

APPENDIX 4: TABLE INDICATORS - 2019

RWC Prishtina (Prishtina)

Category / category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	98.9%	99.8%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	22	0
		Properties affected by low pressure	W.1.A.04	% properties	0.02%	0.0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	113,015	118,271
		Properties with 24 hour supply	W.1.A.06	% properties	98%	98%
		Properties with 18-24 hour supply	W.1.A.07	Nr	0	0
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	1,800	2,570
		Properties with less than 18 hours supply	W.1.A.10	% properties	2%	2%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	32,728,713	31,722,280
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	692	637
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	695	641
		Non revenue water (relative to production)	W.1.B.04	% production	60%	58%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	154	339
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	98	214
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	114,815	120,841
		Coverage (households served relative to total)	W.2.A.02	% total households	81%	81%
	New connections	New connections (household)	W.2.A.03	Nr	3,301	8,752
		New connections (commercial and institutional)	W.2.A.04	Nr	640	896
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	98%	98%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	100%	100%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	3,404	727
		Meters installed (com & inst)	W.2.B.04	Nr	639	38
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	2,723	549
		Complaints received (commercial)	W.2.C.02	Nr	5,379	272
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	16,324,461	17,190,971
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	94%	98%
		Volume of sales to households (un-metered)	W.3.A.03	m3	692,967	576,212
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	91%	76%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	4,807,250	5,053,018
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	83%	82%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	16,527	15,022
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	82%	76%
	Values	Value of water sales to households	W.3.A.09	EUR	8,763,615	9,086,691
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	95%	98%
		Value of water sales to com & inst	W.3.A.11	EUR	4,494,176	4,172,057
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	83%	81%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0513	0.0435
		Unit total cost of water production	W.3.B.02	EUR/m3	0.061	0.053
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.560	0.468
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	5,452,884	187,064
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	1,712%	26%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	10%	0.3%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	5,629,250	1,235,201
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	4,386%	664%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	3,892	4,800
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	356	439
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	18	48
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	1.65	4.4
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	99,503	104,719
		Coverage (households served relative to total)	S.2.A.02	% total households	79%	78%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	3,136	7,295
		New connections (commercial and institutional)	S.2.A.06	Nr	621	742
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	2,573	623
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	751,787	770,983
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	97%	102%
		Value of sales to com & inst	S.3.A.03	EUR	508,213	522,566
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	87%	85%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	1.4	1.8
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	6.1	1.9
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	1,717,134	3,207
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	605%	1%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	21.3%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	224,203	10,321
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	6,174%	102%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	14,517,791	14,552,297
		Total sales relative to plan	F.1.A.02	% of plan estimate	91%	92%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	14,103,061	13,805,319
		Total revenue collection out-performance	F.1.B.02	EUR	-566,578	-978,079
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	96%	93%
		Total revenues written off	F.1.B.04	EUR	1,749,251	414,729
		Total revenues written off relative to billing	F.1.B.05	% of billing	12%	3%
		Revenue collection relative to billing	F.1.B.06	% of billing	97%	95%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	-0.15%	5.35%
		Cost of debit	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Hidroregjioni Jugor (Prizren)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.7%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	99.4%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	41,137	43,275
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	200	100
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	9,690,479	9,308,419
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	561	515
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	562	515
		Non revenue water (relative to production)	W.1.B.04	% production	57%	56%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	243	206
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	573	484
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	41,337	43,375
		Coverage (households served relative to total)	W.2.A.02	% total households	62%	63%
	New connections	New connections (household)	W.2.A.03	Nr	2,433	1,643
		New connections (commercial and institutional)	W.2.A.04	Nr	161	154
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	96%	98%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	98%	99%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	720	3,178
		Meters installed (com & inst)	W.2.B.04	Nr	23	276
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	1,037	1,594
		Complaints received (commercial)	W.2.C.02	Nr	580	916
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	5,629,390	5,936,915
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	90%	87%
		Volume of sales to households (un-metered)	W.3.A.03	m3	515,166	186,561
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	74%	28%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,121,400	1,168,808
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	88%	86%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	81,857	52,624
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	126%	82%
	Values	Value of water sales to households	W.3.A.09	EUR	2,846,635	2,792,175
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	91%	85%
		Value of water sales to com & inst	W.3.A.11	EUR	971,379	949,438
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	91%	87%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0931	0.123
		Unit total cost of water production	W.3.B.02	EUR/m3	0.096	0.126
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.452	0.469
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	112,669	266,706
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	7%	63%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	1.5%	3.3%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	167,944	694,569
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	3.0%	20%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	1,140	857
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	422	317
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	61	125
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	23	46
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	37,156	39,567
		Coverage (households served relative to total)	S.2.A.02	% total households	61%	62%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	3,056	1,765
		New connections (commercial and institutional)	S.2.A.06	Nr	152	151
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	511	594
		Complaints received (commercial)	S.2.B.02	Nr	0	1
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	394,611	667,119
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	90%	76%
		Value of sales to com & inst	S.3.A.03	EUR	196,162	339,188
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	81%	76%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	11.78	15.40
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	11.83	15.45
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	11,064	16,557
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0%	0%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	4,408,787	4,747,920
		Total sales relative to plan	F.1.A.02	% of plan estimate	90%	83%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	4,219,285	4,506,463
		Total revenue collection out-performance	F.1.B.02	EUR	-132,514	-695,825
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	97%	87%
		Total revenues written off	F.1.B.04	EUR	232,845	189,502
		Total revenues written off relative to billing	F.1.B.05	% of billing	5%	4%
		Revenue collection relative to billing	F.1.B.06	% of billing	96%	95%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	3.68%	3.93%
		Cost of debit	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Hidrodrini (Pejë)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.7%	99.3%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	41,421	42,676
		Properties with 24 hour supply	W.1.A.06	% properties	100%	99%
		Properties with 18-24 hour supply	W.1.A.07	Nr	48	423
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	1%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	15,703,602	15,096,459
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	925	856
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	925	857
		Non revenue water (relative to production)	W.1.B.04	% production	62%	60%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	195	127
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	238	153
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	41,468	43,099
		Coverage (households served relative to total)	W.2.A.02	% total households	81%	83%
	New connections	New connections (household)	W.2.A.03	Nr	1,806	1,455
		New connections (commercial and institutional)	W.2.A.04	Nr	215	184
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	97%	99%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	99%	99%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	1,813	1,455
		Meters installed (com & inst)	W.2.B.04	Nr	210	34
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	4,008	4,789
		Complaints received (commercial)	W.2.C.02	Nr	95	81
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	6,914,241	7,114,160
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	91%	92%
		Volume of sales to households (un-metered)	W.3.A.03	m3	444,256	287,986
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	230%	165%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,930,461	2,185,289
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	104%	114%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	373,750	344,723
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	N/A	N/A
	Values	Value of water sales to households	W.3.A.09	EUR	2,376,099	2,368,088
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	95%	95%
		Value of water sales to com & inst	W.3.A.11	EUR	1,037,095	1,124,645
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	104%	115%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.006	0.017
		Unit total cost of water production	W.3.B.02	EUR/m3	0.008	0.019
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.264	0.244
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	163,455	236,599
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	41%	57%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	2.1%	2.8%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	231,452	516,733
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	213%	0%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	0	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	0
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	19,642	20,397
		Coverage (households served relative to total)	S.2.A.02	% total households	46%	45%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	662	847
		New connections (commercial and institutional)	S.2.A.06	Nr	119	130
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	988	1,569
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	229,125	233,472
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	105%	108%
		Value of sales to com & inst	S.3.A.03	EUR	181,484	210,427
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	103%	118%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	4.58	7.12
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	4.96	7.78
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	9,215	
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	11%	7%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0.6%	1.2%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	1,909	34,381
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.2%	6%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	3,823,804	3,936,632
		Total sales relative to plan	F.1.A.02	% of plan estimate	99%	102%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	3,319,017	3,709,960
		Total revenue collection out-performance	F.1.B.02	EUR	-19,006	319,218
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	99%	109%
		Total revenues written off	F.1.B.04	EUR	757,996	504,787
		Total revenues written off relative to billing	F.1.B.05	% of billing	20%	13%
		Revenue collection relative to billing	F.1.B.06	% of billing	87%	94%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	4.04%	7.70%
		Cost of debit	F.2.B.02	%	N/A	N/A
		Gearing	F.2.B.03	ratio	N/A	N/A
	Ratios	Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Mitrovica (Mitrovicë)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.6%	99.5%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	97.6%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	27,976	30,343
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	0	0
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	16,794,023	15,100,590
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,491	1,238
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,491	1,238
		Non revenue water (relative to production)	W.1.B.04	% production	59%	55%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	95	101
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	133	127
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	27,976	30,343
		Coverage (households served relative to total)	W.2.A.02	% total households	70%	71%
	New connections	New connections (household)	W.2.A.03	Nr	1,722	3,011
		New connections (commercial and institutional)	W.2.A.04	Nr	146	214
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	72%	78%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	86%	90%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,903	4,349
		Meters installed (com & inst)	W.2.B.04	Nr	217	312
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	1,103	967
		Complaints received (commercial)	W.2.C.02	Nr	165	127
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,934,082	3,251,176
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	99%	97%
		Volume of sales to households (un-metered)	W.3.A.03	m3	2,022,646	1,768,011
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	101%	101%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	903,883	939,618
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	153%	153%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	72,652	75,299
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	258%	257%
	Values	Value of water sales to households	W.3.A.09	EUR	2,159,576	2,173,632
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	100%	100%
		Value of water sales to com & inst	W.3.A.11	EUR	716,803	658,347
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	138%	140%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0549	0.0584
		Unit total cost of water production	W.3.B.02	EUR/m3	0.055	0.059
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.404	0.348
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	1,271,943	0
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	93%	0%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	26%	0%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	115,510	77,062
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	4.1%	1.1%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	1,035	1,160
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	436	475
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	56	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	24	0
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	21,713	23,352
		Coverage (households served relative to total)	S.2.A.02	% total households	60%	60%
		Households served with wastewater treatment	S.2.A.03	Nr	3,217	3,364
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	14%	14%
	New connections	New connections (household)	S.2.A.05	Nr	1,359	1,919
		New connections (commercial and institutional)	S.2.A.06	Nr	167	189
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	396	0
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	361,871	343,215
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	109%	102%
		Value of sales to com & inst	S.3.A.03	EUR	139,510	151,842
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	123%	120%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	8.84	10.03
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	8.85	10.04
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	12,834	5,591
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	3.3%	0%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	3,377,760	3,327,036
		Total sales relative to plan	F.1.A.02	% of plan estimate	108%	107%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	2,429,836	2,598,874
		Total revenue collection out-performance	F.1.B.02	EUR	55,717	198,039
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	102%	108%
		Total revenues written off	F.1.B.04	EUR	1,485,080	947,924
		Total revenues written off relative to billing	F.1.B.05	% of billing	44%	28%
		Revenue collection relative to billing	F.1.B.06	% of billing	72%	78%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	-10.46%	0.28%
		Cost of debit	F.2.B.02	%	N/A	N/A
		Gearing	F.2.B.03	ratio	N/A	N/A
	Ratios	Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Gjakova (Gjakovë)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.7%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	32,545	33,959
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	0	0
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	6,525,046	6,642,061
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	488	476
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	488	476
		Non revenue water (relative to production)	W.1.B.04	% production	44%	43%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	201	243
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	319	354
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	32,545	33,959
		Coverage (households served relative to total)	W.2.A.02	% total households	87%	90%
	New connections	New connections (household)	W.2.A.03	Nr	1,280	1,548
		New connections (commercial and institutional)	W.2.A.04	Nr	239	145
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	98%	99%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	100%	100%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	1,414	564
		Meters installed (com & inst)	W.2.B.04	Nr	239	28
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	123	7
		Complaints received (commercial)	W.2.C.02	Nr	686	746
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	6,142,147	6,512,189
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	86%	87%
		Volume of sales to households (un-metered)	W.3.A.03	m3	344,524	108,767
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	98%	31%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,980,742	2,275,233
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	227%	260%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	0	0
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	0%	0%
	Values	Value of water sales to households	W.3.A.09	EUR	2,743,954	2,798,825
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	85%	85%
		Value of water sales to com & inst	W.3.A.11	EUR	1,035,900	1,142,367
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	149%	169%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0542	0.026
		Unit total cost of water production	W.3.B.02	EUR/m3	0.060	0.034
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.430	0.410
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	490,710	181,715
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	119%	34%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	5.4%	1.8%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	7,089,282	342,623
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	348%	275%

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	834	1,897
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	1,030	2,342
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	12
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	15
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	23,314	24,719
		Coverage (households served relative to total)	S.2.A.02	% total households	67%	67%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	2,020	790
		New connections (commercial and institutional)	S.2.A.06	Nr	209	102
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	37	0
		Complaints received (commercial)	S.2.B.02	Nr	0	18
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	465,507	416,387
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	87%	86%
		Value of sales to com & inst	S.3.A.03	EUR	214,169	185,354
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	112%	109%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	6.18	6.62
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	6.56	6.98
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	1,903	368
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	6%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0.1%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	44,237	7,744
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.8%	0.1%
F – Financial						
Sales and revenue collection						
Sales	Total sales		F.1.A.01	EUR	4,459,529	4,542,933
	Total sales relative to plan		F.1.A.02	% of plan estimate	95%	98%
Collection efficiency	Total revenue collection		F.1.B.01	EUR	4,308,213	4,472,967
	Total revenue collection out-performance		F.1.B.02	EUR	206,214	292,277
	Total revenue collection out-performance(relative)		F.1.B.03	% of plan estimate	105%	107%
	Total revenues written off		F.1.B.04	EUR	541,787	151,316
	Total revenues written off relative to billing		F.1.B.05	% of billing	12%	3%
	Revenue collection relative to billing		F.1.B.06	% of billing	97%	98%
	Accounts receivable		F.1.B.07	EUR	N/A	N/A
	Accounts receivable relative to turnover		F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Value		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	0.87%	4.25%
		Cost of debit	F.2.B.02	%	N/A	N/A
		Gearing	F.2.B.03	ratio	N/A	N/A
	Ratios	Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Bifurkacioni (Ferizaj)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	97.1%	98.6%
		Water quality (physical and chemical)	W.1.A.02	% pass	98.2%	97.2%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	22,293	24,043
		Properties with 24 hour supply	W.1.A.06	% properties	91%	92%
		Properties with 18-24 hour supply	W.1.A.07	Nr	732	732
		Properties with 18-24 hour supply	W.1.A.08	% properties	3%	3%
		Properties with less than 18 hours supply	W.1.A.09	Nr	1,442	1,285
		Properties with less than 18 hours supply	W.1.A.10	% properties	6%	5%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	5,632,582	6,114,117
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	568	582
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	578	591
		Non revenue water (relative to production)	W.1.B.04	% production	63%	65%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	58	62
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	192	197
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	24,467	26,060
		Coverage (households served relative to total)	W.2.A.02	% total households	75%	75%
	New connections	New connections (household)	W.2.A.03	Nr	1,740	1,445
		New connections (commercial and institutional)	W.2.A.04	Nr	-135	159
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	96%	99%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	94%	100%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,589	2,064
		Meters installed (com & inst)	W.2.B.04	Nr	137	177
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	8	6
		Complaints received (commercial)	W.2.C.02	Nr	211	200
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,729,969	2,857,460
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	82%	81%
		Volume of sales to households (un-metered)	W.3.A.03	m3	132,646	13,537
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	72%	9%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	478,203	407,088
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	128%	101%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	9,219	120
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	26%	0%
	Values	Value of water sales to households	W.3.A.09	EUR	1,325,091	1,316,117
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	84%	82%
		Value of water sales to com & inst	W.3.A.11	EUR	419,311	318,095
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	114%	94%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.039	0.0396
		Unit total cost of water production	W.3.B.02	EUR/m3	0.040	0.041
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.414	0.411
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	4,154	30,948
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	15%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0.1%	0.9%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	5,795	31,810
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	0.9%	204%

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	143	469
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	60	197
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	109
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	46
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	21,716	23,440
		Coverage (households served relative to total)	S.2.A.02	% total households	74%	74%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	2,163	1,285
		New connections (commercial and institutional)	S.2.A.06	Nr	108	153
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	0
		Complaints received (commercial)	S.2.B.02	Nr	13	23
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	308,750	300,084
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	81%	74%
		Value of sales to com & inst	S.3.A.03	EUR	133,117	109,229
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	136%	106%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	10.24	9.05
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	10.49	9.30
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	1,943	5,145
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	2%	6%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0.2%	0.6%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	1,943	6,217
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.6%	0%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,186,269	2,043,525
		Total sales relative to plan	F.1.A.02	% of plan estimate	90%	83%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,749,647	1,792,442
		Total revenue collection out-performance	F.1.B.02	EUR	-322,158	-367,269
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	84%	83%
		Total revenues written off	F.1.B.04	EUR	410,209	436,622
		Total revenues written off relative to billing	F.1.B.05	% of billing	19%	21%
		Revenue collection relative to billing	F.1.B.06	% of billing	80%	88%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Value		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	3.23%	0.68%
		Cost of debit	F.2.B.02	%	N/A	N/A
		Gearing	F.2.B.03	ratio	N/A	N/A
	Ratios	Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Hidromorava (Gjilan)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.3%	96.9%
		Water quality (physical and chemical)	W.1.A.02	% pass	99.4%	92.1%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	50	2,773
		Properties affected by low pressure	W.1.A.04	% properties	0.19%	9.79%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	25,946	12,332
		Properties with 24 hour supply	W.1.A.06	% properties	100%	44%
		Properties with 18-24 hour supply	W.1.A.07	Nr	38	4,968
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	18%
		Properties with less than 18 hours supply	W.1.A.09	Nr	13	11,013
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	39%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	4,451,817	3,664,871
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	428	324
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	428	368
		Non revenue water (relative to production)	W.1.B.04	% production	53%	50%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	42	37
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	145	100
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	25,996	28,312
		Coverage (households served relative to total)	W.2.A.02	% total households	53%	60%
	New connections	New connections (household)	W.2.A.03	Nr	3,064	1,568
		New connections (commercial and institutional)	W.2.A.04	Nr	264	131
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	92%	96%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	94%	97%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	1,084	505
		Meters installed (com & inst)	W.2.B.04	Nr	67	77
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	233	140
		Complaints received (commercial)	W.2.C.02	Nr	90	50
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	3,021,273	2,925,727
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	85%	69%
		Volume of sales to households (un-metered)	W.3.A.03	m3	452,244	284,975
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	105%	108%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	504,372	501,617
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	94%	86%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	34,812	20,631
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	91%	258%
	Values	Value of water sales to households	W.3.A.09	EUR	1,521,952	1,433,646
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	87%	74%
		Value of water sales to com & inst	W.3.A.11	EUR	438,608	379,166
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	91%	86%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.062	0.077
		Unit total cost of water production	W.3.B.02	EUR/m3	0.065	0.081
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.393	0.374
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	414,483	0
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	50%	0%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	14%	0%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	171,037	48,238
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	8%	0%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2018	2019
S - Sewerage (wastewater)						
Non-financial (technical)						
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
Reliability	Sewer overflows	Sewer overflows	S.1.B.01	Nr	0	826
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	384
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	4
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	2
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	23,017	24,138
		Coverage (households served relative to total)	S.2.A.02	% total households	47%	49%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	1,871	372
		New connections (commercial and institutional)	S.2.A.06	Nr	232	142
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	133	55
		Complaints received (commercial)	S.2.B.02	Nr	0	5
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	258,016	218,752
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	101%	82%
		Value of sales to com & inst	S.3.A.03	EUR	87,450	81,114
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	104%	96%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	5.48	5.48
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	5.87	5.33
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	255	248
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0%	0%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,306,025	2,112,678
		Total sales relative to plan	F.1.A.02	% of plan estimate	90%	78%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,930,356	1,925,800
		Total revenue collection out-performance	F.1.B.02	EUR	-312,246	-506,287
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	86%	79%
		Total revenues written off	F.1.B.04	EUR	454,099	375,669
		Total revenues written off relative to billing	F.1.B.05	% of billing	20%	18%
		Revenue collection relative to billing	F.1.B.06	% of billing	84%	91%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	3.9%	5.82%
		Cost of debit	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

APPENDIX 5: SUMMARY OF INDICATORS -2019

Indicators	PR	PZ	PE	MIT	GJA	FE	GJI	Sector
Coverage with water services (%)	81%	63%	83%	71%	90%	75%	59%	75%
Coverage with wastewater services (%)	78%	62%	45%	60%	67%	74%	49%	65%
Water production (l/p/d)	355	219	361	409	271	223	181	305
Water sales (l/p/d)	149	97	143	235	155	78	92	139
Billed water for household cust. (l/d)	116	81	107	97	115	68	79	100
Billed water for household cust (%)	78%	83%	75%	83%	74%	88%	86%	79%
Billed water for. industrial-commercial cust.(%)	12%	9%	11%	6%	7%	8%	9%	10%
Billed water for institucional cust.(%)	10%	8%	14%	11%	18%	4%	5%	11%
Non-revenue water (%)	58%	56%	60%	55%	43%	65%	50%	56%
Total failed tests (%)	0.1%	0.0%	0.5%	0.9%	0.0%	5.5%	5.1%	1.2%
Percentage of consumption read (%)	97%	97%	94%	85%	99%	100%	92%	95%
Total staff Efficiency ('000 cons.)	4.1	6.6	4.4	7.4	7.0	6.8	5.2	5.4
Operatiing costs (€/m3/prodhuar) ¹	0.18	0.19	0.09	0.11	0.21	0.14	0.22	0.16
Operatiing costs (€/kons)- water supply	71	64	46	89	84	45	52	10
Operatiing costs (€/kons)-wastewater	2	16	10	11	7	09	6	7
Capital expenditures (€/cons.)- water supply&wastewater	10	19	16	2	14	3	2	11
Revenues from sales (€/cons.)- water supply	94	74	71	81	101	55	57	82
Revenues from sales (€/kons.)- wastewater	10	22	18	18	21	15	11	15
No. of complaints against services ('000 cksns.)	6	50	99	31	19	7	6	28
Collection rate (%)	97%	95%	94%	78%	98%	88%	91%	93%
Collection rate for household cons. (%)	93%	95%	91%	70%	99%	84%	87%	90%
Collection rate for commercial-industrial cons.	96%	88%	95%	97%	100%	101%	104%	96%
Collection rate for institut. cons.	105%	103%	106%	107%	95%	102%	107%	103%
Labor coverage rate	1.36	1.15	1.48	0.77	1.27	1.16	1.09	1.23

¹ This indicator is based on all operating costs for water services (production costs, distribution and business activity), and differs from indicator presented in the Performance Report for 2019, which indicator is based only on operating costs for production of water.

APPENDIX 6: STATISTICAL DATA-2019

Data	PR	PZ	PE	MIT	GJA	FE	GJI	Total
Water production (m3)	54,557,503	16,653,327	25,028,617	27,228,630	15,538,250	9,392,322	7,397,821	155,796,470
Total no. of customers - Water supply	141,224	50,388	49,155	35,022	39,099	29,587	31,860	376,335
Total no. of customers with water meters	138,974	50,361	48,987	28,909	38,934	29,587	31,615	367,367
Complaints – water supply	821	2,510	4,870	1,094	753	206	190	10,444
Operating costs–water supply	9,974,778	3,222,753	2,285,527	3,125,434	3,297,998	1,321,976	1,651,831	24,880,298
Capital expenditures – water supply	1,422,265	961,275	753,332	77,062	524,339	62,759	48,238	3,849,268
Capital expenditures by RWC- water supply	569,945	859,299	753,332	50,320	364,897	62,759	38,238	2,698,789
Amount of water billed m3	22,835,223	7,344,908	9,932,158	12,128,040 ²	8,896,189	3,278,205	3,732,950	68,147,673
water billed with water meter	22,243,989	7,105,723	9,299,449	4,190,794	8,787,422	3,264,548	3,427,344	58,319,269
Fixed tariff income	1,833,167	669,579	641,236	438,621	508,725	385,832	405,114	4,882,274
Total income for water supply	11,425,581	3,072,034	2,851,497	2,393,358	3,432,467	1,248,380	1,407,698	25,831,015
Other operating revenues – water supply	88,963	56,600	40,935	25,576	15,219	14,983	39,802	282,078
No. of wastewater customers	123,843	46,527	24,984	27,382	28,866	26,864	26,952	305,418
No. of complaints - wastewater	623	595	1569	0	18	20	60	2,885
Operating costs for wastewater services	257,748	755,979	253,189	305,495	243,552	251,399	154,184	2,221,546
Tota capital expenditures - wastewater	13,528	16,557	54,039	5,591	8,111	11,362	248	109,436
Tota capital expenditures by RWC - wastewater	8,152	16,557	54,039	5,591	7,141	11,362	248	103,090
Billing for wastewater services in m3	20,295,953	6,723,398	5,175,590	4,633,263	5,510,516	2,924,463	3,215,783	48,478,966
Revenues from – wastewater sales	1,293,549	1,006,307	443,899	495,057	601,741	409,313	299,866	4,549,732
Oher operating revenues - wastewater	31,932	18,540	15,398	17,051	10,146	12,749	4,793	110,609
Total costs for water and wastewater	10,232,526	3,978,733	2,538,716	3,430,929	3,541,550	1,573,375	1,806,015	27,101,844
Total cash collected	13,805,319	4,506,463	3,709,960	2,598,874	4,472,967	1,792,441	1,925,800	32,811,825
Total staff employed	581	334	216	258	274	201	165	2,029
Total population	520,545	329,688	229,938	200,085	173,712	153,200	187,889	1,795,058
Population covered by water services	420,559	207,967	189,863	141,686	157,154	115,580	111,694	1,344,502
Population covered by wastewater services	408,406	204,735	104,601	119,696	117,000	113,620	92,461	1,160,520
Length of water supply network	1,902	510	990	1,055	879	380	481	6,197
Length of wastewater network	1,093	270	125	248	81	238	220	2,275

2 The value of billed water for RWC ‘Mitrovica’ includes in billing for the northern part

APPENDIX 7: TARIFF STATEMENTS (2019-2020)

Current tariff statements for 2019

		Pristina	Hidroregjioni Jugor	Hidrodrini	Mitrovica	Radoniqi	Bifurkacioni	Hidromorava
Household customer								
Fixed tariff for water supply	EUR/month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Volumetric tariff for water supply	EUR/m3	0.43	0.37	0.25	0.36	0.37	0.35	0.34
Wastewater tariff (based on volume of consumed water)	EUR/m3	0.05	0.13	0.07	0.09	0.09	0.12	0.08
Commercial and Institutional Customers								
Fixed tariff for water supply	EUR/month	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Volumetric tariff for water supply	EUR/m3	0.77	0.66	0.45	0.64	0.67	0.63	0.61
Volumetric tariff for water supply Volumetric tariff for water supply)	EUR/m3	0.11	0.29	0.15	0.20	0.21	0.26	0.17

Tariffs applicable for 2020 (1 January - 31 December 2020)

	Unit	RWC Prishtina	WC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Household customers								
Fixed tariff for water supply	EUR/month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Volumetric tariff për Furnizimin me Ujë	EUR/m3	0.43	0.38	0.25	0.36	0.37	0.35	0.34
Tariff for wastewater (based on volume fo water consumed)	EUR/m3	0.05	0.08	0.07	0.09	0.07	0.12	0.08
Commercial and Institutional Customers								
Fixed tariff for water supply	EUR/month	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Volumetric tariff for water supply	EUR/m3	0.69	0.67	0.44	0.57	0.67	0.55	0.54
Volumetric tariff for water supply Volumetric tariff for water supply)	EUR/m3	0.11	0.17	0.15	0.20	0.16	0.26	0.17

Tariff for untreated water for (2019-2020) HEE "Ibër Lepenc"

RWC	Tariff unit	2019	RWC	Tariff unit	2020
Prishtina	€/m ³	0.163	Prishtina	€/m ³	0.163
Mitrovica	€/m ³	0.0364	Mitrovica	€/m ³	0.0364

Volumetric tariff for treated bulk water

RWC	Tariff unit	2019	2020
Mitrovica	€/m ³	0.17	0.17

