APPENDIX 4: TABLE INDICATORS - 2019

RWC Prishtina (Prishtina)

ategory / ategory	Sub-sub- category	Indicator	Ref	Unit	2018	2019
wegory W - Water supply	cutegory					
Non-financial (tech	nical)					
Standards of	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	100%
service		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 (comi						
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	New connections (household)	W.2.A.03	Nr	3,301	8,752
	connections	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	17,190,97
		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	Capital	Total capital maintenance expenditure	W.3.C.01	EUR	5,452,884	187,064
expenditure	maintenance	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	Total capital maintenance expenditure Total capital enhancement expenditure	W.3.C.04	EUR	5,629,250	1,235,201
	enhancement	Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan	4,386%	664%
	1	. 2.2. 22p.tar comunicament expensiture relative to plan		estimate	.,55570	00.70

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
S - Sewerage (was						
Non-financial (tec	hnical)					
		D. 1. 19		0/		
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 (con	nmercial)					
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	New connections (household)	S.2.A.05	Nr	3,136	7,295
	connections	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
Financial		Complaints received (commercial)	S.2.B.02	Nr	0	0
Sales	Values	Value of sales to households	S.3.A.01	EUR	751,787	770,983
Juics	values	Value of sales to households relative to plan	S.3.A.02	% of plan	97%	102%
		- 1.2.2.2. See Tousenous Federic to plan	3.31.02	estimate	""	102,0
		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	87%	85%
				estimate		
Unit costs	Treatment and	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
	disposal	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/	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	household EUR/		
		onit operational cost of wastewater services per nouseriola	3.3.6.07	household	1.4	1.8
		Unit total cost of wastewater services per household	S.3.B.08	EUR/		
		·		household	6.1	1.9
Capital	Capital	Total capital maintenance expenditure	S.3.C.01	EUR	1,717,134	3,207
expenditure	maintenance	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	Total capital enhancement expenditure	S.3.C.04	EUR	224,203	10,321
	enhancement	Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan	6,174%	102%
				estimate		
F – Financial	celloction					
Sales and revenue Sales	conection	Total sales	F.1.A.01	EUR	14,517,791	14,552,297
Juica		Total sales relative to plan	F.1.A.01 F.1.A.02	% of plan	91%	92%
				estimate	32,0	
Collection efficienc	у	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 value	es and ratios	Free each flow	F 2 A 04	EUD.	N/A	N/A
Values Ratios	Returns	Free cash flow Return on capital	F.2.A.01 F.2.B.01	EUR %	N/A -0.15%	N/A 5.35%
nullos	neturns	Cost of debit	F.2.B.01 F.2.B.02	%	-0.15% N/A	5.35% N/A
	Ratios	Gearing	F.2.B.03	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 (tech	nical)					
Standards of	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.7%	100%
service		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
Infrastructura	Man rayanya	Properties with less than 18 hours supply	W.1.A.10	% properties	0%	
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	9,690,479	9,308,419
serviceability	water	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	243	206
		2: 4 44 4 400 5:	144.5 = 22	month	570	404
Non-finan-1-1/-		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	573	484
Non-financial (com	mercial) Households	Households served	W.2.A.01	Nr	41,337	12 275
Service coverage	nousenoias	Coverage (households served relative to total)	W.2.A.01 W.2.A.02	% total	62%	43,375 63%
				households		
	New	New connections (household)	W.2.A.03	Nr	2,433	1,643
A data sin s	connections	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 W.2.B.02	% households	96% 98%	98% 99%
	Meters	Metered com & inst relative to total com & inst.	W.2.B.02 W.2.B.03	% com & inst Nr	720	3,178
	installed	Meters installed (households) 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	Complaints	Complaints received (technical)	W.2.C.02	Nr	580	916
Financial	<u> </u>	complaints received (commercial)	W.E.C.OZ		300	310
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	88%	86%
		Volume of sales to com & inst (un-metered)	W.3.A.07	estimate m3	81,857	52,624
		Volume of sales to com & inst (un-metered) 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
	values	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 Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan	91%	87%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	estimate EUR/m3	0.0931	0.123
J 60313	. roduction	Unit total cost of water production	W.3.B.02	EUR/m3	0.096	0.125
	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	Capital	Total capital maintenance expenditure	W.3.C.01	EUR	112,669	266,706
expenditure	maintenance	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	Total capital enhancement expenditure	W.3.C.04	EUR	167,944	694,569
	enhancement	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 (waster		<u></u>		<u> </u>		
Non-financial (techni						
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
	overjiows	Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	422	317
Serviceability	Sewer	Sewer collapses	S.1.C.01	Nr	61	125
	collapses	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 (comm						
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	New connections (household)	S.2.A.05	Nr	3,056	1,765
	connections	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				•		
ales	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	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
	and disposal	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	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
saprar experiancer	maintenance	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	Total capital enhancement expenditure	S.3.C.04	EUR	11,064	16,557
	enhancement	Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0%	0%
F – Financial				Commute		-
Sales and revenue co	llection					
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 o	ınd ratios					
-,,		Free cash flow	F.2.A.01	EUR	N/A	N/A
/alues			50001	0/	2 CON	3.93%
Values	Returns	Return on capital Cost of debit	F.2.B.01	%	3.68%	
Values Ratios	Returns Ratios	Return on capital Cost of debit Gearing	F.2.B.02 F.2.B.03	% % ratio	N/A N/A	N/A N/A

RWC Hidrodrini (Pejë)

Category /	Sub-sub-	Indicator	Ref	Unit	2018	2019
sub-category W - Water supply	category					
vv - vvater supply Non-financial (tech	nical)					
Standards of	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.7%	99.3%
service	Quality	Water quality (pacteriological) Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
3ET VICE	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
	rressure	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
	Nenabiney	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	Non-revenue	Non revenue water (total)	W.1.B.01	m3 per day	15,703,602	15,096,459
serviceability	water	Non revenue water (per connection)	W.1.B.02	litres per cust.	925	856
		" ·		per day		
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust.	925	857
		Non revenue water (relative to production)	W.1.B.04	per day % production	62%	60%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per	195	127
	ripe bursts	ripe network bursts frequency	VV.1.B.03	month	193	127
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	238	153
Non-financial (com		Harvahalda samad	14/2 4 24	At-	44.460	42.000
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	New connections (household)	W.2.A.03	Nr	1,806	1,455
	connections	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	Meters installed (households)	W.2.B.03	Nr	1,813	1,455
	installed	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	T					1
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) Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan	104%	114%
		volume of sales to com a mist (metered) relative to plan estimates	VV.S.A.00	estimate	10470	11470
		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	N/A	N/A
		, , , ,		estimate	,	'
	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	95%	95%
				estimate		
		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	0.017
	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	Capital	Total capital maintenance expenditure	W.3.C.01	EUR	163,455	236,599
expenditure	maintenance	Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan	41%	57%
		Total canital maintenance our and it was well-time to CAS	14/ 2 0 02	estimate	2.10/	2.00/
	Comited	Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	2.1%	2.8%
	Capital	Total capital enhancement expenditure	W.3.C.04	EUR	231,452	516,733
	enhancement	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 (wast						
Non-financial (tech	nical)					
Standards of	Discharge	Discharge quality	S.1.A.01	% pass	N/A	N/A
service	quality				.,	1,7
Reliability	Sewer	Sewer overflows	S.1.B.01	Nr	0	0
	overflows	Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	0
Serviceability	Sewer	Sewer collapses	S.1.C.01	Nr Nr	0	0
,	collapses	Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	0
	WWTP	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
	overflows	wastewater acatinent plan overgions	5.2.0.03		,	14,71
Non-financial (com	mercial)					
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	New connections (household)	S.2.A.05	Nr	662	847
	connections	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 0
Financial	1	Complaints received (commercial)	S.2.B.02	Nr	0	U
Sales	Values	Value of sales to households	S.3.A.01	EUR	229,125	233,472
	3.000	Value of sales to households relative to plan	S.3.A.02	% of plan	105%	108%
				estimate		
		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	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
	disposal	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	Capital	Total capital maintenance expenditure	S.3.C.01	EUR	9,215	7.70
expenditure	maintenance	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	Total capital enhancement expenditure	S.3.C.04	EUR	1,909	34,381
	enhancement	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 Accounts receivable	F.1.B.06 F.1.B.07	% of billing EUR	87% N/A	94% N/A
		Accounts receivable Accounts receivable relative to turnover	F.1.B.07	Days turnover	N/A N/A	N/A N/A
Key financial value:	s and ratios			2 ays connover	1	1.77.
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
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
	1	Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Mitrovica (Mitrovicë)

Category /	Sub-sub-	Indicator	Ref	Unit	2018	2019
sub-category W - Water supply	category			1		
vv - vvater supply Non-financial (tech	nical)					
Standards of	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.6%	99.5%
service	Quality	Water quality (physical and chemical)	W.1.A.02	% pass	100%	97.6%
SCI VICC	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
	riessure	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
	nendome,	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	Non-revenue	Non revenue water (total)	W.1.B.01	m3 per day	16,794,023	15,100,590
serviceability	water	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 (com	mercial) Households	Households served	W.2.A.01	Nr	27.070	20.242
Service coverage	Housenolas	Households served Coverage (households served relative to total)	W.2.A.01 W.2.A.02	% total households	27,976 70%	30,343 71%
	Mour	Now connections (household)	14/ 2 4 02	Nr	1 722	3,011
	New connections	New connections (household) New connections (commercial and institutional)	W.2.A.03 W.2.A.04	Nr	1,722 146	214
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	72%	78%
vietering	wetering rate	Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	86%	90%
	Meters	Meters installed (households)	W.2.B.03	Nr	2,903	4,349
	installed	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	Complaints	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	Capital	Total capital maintenance expenditure	W.3.C.01	EUR	1,271,943	0
expenditure	maintenance	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	Total capital enhancement expenditure	W.3.C.04	EUR	115,510	77,062
	enhancement	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 (waste	ewater)					
Non-financial (tech	nical)					
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	Sewer collapses	S.1.C.01	Nr	56	0
	collapses	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 (com	T			1		
Service coverage	Households	Households served Coverage (households served relative to total)	S.2.A.01 S.2.A.02	Nr % total	21,713 60%	23,352 60%
		University and the control of the co	62402	households	2.247	2.264
		Households served with wastewater treatment Coverage (households served with wastewater treatment relative to total)	S.2.A.03 S.2.A.04	Nr % households	3,217 14%	3,364 14%
	New	New connections (household)	S.2.A.05	Nr	1,359	1,919
	connections	New connections (commercial and institutional)	S.2.A.06	Nr	167	189
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	396	0
Financial	1	Complaints received (commercial)	S.2.B.02	Nr	0	0
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	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
	disposal	Unit total cost of treatment and disposal per m3 Unit operational cost of treatment and disposal per household	S.3.B.02 S.3.B.03	EUR/m3 EUR/	N/A N/A	N/A N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	household EUR/	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	household EUR/	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	household EUR/	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	household EUR/	,	'
		Unit total cost of wastewater services per household	S.3.B.08	household EUR/	8.84	10.03
		·		household	8.85	10.04
Capital expenditure	Capital maintenance	Total capital maintenance expenditure Total capital maintenance expenditure relative to plan	S.3.C.01 S.3.C.02	EUR % of plan	0	0
experialiture	maintenance			estimate		
	Capital	Total capital maintenance expenditure relative to RAB Total capital enhancement expenditure	S.3.C.03 S.3.C.04	% of RAB EUR	0% 12,834	0% 5,591
	enhancement	Total capital enhancement experiature Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan	3.3%	0%
F – Financial				estimate		
Sales and revenue of	collection					
Sales		Total sales	F.1.A.01	EUR	3,377,760	3,327,036
- 11		Total sales relative to plan	F.1.A.02	% of plan estimate	108%	107%
Collection efficiency		Total revenue collection Total revenue collection out-performance	F.1.B.01 F.1.B.02	EUR EUR	2,429,836 55,717	2,598,874 198,039
		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 Days turnover	N/A	N/A
Key financial values	and ratios	Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
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
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Gjakova (Gjakovë)

Category /	Sub-sub-	Indicator	Ref	Unit	2018	2019
sub-category	category					
W - Water supply	tt1					
Non-financial (tech Standards of	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.7%	100%
service	Quality		W.1.A.01		100%	100%
service	Pressure	Water quality (physical and chemical) Properties affected by low pressure	W.1.A.03	% pass Nr	0	0
	riessure	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
	Kellubility	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	Non-revenue	Non revenue water (total)	W.1.B.01	m3 per day	6,525,046	6,642,061
serviceability	water	Non revenue water (per connection)	W.1.B.02	litres per cust.	488	476
ser vice ability	Wate.	Nonveyende water (per connection)	VV.1.B.02	per day	400	470
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust.	488	476
		Non revenue water (relative to production)	W.1.B.04	per day % production	44%	43%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per	201	243
	ripe bursts	ripe network bursts frequency	W.1.B.03	month	201	243
Nan finan-t-1/-	manaint)	Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	319	354
Non-financial (com	mercial) Households	Households canad	W.2.A.01	Nr	22 545	22.050
Service coverage	поизепоїаѕ	Households served	W.2.A.01 W.2.A.02	% total	32,545 87%	33,959 90%
		Coverage (households served relative to total)	W.Z.A.UZ	households	87%	90%
	New	New connections (household)	W.2.A.03	Nr	1,280	1,548
	connections	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	Meters installed (households)	W.2.B.03	Nr	1,414	564
	installed	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	1 .			1 .		1
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) Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan	227%	260%
		volume of sules to com & inst (metered) relative to plan estimates	W.S.A.00	estimate	227/0	200%
		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	0%	0%
				estimate	-7-	"
	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	85%	85%
				estimate		
		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	Capital	Total capital maintenance expenditure	W.3.C.01	EUR	490,710	181,715
expenditure	maintenance	Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan	119%	34%
		T. 1		estimate	5.40/	4.00/
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	5.4%	1.8%
	Capital	Total capital enhancement expenditure	W.3.C.04	EUR	7,089,282	342,623
	enhancement	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 (waster	vater)					
Non-financial (techni	cal)					
Standards of service	Discharge quality	Discharge quality	S.1.A.01	% pass	N/A	N/A
	- ' '	- ' '	S.1.B.01	Nr Nr	834	
Reliability	Sewer overflows	Sewer overflows				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
ic. viceubincy	Server comapses	Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100	0	15
				km		
Non-financial (comm	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
ervice coverage	Households	Households served	S.2.A.01	Nr	23,314	24.719
er vice coverage	- Trouserrorus	Coverage (households served relative to total)	S.2.A.02	% total	67%	67%
				households		
		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
Einancial		Complaints received (commercial)	S.2.B.02	Nr	0	18
Financial Gales	Values	Value of sales to households	S.3.A.01	EUR	465,507	416,387
	- and c s	Value of sales to households relative to plan	S.3.A.02	% of plan	87%	86%
		,		estimate		
		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	112%	109%
Init costs	Treatment and	Unit operational cost of treatment and disposal per m3	S.3.B.01	estimate EUR/m3	N/A	N/A
Unit Costs	disposal	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/	N/A	N/A
				household	1	1
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	household EUR/	N/A	N/A
	Collection	Onit operational cost of wastewater conection per nousehold	3.3.8.03	household	N/A	IN/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/	N/A	N/A
				household		
		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/	0.18	0.02
			0.0.2.00	household	6.56	6.98
Capital expenditure	Capital	Total capital maintenance expenditure	S.3.C.01	EUR	1,903	368
	maintenance	Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan	6%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	estimate % of RAB	0.1%	0%
	Capital	Total capital enhancement expenditure	S.3.C.04	EUR	44,237	7,744
	enhancement	Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan	0.8%	0.1%
				estimate		
F – Financial	//					
Sales and revenue co Sales	несстоп	Total sales	F.1.A.01	EUR	4,459,529	4,542,933
		Total sales relative to plan	F.1.A.02	% of plan	95%	98%
		·		estimate		
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
(ou financiall	and ratios	Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
(ey financial values a Value	mu ratios	Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.A.01	%	0.87%	4.25%
		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 Bifurkacioni (Ferizaj)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
W - Water supply						
Non-financial (technica	al)					
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
t-ft	A/	Properties with less than 18 hours supply	W.1.A.10	% properties	5.632.502	5%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	5,632,582	6,114,117
serviceability		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
Non-financial (commer	rcial)	Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	192	197
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
	THE W COMMECCIONS	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%
	Wetering race	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	W.3.A.02	% of plan	82%	81%
		estimates		estimate		
		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	W.3.A.04	% of plan	72%	9%
		estimates		estimate		
		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	Total capital maintenance expenditure	W.3.C.01	EUR	4,154	30,948
•	maintenance	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	Total capital enhancement expenditure	W.3.C.04	EUR	5,795	31,810
	enhancement	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 (wastewat	er)					
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
ciability	Sewer overgrows					
		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	0	46
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	km Nr	N/A	N/A
Non-financial (commerc				1	,	,
ervice 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
omplaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	0
		Complaints received (commercial)	S.2.B.02	Nr	13	23
Financial	Values	Value of sales to households	C 2 A 04	FUD	200 750	200.004
ales	values	Value of sales to households Value of sales to households relative to plan	S.3.A.01 S.3.A.02	% of plan estimate	308,750 81%	300,084 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	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
	disposal	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
apital expenditure	Capital	Total capital maintenance expenditure	S.3.C.01	EUR	1,943	5,145
	maintenance	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	Total capital enhancement expenditure	S.3.C.04	EUR	1,943	6,217
	enhancement	Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.6%	0%
– Financial						
Sales and revenue collec	tion					
Sales		Total sales Total sales relative to plan	F.1.A.01 F.1.A.02	EUR % of plan	2,186,269 90%	2,043,525 83%
		·		estimate		
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,749,647	1,792,442
		Total revenue collection out-performance Total revenue collection out-performance(relative)	F.1.B.02 F.1.B.03	EUR % of plan	-322,158 84%	-367,269 83%
				estimate		
		Total revenues written off	F.1.B.04	EUR	410,209	436,622
		Total revenues written off relative to billing Revenue collection relative to billing	F.1.B.05 F.1.B.06	% of billing % of billing	19% 80%	21% 88%
		Accounts receivable	F.1.B.06 F.1.B.07	% Of billing EUR	N/A	88% N/A
		Accounts receivable 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
	Returns	Return on capital	F.2.B.01	%	3.23%	0.68%
	netarns					
Ratios	Ratios	Cost of debit Gearing	F.2.B.02 F.2.B.03	% ratio	N/A N/A	N/A N/A

RWC Hidromorava (Gjilan)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2018	2019
W - Water supply			<u> </u>			
Non-financial (tech	nical)					
Standards of	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.3%	96.9%
service	·	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	Non-revenue	Non revenue water (total)	W.1.B.01	m3 per day	4,451,817	3,664,871
serviceability	water	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
Non-financial (com	mercial)	Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	145	100
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	New connections (household)	W.2.A.03	Nr	3,064	1,568
	connections	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%
	Wictering rate	Metered com & inst relative to total road-road-	W.2.B.02	% com & inst	94%	97%
	Meters	Meters installed (households)	W.2.B.03	Nr	1,084	505
	installed	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	Capital	Total capital maintenance expenditure	W.3.C.01	EUR	414,483	0
expenditure	maintenance	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	Total capital enhancement expenditure	W.3.C.04	EUR	171,037	48,238
	enhancement	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 (wastewa						
Non-financial (technical	<u> </u>					
Standards of service	Discharge	Discharge quality	S.1.A.01	% pass	N/A	N/A
Delie bilibe	quality	Commence	C 4 D 04		0	026
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	0	384
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	km Nr	0	4
ici viccusiiicy	Sewer comapses	Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100	0	2
				km		
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commerc			_		1	
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	47%	49%
		Households served with wastewater treatment	S.2.A.03	households Nr	0	0
		Coverage (households served with wastewater treatment relative to	S.2.A.04	% households	0%	0%
		total)	0.2	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
	New	New connections (household)	S.2.A.05	Nr	1,871	372
	connections	New connections (commercial and institutional)	S.2.A.06	Nr	232	142
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	133	55
Financial		Complaints received (commercial)	S.2.B.02	Nr	0	5
Financial Gales	Values	Value of sales to households	S.3.A.01	EUR	258,016	218,752
nuics	vuiues	Value of sales to households relative to plan	S.3.A.01 S.3.A.02	% of plan	101%	82%
		raide of sales to households relative to plun	3.3.7.02	estimate	101/0	0270
		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	104%	96%
				estimate	11/1	
Jnit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3 Unit total cost of treatment and disposal per m3	S.3.B.01 S.3.B.02	EUR/m3 EUR/m3	N/A N/A	N/A N/A
	uispusui	Unit total cost of treatment and disposal per m3 Unit operational cost of treatment and disposal per household	S.3.B.02 S.3.B.03	EUR/m3	N/A N/A	N/A N/A
		ome operational cost of treatment and disposal per nousenola	3.3.0.03	household	14/4	IV/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/	N/A	N/A
	0 " .:		6 2 2 2 5	household		
	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/	N/A	N/A
				household		
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/	5.48	5.48
		Unit total cost of wastewater services per household	S.3.B.08	household EUR/		
		onit total cost of wastewater services per nouseriola	3.3.5.08	household	5.87	5.33
Capital expenditure	Capital	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
	maintenance	Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan	0%	0%
		Takel annihal annihan anna anna adi'	6 2 6 66	estimate	00/	00/
	Canital	Total capital maintenance expenditure relative to RAB Total capital enhancement expenditure	S.3.C.03 S.3.C.04	% of RAB EUR	0% 255	0% 248
	Capital enhancement	Total capital enhancement expenditure Total capital enhancement expenditure relative to plan	S.3.C.04 S.3.C.05	% of plan	0%	0%
	- Cimaneement	rotal capital children expenditure relative to plan	3.3.6.03	estimate	070	0,0
F – Financial						
Sales and revenue colle	ction					
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	86%	79%
				estimate	45.4.655	275
		Total revenues written off	F.1.B.04	EUR % of hilling	454,099	375,669
		Total revenues written off relative to billing Revenue collection relative to billing	F.1.B.05 F.1.B.06	% of billing % of billing	20% 84%	18% 91%
		Accounts receivable	F.1.B.06 F.1.B.07	% of billing EUR	N/A	91% 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 (I/p/d)	355	219	361	409	271	223	181	305
Water sales (I/p/d)	149	97	143	235	155	78	92	139
Billed water for household cust. (I/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)-wastwater	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 ckons.)	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

		Prishtina	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	€/m³	0.163	Prishtina	€/m³	0.163
Mitrovica	€/m³	0.0364	Mitrovica	€/m³	0.0364

Volumetric tariff for treated bulk water

RWC	Tariff unit	2019	2020
Mitrovica	€/m³	0.17	0.17