| KNIPH | Kosovo National Institute of Public Health |
| CPIK | Customer Price Index in Kosovo |
| IMCW | Inter-Ministerial Council on Waters |
| RWC | Regional Water Company |
| PMU-POE | Policy and Monitoring Unit of Public Owned Enterprises |
| WC | Water Centre |
| NRW | Non- Revenue Water |
| WTP | Wastewater Treatment Plant |
| AI | Administrative Instruction |
| RAG | Regulatory Accounting Guidelines |
| SP | Service Providers |
| GIS | Geografic Information System |
| KPI | Key Performance Indicators |
| IIG | Inter-institutional Group (Government, WSRA, RWC, SHUKOS) |

# 1. FOREWARD

The annual report for water service providers in Kosovo - 2020, evaluates the performance of seven service providers (RWCs) and one untreated bulk water supply company (HEE Ibër-Lepenci). The report is published by WSRA on an annual basis in order to assess and compare job performance trends over time in a number of areas, through performance indicators. The monitoring program implemented by WSRA is comprehensive and essential for overseeing regulated providers as well as promoting competition through comparison and benchmarking. At the end of each financial year, companies report their data with responsibility for accuracy and reliability, while being audited by the WSRA, to assess their accuracy and also reliability. These data are the basis for compiling the annual report, which reflects the performance of water service and wastewater treatment sector.

The main focus as a regulator is to promote long-term interests in the water services sector by providing sufficient funding for RWCs to cover their basic operating and maintenance (O&M) costs, as well as reasonable capital investment tools in order to maintain service levels for existing customers, leaving room for government, municipal and donor funds to pay for expanded access to water supply, wastewater collection and treatment services.

The year 2019–2020 has been extremely challenging, with unprecedented situation, as we witnessed a global pandemic (COVID-19) which continues to have an impact on the well-being and economy of the country. We continued to work with water service providers to provide equality water services, especially during these difficult days, contributing to the management and limitation of pandemic spread to ensure continuous availability of clean and safe water for consumption and hygiene in general. We and other stakeholders believe that we will work with RWCs to understand the full effects of the Covid -19, pandemic in certain areas, although the consequences on collection efficiency and undoubtedly a negative impact on the realization of capital investment projections.

In general, performance of RWCs in 2020 has decreased compared to 2019, there have been improvements at some indicators, while in some others, such as operational efficiency (continuity of water supply) and financial stagnation have been identified.

Despite this, the recorded some positive steps at some of the key performance indicators. While for the last few years, service providers have been committed to increase production capacity so that customers have been committed to increase production capacity so that customers have a regular supply. They are also committed to expanding access to water service, where 3% of the population, mainly in remote rural areas expect to have access to water services in their settlements.

It is evident that progress has not progressed at the same pace in the extension of the sewerage system, where only about 65% of the population are connected to the sewerage system. Increasing access to safe water supply will require further investment in infrastructure, especially in the coming years this will be a challenge for the wastewater treatment service.

It is encouraging that now three RWCs such as “Prishtina”, “Gjakova” dhe “Hidroregjioni Jugor” have accredited water quality testing laboratories according to criteria set by the responsible government institution. Other companies are building laboratory facilities with equipment and staff in order to undergo the accreditation process. This will be an important step in ensuring reliability throughout the water quality monitoring chain.

Despite the positive trends in some of the RWCs, non-revenue water is still at a continuing high level without exception. Water is lost as a result of leaks and explosions resulting from a high pressure in the network as at a high rate the obsolete infrastructure has been affected, significant damage from road infrastructure works, illegal connections, poor performance of water meters and reading of their inaccuracies, etc., however, all this must be continued forward. WSRA will continue to work with the responsible Ministry, PMU-POE, IMCW and other key stakeholders to focus on ensuring practical measures are taken in order to address the high level

of NRW. WSRA is committed to ensuring that the sector continuous to improve and to support RWCs and their strategic plans for NRW reduction (2018-2022) as well as the objectives projected in their business plans for the future tariff process (2021-2023).

Collection efficiency in all RWCs has deteriorated, this is the first time that the collection rate has decreased since it started with the monitoring program by WSRA. This is mainly due to the slowdown in activity during the COVID-19 pandemic. The average efficiency of revenue collection at the sector level is 84% and this is lower by 9% compared to 2019.

Undoubtedly, the impact is also on the realization of projections in capital investments. The companies had planned significant amounts of capital investments from their own funds but also from donations, to invest in maintenance and capital increase in both water service and wastewater service for 2020, but only a small part of them have been realized.

Nevertheless, the report includes important information for our stakeholders that we believe have been presented in a fair, balanced and understandable manner.

We have listened to our stakeholders through multiple communication channels and reflected on our commitment to develop a transparent approach to reporting what matters, thus meeting the legal requirement regarding monitoring and reporting on the performance of water services providers.

We are emphasizing once again that this year has been a challenging year for our institution, the water sector and the general population due to the COVID-19 pandemic, where its management along with the commitment to implement responsibilities was difficult.

I hope that this situation will be resolved and the consequences will be remedied as soon as possible. I would like to thank and express my gratitude to all WSRA and RWCs staff for their commitment in compiling this report.

Best regards,

Xhelal Selmani, Deputy Director WSRA

# 2. PERFORMANCE OF RWCs

## 2.1 WATER SUPPLY

### 2.1.1 Non-financial performance (technical)

#### Water quality

This indicator shows the percentage of analysed samples that are in compliance with the parametric values for water quality, in physical-chemical and bacteriological terms. Compliance is assessed within the administrative instruction no 16/2012 for drinking water quality. The drinking water quality in our country is in line with the values of standard referred to Drinking Water Directives 98/83/EC.

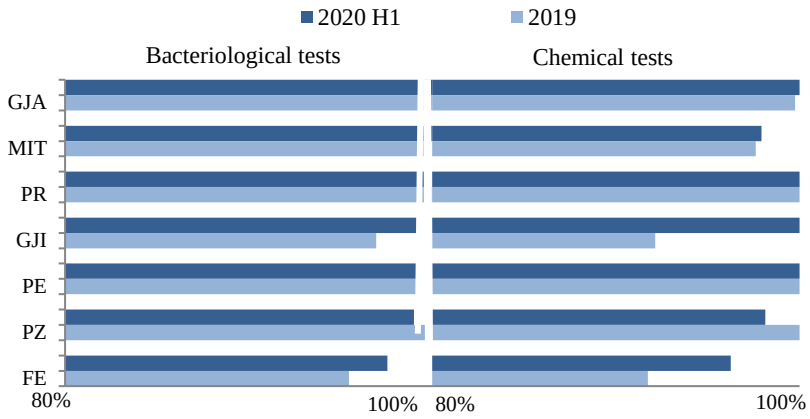


**Fig.1**. Water quality for 2019 and 2020 H1

Of the total, 4,408 samples were tested in 2020 H1, of which 99.4%, are in compliance with drinking water quality standards. Regarding the bacteriological aspect, a total of 3,020 samples were tested, of which 99.5% were in accordance with the allowed parametric values, while in terms of physical-chemical water quality, 1,388 samples were tested, of which 99.4% turned out to be in accordance with the allowed values.

RWCs have ensured very high compliance of water quality although the country faced drought during 2019 and early 2020. RWCs Hidromorava, Bifurkacioni and Prishtina were forced to reduce water, as a result the water quality had decreased.

Bacteriological and physical-chemical compatibility data for the period 2020H1and 2019, are presented in fig. 1 and tab. 1

**Tab. 1**. Rate (%) of microbiological and physical-chemical tests in accordance with water quality standard of RWC - 2020 H1.

| RWC | PR | PZ | PE | MIT | GJA | FE | GJI | SEK |
|---|---|---|---|---|---|---|---|---|
| **Microb.B** | 99.9% | 99.0% | 99.2% | 100% | 100.0% | 97.5% | 99.3% | **99.5%** |
| **Phys-chem** | 100% | 98.1% | 100.0% | 97.9% | 100.0% | 96.3% | 100% | **99.4%** |
| **Average** | **99.9%** | **98.8%** | **99.4%** | **99.5%** | **100.0%** | **97.1%** | **99.5%** | **99.4%** |

It is encouraging that now three RWCs (Prishtina, Gjakova, dhe Hidroregjioni Jugor') have accredited water testing laboratories. Other companies are building laboratory spaces and equipping them with equipment and staff to undergo the accreditation process.

## Water pressure

This indicator reflects the average percentage of properties supplied with water, which under normal circumstances cannot be guaranteed water pressure (1.5-7bar) in their taps.

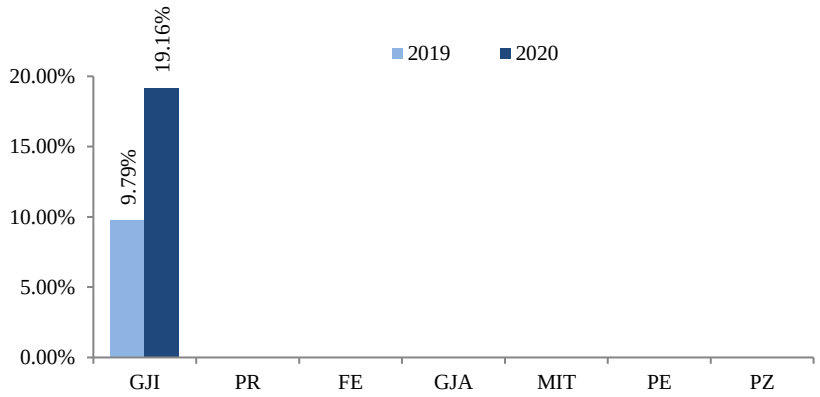


**Fig.2.** Percentage of water properties which have low pressure problems

During 2019, as well as in 2020, only RWC 'Hidomorava', has reported properties that have problems with providing water pressure / below the reference level and that in the amount of 6,000 properties, mainly related to lack of regular supply. Most RWCs still do not have the ability to monitor and provide reliable information system of manometers and online monitoring of distribution network. WSRA has assessed the data regarding water pressure with poor reliability.

## Continuity of water supply

Reliability of service represents one of the important service standards, which represents the percentage of properties continuously served with water divided into three categories: properties that have 24 hour water supply, 18-23 hours water supply and properties that have less than 18 hours of water supply, excluding special cases that may occur such as interruptions due to technical problems occurring in the field or interruptions for planned work of the Company.

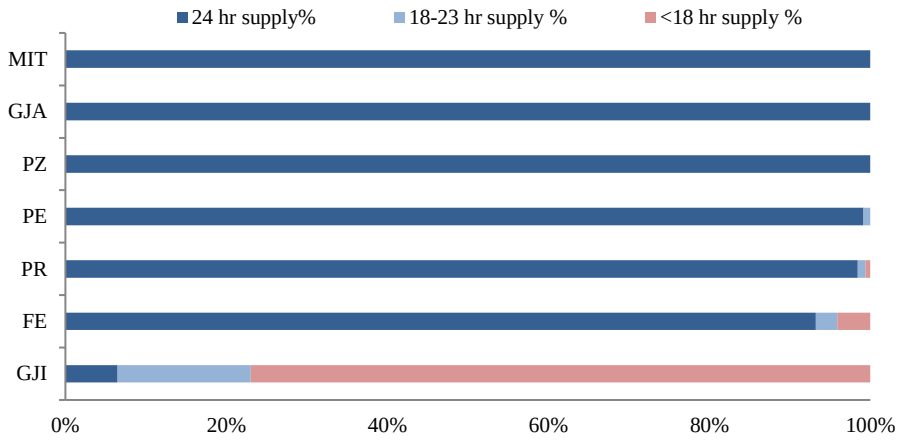


**Fig. 3**. Rate (%) of customers with regular drinking water supply

RWC 'Gjakova', 'Mitrovica' and RWC 'Hidroregjioni Jugor' have met the standards of continuous water supply. Even during 2020 there was a lack of rainfall, which mostly affected the RWC 'Hidromorava', 'Bifurkacioni' and 'Prishtina'. RWC 'Hidromorava', only 6.4% of its customers have been continuously supplied with drinking water 24 hours a day, mainly due to lack of resources in Lake Perlepnica.

Our analysis concludes that in total for all RWCs at the country level, the water demand is lower than the water availability of water resources, but this is not geographically distributed. This is especially true for the coverage area by RWC 'Bifurkacion' and 'Hidromorava', which have a large utilization of available water resources, this should be addressed by the respective RWCs. The Authority suggests investing in systems to optimize the use of water resources that guarantee a reliable supply and that guarantee a reliable water supply and that meet future requirements from these two companies.

In recent years, interruptions of water supply due to works have become common to numerous works on road infrastructure, and this affected RWCs to continue to have problems with leaking water pipes and the sustainability of supply.

## Pipe bursts

The number of water pipe bursts per 100 km shows the total number of bursts and leaks in all distribution system networks (excluding connection service pipes). It is an indicator that assesses the condition of the water supply network.

Data on the number of burst and major water leaks per 100 km of water pipes for all enterprises and in general reported in 2020/2019, are presented in fig. 4.

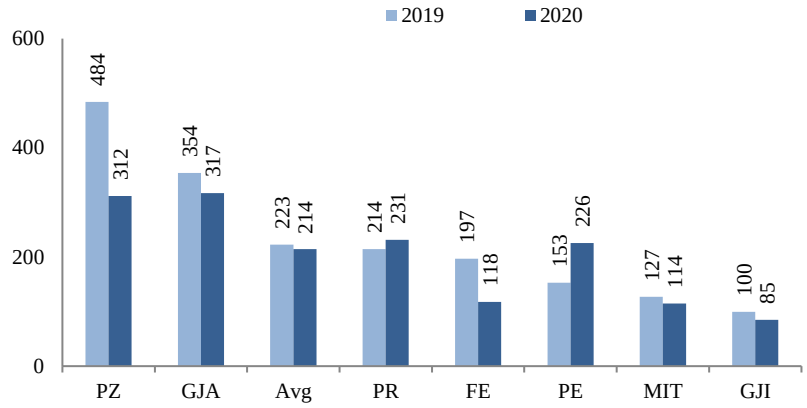


**Fig. 4.** Number of defects in the water supply network per 100 km

In general, the average trend of defects is declining. During 2020 number of defects in the water supply network for 100 km of pipes varies from 317 csses sin RWC "Gjakova", to the best case in RWC "Hidromorava" with 85 cases in 100 km network. Increase in the number of defects during 2020/2019 per 100 km of pipes have been reported by RWC "Prishtina" with 17 cases and RWC "Hidrodrini" with 73 cases with more.

Number of defects in the pipelines network is being affected by various factors, including: age and poor material of the pipes, lack of adequate maintenance by the RWC and road works by various operators who often were careless with the water supply infrastructure.

## Non-revenue water (NRW)

One of the main challenges faced by water service providers in the country is the large discrepancy between the amount of water produced and placed in the distribution system and the amount of water billed to customers. Commercially and physically lost water, directly affects cost recovery and profit, is one of the target indicators to address operational and financial efficiency. In his section, the discussion on NRW is based on its calculation in relation to the percentage of water production and as a quantitative value in relation to the total volume produced and distributed in the distribution network.

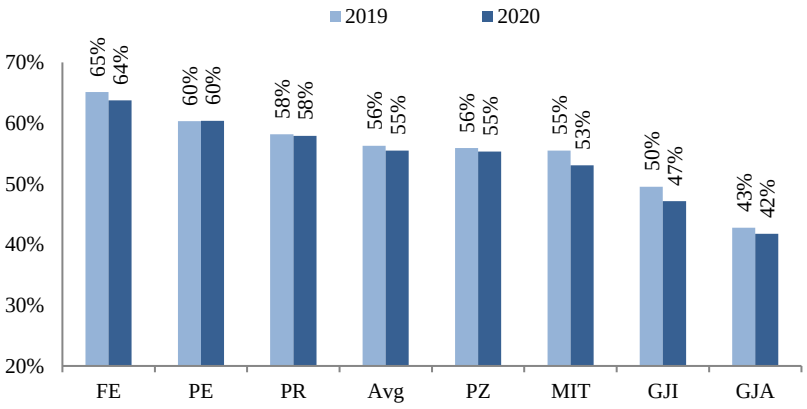


**Fig. 5.** Rate of NRW (%)

The amount of NRW during 2020 out of all companies reaches the value over 84 mil.m$^3$ or compared to 2019, over 3.2 mil.m$^3$ less amount of non-revenue water.

At the sector level, the NRW rate has dropped to 55%, which is 1% less than in 2019.

Some of the companies have made progres in reducing NRW during this evaluation year such as RWC "Gjakova", "Hidromorava", "Mitrovica" and RWC "Hidroregjioni Jugor". Despite the progress made by some of the companies during this year of analysis, all RWCs, without exception are far from the acceptable level of 25%.

RWC 'Bifurkacioni', has the highest level of 64%, followed by RWC 'Hidrodrini' and RWC 'Prishtina'. Regarding the reduction of NRW, in the best position is RWC 'Gjakova', where the level of water losses has marked a downward trend year after year and currently the rate is 42%.

The figure below provides statistics on performance rates and projected rates for NRW reduction which were approved by WSRA for 2020.

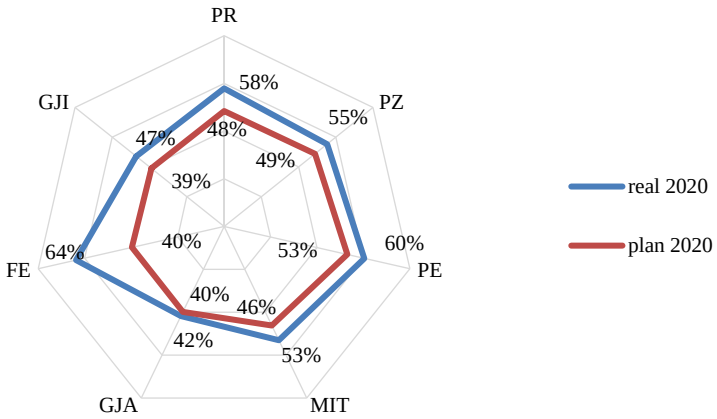


**Fig.6.** Rate (%) of non-revenue water (planining-realization) - 2020

None of the RWC, have managed to meet the planned objectives with the tariff process. In the best case RWC 'Gjakova' was close to achieving the target for 2020, where the realization was lower than planned 2%.

Water losses are occurring due to leaks in the distribution network in front of customer water meter and leaks in drinking water tanks, measurement errors / estimates, unauthorised illegal consumption and non- revenue authorised consumption (for example, water used to extinguish fireplaces, cult objects, public fountains, etc.)

WSRA has always suggested that in order to succeed, it is necessary to create decent structures within the company with: professional staff, advanced tools and technologies, necessary training and financial incentives to meet the objectives, taking into account that dealing with water losses will be an ongoing work for water service providers. We also suggest to the companies in addressing the water metering that: ″**Without total water metering, involving production and consumption points, efforts to reduce NRW are futile.**″

### 2.1.2 Non-financial performance (commercial)

#### Coverage with water services

This indicator represents the percentage of the population supplied by the systems managed by the RWC in relation to the general population within the licensed service area.

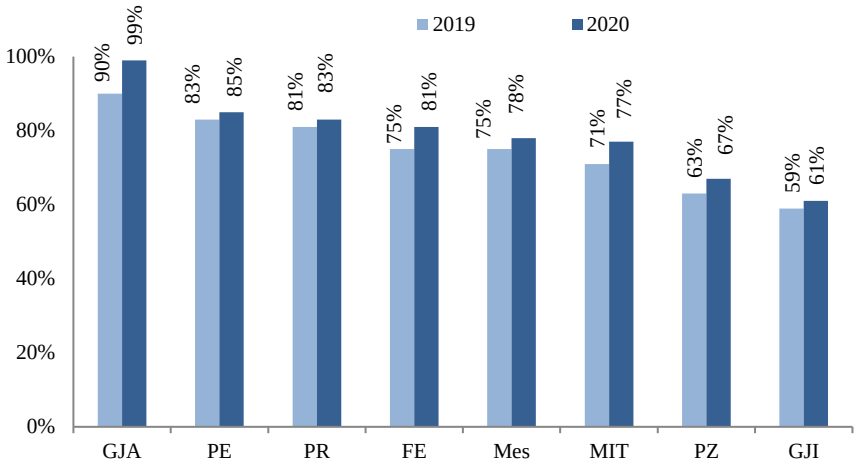


**Fig. 7.** Rate (%) of population coverage with water services

RWC, as licensed providers of water supply, wastewater collection and treatment services provide water services to 78% of the population [1].

In terms of indicators for coverage with water services during 2020, the RWC 'Gjakova' stands in the best position with 99% coverage which if compared to the previous year 2019 has marked progress by 9% and which value has been affected by expansion of water supply system and about 30 settlements in the region (Rekë e keqe) with over 12 thousands inhabitants.

In general, all RWC have made progress during 2020 compared to the previous year 2019, although they are still far from the ideal level of coverage with water services of 100%.

RWC 'Hidromorava' has the lowest coverage of services in its area of responsibility only 61 % although which has an increase of 2%, compared to the previous year 2019. So also districts with 1/3 of the population from the service area of this companies are waiting to be connected to the public water supply system.

There are still about 106 systems in rural areas that have not yet been put under the management of the respective RWCs. These systems possess the necessary infrastructure up to the customer connection pipe, while some of them have recently been rehabilitated and there are individual connections due to resistance from population. In these cases, the possibility should be considered for the awareness of these residents about the consequences of uncontrolled water consumption by the responsible institutions. In addition to environmental and health benefits, the management of these systems should be seen in the interest of the RWC itself as this should also increase the efficiency of RWCs through economies of scale, respectively reducing the average cost unit resulting from increase the size of the operation – service area.

## Water metering

Metering of used water is one of the important standards of water service, it is a prerequisite for a fair billing by charging customers based on their real consumption. Water metering is also an important tool for controlling water consumption and losses.

[1] Data on the population are taken from the relevant reports published by the Kosovo Agency of Statistics (more precisely from the Census Report 2011 and the Population Forecast Report 2017-2061)

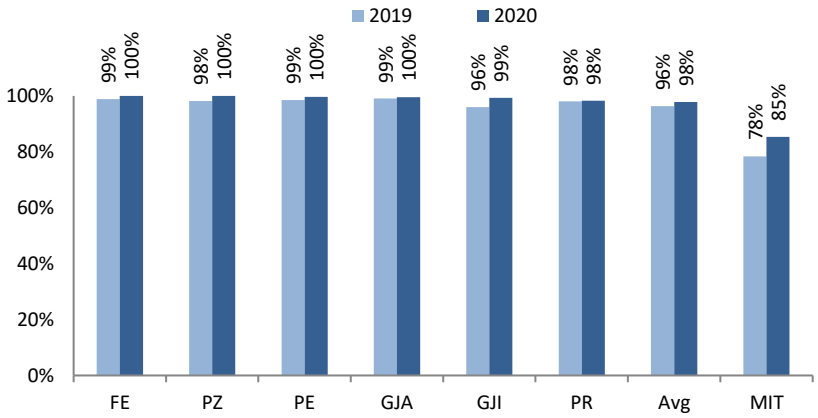


**Fig.8.** Rate (%) of domestic customers with water meters

All RWCs have marked good performance in equipping household customers with water meters, during 2020 compared to the previous year 2019, progress is by 2% during 2020 compared to the previous year 2019. RWC 'Mitrovica' still stands at the level low in this service standard, where only 85%, of its household customers have water meters installed. While all other companies have a high percentage of water meter coverage, although the legal standard of service level for water metering requires RWCs to bill all their customers only through functional water meters and verified in aspect of accuracy.

WSRA has continuously asked all water companies to establish mandatory measurement of water consumption by customers. Four of the RWCs (Bifurkacioni', 'Hidroregjioni Jugor', 'Hidrodrini' and 'Gjakova') have fulfilled the given obligations, for the billing of household customers with 100% water meters. However, RWC have reported over 21,772 new water meters installed for the household category alone in 2020. WSRA continues to monitor companies closely, and we expect them to completely eliminate billing without water meters during 2021.

## Complaints

Number of complaints is an important indicator for assessing customer satisfaction with the service received from their service provide.

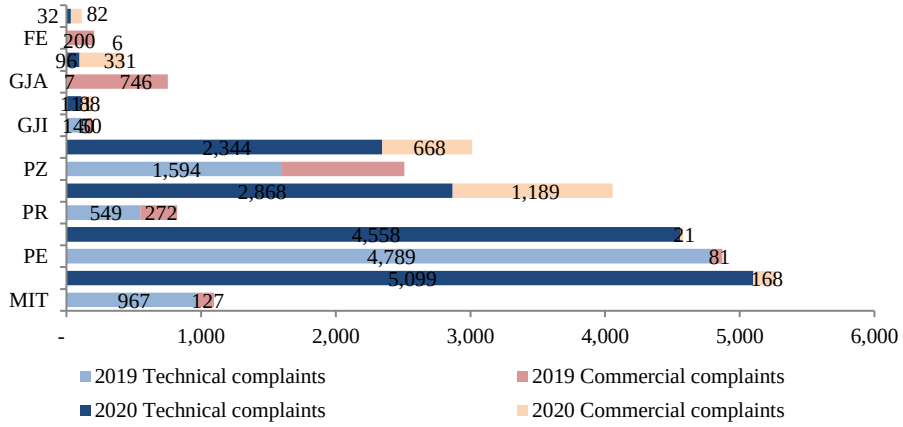


**Fig. 9**. Number of complaints about water services

During 2020, the number of technical complaints but also those of commercial nature, addressed to RWCs by customers for water services has increased by 7,211 complaints or expressed in percentage 69% compared to the previous year 2019.

There are a total of 17,655 complaints, of which 15,108 are of technical nature related mainly to: pressure, interruptions and breakdowns / leaks, while 2,547 are commercial complaints related mainly to debt dispute, debt repayment requests, billing without measurement, and not reading the water meter regularly. Household customers have complained more but also commercial-industrial customers and a small number of institutional customers.

WSRA still has reservations about the reliability of this data, most RWCs use advanced software programs (CRM, CRS), but there is a lack of regular and precisely defined updates, so RWCs must maintain an up-to-date and unique register of customer complaints.

Customer complaints show dissatisfaction with the services provided by water companies, which are responsible for reviewing and handling them carefully and within a timeframe set by the legal framework. If a company cannot resolve a complaint directly with the customer then it can refer the matter to the WSRA – "Complaints Resolution Commission" for further investigation and resolution. During 2020, 202 complaints were addressed to this commission and out of them, 199 were handled, whereas 3 complaints were carried forward for review in 2012. Mostly the nature of the complaints were related to the commercial aspects.

### 2.1.3 Financial performance

#### Volume of water sold

During the 2018-2020, tariff process, RWC have presented their projections for the volume of water sold in order to provide water for their customers. For 2020, it is planned to bill over 66 milion m3 of water from all RWCs, while they have managed to realize over 62 million m3, for about 4 million m3 less realization or expressed in percentage 94%, excluding bulk water supplies for the northern part.

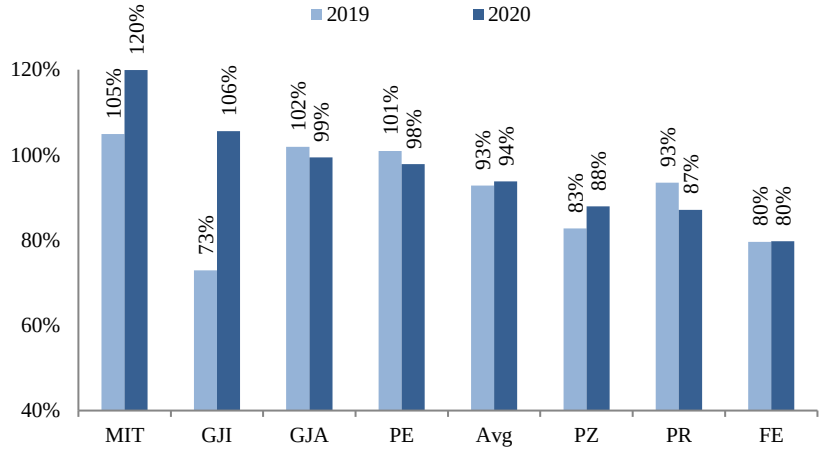


**Fig.10.** Quantitative norms for water sold by RWCs in relation to estimates according to the business plan

At the sector level, the volumetric sales realized in relation to those planned have marked a performance with a symbolic increase from 93% as they were during 2019 to 94% in 2020. The planned target has been met and exceeded by RWC 'Mitrovica' and RWC 'Hidromorava'. Delays in the implementation of planning have been identified in all other RWCs, although RWC 'Gjakova' and RWC 'Hidrodrini' are close to realization of the plan with a value over 90%.

## Sales value

The total value of water sales is an important indicator of financial performance through which operating costs and capital maintenance are covered while creating financial sustainability itself.

The figure below shows a performance of water sales compared to the planned estimates as defined in the WRC tariff applications for the tariff review process for the 2018-2020 tariff process (2019 and 2020).

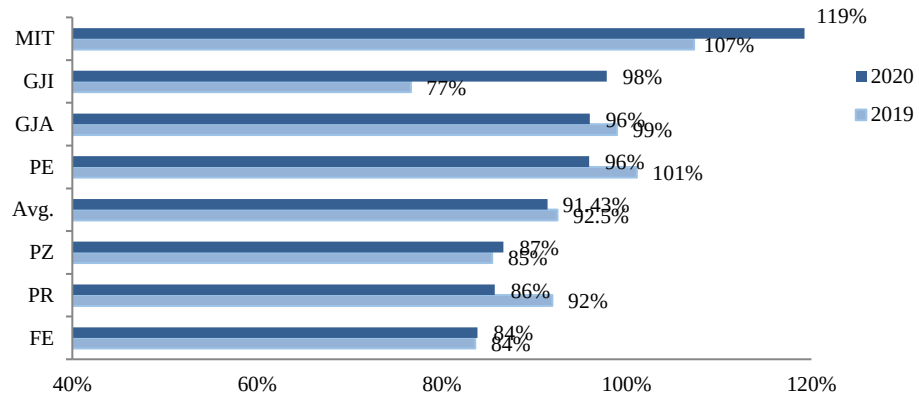


**Fig.11.** Water supply sales value relative to plan estimates

The value of sales in most RWCs even this year was lower than the planned values of sales. The non-realization of water sales is primarily the results of poor sales volume forecasts, as presented at the previous indicator Fig.10.

The value of sales realized for 2020 at the level of the water supply sector was € 30,3 million, while that planned around € 33 million, which means that 91% of sales were realized from what was planned, and is lower by 1% compared to 2019, which was 92%.

In terms of sales performance at the company level, this year also leads RWC "Mitrovica" with the highest percentage of the target reached by 119%, exceeding the planned target by 19%, 19%, while RWC "Bifurkacioni" remains with the lowest realization of 84%, which percentage has remained at the same level as the previous year.

## Relative sales value

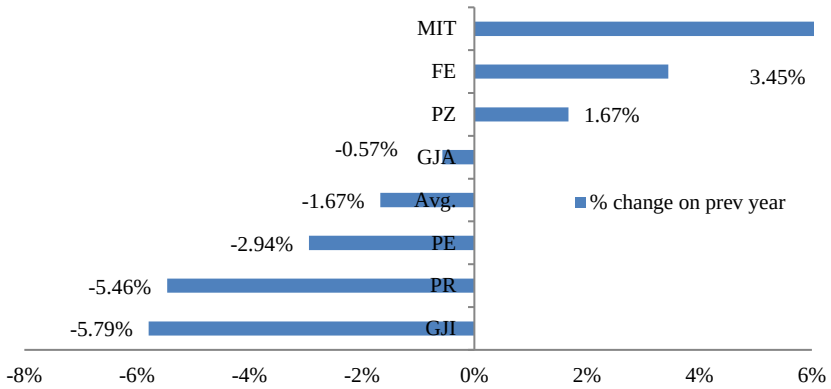

**Fig.12**. Water supply sales value 2020 relative to 2019

Fig.12, shows the value trends of sales realized for water services during the reporting period 2020 compared to 2019. This year only three of the seven companies have shown progress on this service.

RWC "Mitrovica" is the company which has realized the highest sales in the current year with 11.36% compared to the previous year, the result of which has been an increase in water sales in quantitative value, despite the reduction of water produced.

In absolute value, sales in euros at the sector level in 2020 are lower by - 1.67% compared to 2019 as a result of the reduction of the volumetric tariff for water supply in the category of commercial /institutional, despite the slight increase in volumetric sales.

Fig.12 shows that billing efficiency is an area where RWCs need to make significant progres as there have been no substantial continuous improvements.

## Unit costs [2]

### Total cost per unit of water supply

Cost per unit of water produced is also an important financial indicator based on which we understand the costs per $m^3$ of water produced.

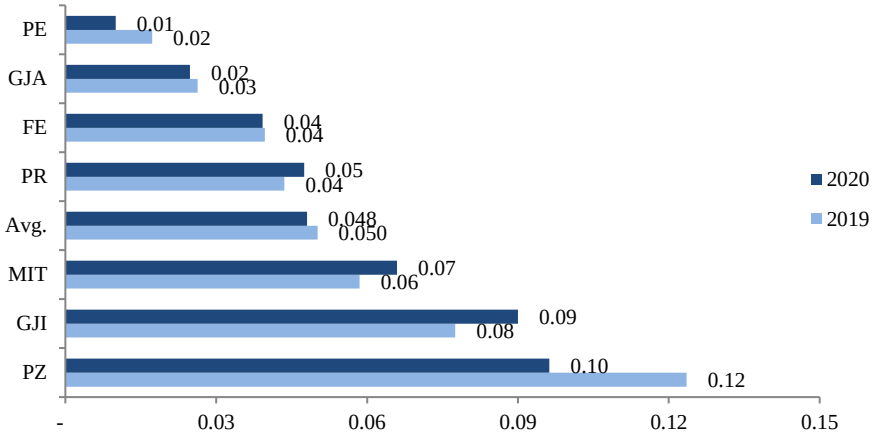


**Fig. 13.** Water production unit costs for 2020 compared to 2019

The average cost for a unit of water produced in 2020 has shown a slight improvement of 4% compared to 2019, from 0.05 Euro/m3 to 0.048 / $m^3$.

The cost of water production ranges from 0.01 Euro/m3 at RWC 'Hidrodrini' to 0.10 at RWC 'Hidroregjioni Jugor'.

The highest cost improvement per unit of water produced in the report of last year was at RWC "Hidrodrini" with about 50% improvement (from 0.02 Euro/m3 as it was in 2019 to 0.01 Euro/m3 for 2020), the result of which was a reduction in the water produced, followed by a reduction in the costs of water produced.

### Total cost per unit of water supply

[2]Unit costs for the previous year 2019 are adjusted for inflation rate 1.02

It represents total costs, including operating costs and capital maintenance costs of the water supply business, excluding return on equity and bad debts, all in relation to the volume of water sold for the same reporting period.

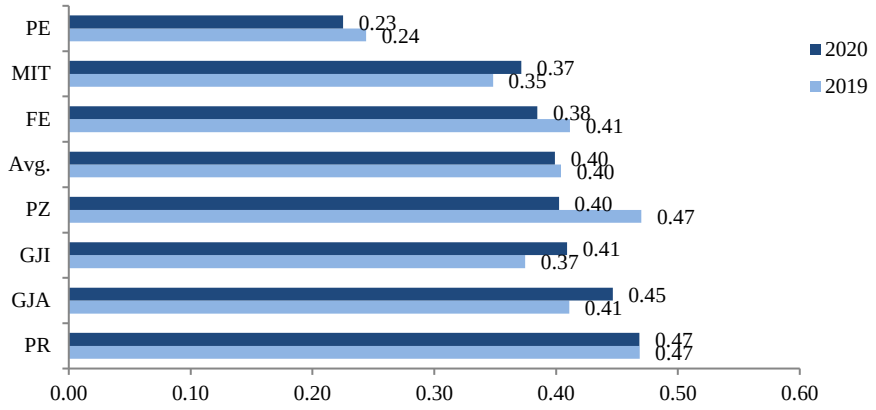


**Fig. 14.** Water supply unit cost (€ per m3 of water sold)

At the level sector in 2020, the cost per unit of water supply was 0.40 € per $m^3$ and does not differ from that of the previous year.

As can be seen in figure above, there is a wide amplitude in terms of total cost per unit for water supply, as'Hidrodrini' which has a significantly lower cost level than all other water companies at 0.23 €/$m^3$ to the highest for RWC 'Prishtina' at 0.41 per $m^3$ of supplied water, which has remained at the same level as in the previous year.

We see a high cost improvement per unit of water supply of RWC "Hidroregjioni Jugor'from 0.47 €/$m^3$ as it was in 2019 to 0.40€/$m^3$ for the current year, the result derives from the reduction of operating costs mainly for maintenance capital and increase volumetric sales of billed water.

## Total cost per unit of water supply service realized in relation to the planned one

It is a financial indicator which ranks in the group of key indicators, and as such has an impact on the performance water supply.

This indicator presents the unit costs of water supply service realized (operating costs including capital maintenance deduced for subsidies received / volumetric sales) in relation to planned costs (operating costs including capital maintenance / volumetric sales).

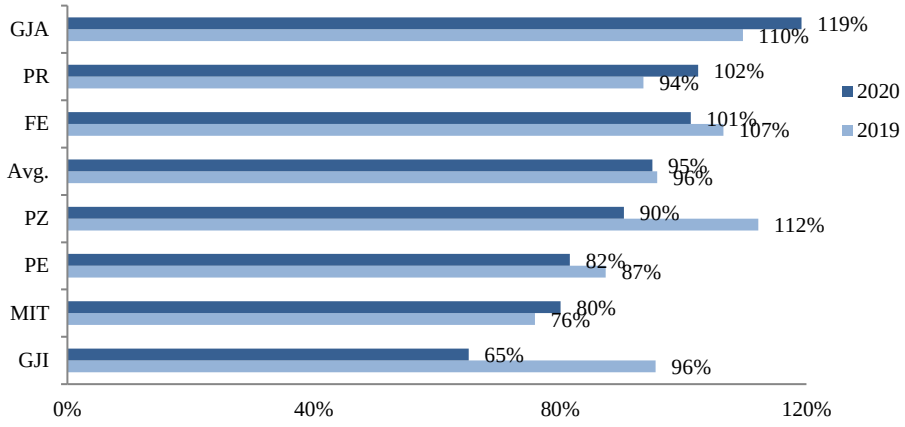


**Fig. 15.** Supply service unit costs relative to planned unit costs

At the sector level, the fulfilment of the cost objectives per unit of water supply service in 2020 is at the level of 95%, which means that this realization has deviated from the planned target of 5%.

The fulfilment of planned unit costs in most RWCs was below 90%, however even this does not show a very good performance, because the planned costs have included significant costs for infrastructure renovation and deprecation according to the current cost of new assets and these companies have managed to even 20% of them.

RWCs "Gjakova", "Prishtina" and "Bifurkacioni" have shown poor performance. The reason for the poor performance lies in exceeding the planned operating costs and in not realizing the costs for capital maintenance and water sales planned during the tariff process 2018-2020 (in 2020).

## Capital expenditures for water supply

It presents the total current capital expeditures in the water supply service undertaken by RWCs, in relation to the capital expenditures approved in the business plan for 2020.

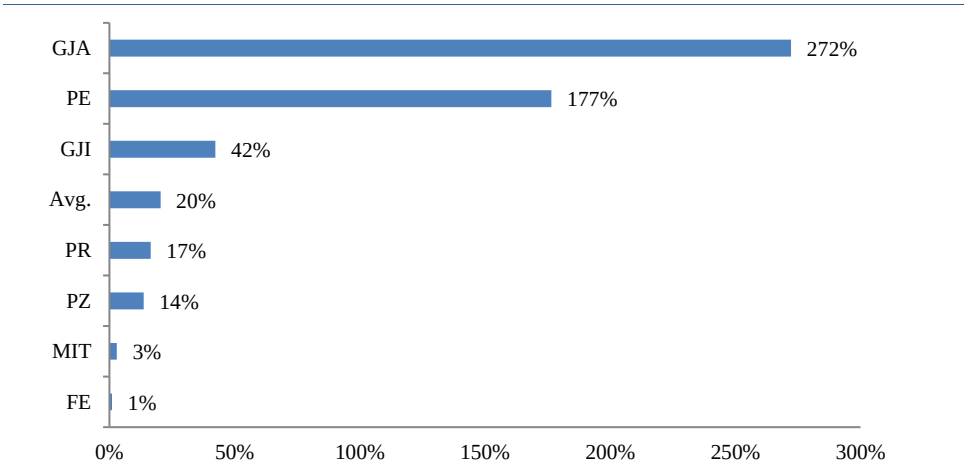


**Fig. 16.** Water supply capital expenditure relative to planned

As in previous year, also for 2020, the companies have planned expenditures for maintenance and capital increase of about 31 million Euro. These funds are intended to be provided both from own funds and from donations.

Current expenditures in most RWCs, with the exception of RWCs "Gjakova" and "Hidrodrini" were lower than the expected level, starting from 1% RWC "Mitrovica" to RWC "Hidromorava" with 42%. It is noticed that most of the investments realized and declared by the companies have continued to be mainly from grants (development donations), excluding RWC "Hidrodrini" which in 2020 has not received any donation.

The value of investments from own source revenues for 2020 was about 2, 4 million Euro, while from grants was 4.1 million Euro. At the sector level, companies have planned to spend from own source revenue about 3 million Euro for 2020, which were also covered by the approved tariffs, a target which has been achieved at the level of 81%.

**Tab 2.** Value of investments in water service

| Realization of investments in water service from own source revenues and grants for 2020 | | | | |
|---|---|---|---|---|
| Company | Inv. in production | Inv.in distribution | Inv.in business activities | Total |
| Prishtina | 81,783 | 82,700 | 17,944 | 182,427 |
| Hidroregjioni Jugor | 24,333 | 2,489,975 | 62,960 | 2,577,268 |
| Hidrodrini | 143,532 | 203,474 | 19,998 | 367,004 |
| Mitrovica | - | 242,212 | - | 242,212 |
| Gjakova | 27,399 | 2,510,014 | 258,040 | 2,795,453 |
| Bifurkacioni | 3,098 | 693 | 10,567 | 14,358 |
| Hidromorava | 252,973 | - | 2,058 | 255,031 |
| **Total** | **533,118** | **5,529,068** | **371,567** | **6,433,753** |

RWC "Gjakova" leads this year with the realization of capital expenditures of 2.8 million euros, of which most of these investments are realized in the distribution and increasing infrastructure and mainly in expanding the network in 30 settlements of Gjakova. With these costs, it is intended to increase the coverage with water service with is also noticed by fig, 16.

RWC "Hidroregjioni Jugor" in relation to the companies remains in the second order for realization of investments at the level of 2.6 million euros where most of them have realized the increase of distribution infrastructure and mainly the expansion of the network in 11 settlements. This company is expected to make significant investments in construction projects and rehabilitation of water supply network in some neighbourhoods and other villages of Prizren, but that these failures can be attributed to failure to achieve the objectives of billing and collection, simultaneously also non-acceptance of planned donations in their Business Plans for 2020.

The company that has made the least investments is RWC "Bifurkacioni" and only 1% of them has made compared to what it has planned.

# 2.2 WASTEWATER SERVICES

## 2.2.1 Non-financial (technical) performance

### Quality of discharged wastewater

Currently the wastewater treatment service in the country is very low. There is only wastewater treatment plant in Skenderaj managed by RWC "Mitrovica" and several small plants at the level of villages managed by RWC "Prishtina", from which we were able to provide adequate data. The rest of the wastewater discharged by RWCs fails to meet environmental standards.

We hope that in the coming years this service will be functional, as we have entered a phase of: planning, investments and intensive construction of wastewater treatment plans. Such plants with considerable capacities are in the construction and functionalization phase in the region of Prizren, Peja and Gjakova.

### Frequency of sewer blockage

This indicator represents the number of reported cases related to sewerage reported in the reporting period per 100 km of sewerage network managed by RWCs.

Thus, the result reflects both the state of the network and the level of customer service.

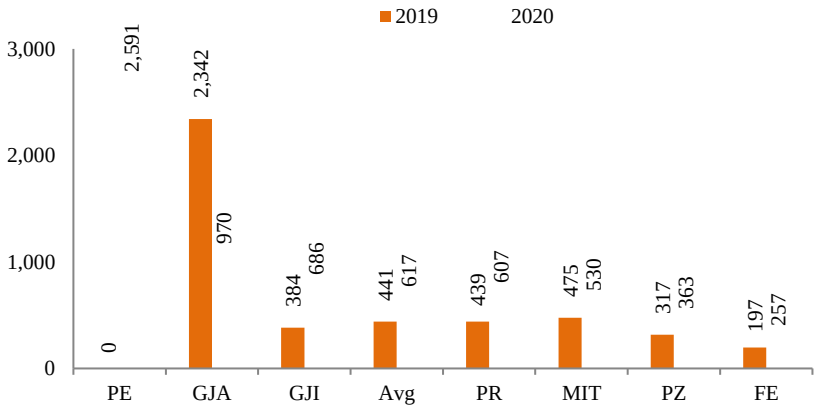


**Fig.17.** Number of blockages per 100 Km length of the sewerage network

With the exception of RWC "Gjakova" in the other six RWCs during 2020 is reported an increase in the level of blockages of the sewerage system by 100 kilometres. On average, they increased from 441 cases in 2019 to 617 cases during 2020. The company that has reported the most cases in terms of blockages in the sewerage network during 2020 is RWC "Hidrodrini" with 2,591 cases per 100 km length of sewerage network which if compared to the previous year 2019 has not had a single reported case regarding this indicator.

The performance of a sewerage system is influenced by the old sewerage network system, overload due to large population growth especially in urban areas. Another influential factor is that a part of the sewerage system is common with the atmospheric sewerage system and sometimes remains without proper care by the responsible bodies. Regular cleaning of the sewerage system is legal responsibility of the companies, they have not presented an annual plan of regular preventive maintenance (cleaning) for both networks. And this has certainly affected the poor performance of the sewerage system.

## 2.2.2 Non-financial (commercial) performance

### Coverage with wastewater services (sewerage)

Wastewater services coverage is defined as the percentage of the population within the service area that has a wastewater service (sewerage).

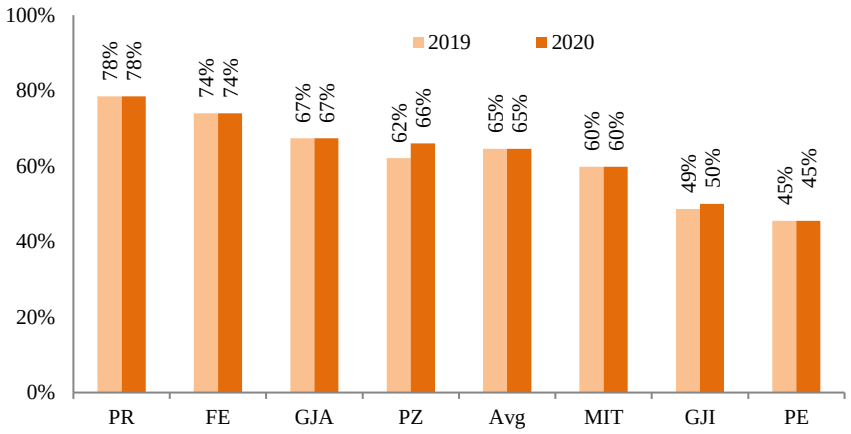


**Fig.18.** Coverage of the population with wastewater services (%)

In addition to the water supply service, RWCs also provide a wastewater collection service. The service is provided for about 65% of population[3] i 2020, and if compared to the previous year 2019, it has remained in the same position.

In terms of coverage with wastewater services in the best position stands RWC ”Prishtina”, although if compared to the previous year 2019 has remained in the same position 78%.

In the last position is ranked RWC “Hidrodrini” with 45% coverage with wastewater services which is compared to the previous year 2019 has also remained in the same position.

During 2020, almost all RWCs have remained in the same position as the previous year except for “Hidromorava”, which has marked a symbolic progress of 1%.

### Complaints

Number of complaints is an important indicator for assessing how satisfied customers are with the service received from their service provider.

[3] This indicator presents the percentage of the population supplied by the systems managed by the RWC in relation to the general population within the licensed service area.

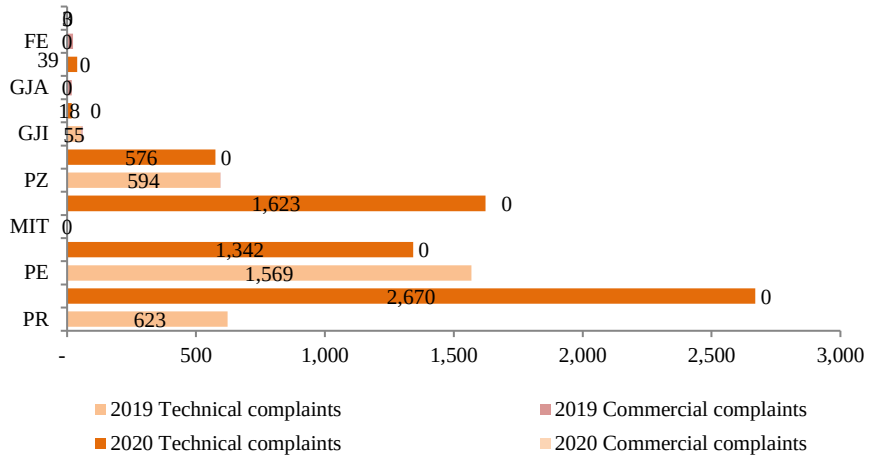


**Fig.19.** Number of complaints about wastewater service

In total during 2020, the number of complaints for wastewater services reaches 6,271, of which all complaints are of a technical nature.

During 2020, the number of complaints for wastewater services has increased by 3,383 complaints compared to the previous year 2019 or expressed in percentage by 117%.

The largest number of complaints during 2020 for wastewater service was submitted by RWC "Prishtina" with a total of 2,670 complaints, while the company which has submitted the least complaints in wastewater service is RWC "Bifurkacioni" with only 3 cases.

Complaints in this service were mainly related to sewer blockages, flood cases and sewer cleaning requests.

## 2.2.3 Financial performance

### Wastewater services sales value (EUR)

Fig. 20. as follows, presents the sales performance of wastewater services in relation to the planned estimates as defined in the tariff applications of RWCs for the tariff review process 2018-2020 (2020).

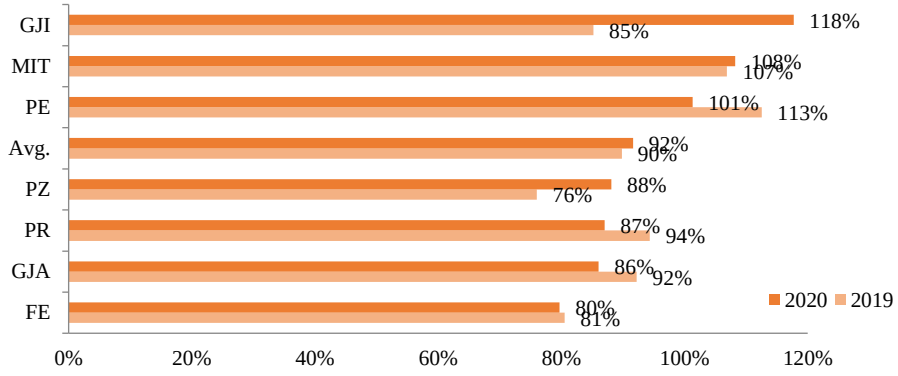


**Fig. 20.** Wastewater services sales value relative to planned

Poor performance of actual water sales, compared to planned sales, has affected the current sales of wastewater services at the sector level to be below the planned value level as this data is directly related to the volume of water sales.

Most WRCs have not been able to achieve their wastewater sales targets during 2020 with the exception of RWCs "Hidromroava", "Hidrodrini" and RWC "Mitrovica" which have even exceeded the planned targets by 18% (Hidromorava), 8% (Hidrodrini), and 1% (Mitrovica).

The company which has the weakest performance in the realization of wastewater sales is RWC "Bifurkacioni" with 81%, with a decrease of 1% compared to the previous year 2019.

At the level of the sector 2020 the value of sales realized for wastewater service was about € 4.1 million while the planned € 4.4 million, which means that 92% of sales were realized from what was planned and is with high by 2% compared to 2019.

## Wastewater service sales value

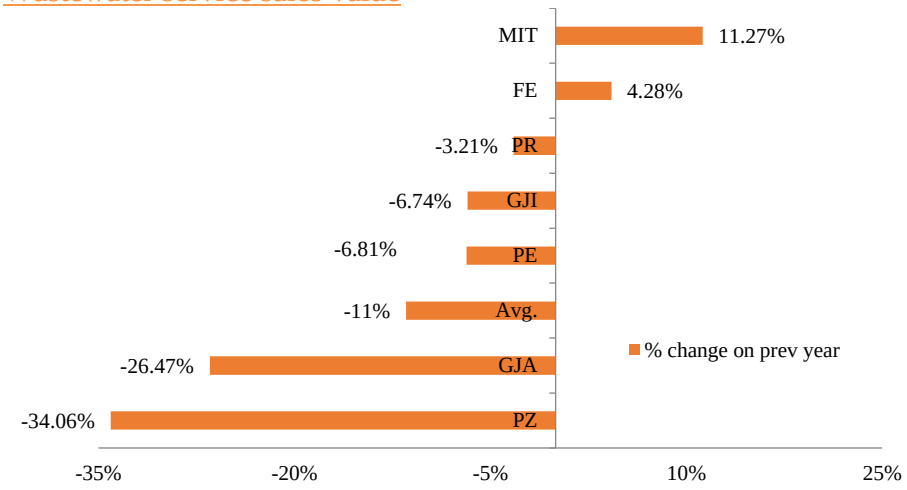


**Fig. 21.** Wastewater service sales value 2020 relative 2019

The figure above shows the trends in the value of sales realized for wastewater services during the reporting period 2020 compared to 2019, and at the sector level it can be seen that the trend has been negative with a decrease of 11% compared to last year.

Both water supply services and wastewater services RWC "Mitrovica" leads with the realization of higher sales compared to the previous year, a result which is attributed to the growth of the customer base and then the increase of volumetric sales for water services.

The RWC "Hidroregjioni Jugor", this year, remains the company with the lowest realization of sales of wastewater service compared to last year that with 34% decrease, unlike last year where it led with the realization of higher sales. The result of this decrease, despite the increase in volumetric sales for water supply, has been mainly the reduction of about 40% of the wastewater tariff. The reduction of the tariff occurred because WTP in RWC 'Hidroregjioni Jugor' was planned to enter into operation in 2019, but for certain reasons this WTP has entered into operation in January 2021.

## Total unit cost for wastewater service [4]

[4] The unit cost of 2019 is adjusted for the inflation rate 1.002 and differs from the cost presented in the Preliminary report

Costs per unit of wastewater services are defined as annual costs including capital maintenance for serviced domestic customers [5].

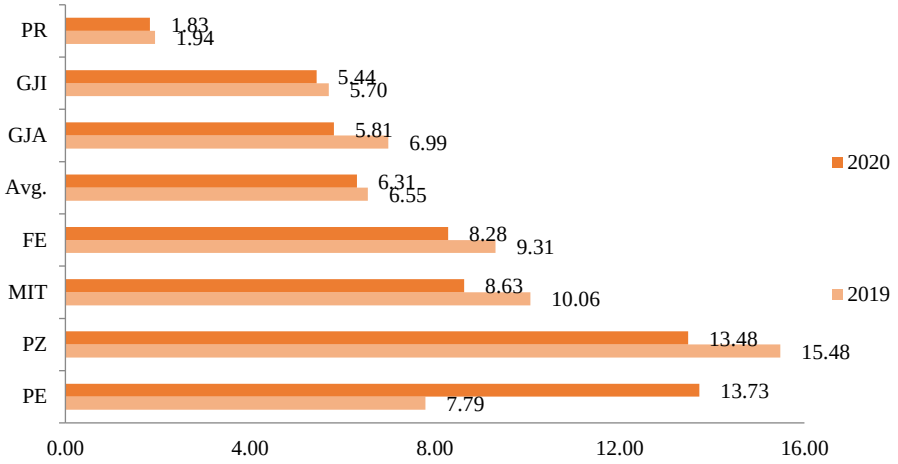


**Fig. 22.** Wastećwater services unit cost

The average unit cost for wastewater service in 2020 has shown a slight improvement of 4% compared to 2019, from 6.55 euro/customer to 6.31 euro/customer. The positive trend is attributed to the increase in the number of household customers served, despite the increase in total wastewater costs.

Almost all companies have decreased cost per unit for wastewater service in 2020, with the exception of RWC "Hidrodrini", which has marked an increase in cost per unit by 46% higher than in the previous year, as a result mainly of cost increase in this service.

Also this year, RWC "Prishtina leads with the lowest cost", with 1.83 EUR/customer, with positive trend compared to the previous year, while the highest improvement for 2020 compared to 2019 has RWC "Gjakova", which resulted in low operating costs and increased growth of number of customers served.

## The total cost per unit of wastewater services realized in relation to the planned one

It is another financial indicator, which ranks in the group of key indicators, and as such has an impact on the performance of wastewater services.

This indicator presents the ratio between the costs per unit of wastewater services performed (operating cost including capital maintenance / equivalent to household customers) and the costs per unit of planned wastewater services (operating costs including capital maintenance / household customer equivalents).

5 Served domestic customers are defined as the current number of household customers plus the number of non-household customers converted to the equivalent of customer based on the proportional distribution of water consumed

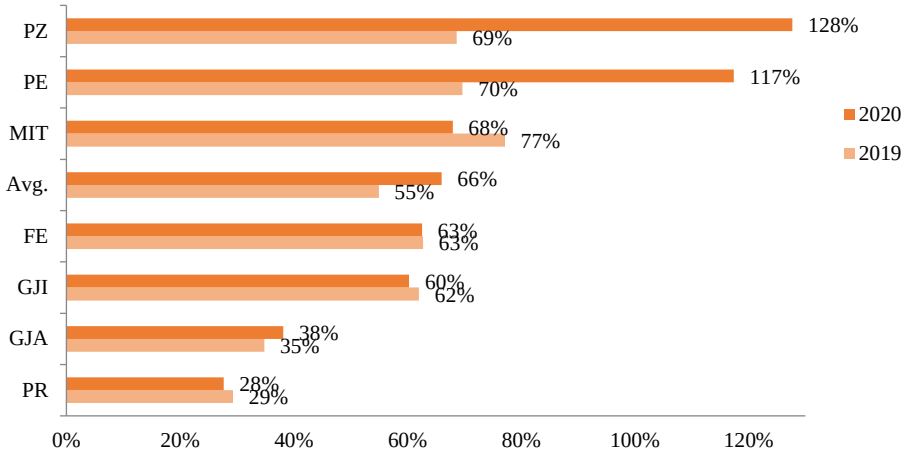


**Fig. 23.** Wastewater service relative to planned sales (%)

At the sector level, the fulfilment of the cost objectives per unit of water supply service in 2020 is at the level of 95%, which means that this realization has deviated from the planned target of 5%.

The fulfilment of planned costs per unit arising from tariff review (2018-2020) specifically for 2020 (adjusted according to price levels in 2017), in all RWCs were lower than planned.

Although the companies have reached almost the desired level of less than 90%, still these companies have not shown good performance, because most of them have exceeded operating costs, while capital maintenance costs have not managed to realize even 9% of them.

## Wastewater capital expenditures

It presents the total expenditures realized for maintenance and capital increase in wastewater service in relation to the capital expenditures approved in the business plan 2020.

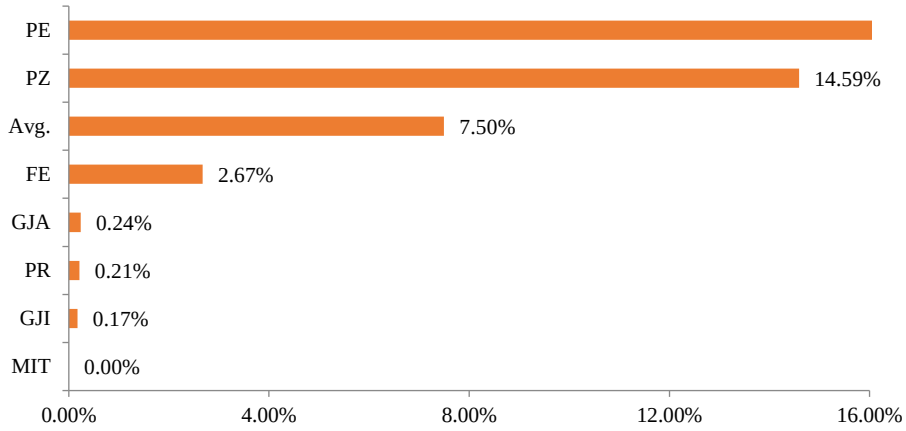


**Fig. 24.** Wastewater service capital expenditures relative to planned

The companies as well as the water service have foreseen expenses for maintenance and capital increase of about 9 million Euro for 2020. These funds are intended to be provided both from own funds and from donations.

Actual costs in all companies without exception were lower than expected, 7. % comparing to what was planned.

The investments realized and declared by the companies have continued to be mainly from grants (development donations) and that at the level of 95%.

At the sector level, for 2020, companies from own source revenues have planned to spend about 1.1 million euros, which are also covered by the approved tariffs, a target which has been achieved at the level of 3%. Regarding the investments made in wastewater service in relation to the planning, RWC "Hidrodrini" with 74%, which have mainly been oriented towards maintenance of non-infrastructural assets (wastewater collection).

**Tab. 3**. Value of investments in wastewater service

Realization of investments in wastewater services from own source revenues and grants for the year 2020

| RWC | Inv. collection | Inv. treatment | Inv.discharge | Inv.business act. | Total |
|---|---|---|---|---|---|
| Prishtina | 0 | 0 | 0 | 555 | 555 |
| Hidroregjioni Jugor | 118,045 | 143,500 | 0 | 9,242 | 270,787 |
| Hidrodrini | 403,052 | 0 | 0 | 2,402 | 405,454 |
| Mitrovica | 0 | 0 | 0 | 0 | 0 |
| Gjakova | 140 | 0 | 0 | 13,779 | 13,919 |
| Bifurkacioni | 0 | 0 | 0 | 3,332 | 3,332 |
| Hidromorava | 0 | 0 | 0 | 108 | 108 |
| **Total** | **534,774** | **143,500** | **0** | **29,418** | **707,692** |

While for water supply services the RWC "Gjakova" had better results, the RWC "Hidrodrini" leads for providing better wastewater services, with the realization of investments of 58%, of the total amount of investments and which percentage is realized mainly in the maintenance of non-infrastructure for wastewater collection.

RWC "Gjakova", is one of the companies that has planned significant capital expenditures in wastewater service: network rehabilitation, construction of wastewater treatment plant, installation and provision of lids for sewage wells, etc. and that really this company has not managed to realize even 1% of them.

## 2.3 OVERALL FINANCIAL PERFORMANCE OF RWCs

### 2.3.1 Revenue collection

The following chart presents the performance of companies in collection rate indicator for 2020 compared to 2019, presented as the ratio between cash collection to regular billing for water and wastewater services provided, excluding connection fees and other operating income. This one of the most significant indicators, which in addition to billing efficiency and reduction of water losses, has direct impacts on the financial viability of companies.

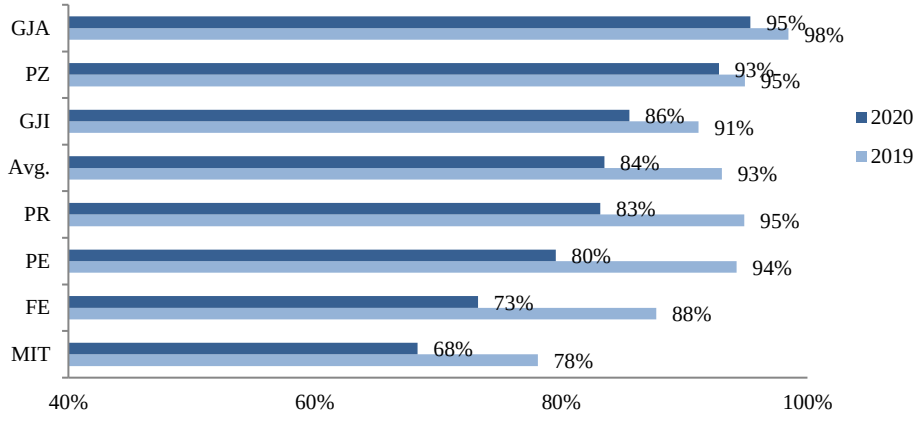


**Fig. 25**. Revenue collection / billing efficiency (excluding other operating income)

The collection rate for water and wastewater service bills as the sector average for 2020 was 84% and is 9% lower than in 2019. This high decline at the sector level has managed to be as a result of the pandemic situation with COVID-19 and then affecting the non-collection of revenues for services provided to customers, despite the decline in billed revenues.

RWC "Gjakova", although it has shown a negative trend, still remains the best performer in 2020, as it achieved a high efficiency in the collection rate of 95%. RWC "Mitrovica", remains with % of the lowest realization of collection in to other companies, while the company which has managed to have the highest regression in 2020 in relation to other companies is RWC "Bifurkacioni", with decrease of 14% compared to the previous year.

The deterioration of the collection rate has occurred in all categories of customers. While the most noticeable deterioration is observed in household consumers and still remains a challenge to improve.

The target planned with the tariff process for 2020, at the sector level has been 92%, while this target currently has deviated at the sector level by 8%. Objectives approved by the WSRA at the individual level have not been achieved, with the exception of RWC "Gjakova", which has exceeded by 2% the planned target.

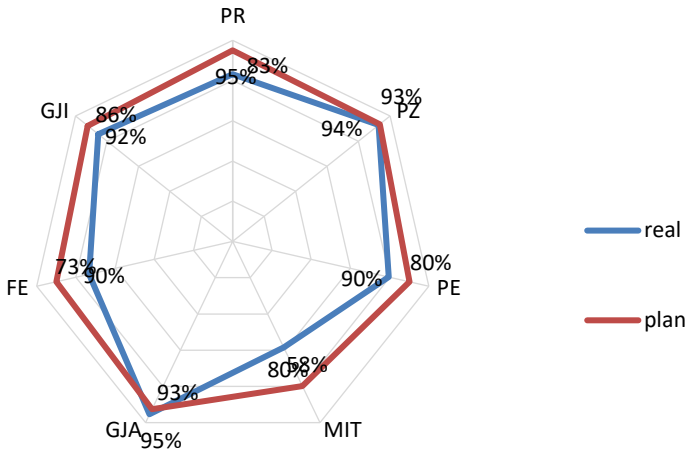


**Fig. 26**. Realized collection / planned collection for 2020 at company level

The high efficiency of collection realized in relation to the planning ones in RWC "Gjakova" generally belongs to the payment of invoices by customers of institutions at the level of 114%, but also a part of household customers from which most companies cannot collect billed cash.

## 2.3.2 Return in capital

Return on capital is a component of the tariff burden since the tariff process 2009-2011 guaranteed by Law no. 05/l -042 for Regulation of Water Services. Thus it is a real rate of return on capital which is based on the good practices of Western European countries. For the tariff review 2018-2020, WSRA has approved a real rate of return (after inflation) of 4% on the regulatory asset base (RAB).[6]

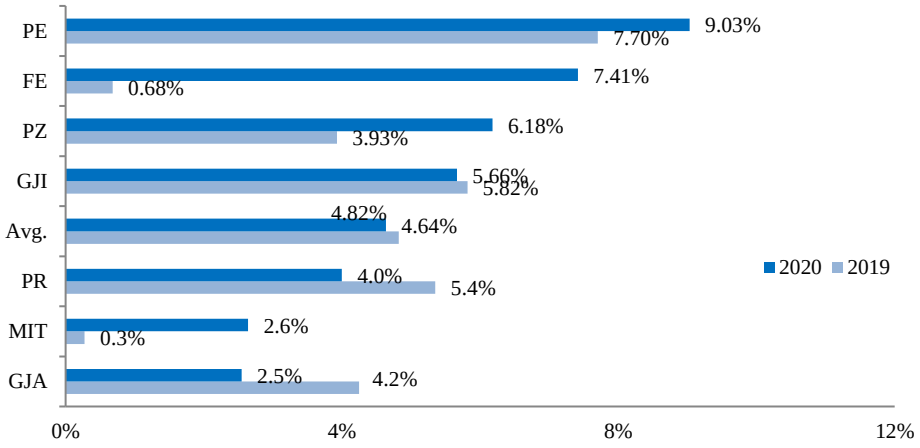


**Fig. 27**. Return to the Regulatory Asset Base (RAB)

Return on capital at the sector level has shown a negative trend compared to the previous year for 19% from 4.82% in 2019 to 4.64% for 2020.

This year, compared to the previous year, four out of seven companies have managed to have positive trends, and most of them have even exceeded the planned level of 4%, which means that they have managed to keep

[6] For further details on the regulatory basis of assets (how it is defined) refer to the WSRA Accounting Regulatory Guidelines

their expenses, including depreciation at current cost, and infrastructural maintenance in RAB within the limits of their revenue.

The best performance in the rate of return on capital in relation to companies is shown by RWC ”Hidrodrini” with 9.03%, while the highest improvement in 2020 compared to the previous year has managed to have RWC ”Bifurkacioni” of 7%. This good performance and such a high change of these two companies is dedicated to the increase of billed revenues and the reduction of operating expenses, including capital maintenance.

Poor performance compared to other companies, not even achieving the planned return, is observed at RWC “Gjakova” by 2.5%, and this as a result mainly of increased operating costs including capital maintenance and keeping the same level of revenues billed.

### 2.3.3 Structure of operating expenses

Controlling operating costs is very critical in service delivery. Large expenditures for the staff and energy, which in 2019 for RWCs were 78%, (of total expenditures) and now 79% in 2020 are expenditures that have substantially affected the efficiency of RWC.

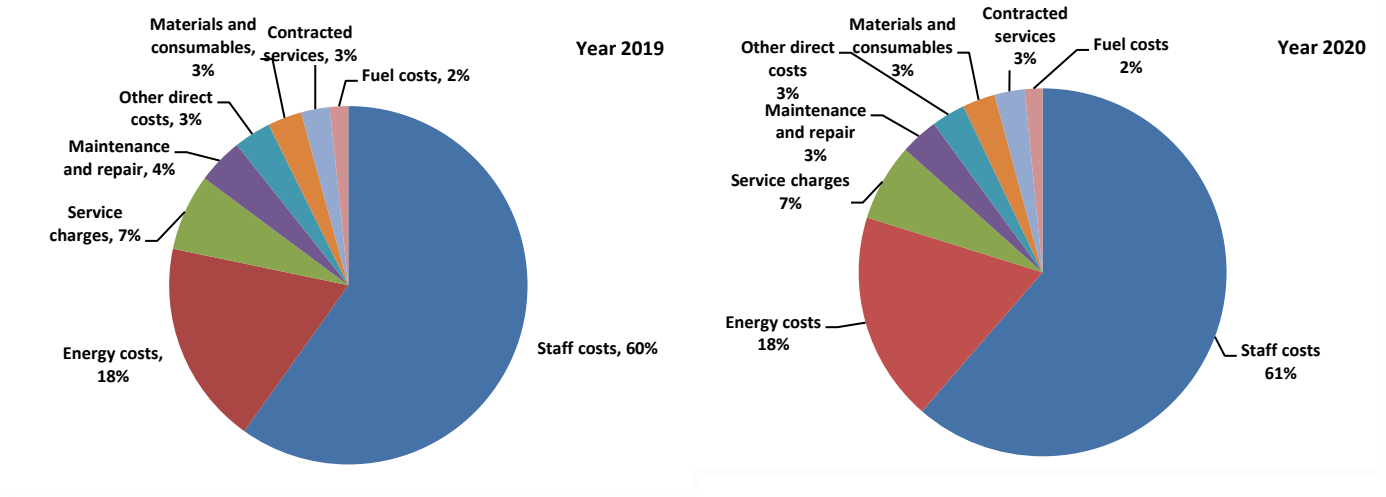


**Fig. 28.** Proportion of operting expenditure categories for sector in 2019 and 2020

In principle, WSRA has not challenged certain costs in some categories, such as chemicals, as it has considered that a possible reduction of them may not necessary be desirable, as this may affect water quality. Expenditures for this category are low, at 3%.

The highest rate in the structure of operating expenses of water companies is the expenses for staff and that for 61% in 2020, with an increase of 1% compared to the previous year, at the same time exceeding the planned expenses by 5%.

RWCs “Bifurkacioni” and “Hidromorava”, compared to other companies have the highest staff costs which for 2020, are 76% (Bifurkacioni) and 70% (Hidromorava), while the lowest percentage in this category has RWC “Mitrovica” by 55% with an increase of 2% compared to 2019.

The second highest category of expenditures is energy, in the sector average for 2020, they were 18% and have remained at the same level as in 2019. RWC “Hidroregjioni Jugor” now for many years leads with highest percentage of 22% of total operating costs for energy due to the operation of pumps, since the way of capture

is generally underground resources. WRC "Gjakova" for energy costs has only 8% of the share in the total operating costs.

## 2.4 OVERALL PERFORMANCE OF RWCs

This section provides an overview of the performance of water supply and wastewater treatment service providers. It also ranks RWCs using fifteen key performance indicators for both sectors (water supply and wastewater service) based on quality, service levels, coverage and operational efficiency and cost. These are then combined and added to the commercial and financial efficiency (complaints, data reliability, revenue collection and return to RAB) to achieve an overall measurement of RWC performance.

The criteria for measuring the performance of water supply service and wastewater service are such that a score of 100% reflects service level assurance compared to a modern performance of efficient and functional water supply service.

The importance of key performance indicators is determined depending on their relative importance in promoting or quality of service, operational and financial efficiency within the grouping and the overall performance structure.

**Tab. 4.** Performance measurement structure (KPI and their importance)

| Group | The unit of measurement of performance | Subgroup coefficienti | | Group coefficient | |
|---|---|---|---|---|---|
| **Water supply** | Quality of drinking water | 20% | 100% | 45% | 100% |
| | Pressure | 5% | | | |
| | Availability | 20% | | | |
| | Coverage with water services | 20% | | | |
| | Cost efficiency | 10% | | | |
| | Non-revenue water | 25% | | | |
| **Wastewater** | Quality of downloads | 10% | 100% | 30% | |
| | Reliability | 30% | | | |
| | Coverage with wastwater services | 30% | | | |
| | Coverage with wastwater treatment services | 20% | | | |
| | Cost efficiency | 10% | | | |
| **Gjeneral Financial and non-financial** | Complaints handled in a timely manner | 5% | | | |
| | Points (reliability) determined by the Audit profitability | 5% | | | |
| | Profitability | 5% | | | |
| | Commercial efficiency | 10% | | | |

## 2.4.1 Overall performance – water supply

A comprehensive analysis of RWC, in relation to six indicators, significant operational, financial and service level for drinking water supply service is given below:

Overall performance of water supply service, analyses and evaluates the overall performance of RWCs taking into account their individual efforts to improve KPI such as: coverage with water services, quality of water supplied, water pressure, continuity of supply, non-revenue water and cost efficiency.

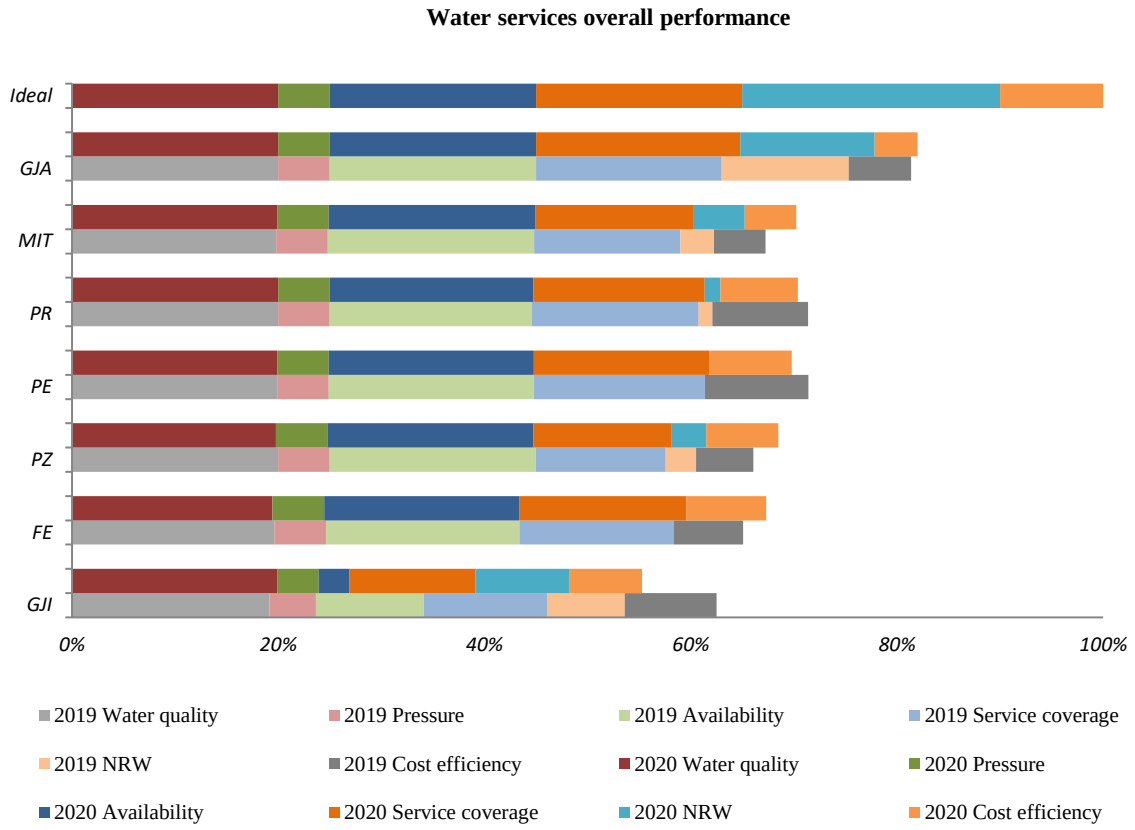


**Fig. 29.** The results of the evaluation of the performance of the water supply service RWC (2020)

The result of the water supply service performance constitutes 45% of the total value of the performance. RWCs are ranked according to the performance for this service from the combination of results in six key performance indicators.

The overall rate of water supply service in 2020 is 0, 1% lower (deteriorated) than in 2019.

The RWCs (Mitrovica, Hidroregjioni Jugor, Bifurkacioni and Gjakova), have improved their water supply service, whereas the RWCs (Hidromorava, Prishtina and Hidrodrini) showed poorer performance.

The overall performance of the RWCs at the sector level of water supply service could not reach the level of the ideal objectives in none of the indicators. The NRW indicator and cost efficiency, the coverage with water services, and the continuity of supply are indicators of which RWCs need to pay attention in order to have further improvements in the water supply service.

**Tab. 5.** Results for the overall performance of the water supply service in 2019

| RWC | Water quality | Pressure | Supple V. | Coverage | NRW | Cost Effic. | Total |
|---|---|---|---|---|---|---|---|

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Ideal** | **20.0%** | **5.0%** | **20.0%** | **20.0%** | **25.0%** | **10.0%** | **45%** |
| GJA | 20.0% | 5.0% | 20.0% | 18.0% | 12.3% | 6.1% | 36.63% |
| PE | 19.9% | 5.0% | 19.9% | 16.6% | 0.0% | 10.0% | 32.13% |
| PR | 20.0% | 5.0% | 19.6% | 16.2% | 1.3% | 9.3% | 32.12% |
| MIT | 19.8% | 5.0% | 20.0% | 14.2% | 3.2% | 5.0% | 30.27% |
| PZ | 20.0% | 5.0% | 20.0% | 12.6% | 2.9% | 5.6% | 29.73% |
| FE | 19.7% | 5.0% | 18.7% | 15.0% | 0.0% | 6.7% | 29.29% |
| GJI | 19.1% | 4.5% | 10.5% | 12.0% | 7.5% | 8.9% | 28.12% |
| **Sector** | **19.8%** | **4.9%** | **18.4%** | **14.9%** | **3.9%** | **7.4%** | **31.2%** |

**Tab. 6.** Results for the overall performance of the water supply service in 2020

| RWC | Water quality | Pressure | Supple V. | Coverage | NRW | Cost Effic. | Total | Difference 2020/2019 |
|---|---|---|---|---|---|---|---|---|
| **Ideal** | **20.0%** | **5.0%** | **20.0%** | **20.0%** | **25.0 %** | **10.0%** | **45%** | |
| GJA | 20.0% | 5.0% | 20.0% | 19.8% | 13.0% | 4.2% | 36.9% | 0.3% |
| PR | 20.0% | 5.0% | 19.8% | 16.6% | 1.5% | 7.5% | 31.7% | -0.4% |
| MIT | 19.9% | 5.0% | 20.0% | 15.4% | 5.0% | 5.0% | 31.6% | **1.3%** |
| PE | 19.9% | 5.0% | 19.9% | 17.0% | 0.0% | 8.0% | 31.4% | -0.7% |
| PZ | 19.8% | 5.0% | 20.0% | 13.4% | 3.4% | 7.0% | 30.8% | **1.1%** |
| FE | 19.4% | 5.0% | 18.9% | 16.2% | 0.0% | 7.8% | 30.3% | **1.0%** |
| GJI | 19.9% | 4.0% | **3.0%** | 12.2% | 9.2% | 7.0% | 24.9% | **-3.3%** |
| **Sector** | **19.8%** | **4.9%** | **17.4%** | **15.8%** | **4.6%** | **6.6%** | **31.1%** | |
| **Difference 2020/2019** | 0.1% | -0.1% | **-1.0%** | 0.9% | 0.7% | -0.7% | -0.1% | |

RWC “Gjakova”, continues to have the best performance, with a total of 36.9% points accumulated for 2020. Although the trend was improving, the progress was low (only 0.3%). The cost efficiency indicator was reduced from 6.1% to 4.2% for 2020. Otherwise, this company has achieved full performance in: water quality, network pressure, continuous water supply and approximately coverage with water services.

RWC “Hidromorava” has shown the weakest performance of all companies and in relation to its own performance shown during 2019. The deterioration of performance is -3.3%, mainly due to lack of regular supply and efficiency of costs. At the indicator of water supply continuity it has reached only 3%, of points from 20%, what is the full possibility to be achieved.

RWC “Mitrovica” has made progress in water supply indicator, the improvement is by 1.3%, compared to its performance shown in 2019. The best performance during 2020 has been at the indicators: water quality, coverage with services as well as NRW reduction.

## 2.4.2 Performanca Overall performance – wastewater service

Overall performance of wastewater services, takes into account the analysis and evaluation of achievements in KPI in this service such as: coverage with wastewater service, coverage with wastewater treatment, quality of discharged wastewater and sewerage network reliability.

The assessment of the overall performance of the wastewater service this year was made on the basis of only two indicators (coverage with wastewater services and cost efficiency). Based on the agreement after consultation with service providers, WSRA has decided that the indicator related to wastewater treatment, will be evaluated at the moment when all RWCs will take over ITUN management in their respective areas of service.

Similarly, since the reliability for all RWCs (measured on the basis of blockages per 100 km of pipe per year) is higher than the absolute maximum of 100 from the ideal level, none of the RWCs were able to score any points. This means that at this indicator the performance of all companies is poor.

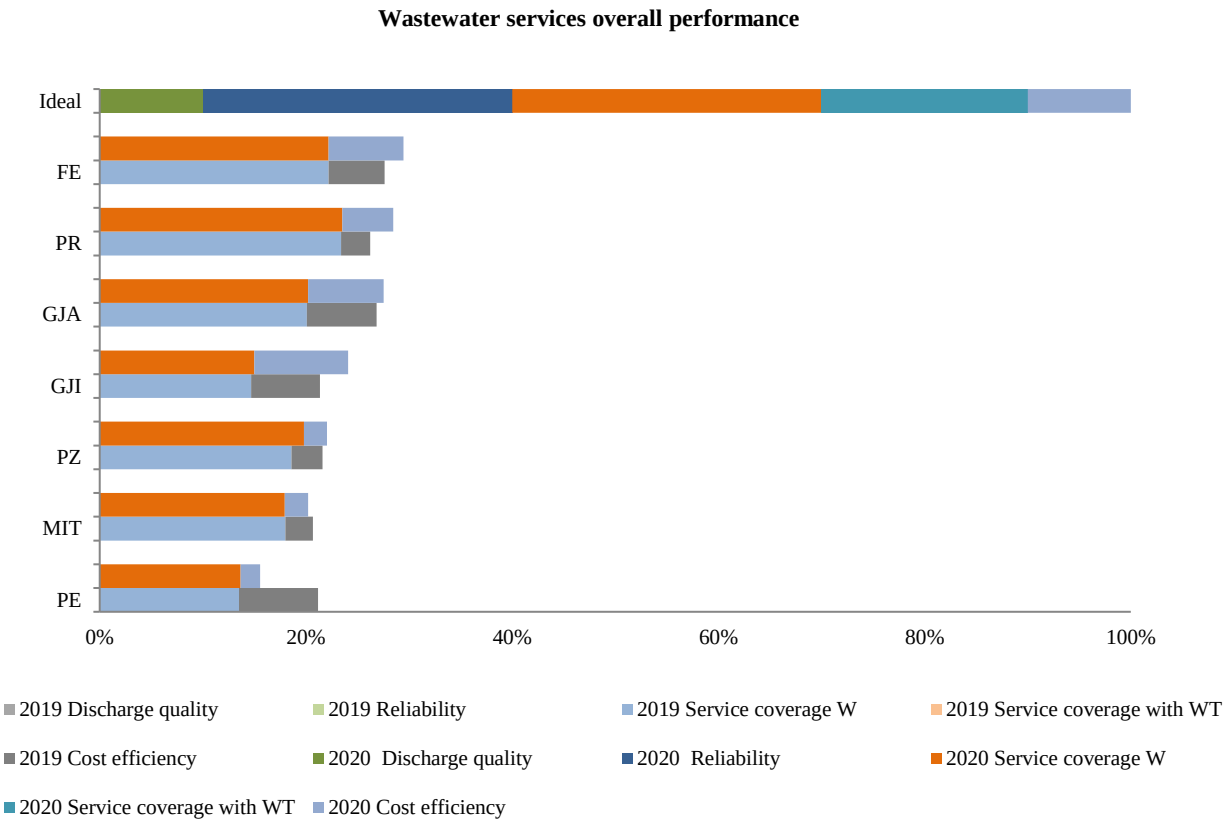


**Fig.30.** Overall performance in wastewater service (2020)

The overall rate of wastewater service as an average during 2020, is 0, 1% better than in 2019.

Overall performance, in relation to the overall ideal target level of 30%, has reached the level of 7.2%, this is very low compared to the target level of 30%, separated for this service by the overall performance.

**Tab. 7.** Results of the overall performance in wastewater service in 2019

| RWC | Quality of discharges | Reliability | Sewerage coverage | Coverage WTP | Cost efficiency | Totali |
|---|---|---|---|---|---|---|
| **Ideal** | **10%** | **30%** | **30%** | **20%** | **10%** | **30%** |
| FE | 0.0% | 0.0% | 22.2% | 0.0% | 5.4% | 8.3% |
| GJA | 0.0% | 0.0% | 20.1% | 0.0% | 6.8% | 8.1% |
| PR | 0.0% | 0.0% | 23.4% | 0.0% | 2.8% | 7.9% |
| PZ | 0.0% | 0.0% | 18.6% | 0.0% | 3.0% | 6.5% |
| GJI | 0.0% | 0.0% | 14.7% | 0.0% | 6.7% | 6.4% |
| PE | 0.0% | 0.0% | 13.5% | 0.0% | 7.7% | 6.4% |
| MIT | 0.0% | 0.0% | 18.0% | 0.0% | 2.7% | 6.2% |
| **Sector** | **0.0%** | **0.0%** | **18.6%** | **0.0%** | **5.0%** | **7.1%** |

**Tab. 8.** Results of the overall performance in wastewater service in 2020

| RWC | Quality of discharges | Reliability | Sewerage coverage | Coverage WTP | Cost efficiency | Total | Difference 2020/2019 |
|---|---|---|---|---|---|---|---|
| **Ideal** | **10%** | **30%** | **30%** | **20%** | **10%** | **30%** | |
| FE | 0.0% | 0.0% | 22.2% | 0.0% | 7.3% | 8.8% | **0.6%** |
| PR | 0.0% | 0.0% | 23.5% | 0.0% | 4.9% | 8.5% | **0.7%** |
| GJA | 0.0% | 0.0% | 20.2% | 0.0% | 7.3% | 8.3% | **0.2%** |
| GJI | 0.0% | 0.0% | 15.0% | 0.0% | 9.1% | 7.2% | **0.8%** |
| PZ | 0.0% | 0.0% | 19.8% | 0.0% | 2.3% | 6.6% | **0.1%** |
| MIT | 0.0% | 0.0% | 17.9% | 0.0% | 2.3% | 6.1% | **-0.1%** |
| PE | 0.0% | 0.0% | 13.6% | 0.0% | 1.9% | 4.7% | **-1.7%** |
| **Sector** | 0.0% | 0.0% | 18.9% | 0.0% | 5.0% | 7.2% | |
| **Difference 2020/2019** | | **0.00%** | **0.3%** | | **0.00%** | **0.1%** | |

The best performance in the wastewater service has been achieved by RWC “Bifurkacioni”, with a total of 8.8% points, from a maximum of 30%. Although the terend was improving, progress was low (only 0.6%). The cost efficiency indicator of RWC “Bifurkacioni” has marked progress from 5.4% as it was during 2019 to 7.3% in 2020. Also RWCs “Prishtina”, ”Gjakova”, “Hidromorava” and “Hidroregjioni Jugor” have marked improvement in the performance of wastewater service indicators.

RWC “Hidrodrini” has shown the weakest performance compared to all companies and in to its performance shown during 2019. The deterioration of performance is -1.7%, mainly affected by cost efficiency. At the indicator of coverage with wastewater services (sewerage) has achieved a slight improvement of 0.1%. The total of points collected by this company in the wastewater service is only 4.7% and is much lower than the total of 30%, which is the full opportunity to achieve hte best performance in the wastewater.

Wastewater service in relation to the water supply service is very poor developed and need significant investment in improving service coverage and construction of wastewater treatment facilities, without which it would be impossible for RWCs to achieve tangible improvements in the provision of these services.

### 2.4.3 Overall performance of RWCs

The overall performance of RWC for both services, the water supply service and wastewater services, combined with financial performance (profitability and the commercial efficiency), complaints and regulatory reporting, is presented on the following.

By combining the results from the six areas of overall evaluation: water supply service, wastewater service, commercial efficiency, profitability, complaints and regulatory reporting, RWCs are ranked, starting from the best performance.

The average performance of the sector in 2020 is at the level of 57.9 %, and is - 1.38% ; lower than in 2019. A general improvement of 42.11%, is needed to reach the maximum of 100% (ideal performance).

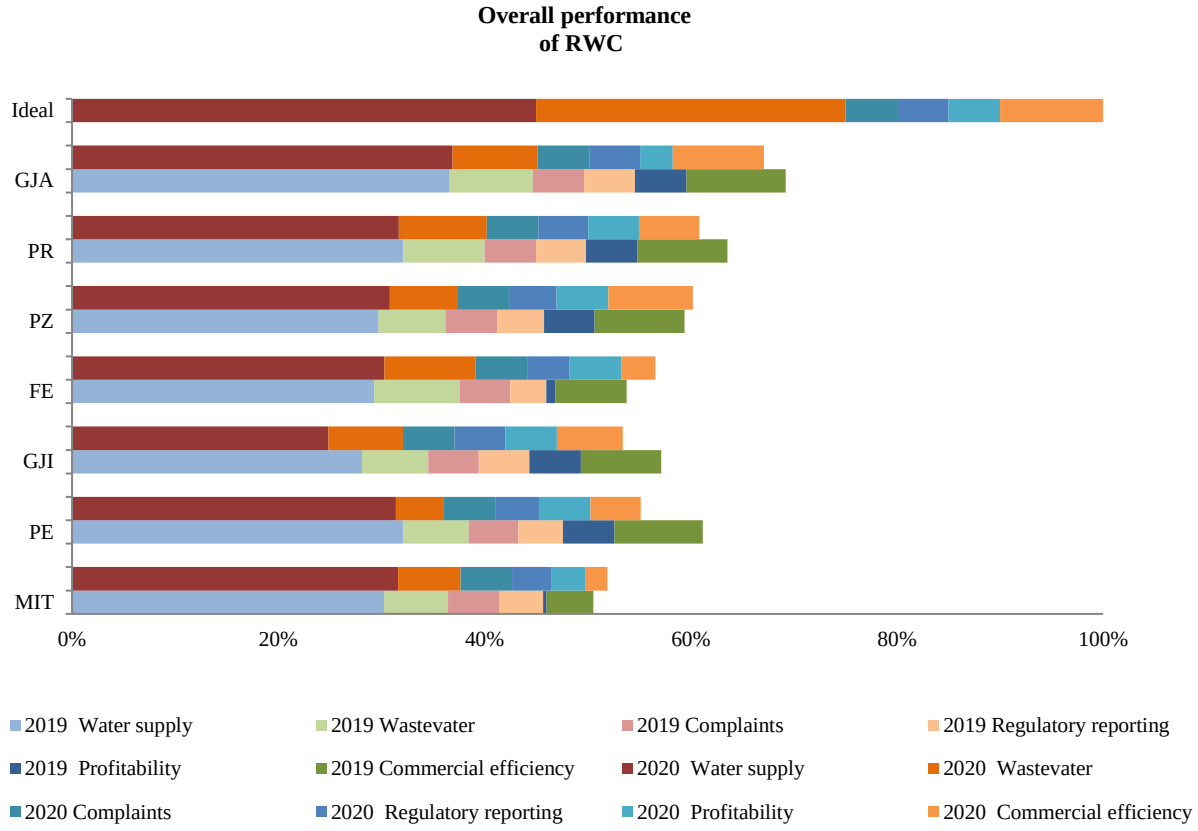


**Fig. 31.** Overall performance of RWCs in 2020

Based on the ranking, RWC "Gjakova" emerged as the best performer for 2020, in the overall performance for the provision of water supply and wastewater services this company reached 67.1% although its performance in relation to the performance shown in 2019 is -2.1% lower. On the other hand, RWC "Mitrovica" showed the poorest performance reaching only 51.9 % points which is interpreted as unsatisfied performance. In 2020 the performance RWC "Mitrovica" improved by 1.3%, marked improvement in water supply service and profitability indicator.

RWC "Hidrodrini", (-6%) and Hidromorava (-3.7), has marked a major decline of all companies.

RWC "Hidrodrini" has shown poorer performance in the water supply, wastewater, regulatory reporting and especially poor performanse has been shown in cash collection. While negative trends in RWC "Hidromorava" are evident in the drinking water supply (continuity of supply) and revenue collection.

**Tab. 9.** Results of the overall performance of RWCs in 2019

| RWC | Water supply | Wastewater | Profitability | Collection | Complaints | Regulatory reporting | Total points |
|---|---|---|---|---|---|---|---|
| **Ideal** | **45.0%** | **30.0%** | **5.0%** | **10.0%** | **5.0%** | **5.0%** | 100.0% |
| GJA | 36.6% | 8.1% | 5.0% | 9.6% | 5.0% | 4.9% | 69.22% |
| PR | 32.1% | 7.9% | 5.0% | 8.7% | 5.0% | 4.9% | 63.56% |
| PE | 32.1% | 6.4% | 5.0% | 8.6% | 4.8% | 4.3% | 61.16% |
| PZ | 29.7% | 6.5% | 4.9% | 8.7% | 5.0% | 4.6% | 59.41% |
| GJI | 28.1% | 6.4% | 5.0% | 7.8% | 4.9% | 4.9% | 57.15% |
| FE | 29.3% | 8.3% | 0.9% | 6.9% | 4.9% | 3.5% | 53.79% |
| MIT | 30.3% | 6.2% | 0.3% | 4.5% | 5.0% | 4.2% | 50.57% |
| **Total** | **31.2%** | **7.1%** | **3.7%** | **7.8%** | **4.9%** | **4.5%** | **59.26%** |

**Tab. 10.** Results of the overall performance of RWCs in 2020

| RWC | Water supply | Wastewater | Profitability | Collection | Complaints | Regulatory reporting | Total points | Difference 2020/2019 |
|---|---|---|---|---|---|---|---|---|
| **Ideal** | **45.0%** | **30.0%** | **5.0%** | **10.0%** | **5.0%** | **5.0%** | 100.0% | |
| GJA | 36.9% | 8.3% | 3.2% | 8.8% | 5.0% | 4.9% | 67.11% | -2.1% |
| PR | 31.7% | 8.5% | 5.0% | 5.8% | 5.0% | 4.8% | 60.84% | -2.7% |
| PZ | 30.8% | 6.6% | 5.0% | 8.2% | 5.0% | 4.6% | 60.21% | 0.8% |
| FE | 30.3% | 8.8% | 5.0% | 3.3% | 5.0% | 4.1% | 56.58% | **2.8%** |
| PE | 31.4% | 4.7% | 5.0% | **4.9%** | 5.0% | 4.2% | 55.16% | **-6.0%** |
| GJI | **24.9%** | 7.2% | 5.0% | 6.4% | 5.0% | 4.9% | 53.40% | -3.7% |
| MIT | 31.6% | 6.1% | 3.3% | 2.1% | 5.0% | 3.8% | 51.91% | 1.3% |
| **Total** | **31.08%** | **7.17%** | **4.50%** | **5.65%** | **5.00%** | **4.49%** | **57.89%** | |
| **Difference 2020/2019** | **-0.1%** | 0.1% | **0.8%** | -2.2% | | 0.01% | **-1.38%** | |

Without exception, the RWCs are operating at a much lower level than what would be considered an ideal level of service. The main reasons that affect the overall performance are: in general the wastewater service and lack of wastewater treatment, non-revenue water and cost efficiency as well as commercial-collection efficiency.

We are convinced that for most of the necessary improvements significant levels of investment are required. However to ensure such investments RWCs need to demonstrate their ability to maximize efficiency in those areas under their direct control, in particular in revenue collection efficiency and operating cost efficiency and reduction of NRW. WSRA will further engage in ensuring that the tariffs set for water supply t be sufficient to finance the necessary investment plans. But companies need to ensure operational and financial efficiency with the ultimate goal of providing customers with quality and sustainable services.

# 3. PERFORMANCE OF BULK WATER SUPPLIER

WSRA is responsible for regulating the business part of HEE "Ibër Lepenci", which is related to the bulk water supply for RWC KRU "Mitrovica" and RWC "Prishtina".

Some statistical data and some performance indicators that show the performance development trends in 2020, compared to 2019 are given below.

**Tab. 11.** Statistical data for HEE 'Ibër-Lepenci'

| **Statistical data for 2020 / 2019** | **2019** | **2020** |
|---|---|---|
| Bulk water volume billed (m3) | 48,917,200 | 51,200,467 |
| Billing for bulk water (€) | 1,210,418 | 1,293,828 |
| Collection for bulk water (€) | 1,232,953 | 1,255,533 |
| The cost of operation for bulk water supply (€) | 1,359,052 | 1,492,622 |
| Number of emplyees engaged in bulk water supply | 69 | 81 |

As shown in table above, in 2020 water sales in quantitative value for RWC "Mitrovica" and RWC "Prishtina", have increased to the level 2.3 million $m^3$ or 5% compared to 2019, then reflecting the increase in water sales in monetary value by 7%. Also, the expenses for the supply of bulk water have increased to the level of 10%, an increease which is also noticed by the increase of the number of employees from 69 to 81. Table 13 shows an overview of financial indicators based on whose performance of HEE 'Ibër Lepenci' during 2020/2019 can be evaluated.

**Tab. 12.** HEE 'Ibër-Lepenci' Performance indicators

| **Performance indicators** | **2019** | **2020** |
|---|---|---|
| Collection rate | 102% | 97% |
| Working rate | 0.89 | 0.87 |
| Labor cost per unit | 0.91 | 0.84 |
| Operating cost per unit (€/m3) | 0.03 | 0.03 |

The collection rate in HEE 'Ibër Lepenci' is 97%, and deviation of full collection of 100% is a result of non-payment of invoices by RWC "Mitrovica".

The increase of expenditures by 10%, despite the increase of water sales, has affected the labor rate to be lower compared to 2019. The labor coverage rate has decreased by 7% compared to 2019, and still remains below the level desired to cover the costs incurred during 2020 for the services provided.

Operating expense per unit in 2020, have remained at the same level as in 2019, about 0.03 €/$m^3$. Although operating costs were higher this year, the same level of unit cost from the previous year managed to maintain the increase in volumetric sales of untreated water.

# 4. DATA QUALITY

The responsibility for reporting the data required by the WSRA lies with companies, while the WSRA is responsible for evaluating the data provided by the companies in the context of accuracy and reliability. In order for the annual performance report for 2020, to be based on reliable information, WSRA has undertaken the activity of inspecting procedures and practices of data collection and reporting within the company and has performed the audit /verification of data reported to WSRA. The assessment of data reliability is based on the criteria given in: "Guide for advancing the monitoring system in WSRA and RWC". The data were evaluated in the context of the reliability of the record keeping system, data updating, processing efficiency and generation of required reports. In terms of reliability and accuracy, the data were evaluated in 3 categories, specified with corresponding grades-rates:((i) reliability - 100%, (ii) partially reliable - 50% and (iii) unreliable – 0%.

**Tab. 13.** Reliability of data according to RWCs for 2020

| RWC | Non- financial water supply data | Non-financial wastewater data | Financial data | Overall weighted average |
|---|---|---|---|---|
| Gjakova | 97% | 95% | 99% | 98% |
| Hidromorava | 95% | 97% | 99% | 98% |
| Prishtina | 87% | 89% | 99% | 97% |
| Hidroregjioni Jugor | 92% | 95% | 91% | 91% |
| Hidrodrini | 82% | 74% | 85% | 84% |
| Bifurkacioni | 92% | 95% | 80% | 83% |
| Mitrovica | 59% | 66% | 81% | 77% |

The results of low data reliability, usually show with many evaluations, while the highest results show: record maintenance, accurate measurements and management of information with software – automatic systems (telemetry) or even accurate report formats and verifiable.

WSRA is particularly concerned about some important data of operational nature and service to customers, the reliability of this data is related to: possession of watersheds, telemetric monitoring system (SCADA), robust software modules for maintenance of defects (CRM), the geographic information system (SIG) as well as a proper process for reading recording and reporting data.

In general¸ the reliability of data in 2020 compared to 2019 has improved at RWC "Bifurkacioni", "Hidrodrini" and "Mitrovica".

Reliability of non-financial data in both services: water supply and wastewater, depending on the RWCs,", are in a wide range, RWC "Mitrovica remains the lowest, while at the best are RWC "Gjakova" and "Hidromorava". More specifically the comment on data reliability is as follows:

**Water production** in RWC (Gjakova, Mitrovica and Hidromorava) is reliable (100%), while in RWC (Prishtina, Hidroregjioni Jugor, Hidrodrini and Bifurkacioni), water production data is partially reliable, as these companies do not have full water meter coverage or water meters are not functional as in the case of RWC "Hidroregjionit Jugor". The SCADA system is completely missing or is partially functional in some ITU, the data is mainly kept in report formats or even Excel spreadsheets.

**Water pressure**, in none of the RWC is reliable, in the best case the water pressure data is partially reliable in RWCs (Gjakova, Mitrovica, dhe Hidromorava). In these companies the pressure is measured telemetrically only within a limited number of DMA zones, or even pumping stations.

**Continuity of supply,** the data are partially reliable in companies which undertake reduction in water usage. None of the RWCs have a permanent monitoring system (SCADA) in the distribution network. Some of the RWC have declared full continuity of supply as RWC (Mitrovica, Gjakova and Hidroregjioni Jugor), as they have sufficient capacity for regular drinking water supply.

**The data on defects in the water supply and sewerage system,** in most companies are partially reliable. Most RWCs now use advanced maintenance information management modules (MMS/CRM), but they are not fully updated and are not integrated into the entire service area of the company.

**The length of the water supply and sewerage network** are recorded in the GIS modules. This application ensures high reliability of information related to the network registry and its maintenance and are functional in all RWCs. The most updated of GIS application with data is in RWC "Hidrodrini" and "Hidroregjioni Jugor" while in RWC "Bifurkacioni" the GIS module is less updated and especially the sewerage network system.

Customer service data is generally more reliable than operational data. All RWC have advanced applications for customer relationship data management installed and they are integrated within software programs. For commercial data management, some concerns are in the context of the following data:

Number of customers and invoicing in quantitative value in some RWCs (Mitrovica, Hidrodrini) are partly reliable because the current applications do not have the ability to share data in the categorizations required for reporting.

**Customer complaints** are recorded and managed through software applications (CRM/CRS). The best updating of these modules was done by RWC (Hidroregjioni Jugor, Gjakova, Hidromorava and Bifurkacioni), which also produced reliable information, while for RWCs (Prishtina, Mitrovica and Hidrodrini), the reliability of data in this category is partly credible, since they have not separated complaints from requests or even notifications made by citizens.

**Financial data** are generally reliable, they are kept in advanced applications which enable data generation with high accuracy and reliability. There are mainly 5 types of financial applications / financial programs used by RWCs.

The use of 'NAVISION' program by the RWCs (Prishtina, Hidroregjioni Jugor and Bifurkacioni), as well as RIKONT, respectively ASSECO used by the RWCs "Hidrodrini" and "Mitrovica" enable updating and generation of total data in an easy and reliable. Difficulties arise in updating and reporting expenditure data and other financial data according to cost centres and necessary categorizations, as their additional processing in Excel formats is required, these data are rated – partially reliable.

The program 'PRONET' is used by RWC "Gjakova", and ALPHA BUSSINESS by RWC "Hidromorava", enable the generation of reliable financial data, even in terms of those categorized for operating expenses, sales, etc.

None of these program have the ability to produce data on RAB and deprecation of current costs, according to regulatory requirements, they are done in Excel formats processed by WSRA.

WSRA suggests RWCs to further develop data storage and processing technology, especially by advancing and installing: customer relationship data applications, GIS in networks and their maintenance, SCADA system in the treatment and distribution of water.

# 5. GENERAL CONCLUSIONS

During the performance analysis of RWCs presented in this report, a number of issues have been identified regarding the efficiency and sustainability of the service provided by them.

In conclusion, performance of RWCs in 2020 has decreased compared to 2019. There have been improvements at some indicators, while in some others, mainly related to operational efficiency (continuity of water supply) and financial have been identified stumble:

**Achievements:**

- Coverage with water service has increased at the sector level by 3%, all RWCs have made progress during 2020 compared to the previous year 2019 although they are still far from the ideal level of coverage with water services of 100%, excluding RWC "Gjakova", where in its service area only 12 settlements do not have access to water supply service. The number of customers provided with water supply service in 2020 is 397,638 and compared to 2019 has increased by 21,303 customers.
- Coverage with wastewater services (sewerage), in 2020, is provided for about 65% of the population and if compared to the previous year 2019, has remained in the same position. In addition to the existing plant in Skëndaraj and some WTP, under construction and will soon be operational in three regional centres (Prizren, Peja and Gjakova) which will have significant impact on improving the environment.
- Water quality is good, during the period 2020 H1, where a total of 4,408 samples were tested, of which 99.4%, are in accordance with the parametric values of local standards. The data are only for first half of 2020, as far as they have been forwarded to us by NIPHK. All RWCs implement water quality monitoring programs in accordance with the guidelines for water quality monitoring, three of them already have accredited laboratories (Prishtina, Gjakova and Prizreni)
- The rate of customers billed with water meters has increased, currently reaching the value of 98%. All RWC have marked good performance in equipping household customers with water meters during 2020 compared to the previous year 2019 and progress is for 2%. RWC have reported over 21,772 new water meters installed only for the household category in 2020, RWCs must also install water production meters in order to accurately determine the amount of water produce.

**Challenge**:

Despite the mentioned improvements, the report has identified areas that need more improvements, mainly related to operational and financial efficiency:

- Even during 2020, there was a lack of rainfall, which mostly had an impact on the supply regions of RWC "Hidromorava", "Bifurkacioni" and "Prishtina". RWC "Hidromorava", only 6.4% of customers have been supplied with drinking water 24 hours.
- Water pressure does not seem to be a problem to ensure, but most RWCs still do not have the ability to monitor and provide reliable information on water pressures in their service network. They do not have established manometer and on-line monitoring systems of distribution network.
- NWR is in gradual decreasing (improving) trends, but it is still far for all RWCs to reach a benchmark below 25%. There is an increasing pressure from institutions and the public to address the NRW – as this is causing a lack of operational and financial efficiency. Companies need to achieve faster NRW reduction by implementing investment strategies and costs to include in their business plans.
- None of RWCs are achieving the projections for the increase of water billing, for 2020 it is planned to bill over 66 million $m^3$ of water from all RWCs, while they have managed to achieve over 62 million $m^3$, this is only 45% of produced water,

- High operating costs for the provision of services resulting manly from increased costs for personnel and energy as well as other operating elements
- Incomplete collection of cash from bills for water supply and wastewater services, especially from household customers.
- Ensure the reliability of the data reported to the WSRA.

**Recommendations for:**

- Service providers to continue implementing individual strategies to reduce non-revenue water.
- RWC "Hidromorava" and "Bifurkacioni", to ensure a stable supply, through investments in water supply systems and water resources to guarantee a reliable supply and that are adapted to future water requirements from these two companies.
- RWCs, to further develop the information system for data storage and processing, especially by advancing and installing: customer relationship data application, GIS in network and their maintenance, SCADA system in treatment and distribution to improve the reliability and accuracy of data, in particular operational data and customer service.
- Government – Policy and Monitoring Unit of Public Owned Enterprises and Boards of Directors of RWCs, for the implementation of the agreement – performance decision based on performance indicators and business plans approved by the Water Service Regulatory Authority.

# APPENDIX 1: Statement of Comprehensive Income (RAG)

## RWC Prishtina (Prishtinë)

| | 2019 | 2020 |
|---|---|---|
| Turnover | 14,673,192 | 13,932,702 |
| Operating costs | 10,232,526 | 10,099,459 |
| **Net operating income (excluding capital maintenance)** | **4,440,666** | **3,833,243** |
| Capital maintenance (infrastructure renewals + cc depreciation) | 722,777 | 634,113 |
| **Net operating income (including capital maintenance)** | **3,717,889** | **3,199,130** |
| Provision for bad debts | 415,548 | 748,452 |
| **Net operating income (after bad debts)** | **3,302,341** | **2,450,678** |
| Interest on long term loans | 0 | 0 |
| **Pre-tax profit** | **3,302,341** | **2,450,678** |
| Taxation on profits | 0 | 0 |
| **Net post-tax profit** | **3,302,341** | **2,450,678** |

## RWC Hidroregjioni Jugor (Prizren)

| | 2019 | 2020 |
|---|---|---|
| Turnover | 4,823,060 | 4,898,130 |
| Operating costs | 3,978,733 | 3,886,757 |
| **Net operating income (excluding capital maintenance)** | **844,327** | **1,011,373** |
| Capital maintenance (infrastructure renewals + cc depreciation) | 225,169 | 74,548 |
| **Net operating income (including capital maintenance)** | **619,158** | **936,825** |
| Provision for bad debts | 189,876 | 241,933 |
| **Net operating income (after bad debts)** | **429,282** | **694,892** |
| Interest on long term loans | 0 | 0 |
| **Pre-tax profit** | **429,282** | **694,892** |
| Taxation on profits | 0 | 0 |
| **Net post-tax profit** | **429,282** | **694,892** |

## RWC Hidrodrini (Pejë)

| | 2019 | 2020 |
|---|---|---|
| Turnover | 3,992,965 | 3,871,781 |
| Operating costs | 2,538,716 | 2,561,795 |
| **Net operating income (excluding capital maintenance)** | **1,454,249** | **1,309,986** |
| Capital maintenance (infrastructure renewals + cc depreciation) | 157,708 | 131,101 |
| **Net operating income (including capital maintenance)** | **1,296,541** | **1,178,885** |
| Provision for bad debts | 505,783 | 227,119 |
| **Net operating income (after bad debts)** | **790,758** | **951,765** |
| Interest on long term loans | 0 | 0 |
| **Pre-tax profit** | **790,758** | **951,765** |
| Taxation on profits | 0 | 0 |
| **Net post-tax profit** | **790,758** | **951,765** |

## RWC Mitrovica (Mitrovicë)

| | 2019 | 2020 |
|---|---|---|
| Turnover | 4,418,591 | 4,466,254 |
| Operating costs | 3,430,928 | 3,535,423 |
| **Net operating income (excluding capital maintenance)** | **987,663** | **930,831** |
| Capital maintenance (infrastructure renewals + cc depreciation) | 20,942 | 21,183 |
| **Net operating income (including capital maintenance)** | **966,721** | **909,648** |
| Provision for bad debts | 949,794 | 729,599 |
| **Net operating income (after bad debts)** | **16,927** | **180,049** |
| Interest on long term loans | 0 | 0 |
| **Pre-tax profit** | **16,927** | **180,049** |
| Taxation on profits | 0 | 0 |
| **Net post-tax profit** | **16,927** | **180,049** |

## RWC Gjakova (Gjakovë)

| | 2019 | 2020 |
|---|---|---|
| Turnover | 4,568,298 | 4,576,868 |
| Operating costs | 3,541,550 | 3,697,304 |
| **Net operating income (excluding capital maintenance)** | **1,026,749** | **879,564** |
| Capital maintenance (infrastructure renewals + cc depreciation) | 362,003 | 474,353 |
| **Net operating income (including capital maintenance)** | **664,746** | **405,211** |
| Provision for bad debts | 151,615 | 70,104 |
| **Net operating income (after bad debts)** | **513,130** | **335,107** |
| Interest on long term loans | 0 | 0 |
| **Pre-tax profit** | **513,130** | **335,107** |
| Taxation on profits | 0 | 0 |
| **Net post-tax profit** | **513,130** | **335,107** |

## RWC Bifurkacioni (Ferizaj)

| | 2019 | 2020 |
|---|---|---|
| Turnover | 2,071,257 | 2,144,490 |
| Operating costs | 1,573,376 | 1,535,549 |
| **Net operating income (excluding capital maintenance)** | **497,881** | **608,942** |
| Capital maintenance (infrastructure renewals + cc depreciation) | 30,918 | 27,788 |
| **Net operating income (including capital maintenance)** | **466,963** | **581,154** |
| Provision for bad debts | 437,483 | 251,578 |
| **Net operating income (including capital maintenance)** | **29,479** | **329,575** |
| Interest on long term loans | 0 | 0 |
| **Pre-tax profit** | **29,479** | **329,575** |
| Taxation on profits | 0 | 0 |
| **Net post-tax profit** | **29,479** | **329,575** |

## KRU Hidromorava (Gjilan)

| | 2019 | 2020 |
|---|---|---|
| Turnover | 2,467,273 | 2,316,101 |
| Operating costs | 1,806,015 | 1,848,835 |
| **Net operating income (excluding capital maintenance)** | **661,258** | **467,266** |
| Mirëmbajtja kapitale (përtëritja infrastrukturore + zhvlerësimi i kostos së tanishme) | 42,845 | 42,127 |
| **Net operating income (including capital maintenance)** | **618,413** | **425,139** |
| Provision for bad debts | 376,410 | 187,246 |
| **Net operating income (including capital maintenance)** | **242,003** | **237,893** |
| Interest on long term loans | 0 | 0 |
| **Pre-tax profit** | **242,003** | **237,893** |
| Taxation on profits | 0 | 0 |
| **Net post-tax profit** | **242,003** | **237,893** |

# APPENDIX 2: Contact details

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## Information about WSRA

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| | | | | |
|---|---|---|---|---|
| Director | Hajrije Morina | 038/249 165 111 | hajrije.morina@arru-rks.org | St. Ali Pashë Tepelena, Prishtinë, 10000 |
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*WSRA-Water Service Rregulatory Authority*

*St. Ali pashë Tepelena, Nr.01*

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