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



ANNUAL PERFORMANCE REPORT FOR WATER SERVICE PROVIDERS IN KOSOVO IN 2018

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

July, 2019

Water Services Regulatory Authority

Vission

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

Mission

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

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ACRONYMS AND ABBREVIATIONS

WSRA	Water Services Regulatory Authority
KAS	Kosovo Agency of Statistics
RBP	Regulatory Business Plans
RAB	Regulatory Asset Base
BD	Bords of Directors
KNIPH	Kosovo National Institute of Public Health
CPIK	Customer Price Index in Kosovo
IMCW	Inter-Ministerial Council on Waters
RWC	Regional Water Company
CCC	Customer Consultative Committees
MESP	Ministry of Environment and Spatial Planning
MED	Ministry of Economic Development
AMP	Annual Monitoring Plan
PMU-POE	Policy and Monitoring Unit of Public Owned Enterprises
WC	Water Centre
NRW	Non-Revenue Water
AI	Administrative Instruction
RAG	Regulatory Accounting Guidelines
SCO	Swiss Cooperation Office in Kosovo
SP	Service Providers
IGS	Information Geografic System
KPI	Performance Key Indicators
WQP	Water Quality Plan
WHO	World Health Organization
IIG	Inter-institutional Group (Government, WSRA, RWC, SHUKOS)

FOREWORD

Dear all,

This report, which represents the performance of the water services sector in Kosovo for 2018, has been compiled through a comparative analysis of licensed water service providers (seven Regional Water Companies and a bulk untreated water supply enterprise), also through assessments in achieving objectives approved in the three-year business plan (2018-2020), as well as through the performance of some of the Key Performance Indicators (KPI) in meeting the level of service standards.

In general, there is an improvement in most of the Key Performance Indicators compared to 2107 in terms of services provided to customers.

However, it is still worrying that two of the main indicators that directly affect the financial sustainability of enterprises – Non Revenue Water and the Collection Rate – continue to be unsatisfactory. Non Revenue Water continues to remain at a very high level although there have been commitments from service providers in this regard through drafting of strategies, action plans and undertaken activities. Given the very slow progress of this phenomenon, we consider it necessary to coordinate and engage all parties in order to improve this indicator.

Based on detailed analysis and evaluation of applications, we have renewed licenses for service providers for a period of eight (8) years. WSRA has monitored and will continuously monitor the implementation of license conditions with special emphasis on level of compliance with the minimum standards of service.

Through the 2018-2020 tariff process, which has been implemented since January 2017, we have been careful to maintain the balance to provide customers with the required service standards, financial sustainability service providers, always in mind protecting customer interest.

Within the scope of our competencies, we are committed and will continue to engage in the integration and consolidation of the services sector, municipalities and other water supply schemes that are not currently under the management of licensed service providers.

We encourage and continue to service providers for enhancing and improving efficiency (reducing unjustified costs, increasing revenue collection performance, and reducing non revenue water), implementing water supply investment programs, and wastewater treatment, as well as increase the level of services.

The information provided in this report can be utilized and will be useful to all stakeholders for prioritization, drafting strategies and action plans and allocating funds in order to achieve the objectives set out in the strategic plans and documents of water services.

WSRA will continue to be open and ready to support service providers and all other parties to improve the performance of service providers, which at the same time means raising the level of water services.

I want to thank the WSRA staff and all representatives of water service providers for the correct cooperation during the preparation of this Report.

Sincerely,

Raif Preteni, Director of WSRA



ROLE AND RESPONSIBILITIES

The WSRA, as an independent Regulatory, has a role in providing qualitative, reliable and efficient water services without deiscrimination while at the same time safeguarding the environment and the public health.

Functional responsibilities of the WSRA, were defined by the Law no. 05/L -042, for Regulation of Water Services, approved by the Kosovo Assembly in December 2015. In accordance with this Law, the Authority reports its activity and is accountable to the Assembly of Kosovo. To accomplish its responsibility, the main activities of WSRA are as follows:

- Determines tariffs that balance customer needs at affordable prices and preserves the financial integrity of service providers;
- Licensing providers of water supply services, ensuring that they meet their mutual obligations and comply with other legislative and state policy frameworks in the country for the water sector;
- Encourage water sector competition through benchmarking as well as regular reporting of performance through costs monitoring, investment, customer service and service standards in general;
- Protects customer interest by ensuring that the services provided to them comply with the commercial and technical standards established by WSRA rules;
- Provides adequate mechanisms for customers with regard to consulting and filing complaints against service providers.

In line with good regulatory practice, WSRA's approach is oriented towards concrete results, mainly in terms of service levels and overall spending. So WSRA does not interfere directly with the day-to day management of licensed service providers, leaving this responsibility to management and service providers' boards.

The WSRA, in the exercise of its responsibilities, cooperates closely with regulators and other local institutions;

- NIHPK, responsible for setting standards and monitoring of drinking water quality, and in all issues related to water quality and especially in the exchange of data on water quality, we have also made a Memorandum of Understanding;
- Ministry of Environment and Spatial Planning (MESP), with the intention to ensure that WSRA policies and procedures support environment and public health;

1. INTRODUCTION

We have found it necessary to provide a reliable information on the evolution of the water utilities sector in Kosovo. To support the design of public policies in this sector as well as strategic planning by service providers, effectively evaluating the service provided to customers.

The WSRA, as a water sector regulatory agency, started publishing the 'Annual Performance Report for Water Service Providers' since 2006, in order to respond to this need. Thus, it is also one of the legal responsibilities of the authority to publicly and independently report on the performance of water utilities (Article 37, paragraph 5, of Law no. 05/l -042, for Regulation of water services).

Performance Report 2018, for 'Water Service Providers in Kosovo', evaluated and compares the performance of seven regional water companies that provide water services. It is the twelfth report of the series of performance reports produced by WSRA. Comments and analysis in the report include a set of key performance indicators and others that cover: service standards, financial, operational, customer service and service assets.

All service providers are placed in a grouping, not split by size or some other criterion, although RWC 'Prishtina' is the largest company, either by the number of customers, water production, or service area. About 40% of the service area in the country is served by this company, and as such, in the context of its performance there are advantages and disadvantages. In any case, its performance has a major impact on the overall trends in the development of the entire water services sector in country.

The comments and analysis contained in this report apart from providing an all-inclusive explanation for each indicator reported at the RWC's individual level, also contains a lot of discussion of development trends or their differences over the years at sector level. Most of the information comes from the data reports sent by RWC, such as annual report (quarterly), other data provided by the responsible institutions such as KNIPH – Water quality data, and KAS population data, inflation, etc.

The data collected through the reporting system are audited / verified in the context of their accuracy and reliability by WSRA. Although with a reserve on the reliability level especially of operational data and customer services, we consider that they are acceptable for benchmark performance analysis year after year.

The report provides a comparative analysis of the RWCs' performance for 2018 compared to 2017. Further, the analysis provides overall performance appraisal by listing the RWCs and assessing their performance in achieving the key performance indicators (KPI), in relation to objectives and standards of service level. The report also contains statistical data, information, analysis and opinions on the development and challenges of the water services sector in Kosovo.

We expect the impact of the analysis described in this report to be a key reference for the Authority and RWC's Board of Directors and Executive Management to improve water supply and wastewater services in their respective service areas.

We also hope that the information provided in this report will be useful to stakeholders, government bodies, donors and other decision-making institutions to make fair and effective decisions towards further improvement of this sector, affecting the wellbeing of citizens as well as contributing to environmental sustainability.

2. SECTOR DEVELOPMENTS

Licensing of RWC (2018-2026)

Licensing of water companies is one of the most important functions of the regulatory process implemented by WSRA. By licensing, the activities of these companies are set within the scope of legal regulation, subject to the conditions and standards set out in the regulatory framework. After reviewing the applications and all required documentation WSRA has decided to renew the licenses for seven RWCs and H.E. 'Iber Lepenci' for eight (8) years, starting on 25 September 2018 until September 10, 2026. WSRA will continuously monitor the implementation of License terms with particular emphasis on water licences and minimum standards of service. So there are seven public enterprises under the regulatory mandate to provide water services (drinking water supply and wastewater services) and a public enterprise that offers untreated bulk water for the needs of water supply companies.

Water Service Regulatory Authority (WSRA), in accordance with its legal mandate based on Law no. 05/L-042 renewed service licenses for:

- RWC 'Prishtina' j.s.c. Prishtinë
- RWC 'Hidrodrini' j.s.c., Pejë
- RWC 'Gjakova' j.s.c., Gjakovë
- RWC 'Bifurkacioni' j.s.c., Ferizaj
- RWC 'Hidromorava' j.s.c., Gjilan
- RWC 'Mitrovica' j.s.c, Mitrovicë
- RWC 'Hidroregjioni Jugor' j.s.c., Prizren
- Hydro-Economic Enterprise 'Ibër-Lepenci' j.s.c., Prishtinë.

There are still unlicensed public water supply and wastewater companies, that provide services in municipalities with Serb majority population (north Mitrovica, Zveçan, Zubin Potok, Leposaviq). Outside the integration have remained a number of municipalities including: Shtërpce, Novo Bërdo, Partesn, Klokot and Ranilluge, (RWC-Municipality), although there are mutual readiness, conditional rehabilitation of these schemes, is moving slowly, so their integration is being delayed.

WSRA will continue to support their consolidation, and in compliance with the legal requirements, will license the respective RWCs to provide water services in these municipalities.

Tariff Process (2018-2020)

New tariffs for water supply and wastewater services for the next three years, 2018-2020, have been implemented by the RWC since 1 January 2018. Business plans agreed upon are considered as a contract under which the regulator has agreed with those tariffs that are based on the obligation assumed by the RWC. Tariffs are set in such a way that they are sufficient to meet the environmental, quality, and customer service objectives planned by water service providers (RWCs).

Fixed tariffs (€/month) for household customers for public water services have remained the same since the beginning of their definition (2005-2006) by 1.00 €/month, while non-household customers starting from 2018, were charged with 2.00 €/month, unlike 3.00€/month they have paid by 2017.

Volumetric tariffs of water supply services for household customers at sector level have changed slightly compared to 2017 tariffs from 0.01 (€/year to 3 years of 2018-2020 tariff process, while for non-household customers volumetric tariff reductions have been made as a result of lowering the level of cross-sectorial subsidies. WSRA has challenged the RWC by setting objectives in parameters that have implications for tariffs such as: (i) Operational costs, by which service providers are encouraged to reduce where opportunities exist; (ii) Service Providers have been challenged with measurable parameters in reducing amount of water lost by 2% each year of the tariff process; with focus on

commercial losses (illegal connections and inefficient billing activities). As well as (iii) more companies have been challenged with collection efficiency at 100%, for non-household customers, and for household customers improvements of 3% each year of the current tariff process.

Therefore, we expect from service providers to increase and improve overall efficiency, (reducing unjustifiable operational costs, increasing billing performance and revenue collection, reducing non revenue water), implementing investment programs for water supply and wastewater treatment, as well as an increase in the level of services, including the increase in the number of customers (service coverage) in water supply, collection and treatment of wastewater.

Consolidation and integration of the water services sector

Even in 2018, Government of Kosovo has intensively continued to address important issues for the water services sector. Within the Inter-Ministerial Council on Water (IMCW)¹, several important decisions have been made and conclusions have been drawn for various ministries with responsibilities in the water sector.

The Government of Kosovo, with the decision of 10 January 2018, once again confirmed the commitment to consolidate the Regional Water Companies, according to the earliest decision to support the corporation as well as the possibility of further consolidation, depending on the market demand and the principle of management of water resources on the concept of river basin regions. Water companies in the northern part of Kosovo should be consolidated and licensed by WSRA. Also operational water supply units from municipalities that are left out of RWC management need to be consolidated and integrated into the RWCs within the respective service areas. On 7 December 2018, the Government of Kosovo requested from MED and WSRA to begin with integration of the municipalities of Hani i Elezit and Shtërpce into RWC 'Bifurkacioni'.

The public water and wastewater companies that existed in municipalities with Serb majority population (North Mitrovica, Leposaviq, Zubin Potok and Zvečan), remained outside the restructuring and co-ordination processes and consequently remained outside the regulatory process currently implemented by WSRA, because of their refusal to be integrated.

In northern Mitrovica, the NJKP "Vodovod Ibar" continues to operate without a license. WSRA has consistently made efforts to resolve this problem by proceeding letters and warnings in accordance with the Law no. 05/L-042, since we have not had any positive response, WSRA has initiated court proceedings in 2014 – and we are still awaiting for the court decision.

The municipalities Shtërpce, Novo Bërd, Partesh, Klokot, Ranillug and Hani i Elezit, were planned to be integrated into the respective regional companies after the rehabilitation of their infrastructure. Rehabilitation is planned through the investments of phase V- of the SDC project (investment of the Government of Kosovo and the Swiss Government). Arrangements with the respective municipalities are underwriting and the integration will take place after the technical acceptance of the work. According to donors involved in this process, the work will end at the end of the first semester of 2019.

The process has already begun by the RWC 'Hidromorava', by taking over the management of several settlements in the municipalities of Partesh and Novodërda. While RWC 'Bifurkacioni', also took over some of the water assets from the municipality of Hani i Elezit, thus offering services to a part of the population of this municipality. These two companies should make a formal request to WSRA to change the service license to include the above municipalities in their integrated service area. While on the other hand, the Authority will issue a service license only after the criteria set out in the law and the Regulation no. 05/2016 on the Licensing of Water Service Providers in Kosovo.

¹ According to the provisions of the Law for Regulation of Water Services (Articles 15), "IMCW is a coordinating and decision-making body that examines systematic water issues, which deals with the harmonization of different needs and interests, and proposes measures for development, use and protection of water reserves and Kosovo system.

3. INDIVIDUAL PERFORMANCE OF WSRA

3.1. WATER SUPPLY

This chapter provides analysis and assessment of technical, and customer service performance provided by RWCs in water supply at sector level as well as at individual level. The analysis covers: (i) service standards (water quality, network pressure, continuation of water supply, (ii) operational aspects (pipe bursting, NRW, water measurement), (iii) customer service (service coverage, water measurement, complaints), and (iv) financial aspects (volume and sales values as well as production and supply unit costs).

3.1.1 Non-financial performance (technical)

Water quality

Drinking water quality monitoring is done based on AI 16/2012 and other regulations arising from it, which have installed a detailed and wide frequency program and sampling site for water and other aspects that relate to the monitoring of water quality in all supply and distribution systems. These monitoring arrangements are controlled by NIPHK - Water Center which is the institution with the legal responsibility to conduct external control and monitoring of drinking water quality and which ensures that the water distributed by the RWC is in compliance with the parametric values of the local quality standards of water. In this report, the quality assessment was done based on the data reported by Water Center and WSRA.

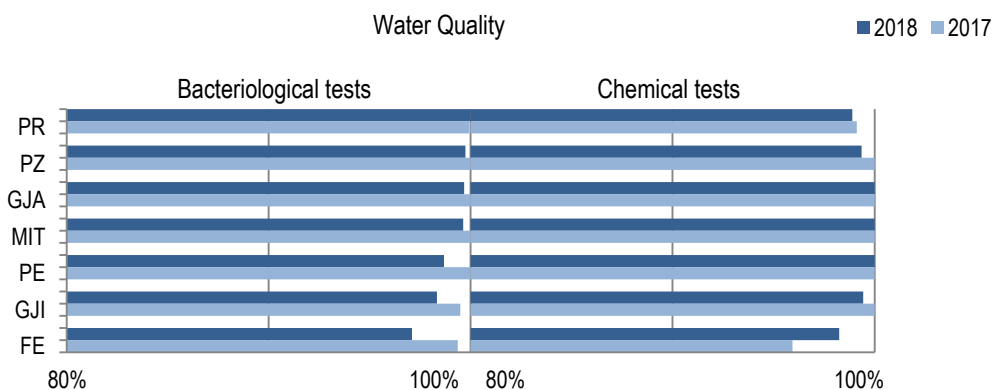


Fig.1. Water quality for 2017 and 2018

During this reporting period (2018), 8,598 water samples were collected in customer taps for the purpose of water quality testing in the physicochemical and microbiological aspects. 99,4 % of the samples were in compliance with local water quality standards. In the bacteriological aspects more samples have been tested, altogether 6,007 and 99.3% of them have been in compliance with allowed parameter values. In terms of physical-chemical quality , 2,591 samples were tested and 13 or 99.5% were found to be in compliance with allowed values.

Referring to these statistics, the water quality supplied by the RWC is at a very good level. A summary of statistics (rate), water quality standards supplied in 2018, according to RWC, is given in Table1 below:

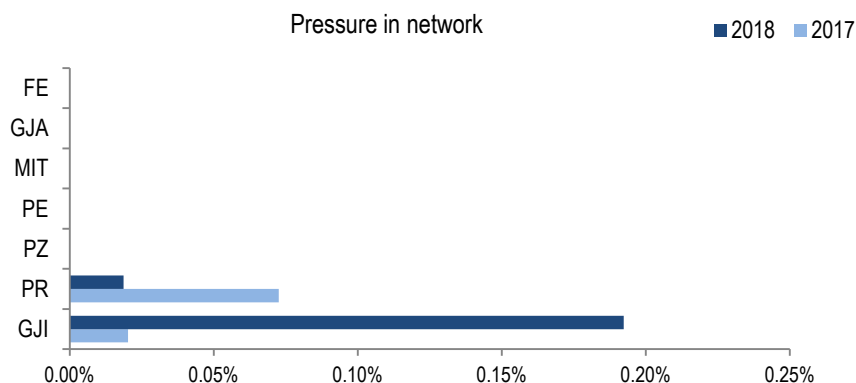
Tab.1. Rate (%) of bacteriological and the physico-chemical tests in accordance with water quality standards according to RWC-2018

RWC	Prishtina	Hidroregjioni Jugor	Hidrodrini	Mitrovica	Gjakova	Bifurkacioni	Hidromorava	Sektori
	2018	2018	2018	2018	2018	2018	2018	2018
Microbiological	100%	99.7%	98.7%	99.6%	99.7%	97.1%	98.3%	99.3%
Physico-Chemical	98.9%	99.4%	100%	100%	100%	98.2%	99.4%	99.5%
Average of RWC	99.7%	99.6%	99.1%	99.7%	99.8%	97.4%	98.8%	99.4%

The NIPHK, has been engaged and has warned about the advancement, namely updating AI 16/2012, according to the latest European directive requirements and WHO recommendations. With regard to the 'Water Quality Assurance Plan (WQAP), which will assess and manage the risk, and will further define institutional responsibilities of the health authority (NIPHK) and the S.P. regarding: **Operational Monitoring and Monitoring of Water Quality Compliance** in customer taps. This will be a further contribution and engagement in terms of water quality safety, providing customers and the population.

Water pressure

This indicator reflects the average percentage of connected properties that have water supply and under normal circumstances can not have a guaranteed water pressure at their taps of 1.5 bar -7 bar

**Fig.2.** Preoperty rates tha thave low pressure problems

In 2018, only RWC 'Hidromorava, reported 100 properties that received pressure / flow below the reference level. This corresponds to 0.19%, of the two-year average (of properties connected to RWC 'Hidromorava').

As can be seen at Fig.2, most of companies do not have problems in providing pressure on the distribution network.

In this case, RWC 'Mitrovica' should be excluded, which has a greater coverage of the manometers and the installation of the SCADA monitoring system (about 60% of the service area), permanent on-line. Other companies the pressure monitoring in distribution network make it limited and in some cases according to customer complaints or requests.

None of the RWCs have been able to provide reliable data on water pressure measurement even after many years of analysis of this indicator, therefore WSRA is limited to the reliability of these data and, respectively of this indicator.

Companies need to monitor and provide reliable information on pressure in their service pipelines, and for the entire service area by setting pressure management areas with sufficient number of metering points and establishing an on-line monitoring and pressure measurement testing.

Continuity of water supply

Reliability of service represents one of the important standards of service, which represents the percentage of continuously serviced properties with water divided into three categories: properties that have 24 hours water supply, 18-23 24 hours water supply, and the property that is provided with less than 18 hours, excluding special cases that may occur such as: outages due to technical problems occurring on site or disruption to the Company's planned work.

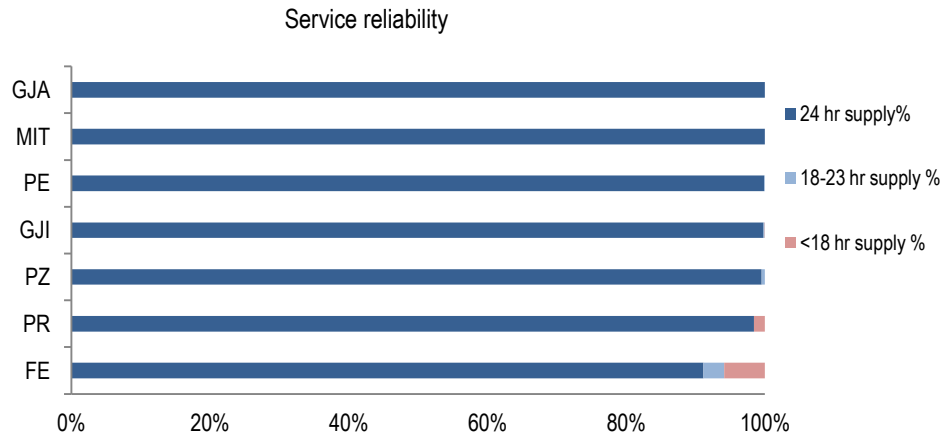


Fig.3. The rate (%) of customers with regular drinking water supply

The continuation of water supply, even during 2018 continued to mark progress. Average hours of water supply services per day from ka RWCs at sector level in 2018, is 23.9 over 24 hours. RWC, which reported that they supply their customers with drinking water for 24 hours are: RWC "Gjakova", "Hidrodrini" and RWC "Mitrovica".

Despite the sufficient capacity to continuously supply its customers within the service area. RWC 'Prishtina', there are still problems regarding regular water supply, in a part of the municipality of Fushë Kosova, mainly related to the technical aspect. Reductions have also been applied by RWC 'Bifurkacioni', for about 2,100 customers, mainly in some rural areas served by this company.

In recent years, substantial investments have been made in increasing the production capacity of water, some of the companies 'suffered' due to lack of funds. RWC 'Hidromorava' and 'Bifurkacioni', should think even more about long-term supply plans and find safe water resources. Currently, their existing resources are not sufficient and are highly endangered by droughts.

Pipe burst

This indicator represents the total number of pipe burst during the year per 100 km of water network length (excluding connection service pipes).

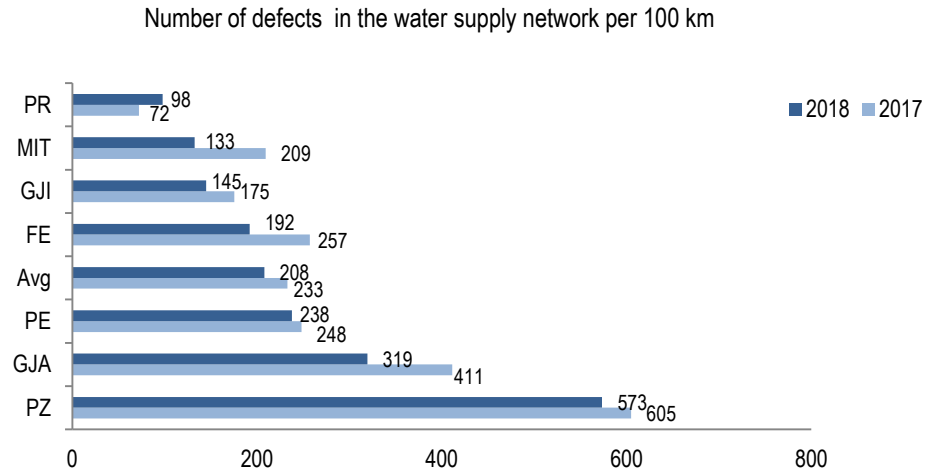


Fig. 4, Pipe burst in water distribution system

The number of reported defects in the water network during 2018 per 100 km varied from bursting / defects in RWC 'Hidroregijonin Jugor', up to the worst case at RWC 'Prishtina' with 98 bursts per 100 km network. Significant Investments by RWC 'Prishtina', also in infrastructure (network / water pipes), should have resulted in a positive development in this indicator.

The sector average in the entire country during 2018 is 208 bursts per 100 km pipelines of the water supply network. Although it is a positive trend (reduction in the number of defects), since last year, this is still a very high rate and out of standards and good practices of water supply management.

In this case, obsolete pipes and the lack of proper maintenance by the RWC are the main factors for the poor performance of the water supply network. The management of RWCs should be mindful and accept that most of the water-supply infrastructure needs considerable investment in rehabilitation and maintenance. This would only be possible with a good asset management plan, with positive reflections on reducing water losses and quality of service.

Non Revenue Water

Non Revenue Water (NRW), also is the difference between the amount of water treated and distributed in the network in relation to the amount of water that is billed, otherwise it is a quantity of water that does not generate revenue for RWCs.

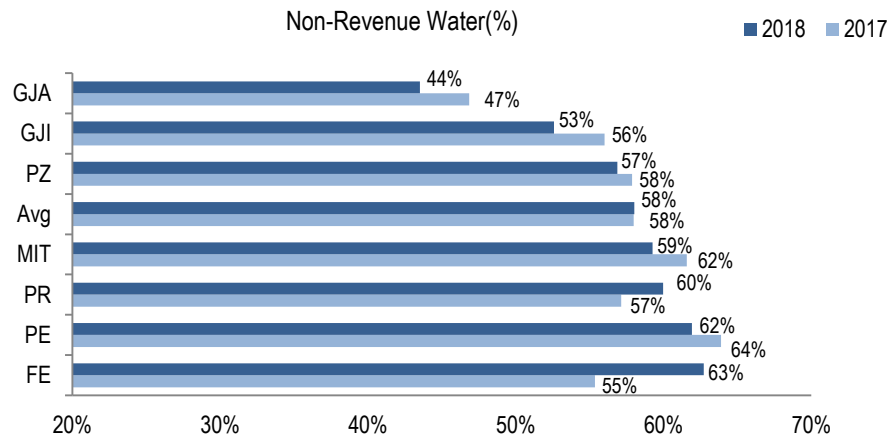


Fig. 5. NRW rate (%)

RWCs are showing a slow pace in reducing the NRW. In 2018, it is estimated that approximately 58% of the treated water is lost due to the leaks and misuse of customers. At the average level there is no difference from the last year, NRW rate remains the same. Apart from the RWC 'Prishtina' and 'Bifurkacioni' other companies have made progress in decreasing NRW during this evaluation year.

Note: For NRW 'Prishtina' the quantity of water produced was 54,569,918 m³, and RWC 'Bifurkacioni', 8,982,618 m³, values found by the inspection activities.

An internationally acceptable reference rate, which WSRA has adopted as a target objective, suggests that NRW should be less than 25% and without exception none of the RWCs are close to this target.

Moreover, the objectives for reducing NRW by RWCs, are part of the tariff processes year after year. By 2018, the NRW reduction target at the sector level was 51% and this could not be achieved. Except for RWC 'Gjakova', the individual objectives were not met by any of other RWCs, which alone achieved its planned 44% target for 2018.

Estimated NRW results in terms such as: percentage of water production (realized-planned), liter per customer per day and as annual volumes for each RWC, are represented in Tab. 2, as follows:

Tab.2. The value of NRW in some of the indicators

RWC	NRW (%) - realized	NRW (%) - planned	NRW (l/cons./ditë)	NRW mil.m3
Prishtina	60%	51%	692	32.7 mil.m3
Hidroregjioni Jugor	57%	53%	561	9.7 mil.m3
Hidrodrini	62%	57%	925	15.7 mil.m3
Mitrovica	59%	50%	1,491	16.8 mil.m3
Gjakova	44%	44%	488	6.5 mil.m3
Bifurkacioni	63%	44%	568	5.6 mil.m3
Hidromorava	53%	45%	428	4.5 mil.m3

This RWC challenge has also been addressed by the responsible Institutions (Kosovo Government and WSRA), requiring them to effectively reduce water losses through the development and implementation of adequate strategies.

RWC activities for reducing NRW are continuing and the implementation of the detailed action plan in the company's strategic plans has received support from the Inter-Institutional Group (ING). Improving capacity of the activities to discover the leakage as well as installing water meters are some of the activities that are being undertaken by companies. It is known that the RWC still have in management a large part of the system with very old infrastructure that will require significant investments to modernize especially the water supply network.

The RWC should apply a better approach to asset management network capital expenditure, effective asset management (capital expenditure, effective asset management) and ongoing actions in detecting illegal consumption by non-responsive customers, this will be a safe practice towards achieving a sustainable and economic level of RWCs. The need to implement the action plan from the RWC's individual NRW reduction strategy is more than necessary, the WSRA will continue to closely monitor the developments in this regard, we are working with RWCs to implement the Water Balance Module as an essential tool for assessing and identifying the amount of NRW.

Audit activity, in addition to the inspection carried out by WSRA in 2018, has identified that the reliability of data on water produced is still low in some RWCs. This has a direct reflection, among other things, in the objective assessment of NRW, therefore WSRA also in this case requests from the RWCs, which still have water sources without water meters or with inoperative water meters, to install water meters and other equipments which guarantee accurate water production values.

3.1.2 Non-financial (commercial) performance

Coverage with water supply services

Given that the latest population census conducted by KAS in 2011 and the population growth since this year is calculated based on the coefficient determined by KAS, taking into account the realities from the field of population movements from rural areas to major development in urban areas especially in collective residential buildings – a phenomenon that has caused enormous growth in the number of customers served within the service area, the analysis / calculation of service coverage under this Report is reflected by three views / versions.

- The number of household customers served means the number of invoice issued by the RWCs,
- The number customers in the service area was calculated in 2011 based on households reported by KAS and in subsequent years the number of households was calculated based on a coefficient suggested by KAS.

Coverage with water supply services is defined as the percentage of the population within the service area that use the water supply from RWC, by the public supply.

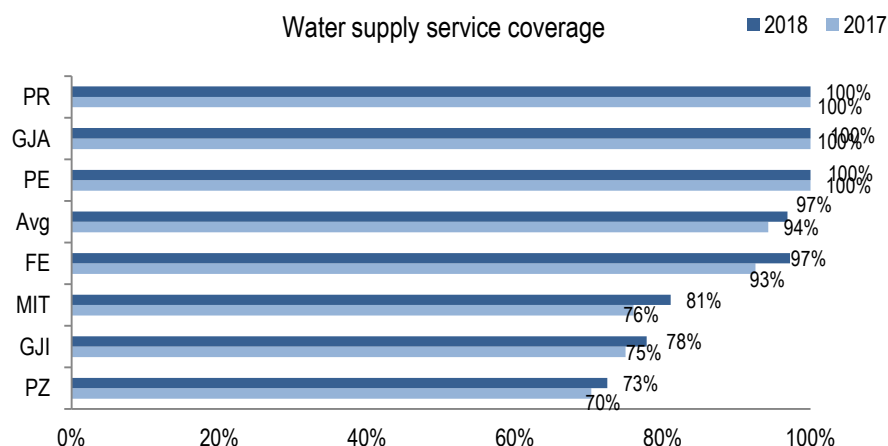


Fig.6, Population coverage rate (%) of the population with water supply from RWCs

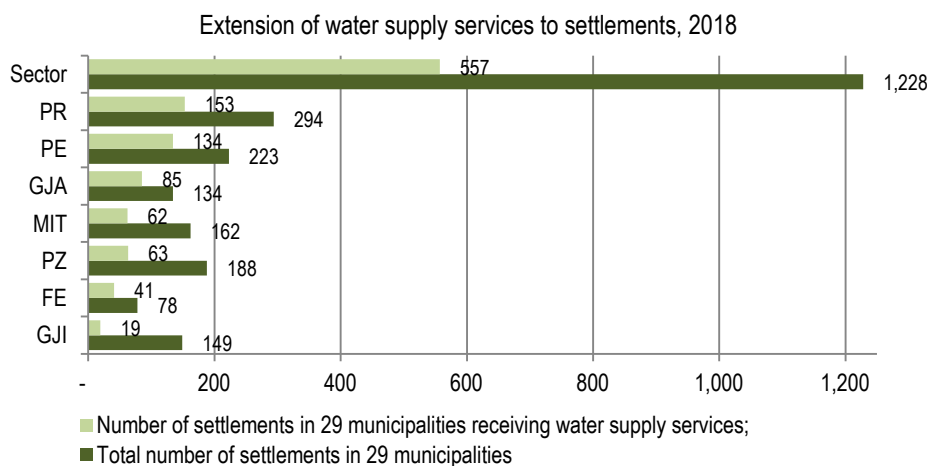
Figure 6 shows the progress in coverage of water utilities for the seven water companies and sector average during 2018 compared to 2017.

Regarding the households, coverage with the water supply service in 2018 at sector level reaches 97%, which is 3% higher than in the previous year 2017.

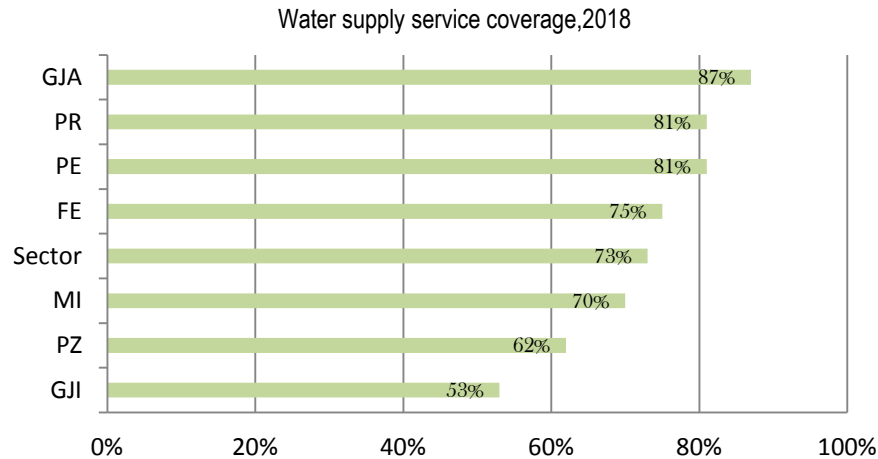
Given the facts mentioned above (latest census in 2011, population movement, large urban constructions etc.) WSRA has requested from the Project 'Support to the Water Services Regulatory Authority and Regional Water Companies in Kosovo, which is an integral part of the Rural Water Supply Cooperation Office in Kosovo, to further analyze this indicator during the assessment of "Compliance with License Conditions by Service Providers". Based on the data of this activity, regarding the coverage of water services, the seven service providers are licensed to provide water and wastewater services to a total of 29 municipalities. Given that Mamusha municipality did not have water supply services during 2018, consequently during 2018 water supply services from licensed service providers were provided in 28 municipality.

In order to carry out this analysis, the data regarding the locations, designations and the number of the population of the dwelling are borrowed from the Kosovo Agency of Statistics, while the data of settlements that have public access to water services that are managed by the Providers licensed services are based on the billing modules of service providers.

Regarding the settlements of these municipalities, at sector level there are 557 settlements out of a total of 1,228 which have access to public water supply systems managed by 7 licensed Service Providers.



As for the number of residents at the sector-level, seven Water Service Providers provide water supply services to 73% of the total population in 28 municipalities.



The figure above shows that for the actual analysis of the percentage of coverage of the population with services, the key factor of calculation is the number of inhabitants and households (data which are currently calculated based on the 2011 census). For the purpose of accurate presentation of this indicator, we hope that in the shortest time possible we will have accurate information which will be based on the population registration from KAS. Meanwhile WSRA in cooperation with all parties will decide on the most reasonable version of the performance measurement of this indicator for the years to come.

Water measurement

Measuring consumed water is one of the important standards of water service, it is a prerequisite to charge customers on the basis of their real consumption. Water measurement is also an important tool for controlling water consumption and losses.

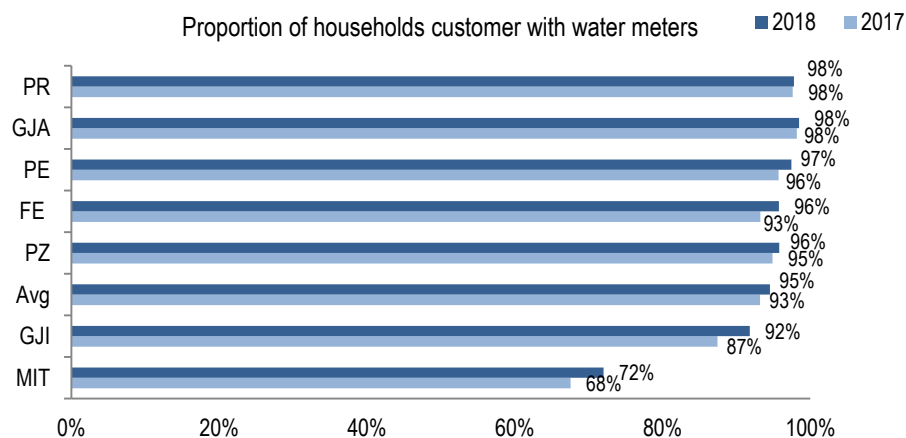


Fig.7, Proportion of household customers with watermeters (%)

Proportion of customers with water meters in percentage, represents the number of customers who are equipped with water meters in relation to the total of active customers served. The water measurement ratio has improved from 93% in 2017 to 95% in 2018 or 2%. However, a better performance for households with water meters during 2018 compared to the previous year 2017, have marked all RWCs. In 2018 all RWCs reported over 13,927 new water meters installed only for the household category.

The legal standard of service level for water measurement requires RWC to invoice all their customers through functional meters. The WSRA is not satisfied with this current rate but with such a small improvement, has repeatedly

demand from the RWC to have a more dynamic improvement on this indicator, in particular from RWC 'Mitrovica' and 'Hidromorava'.

Company management need to recognise the importance of accurate measurement, from the point of view of recovering billing revenue and possibly even more importantly, identifying where water losses occur. Due to regular consumption and obsolete water meters slow down or accelerate and becomes less accurate over time. It is a reality for the moment that the overwhelming majority of water meters in the country are in service for about 1-15 years or more. Water meters must be maintained and replaced according an implementation program by RWC. A higher customer coverage with water meters would provide the company with the opportunity to make better management of physical losses and reduce the level of misuse, which would undoubtedly also affect the prevention of financial losses of companies.

Complaints

The number of complaints is an important indicator for assessing how much customers are satisfied with their service provider.

Fig.8 illustrated below, reflects the number of registered technical and commercial complaints in total to water service regardless of the way or submitting to the customer and expressed dissatisfaction with any improper action or failure to act of the side of the company.

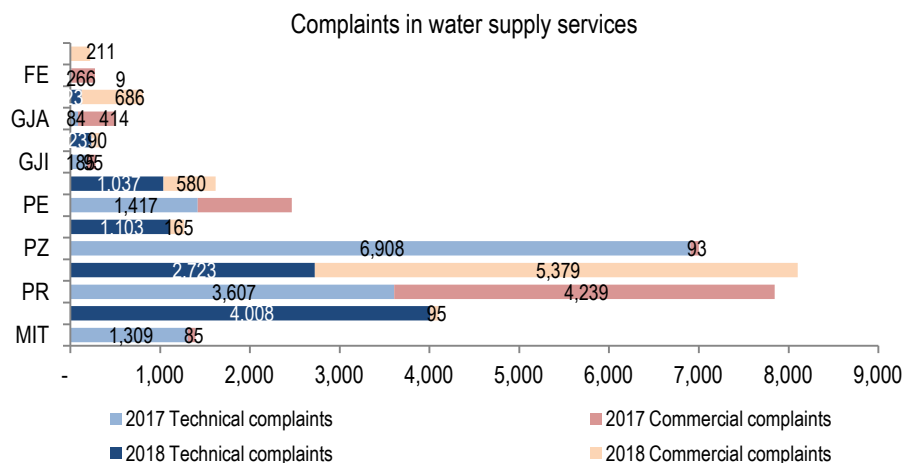


Fig. 8, Number of complaints for water services

Number of complaints filed by customers as technical and commercial water services during 2018 has declined compared to the previous year and for 3,318 complaints or expressed in percentage of 17%.

The number of complaints filed by customers as technical and commercial water services during 2018 in total amounted to 16,441, of which 9,235 are technical complaints, while 7,206 are commercial complaints related to debt disputed and billing outages.

Most technical complaints are filed for leakage in the water supply network which gives us a clear picture that the whole problem is the failure of the water supply network. Technical complaints mainly relate to irregular supply, frequent disruptions and defects in the newnetwork as well as water quality. While complaints of a commercial nature moreover are due to contesting the accuracy of billing and billing mode, (lump sum billing, billing in collective dwellings, etc).

The Autoritety has shared a low level of credibility for customer complaint data. Most companies have software applications – relevant modules (CRMs), but they are not up-to date. Complaints are still kept in Excel diary and distributed to several RWCs in various departments of the company.

RWCs must maintain an up-to date and unique customer complaints register and resolve them within a time-limit set by law, in accordance with the Minimum Services Standards Regulation.

3.1.3 Financial performance

The volume of sold water

This indicator represents the volume of water sold realized in relation to the planned estimates as defined in the RWC tariff applications during the current tariff process (2018-2020).

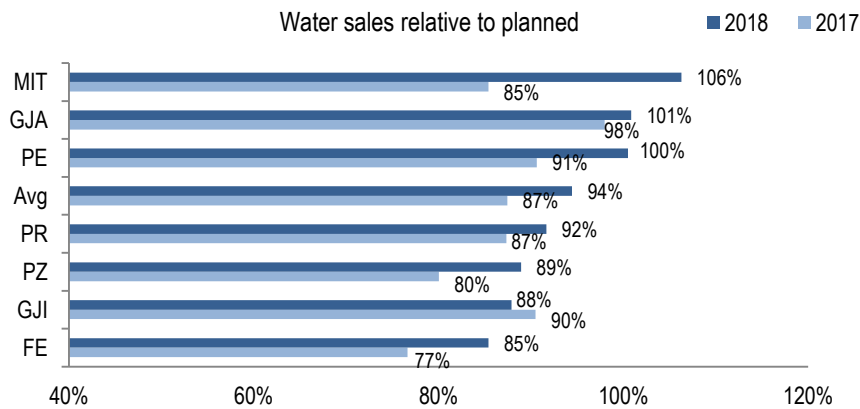


Fig.9. Quantities of water sold by RWC in relation to business plan estimates

At the sector level volumetric sales realized in relation to the planned ones showed a better performance from 87% in 2017 to 94% in 2018. In the best case RWC 'Mitrovica' and 'Gjakova' have exceeded the target planned sales.

By 2018, all RWCs have planned to sell over 64 million m³ water, while they have achieved to reach over 66 million m³, or 2 million m³ or 3 percent more.

Increased planning to sell water envisaged in business plans of RWCs was justified with projections for increasing customer connections and covering the continuity of supply. This good performance of the RWCs for the realization of water sales will undoubtedly affect the provision of sufficient income for the RWC's financial needs, particularly for the financing of capital investments.

Value of sales (EUR)

The total value of water sales is an important indicator of financial performance, which covers operational costs and capital maintenance by creating self-sustainability.

The figure below shows the performance of water sales compared to the planned assessments as defined in the RWC tariff applications for the tariff review process 2015-2017(2017) and tariff process 2018-2020 (2018).

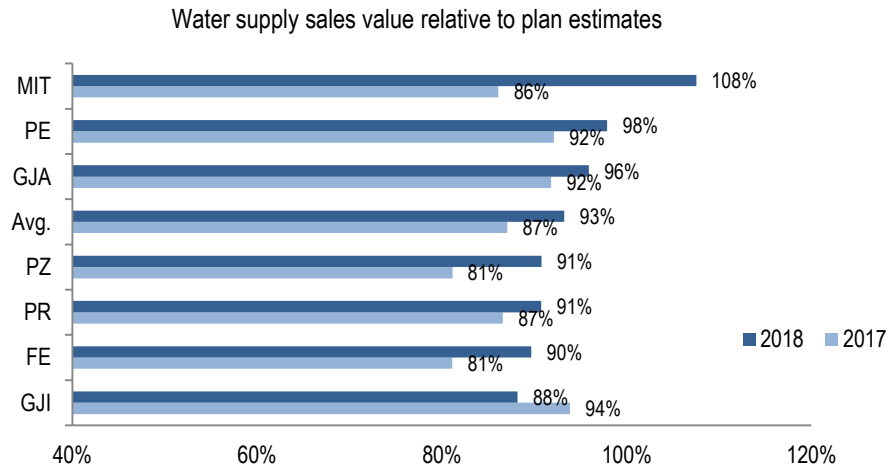


Fig.10, The value of the sales value of the water supply (EUR), in relation to planned sales

During 2018 the sales value in almost all RWC, with the exception of RWC “Hidromorava” was higher than the planned sales value. The sales value realized for 2018 at the level of the water supply sector was € 30.1 mil. while the planned € 32.2 mil. meant that 93% of sales were realized from what was planned and it is high by 6% compared to 2017 which was 87%.

Regarding the performance of company-level sales, unlike the previous year, where RWC “Hidromorava” led to the highest target rate reached, this year it remains with the lowest realization rate of 88%, at the same time with a decrease of 6% compared to 2017, while RWC “Mitrovica” not only managed to achieve this improvement and is on the top in comparison to other companies by 108%, it has even managed to exceed its planned target for 8%.

Failure to realize water sales to the level of planning is primarily a result of the inefficiency of RWCs to increase quantitative sales, but one part can be attributed to the reduction of production which in the examined year was lower than as in the previous year 2017.

Relative sales in 2018 compared to 2017

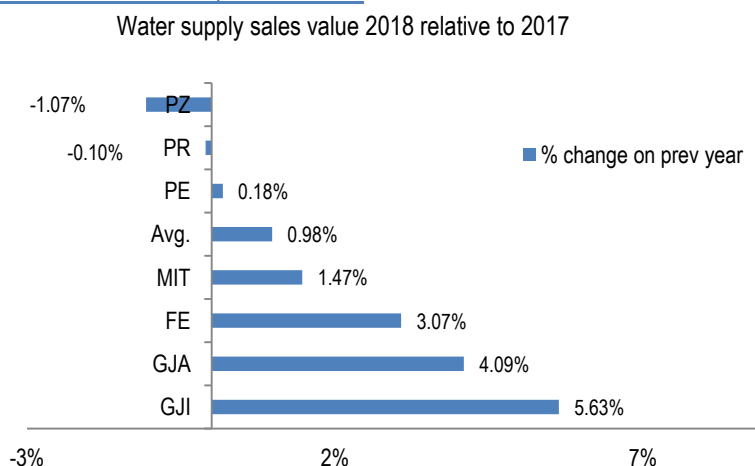


Fig. 11, Value of sales of water supply in 2018 compared with 2017(%)

Figure 11, shows that out of the seven companies, five of which showed sales progress during the 2018 reporting period compared with 2017.

This year, unlike planned sales where RWC “Hidromorava” was the company with the lowest target in relation the other companies the sales realized in compared to the previous year 2017 lead with the high percentage and with a rise from 5.63%, the result of which was the increase in the number of customers connected to the water service for 12%, reflecting also the increase in volumetric sales by 5%.

Sector sale in 2018 was higher by 0.98% compared to 2017 as a result of volumetric sales growth of 0.1% .

Cost unit² of water produced

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

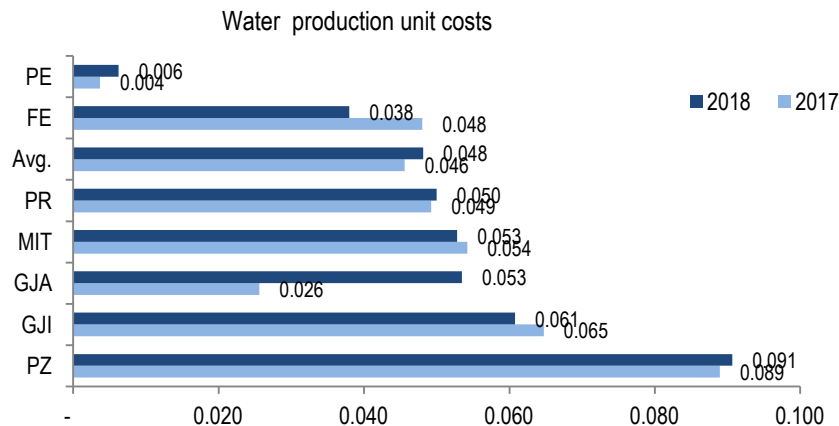


Fig. 12, The cost per unit of water produced during 2018 compared with 2017(€/m³)

At sector level, the average cost of water unit produced in 2018, in real terms, has marked a marginal increase of 0.003€/m³ from 0.046 €/m³ in 2017 to 0.048 €/m³ 2018.

The cost of lower water production varies from 0.006€/m³ to RWC “Hidrodrini”, to the highest at 0.09€/m³ in RWC “Hidroregjioni Jugor”. The cost of production is mainly influenced by the type of supply system, eg gravity supply is cheaper to operate than the pump system as well as the best quality untreated water source significantly reduces production costs is the case of RWC “Hidrodrini”.

The high cost of water produced at the RWC “Hidroregjioni Jugor” this year as in previous years has been influence by high water treatment costs, in particular from high energy and fuel costs during the operation of pumps (€ 822,723 ose 53% are energy and fuel costs in relation to the total costs of producing water.)

Total cost per unit of water supply

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

² Unit cost for the previous year 2017 were adjusted for inflation rate 1.02

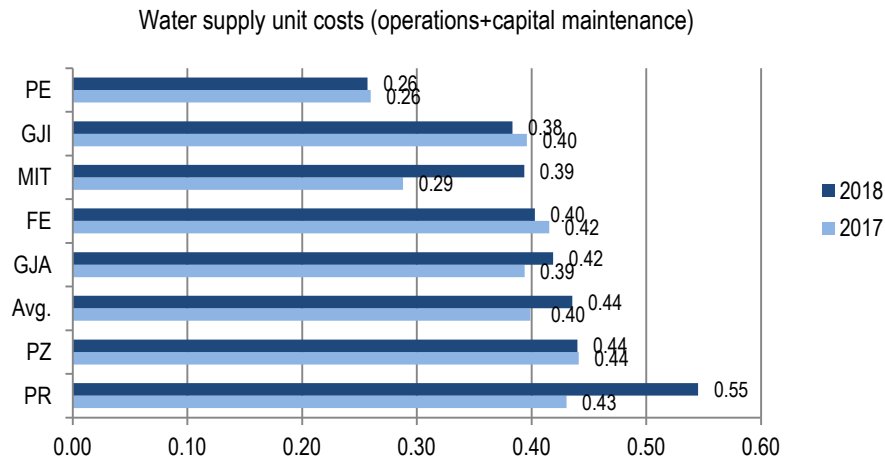


Fig. 13, Total cost per unit of water supply, (€ per m³ of water sold)

At sector level, the unit cost of supplying water was € 0.44 per m³ and is higher for € 0.04 /m³, compared to previous year 2017.

RWC ‘Hidrodrini’, compared to other companies, has significantly lower cost (0.26 €/m³), while RWC ‘Prishtina’ has higher costs and compared to 2017, has managed to increase the cost from € 0.43 /m³ to € 0.55 /m³, and it attributed to 2%, decrease in volumetric sales, while operating costs including capital maintenance have increased to 24%.

The high costs of RWC “Mitrovica” and RWC “Prishtina” face affected the sector as a negative trend in 2018 compared to 2017, while companies that have shown positive trends in this indicator are RWC “Hidromorava” and RWC “Bifurkacioni”.

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

It is also a financial indicator that ranks in the group of key indicators as such has an impact on the performance of water supply. This indicator represents the costs per unit of water supply delivered (operating costs including capital maintenance deducted for subsidies received / volumetric sales) in relation to planned costs (operating costs including capital maintenance / volumetric sales).

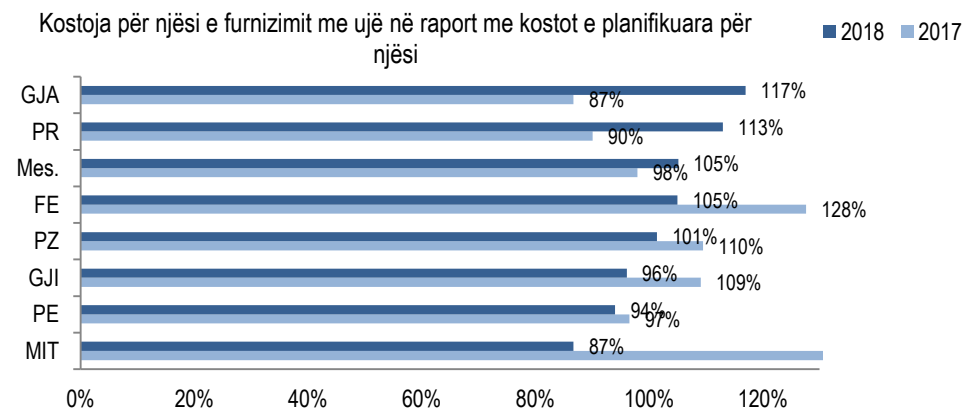


Fig. 14, Cost per unit of water supply in relation to planned unit costs

Fulfillment of planned unit costs resulting from tariff review 4 (2018-2020) specifically for 2018 (adjusted by price level in 2017), nearly all RWCs were higher than planned ones, excluding of RWC “Mitrovica” which is almost at a

satisfactory level of 87%, however, this does not show a good performance, because the planned unit cost have involved considerable expenses for infrastructure renewal and depreciation at current cost new assets that did not happen to realize them even 6% of them, seems to be exceeded then operating costs for 41%.

At sector level, meeting the unit cost of water supply targets in 2018, has further deviated from the planned 90% target and compared to the previous year has deteriorated by 15% from 98% to 105%.

Capital expenditures for water supply

They represent the total capital expenditures realized for maintenance and capital increase in water services in relation to capital expenditures approved in business plan for 2018 according to tariff process 4 (2018-2020).

For 2018 the RWCs has envisaged considerable expenditures of about € 17,8 million for capital increase and capital maintenance for water services, these assets are foreseen to be provided both by own resources and donations. In reality, current costs were higher than the expected level by surpassing them by 17%.

The realized investments continued to be mainly from grants, (development donations) while less investments were made from own resources and 14.3 mil. € or 69% total investments, while less investments were made from own resources and € 6.4 mil. or 31%.

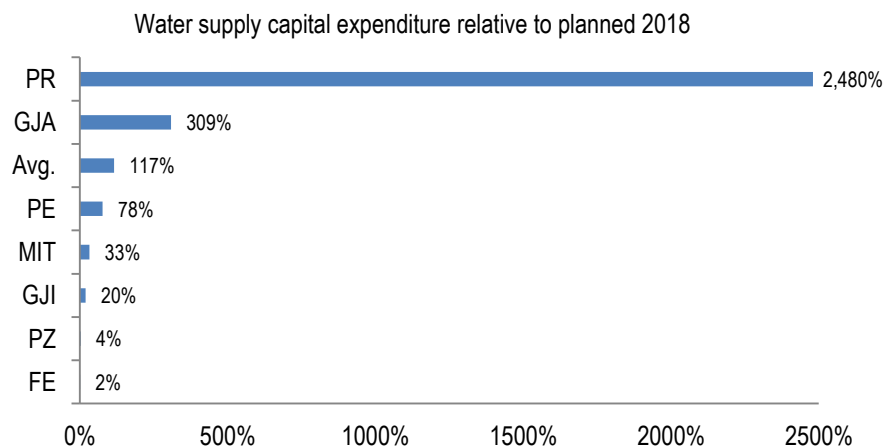


Fig. 15, Capital expenditures for water supply /planned expenditures (%)

In a Business Plan, it is noted that for the year 2018, highest percentage of investments were planned by the RWC “Hidroregjioni Jugor” in the amount of € 7 million³, while € 273,327 or 4%. were realized. Also other companies have foreseen investments in the water supply service, ranging from 0.4 to 4 million euros, but that the realization in many of them were minor.

The fig. 15, shows the investments declared by RWC ‘Prishtina’ and “Gjakova” were much higher than those planned in the RAB, which were mainly investments from donors and that of 74%(Prishtina) and 61% (Gjakova), than they were financed from their own financial resources.

Amount budgeted by the RWCs continues to be much lower than planned investments which are also covered by approved tariffs. However, it is encouraging that the RWC orientation in recent years is increasing with the dedication for capital maintenance. This will certainly result in the improvement of the asset base and service levels.

Tab. 3, Value of investments in water supply services

³ The value of investments in this RP differs slightly from the Business Plan for 2018, as it is regulated by the inflation rate

Realization of investments in water services from source revenues and grants for 2018

Company	Inv.i production	Inv.in distribution	Inv.in business activities	Total
Prishtina	3,999,228	6,658,519	136,642	10,794,389
Hidroregjioni Jugor	87,228	103,987	82,112	273,327
Hidrodrini	253,030	95,741	35,883	384,654
Mitrovica	-	1,238,917	112,511	1,351,428
Gjakova	6,010,291	823,687	549,201	7,383,180
Bifurkacioni	1,694	3,795	4,202	9,691
Hidromorava	514,406	52,616	3,295	570,317
Total	10,865,877	8,977,263	923,846	20,766,986

RWC 'Prishtina', has realized the highest capital expenditures from all other companies, of € 10.8 mil. and most of these investments were realized in distribution and renewal of infrastructure such as network / water supply pipes, replacement of large water meters, underground hydrants etc, another part of high investments has also been made in expanding non-infrastructure to factory building resources and supply of machinery equipment. With those expenditures was aimed to improve the continuity of water supply, improve the service ability of the infrastructure and increase the level of service standards and which can be said to have been achieved at the almost desired level.

RWC "Gjakova" in relation to companies remains in the second order for realization of investments at the level of € 7.3 m. where most of them have realized the increase of non-infrastructure in resources and mainly for the construction of new factory (second phase), while the rest of the growth and renewal of the infrastructure and not the distribution infrastructure: water supply change, water meter installation, supply with vehicles and electrical and mechanical equipment etc.

The company, which according to RAB for 2018 had planned investments with most in relation to other companies about € 7 mil. and having realized only 4% of them was RWC "Hidroregjioni Jugor". This company was expected to make significant investments in the expansion projects of the water supply network for the village of Anadrini, Hasi Region, Malishevë, Suharekë villages and many other villages that are under RWCs management, such as pumping supply, network rehabilitation and pipeline replacement etc.

The main impacts on non-performance of planned investments at the maximum approved may be attributed to non-fulfillment of billing and collection targets as well as increased operating costs and failure to receive the planned donations in their Business Plans for 2018. As a result, of the tools so much needed for capital investment. As a result, of the tools so much for capital investment.

3.2. WASTEWATER SERVICES

This chapter provides analysis of the technical, financial and customer service performance provided by the RWC in the wastewater service. The analysis covers: (i) service standards (quality of wastewater discharged) (ii) operational aspect (frequency of sewer blockage), (iii) commercial (service coverage, complaints), (iv) financial (sales value, unit costs, capital expenditures.)

3.2.1 Non-financial performance (technical)

The quality of wastewater discharged

Testing of wastewater by the RWC, is quite limited as it is also the treatment of wastewater in Kosovo. In addition to the wastewater treatment plant in Skënderaj with an annual capacity of about 734,421 m³, managed by RWC 'Mitrovica', there are also 2 Wastewater Treatment Plants (Harilaq dhe Badovc) with a small capacity (104,750 m³/vit) and managed by RWC 'Prishtina'.

These two RWCs have also performed several wastewater discharges tests, mainly in their own laboratories.

RWC 'Mitrovica', performed 48 tests and all of them has reported to have been with the allowed values. RWC 'Prishtina' has performed 24 tests in their lab and also all of them resulted to be in line with allowed values. Legal Aspects and parametric values allowed for treatment and discharge of wastewater are defined by Administrative Instruction no. 30/2014, which is under institutional supervision by MESP.

Frequency of sewer blockage

It shows the number of sewer blockage in the wastewater network reported incidents by the RWC (or identified the RWC staff) in the reporting period per 100 km of sewage network length.

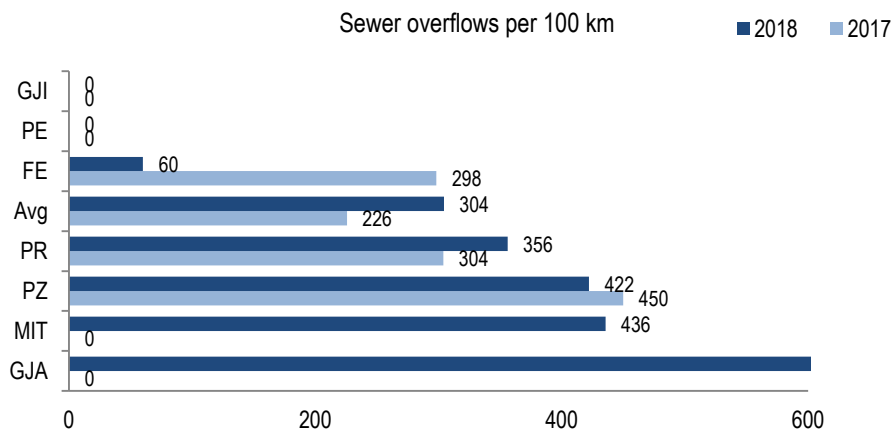


Fig.16 Number of sewer overflows per 100 km

During 2018 number of overflows in the wastewater network per 100 km length at sector level is higher for 35% than in 2017.

All companies reported data on sewer overflows indicators excluding the RWC 'Hidrodrini' and 'Hidromorava', both of these companies that could not identify data on this indicator. The company that reported most data regarding sewer overflows e during 2018 was the RWC 'Gjakova' with 1,030 sewer overflows per 100 km network length, while for the previous year 2017 they have not provided any information. In the same position lies the RWC 'Mitrovica', which have not provided information for this indicator while in 2018 the number of sewer overflows is 436 per 100 km. The company, which was ranked with the lowest number of sewer blockages per 100 km of sewage network, is RWC 'Bifurkacioni' with 60 sewer overflows per 100 km and compared to the previous year 2017 has decreased by 80%.

Companies that did not provide data on sewer overflows, does not mean that they have not had sewer overflows, but they did not keep track of the regular records. The performance of this indicator depends directly on the age of the existing wastewater network, maintenance and regular cleaning. This indicator measures the performance of the existing wastewater network in order to orient the investments in terms of infrastructure renewal. Apparently, most of the sewerage infrastructure needs rehabilitation and expansion. The service provider should also develop and implement a detailed program to inspect and clean the sewerage pipes.

Coverage of wastewater services (sewerage)

For the same reasons mentioned in the indicator "Coverage with water supply", this indicator is also analyzed / calculated from three perspectives / versions.

In the first part (fig.17) – Coverage with wastewater services is defined as the percentage of the population within the service area that have the service of wastewater (sewage).

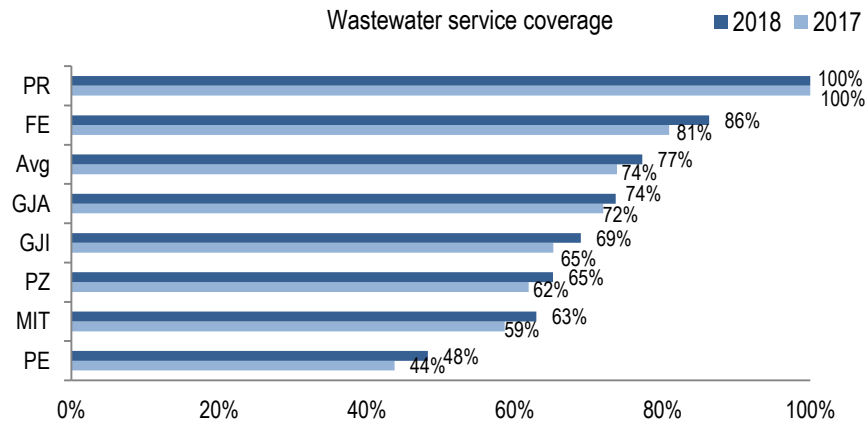
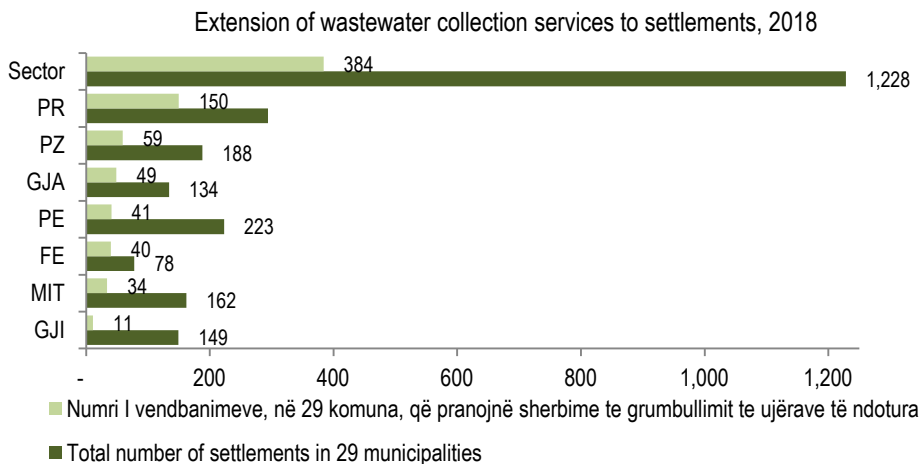


Fig.17. Coverage of the population with wastewater services (%)

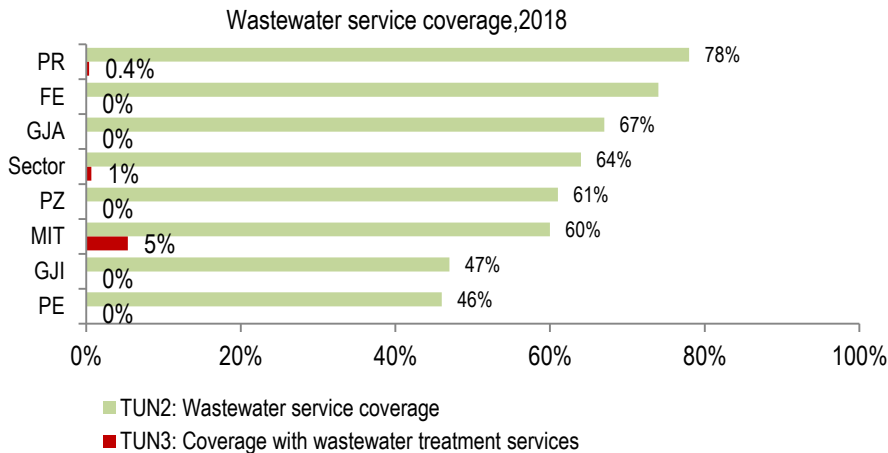
The coverage of wastewater services at sector level during 2018, reaches 77%, and is 3% higher than the previous year 2017.

It is worth to emphasize that as with the coverage of water supply services, there are the same reasons that seem to have increased coverage rates with this service.

Based on the data from the activity of the Support Project, there are 384 settlements out of a total of 1,228 which have access to public wastewater collection systems.



As for the number of residents, seven Service Providers provide wastewater collection service to 64% of population, in all 28 municipalities concerned. Wastewater treatment at the sector level includes 0.7% of the total amount of wastewater discharged to customers by seven Service Providers.



As with the Water Service Coverage, for the actual analysis of the population coverage percentage with Wastewater Services, the key factor for calculating is the number of residents and households (data that are currently calculated based on the census 2011). For the purpose of accurate presentation of this indicator, we hope that in the shortest time possible we will have accurate information, which will be based on the population registration from KAS. Meanwhile WSRA in cooperation with all parties will decide on the most reasonable version of the performance measurement of this indicator for the years to come.

Complaints

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

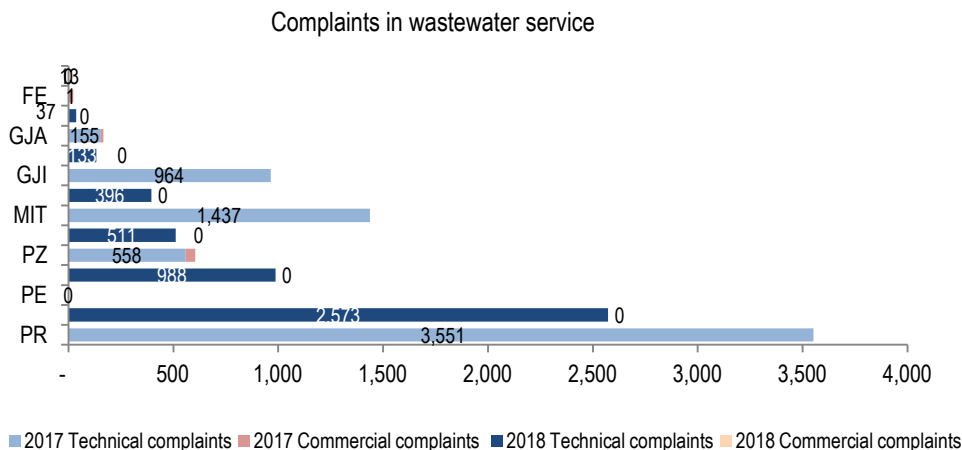


Fig.18, Number of complaints for wastewater service

Technical complaints for wastewater services mainly related to sewer overflows, including overflows and sewage purification. Whereas the complaints of a commercial nature are rather due to the dispute about the accuracy of the billing and the billing method. Customers have complained less about commercial issues in the wastewater service.

During 2018, the total number of complaints for wastewater services in total 4,651 out of which 4,638 are related to technical aspects, while 13 are commercial.

Number of complaints filed by customers as technical and commercial services for wastewater services during 2018 increased by 1,456 compared to the previous year 2017 or expressed in percentage by 46%.

Impact on this increase in 2018 compared with 2017 was followed by a large number of complaints about wastewater service of RWC 'Prishtina'. The company that has not reported any technical complaints on wastewater services is RWC 'Bifurkacioni'

3.2.2. Financial performance

Value of sales of wastewater services (EUR)

This section provides an assessment of the performance of sales of wastewater services in relation to the planned estimates as set out in the RWC tariff application process 2015-2017(2017) and for the tariff process 2018-2020 (2018).

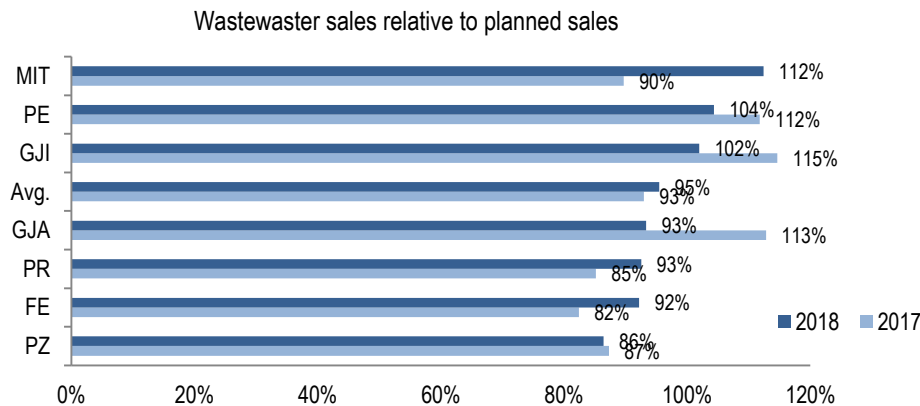


Fig.19. Value of sales of wastewater services in relation to planning (Euro)

Because of the under-performance of current sales of water compared to planned sales, the current sales value of wastewater services at sector level is also below the planned values since it is directly related to sales volumes water.

Most companies were unable to achieve the targets of wastewater sales in 2018, and even exceeded the planned targets for 2017, with the exception of RWC "Mitrovica", "Hidrodrini" and "Hidromorava", which even exceeded the planned objectives for 12% (Mitrovica), 4% (Hidrodrini), and 2% (Hidromorava).

The company that has achieved this poorer performance in the wastewater sales is RWC "Hidroregjioni Jugor" with 86%, at the same time with a decrease of 1% compared to the previous year 2017.

At sector level in 2018 the value of sales realized for wastewater services was € 4,119,947 while planned € 4,315,941, which means that 95% of sales were realized from what was planned and is higher for per 2% compared to 2017 when it was 93%

Relative value of sales of wastewater services

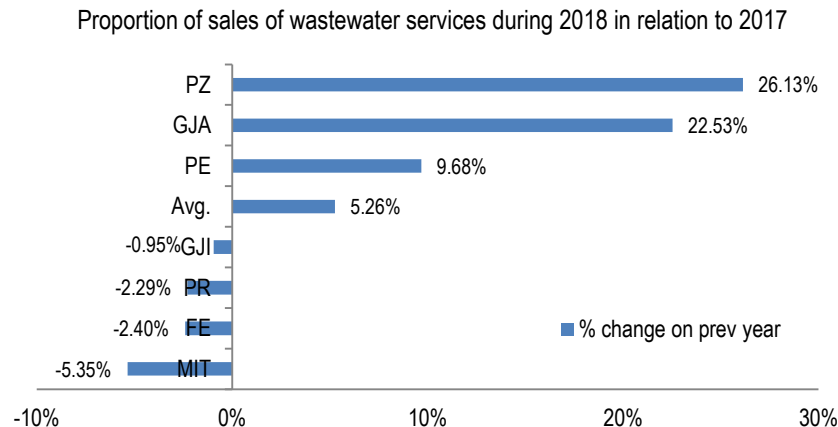


Fig. 20, Value of sales of wastewater services during 2018 compared to 2017

The figure above shows the trend of sales realized for wastewater services during the 2018 reporting period compared with 2017. Unlike water services where many companies have shown positive trends in wastewater, only three out of seven RWCs have made progress in this indicator 2018 compared to 2017.

RWC "Hidroregijoni Jugor" is the company that realized the highest sales in 2018 with 26.13% compared to 2017, while this company in water service has shown negative trends, the result of this increase was the increase of number of customers in wastewater service by 8%, thus also affecting the increase in volumetric sales of wastewater. In absolute terms, sales at sector level in 2018 are for 5.26 % higher than in 2017.

Total cost per unit for wastewater services ⁴

Unit costs of wastewater services are defined as annual costs for home-serving customers⁵.

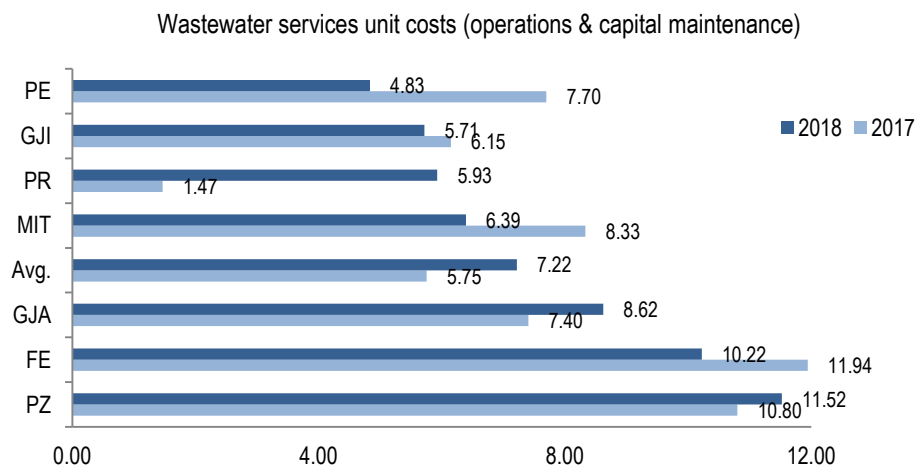


Fig. 21, Unit cost of wastewater services

The cost per unit of wastewater services at sector level in 2018 compared to 2017 was higher for 1.46 €/cons. or 25%.

⁴ The unit cost of 2017 is adjusted for 1.02 and differs from the cost presented in the preliminary performance report

⁵ Server household customers are defined as the current number of household customers plus the number of non-household customers converted to household customers equivalent basen on the proporcional share of consumed water.

The figure above shows four out of seven companies for 2018 have reduced the costs per unit for wastewater service, the result of which was the decrease in the number of households served, despite the increase in total expenditures for wastewater in many of these companies.

The lowest cost in this indicator for 2018 has RWC 'Hidrodrini', with 4.83 €/cons. With a decrease of 2.89 €/cons. Compared with previous year, while the highest cost for 2018 compared to 2017 has RWC "Hidroregjioni Jugor", with an increase from the previous year of 0.72 €/cons. or 7%, the result of which was the high operating costs, despite increasing the number of customers.

The figure also shows us that RWC "Hidrodrini" is the company that has achieved this with the highest cost per unit of wastewater in 2018 compared to 2017 and that of 37%, as a result of this change (reduction of cost) was mainly the reduction of operating costs for wastewater services at 34%.

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

The total cost per unit of wastewater services is also an important financial indicator, which is ranked in the group of key indicators based on which the performance of wastewater is measured. Indicator graphically presented below shows ratio between the unit cost of wastewater services realized (operating costs including capital maintenance/household customer equivalents⁶) and unit cost of planned wastewater services (operating costs including capital maintenance/household customer equivalents).

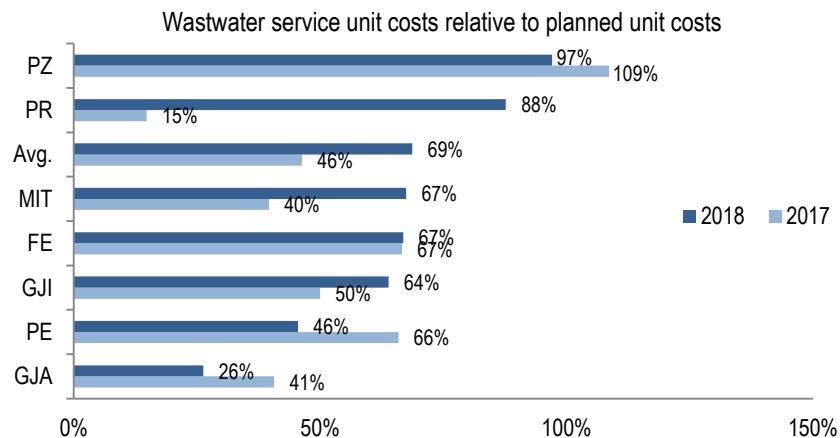


Fig. 22. Unit cost of wastewater services in relation to planned unit costs (%)

Fulfillment of planned unit costs stemming from tariff review 4 (2018-2020) specifically for 2018 (adjusted by price levels in 2017), nearly all RWCs were lower than planned ones.

Although RWC "Hidroregjioni Jugor" compared to other companies has reached the highest realization rates from the planned target, has not yet shown good performance, because it exceeded operating costs by 16%, while capital maintenance expenditures were not realized even to 4%.

Capital expenditures for wastewater

They represent the total capital expenditures realized for maintenance and capital increase in wastewater services in relation to capital expenditures approved in business plan.

⁶ Server household customers are defined as the current number of household customers plus the number of non-household customers converted to household customers equivalent based on the proportional share of consumed water.

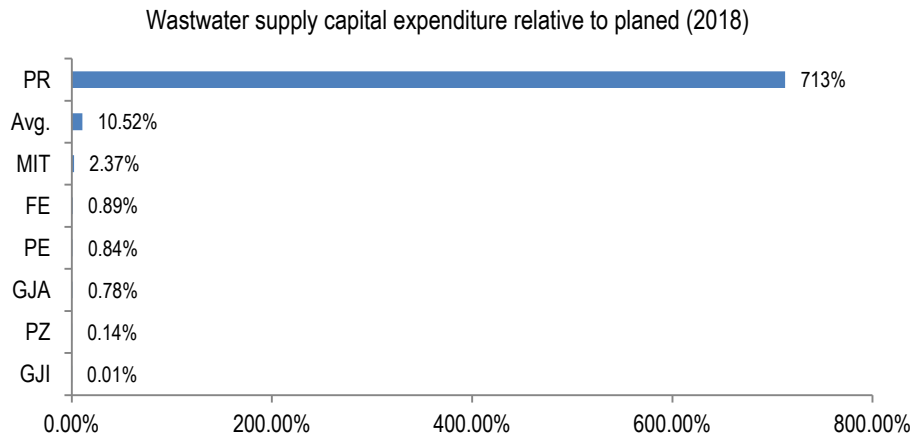


Fig. 23, Capital expenditures in wastewater services in relation to planning (%)

Like water supply services, companies for 2018, have provided substantial provisioning of € 18.8 million for capital increase and capital maintenance in wastewater services, foreseen to be secured both own resources and donations, but current spending was much lower than expected level of € 2 million or 11% of what was planned during the 2018-2020 tariff process (specifically in 2018).

For 2018, companies from their own source revenues are planning to spend around € 0.8 mil. Which are covered by approved tariffs, but most of the companies failed to spend them even for 8% të tyre, except for RWC “Prishtina”.

Regarding the investments made in water services, RWC ‘Prishtina’ is in the lead at 713%, of the total investment amount (1,890,931€), which have mainly been oriented towards the renewal of the infrastructure in the collection of wastewater. Most of the RWCs have not reached even 1% of the total investment value investing in the wastewater service.

The situation with the RWC “Hidroregjioni Jugor” and RWC “Gjakova”, which have planned significant capital expenditures in the wastewater service, is of concern, with only 0.1% realized (Hidroregjini Jugor) and 8% (Gjakova).

Table 4, Value of investments in wastewater service

Realization of investments in wastewater services by own source revenues and grants for 2018					
RWC	Inv.in collection	Inv.in treatm	inv.in discharge	inv. business	Total
Prishtina	1,886,612	0	0	4,319	1,890,931
Hidroregjioni Jugor	0	0	0	10,777	10,777
Hidrodrini	8,976	0	0	1,859	10,835
Mitrovica	0	0	0	12,501	12,501
Gjakova	15,274	0	0	29,669	44,942
Bifurkacioni	0	0	0	3,786	3,786
Hidromorava	0	0	0	248	248
Total	1,910,862	0	0	63,159	1,974,020

As with water and wastewater investments RWC ‘Prishtina’ stands first at the realization of investments by 96%, of the total amount of investments (1,974,020 Euro), which percentage is mainly realized in the renewal of the infrastructure for the collection of wastewater

RWC ‘Hidroregjioni Jugor’, RWC “Gjakova” and RWC “Hidromorava” are companies that have planned significant capital expenditures in the wastewater service: network growth and rehabilitation, construction of wastewater

treatment plants, construction of the main collectors for wastewater collection, etc., that these companies did not really achieve 1% of them.

It is disappointing that despite the large capital investment requirements that this service has, the amounts budgeted by both the RWC and the development agencies in the country continue to be much lower in relation to the requirements.

3.3. FINANCIAL PERFORMANCE OF RWC

This part of the report reflects the financial sustainability of the të RWC through two important financial indicators: collection rate and return on capital.

Revenue collection

The following is the performance of companies in the indicator for the collection rate for 2018 compared to 2017, presented as the ratio between cash collection to regular billing for the water and wastewater services provided, excluding connection fees and other operating income. This is one of the most significant indicators which in addition to the billing efficiency and the reduction of water losses, have direct impacts on the financial viability of the company.

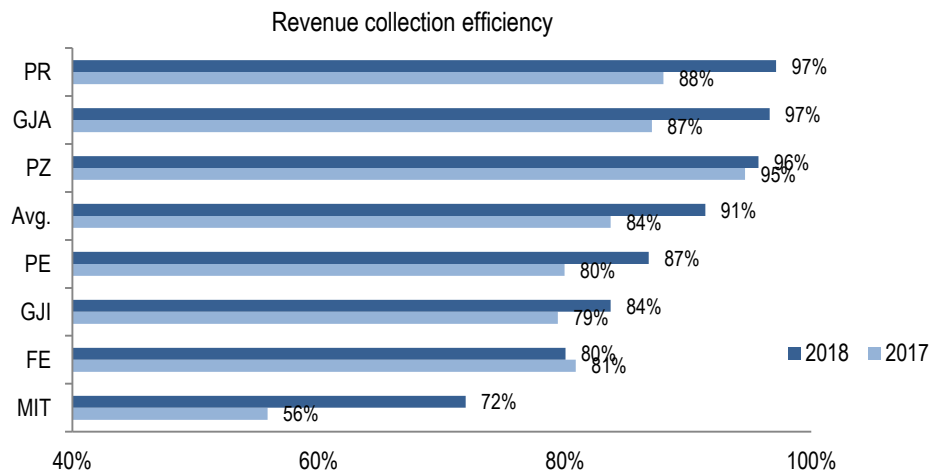


Fig. 24, Revenue collection efficiency / billing (excluding other operating income)

As seen in figure 24 in 2018, nearly all companies have a more significant improvement in the efficiency of collection debts for water supply and wastewater services, excluding RWC 'Bifurkacioni', which has shown poorer performance compared to 2017.

The highest progress in the collection rate has reached RWC 'Mitrovica' with 16% increase compared to the previous year, the result of which was mainly the undertaking of some activities from the company such as: application of individual disconnections, continuous work with enforcement agents and activation of mobile money collectors.

The collection rate for water and wastewater service bills as the sector average for 2018 was 91% and is 8% higher than in 2017.

The target set by the regulatory (tariff) processes for 2018 at the sector level has 88%, while this target at the sector level at present has been exceeded by 3%.

Companies that have reached their plans even surpassing them were RWC "Gjakova" by 9%, RWC "Hidroregjioni Jugor" 7%, RWC "Prishtina" 5% and RWC "Hidrodrini" by 1%, while below the planning level (-4%) remains the RWC "Mitrovica" although compared with the previous year there was a significantly higher improvement, then RWC "Bifurkacioni" by (-5%) and RWC "Hidromorava" by (-4%).

Low collection efficiency in most companies is generally due to non-payment of bills by household customers, but also from part of commercial and institutional customers from which companies can collect revenues.

Tab.5, Collection rate by category and total for 2017-2018

Customer category	Prishtina		Hidroregjioni Jugor		Hidrodrini		Mitrovica		Gjakova		Bifurkacioni		Hidromorava	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Households	85%	94%	98%	96%	78%	83%	48%	60%	88%	92%	81%	81%	76%	79%
Industrial Cust.	90%	97%	69%	89%	88%	84%	69%	83%	83%	111%	95%	105%	93%	89%
Institutional	98%	112%	108%	105%	80%	107%	97%	122%	83%	107%	57%	45%	89%	125%
Sector	88%	97%	95%	96%	80%	87%	56%	72%	87%	97%	81%	80%	79%	84%

The table above shows that improving the collection rate without exception in the three categories of customers in most companies still remains a challenge to improve.

This year, RWC 'Hidroregjioni Jugor' holds the record by 96% of household receipts, while RWC 'Gjakova' leads with the highest collection rate in the business category by 111% and RWC 'Hidromorava' with the highest percentage of collection from institutional customers by 125%.

The RWC 'Mitrovica' household customers remains the weakest debtor payers. Only 60% of them manage to settle the debts for the service provided.

However, it is important to note that improving collection efficiency requires permanent and continuous engagement by developing sustainable action plans, improving regular water meter readings, regular billing, and taking timely operational and legal measures for irresponsible customers.

Return to capital

Cost of capital is an important price-tariff item for an intensive capital industry such as water services industry in many parts of the world, and this happens to us as well. The Regulatory Asset Base (RAB) in our country for the water services sector has been set in 2009 since the first three-year tariff period (2009-2011), WSRA defined allowed returns based on its capital cost estimate for RWC. With price and revenue constraints, the regulator has estimated the efficient cost of delivering the service for upcoming tariff period (2018-2020), and allows the regulated company to cover that cost through customer payment on condition of efficiency completion. For the tariff process (2018-2020), the rate of return on capital is 4%.

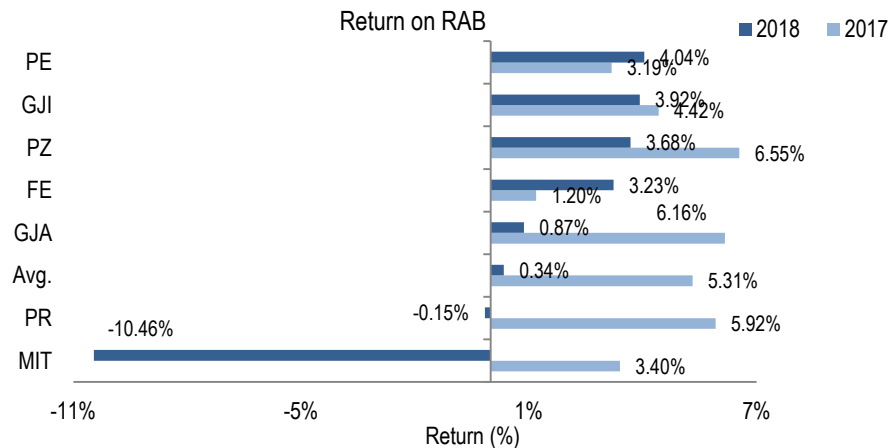


Fig. 25, Return to the Regulatory Asset Base (RAB)

Return on capital at sector level showed a negative trend compared to the previous year and that for 4.97% of 5.31% in 2017 to 0.34% for 2018 .

Five out of seven RWC (Hidrodrini, Hidromorava, Hidroregjioni Jugor, Gjakova and Bifurkacioni) in 2018 continue to have positive returns, although in comparison with 2017 most of them have shown negative trends, except for RWC Hidrodrini which even has exceeded the planned level of 0.4%, which means it has managed to keep their costs, including depreciation at current cost and infrastructure maintenance in RAB, within their income margins.

Unlike last year, RWC 'Prishtina' and RWC 'Mitrovica', had the biggest deterioration of the return on capital from 5.92% to -0.15% (Prishtina) and from 3.4% to -10.46% (Mitrovica), results as such as these due to high operating costs including infrastructure renewal and depreciation at current costs, while also reducing revenues including subsidies such RWC Mitrovica" where for 42% is lower than in 2017.

3.4 OVERALL PERFORMANCE OF RWC

The RWC Performance is assessed on the basis of the level of Key Performance Indicators (KPI), specifically for both services (Water Supply and Wastewater services), as well as the overall performance combined with performance of both services with the overall financial performance. The WSRA-led monitoring program reflects service levels and cost efficiency, which have a direct impact on customers. Performance is measured in absolute terms to the level of an assumed-'Ideal'. WSRA has selected a KPI scheme and has evaluated their importance (better estimated reflects how critical is the indicator for the quality of service or financial sustainability.) RWCs, were ranked in the achievements of their performance, according to the indicators and respective objectives presented in the Table, page 68 (KPI scheme.)

3.4.1. Performance of Water Supply

This part of the report evaluates RWC performance for some of the key indicators associated with the level of performance of service standards and commercial efficiency in the water supply service. The overall level of water supply continues to perform better in 2018, compared to 2017. Water supply (measured in relation to targets) was 0.8% points above the results achieved in 2017. RWC have improved, some of the important service standards and have increased their financial efficiency and sustainability.

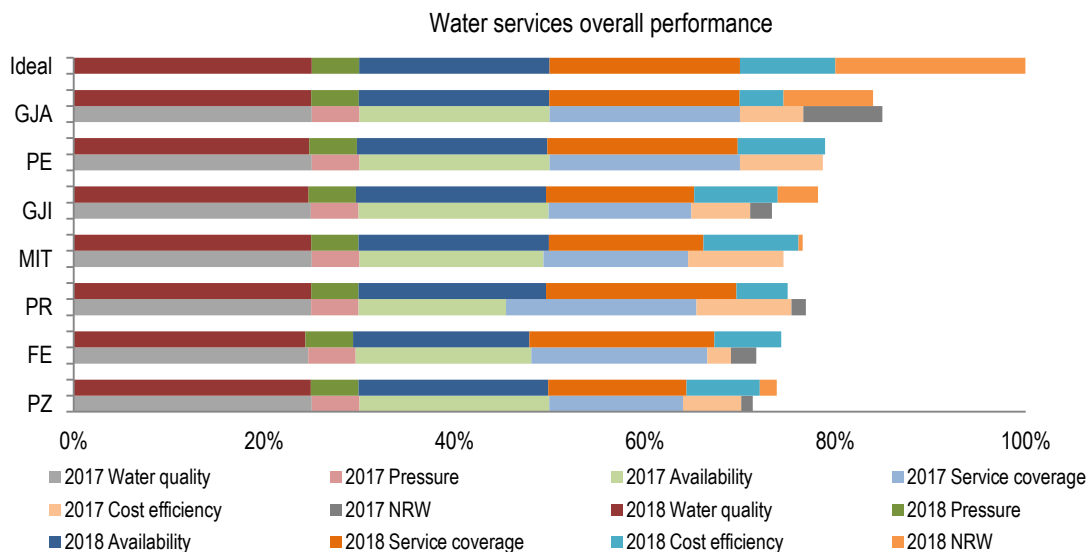


Fig.26, Presents the results in assessing the performance of the water supply as well as the ranking of RWCs - 2018

Table 6, Results for the overall performance of water supply in 2017

RWC	Water quality	Pressure	W. Supply	Coverage	NRW	Effic.of costs	Total for RWC
Ideal	25.0%	5.0%	20.0%	20.0%	20.0%	10.0%	45%
GJA	25.0%	5.0%	20.0%	20.0%	8.3%	6.7%	38.2%
PE	25.0%	5.0%	20.0%	20.0%	0.0%	8.7%	35.4%
PR	24.9%	5.0%	15.5%	20.0%	1.5%	10.0%	34.6%
MIT	25.0%	5.0%	19.3%	15.2%	0.0%	10.0%	33.6%
GJI	24.9%	5.0%	20.0%	15.0%	2.3%	6.2%	33.0%
FE	24.6%	5.0%	18.4%	18.5%	2.7%	2.5%	32.3%
PZ	25.0%	5.0%	19.9%	14.1%	1.2%	6.1%	32.1%
Sektori	24.9%	5.0%	19.2%	17.5%	2.2%	7.2%	34.2%

Table 7, Results for the overall performance of water supply in 2018

RWC	Water quality	Pressure	W. Supply	Coverage	NRW	Effic.of costs	Total for RWC	Difference 20018/2017
Ideal	25.0%	5.0%	20.0%	20.0%	20.0%	10.0%	45%	
GJA	24.9%	5.0%	20.0%	20.0%	9.4%	4.6%	37.8%	-0.4%
PE	24.8%	5.0%	20.0%	20.0%	0.0%	9.2%	35.5%	0.1%
GJI	24.7%	5.0%	20.0%	15.6%	4.2%	8.8%	35.2%	2.2%
MIT	24.9%	5.0%	20.0%	16.2%	0.4%	10.0%	34.5%	0.9%
PR	24.9%	5.0%	19.7%	20.0%	0.0%	5.4%	33.8%	-0.9%
FE	24.3%	5.0%	18.5%	19.4%	0.0%	7.0%	33.4%	1.2%
PZ	24.9%	5.0%	20.0%	14.5%	1.8%	7.7%	33.2%	1.1%
Sector	24.8%	5.0%	19.7%	18.0%	2.3%	7.5%	34.8%	
Difference 2018/2017	-0.1%	0.0%	0.7%	0.4%	0.0%	0.4%	0.6%	0.6%

Fig. 26, and tab. 7, compares the performance of the RWC, with AMP objectives. The apparent specific achievement during 2018/2017, were commented on as follows:

There has been little improvement in 3 out of 6 KPIs of the water supply service. The performance decreased slightly, in the water quality indicator, while the RWC performance on the pressure indicator is complete, without exception.

The average water supply performance has reached 34.8% of the maximum of 45%, allocated for this service, progress is for 0.6%, in 2018/2017.

There are five RWCs, which have improved their performance in vitin 2018/2017. RWC 'Hidromorava', has shown higher improvement (2.2%), also 'Bifurkacioni' (1.2%), 'Hidroregjioni Jugor' (1.1), and Mitrovica by 0.9%, but the RWC 'Hidrodrini' has improved only by 0.1%

Water quality was 0.1% lower than in 2017. A good quality of drinking water, which is near to reach the 'ideal' point of 25%, the RWCs have provided 24.8%. In all RWCs, excluding RWC 'Prishtina', water quality has fallen slightly compared to the previous year.

Water pressure in the network, is a key measure of the service performance level even though the KPI sheme has been given a symbolic weigh because no RWC has been given an importance to monitoring and measuring network

pressure. With the exception of a small number of properties reported by some RWCs, having problems in providing reference pressure, this indicator is generally met by all other companies.

The water supply continuity has improved by 0.7%. in recent years, a number of major water production capacity building projects have been carried out with the aim of improving the continuity of water supply, especially in RWC 'Prishtina', 'Mitrovica' and 'Gjakova'. Sector has reached 19.7% of the max. of 20% for this indicator. Expectation to improve the continuity of water supply are currently in RWC Bifurkacioni, Hidroregjioni Jugor, Prishtina and RWC 'Hidromorava'.

Service coverage, has made progress in all seven RWCs and in the sector coverage over 2018 in comparison to 2017. There is an evident rise in the number of new customers. In all concentrated supply areas in urban areas. RWC 'Prishtina', 'Gjakova' and 'Hidrodrini', have achieved to high level of population coverage with services. Overall performance has reached 18%, out of a total of 20% and is 0.4% better than a year ago (2017), while the lowest coverage rate for water services in 2018 has been marked by RWC 'Hidroregjioni Jugor' though this has made progress.

Non-Revenue Water (NRW) has not shown any improvement. The best performance in this indicator continues to be 'Gjakova', as well as five out of seven RWCs (Hidrodrini, Mitrovica, Hidromorava Hidroregjioni Jugor and Bifurkacioni), have shown improvement in their performance during 2018. While at RWC 'Prishtina' and 'Bifurkacioni' the NRW rate has increased. Generally RWCs currently have poor performance at NRW, only 2.3%, of points were collected by 20% potential level.

Cost efficiency at sector level in the water supply service in relation to planned costs also improved by 0.4%. high cost efficiency has achieved RWC 'Mitrovica', While the RWC 'Gjakova' has lower cost efficiency, only 4.6% of the total of 10%, the result of which was very high of operating expenses compared to the planned one at the level of pre 20%.

3.4.2 PERFORMANCE OF WASTEWATER SERVICES

In the section below, the RWC performance assessment is reflected in some of the key indicators for the wastewater service, which are important for the customers and environment.

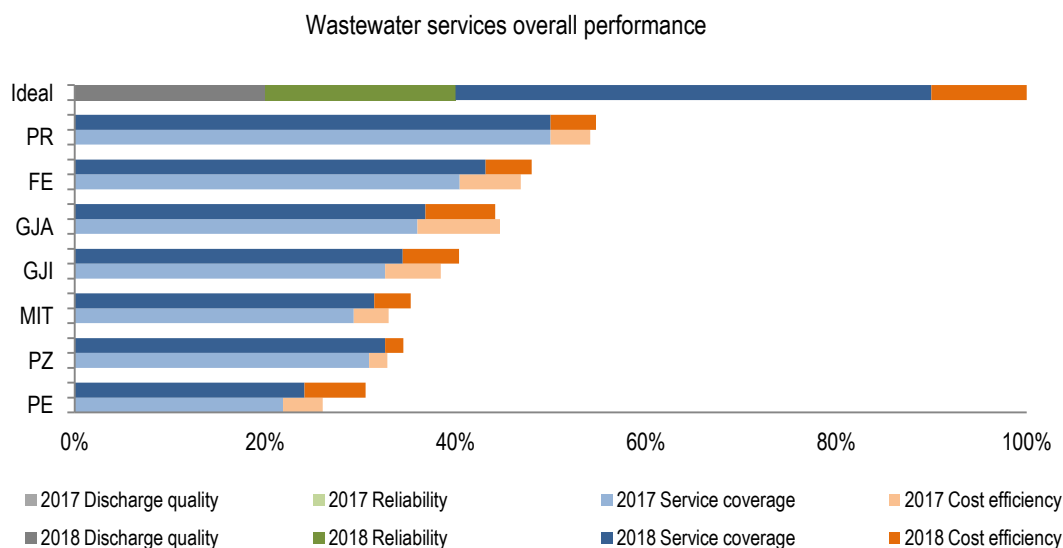


Fig. 27, Overall performance of wastewater service -2018/2017

Tab. 8, Results for overall performance in the wastewater service in 2017

RWC	Quality of discharge	Reliability	Coverage	Costs effic.	Total
Ideal	20%	20%	50%	10%	35%
PR	0.0%	0.0%	50.0%	4.2%	19.0%
FE	0.0%	0.0%	40.4%	6.4%	16.4%
GJA	0.0%	0.0%	36.0%	8.7%	15.6%
GJI	0.0%	0.0%	32.6%	5.8%	13.5%
MIT	0.0%	0.0%	29.3%	3.7%	11.5%
PZ	0.0%	0.0%	30.9%	1.9%	11.5%
PE	0.0%	0.0%	21.9%	4.2%	9.1%
Sector	0.0%	0.0%	34.5%	5.0%	13.8%

Table 9. Results for overall performance in the wastewater service in 2018

RWC	Quality of discharge	Reliability	Coverage	Costs effic	Total	Difference 2018/2017
Ideal	20%	20%	50%	10%	35%	
PR	0.0%	0.0%	50.0%	4.8%	19.2%	0.2%
FE	0.0%	0.0%	43.2%	4.8%	16.8%	0.4%
GJA	0.0%	0.0%	36.8%	7.3%	15.5%	-0.2%
GJI	0.0%	0.0%	34.5%	5.9%	14.1%	0.7%
MIT	0.0%	0.0%	31.5%	3.8%	12.4%	0.8%
PZ	0.0%	0.0%	32.6%	1.9%	12.1%	0.6%
PE	0.0%	0.0%	24.1%	6.4%	10.7%	1.6%
Sector	0.0%	0.0%	36.1%	5.0%	14.4%	
Difference 2018/2017	0%	0%	1.6%	0.0%	0.6%	0.6%

Even this year we have not evaluated the full performance of wastewater services because of the two indicators, the quality of discharges associate with the lack of wastewater treatment, and the reliability of the service of wastewater due to unreliable data from all RWCs, there is no objective relevance. Therefore the analysis of this service is to stand only in the indicators: service coverage as well as cost efficiency. .

The performance of wastewater services has continued to improve at a gradual rate this year, an improvement of only 0.6% compared to 2017 There are six RWCs, except RWC 'Gjakova', which have marked a very positive trend in this service. At present, achieving this service is at level 14.4% of the ideal performance for this service (35%). This is evident below the level of water supply due to the fact: wastewater treatment is very poor, sewerage service is still not satisfactory, operating costs are inefficient and the current value of capital investments is very low.

Coverage with the sewage system for wastewater has continued to grow, with the exception of all RWCs, the overall level has reached the 36.1%, the ideal rate of 50%, divided for this indicator, an improvement of 1.6% compared to the previous year (2017).

The cost efficiency at the wastewater service at the sector level is 5% of the potential 10%. The best performance in this indicator has marked RWC 'Gjakova', although compared to the previous year there was a decrease of 1.4%. RWC 'Hidroregjioni Jugor' has shown a very low cost efficiency last year, as a result of exceeding operating costs by 16%, while maintenance expenses did not reach even 4% of them.

The best performance for wastewater services has achieved RWC 'Prishtina' (19.2%) with a growing trend for 2018/2017. While the low performance still has RWC 'Hidrodrini', although in 2018 it has marked a more significant growth (1.6%) of all other RWCs.

3.4.3 OVERALL PERFORMANCE

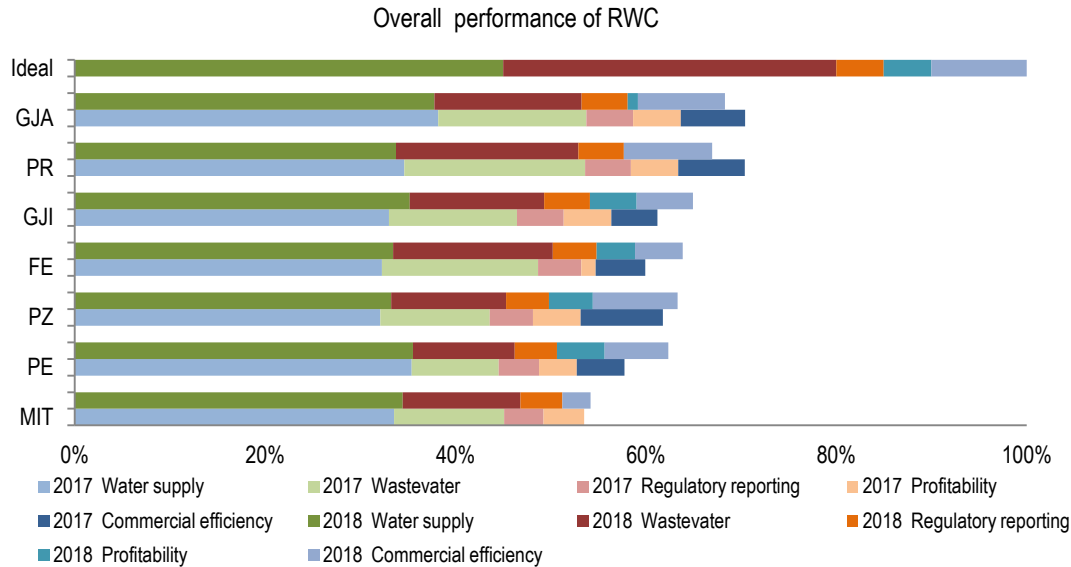


Fig. 28, Overall performance and ranking of the RWC in 2018/2017

Tab. 10, Results for overall performance of RWCs in 2017

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

Table 11. The results of the overall RWCs performance in 2018

RWC	Water supply	Wastewater	Profitability	Collection	Regulatory reporting	Total points	Difference 2018/2017
Ideal	45.0%	35.0%	5.0%	10.0%	5.0%	100.0%	
GJA	37.8%	15.5%	1.1%	9.2%	4.9%	68.3%	-2.1%
PR	35.5%	19.2%	0.0%	9.3%	4.8%	67.0%	-3.5%
GJI	35.2%	14.1%	4.9%	5.9%	4.8%	65.0%	3.7%
FE	34.5%	16.8%	4.0%	5.0%	4.6%	63.9%	4.0%
PZ	33.8%	12.1%	4.6%	8.9%	4.5%	63.3%	1.5%
PE	33.4%	10.7%	5.0%	6.7%	4.5%	62.4%	4.6%
MIT	33.2%	12.4%	0.0%	3.0%	4.4%	54.2%	0.7%
Total	34.77%	14.38%	2.80%	6.85%	4.62%	63.43%	
Difference 2018/2017	0.6%	0.6%	-1.4%	1.5%	0.04%	1.29%	1.29%

Water supply there has been a slight improvement in three (3) KPI (Continuity of Supply, Coverage, NRW and Cost Effectiveness, Coverage, NRW and cost efficiency) out of six (6), as is the water supply. The performance was slightly reduced in the water quality indicator, while in the pressure indicator, the RWC performance remains complete, without exception.

The average water supply performance has reached 34.77% level at a maximum of 45%, allocated for this service. Progress was made for 0.6%, in 2018/2017.

Wastewater services has continued to improve at a gradual rate this year, an improvement of only 0.6% compared with 2017. There are six (6) RWCs with the exception of RWC 'Gjakova', which have marked a slight positive trend in this service. At present, achieving this service is at 14.38% of the ideal performance for this service (35%). This is evident below the level of water supply due to the fact that wastewater treatment is very low, coverage with sewerage services is still inadequate, operating costs are inefficient as well as the current value of capital investment is very low.

Profitability, represents the return to the regulatory asset base in relation to the projected return on capital. For the tariff process (2018-2020), the rate of return on capital was 4%. The sector's average profitability rate for 2018 was 0.3%, which was significantly worse than the previous year (2017). With the exception of RWC "Hidrodrini" all other companies have had negative trends in relation to 2017. RWC 'Hidrodrini' and 'Hidromorava' that have achieved maximum performance on the profitability scale, while poor performance has shown RWC "Prishtina" and RWC "Mitrovica", the results of which was high operating costs and the inability to cover their billed revenue. The overall performance in this indicator was realized at 2.80%, out of a total of 5%.

The collection efficiency, is currently at the level of 6.85% points reached the maximum 10% allocated for this indicator. Efienca e arkëtimit, vit pas viti është duke shënuar përmirësim, në dy vitet e fundit është shënuar një progres më i madh. Almost all RWCs have improved their performance in 2018, compared to 2017, with the exception of RWC "Bifurkacioni", which followed decline of 0.2%. RWC 'Mitrovica' has still the poorest rate on the collection rate even though compared to 2017 has improved significantly. It seems that RWCs find it difficult to make progress, especially improvement of the collection rate to household customers still remains the challenge.

Regulatory reporting – The quality of the reporting data is evaluated through the audit / verification process based on how the RWCs data retention practice comply with a particular set of assessment criteria from the 'Guide to advancing the monitoring system in WSRA and RWCs. The overall average of this indicator is 4.62% from the total of

5%. The WSRA concerns remain regarding the reliability of some operational data (water production, pressure, reduction (properties with limited supply)).

The financial database and services to customers are generally kept in advanced software modules and these data in general have proven to be more reliable.

The company with the best performance in 2018 continues to be RWC 'Gjakova', which has collected 68.3% of points, followed by RWC 'Prishtina' with 67.0%. Although their performance in 2018 is lower in relation to 2017, (RWC 'Gjakova' - 2,1% and RWC 'Prishtina' – 3.5%).

Greater performance improvement in 2018 have reached: 'Hidrodrini' with 4.6%, RWC 'Bifurkacioni' with 4.0%, and 'Hidromorava' with 3.7%. Progress, though slight, has also made RWC 'Hidroregjioni Jugor', with 1.5% and RWC 'Mitrovica' with 0.7%.

The analysis of results shows that this year we have seen an acceleration of performance improvement in some RWCs, difference in their number, excluding the RWC 'Mitrovica', is narrowing, with quick steps. As an example, the average performance difference of RWC 'Hidrodrini' and RWC 'Gjakova', as the best example is less than 6.0%.

4. PERFORMANCE OF THE WATER SERVICES SECTOR

The following section presents the common performance of the seven RWCs on some important indicators. The analyzed indicators were taken over for a period of five years in order to have a clearer picture of trends in the developments of these indicators.

4.1. WATER PRODUCED, SALES AND NRW

Water produced reflects the volume of water treated and distributed in the grid. Water production figures in fig. 29, are viewed in relation to sales and water losses for the period 2014-2018.

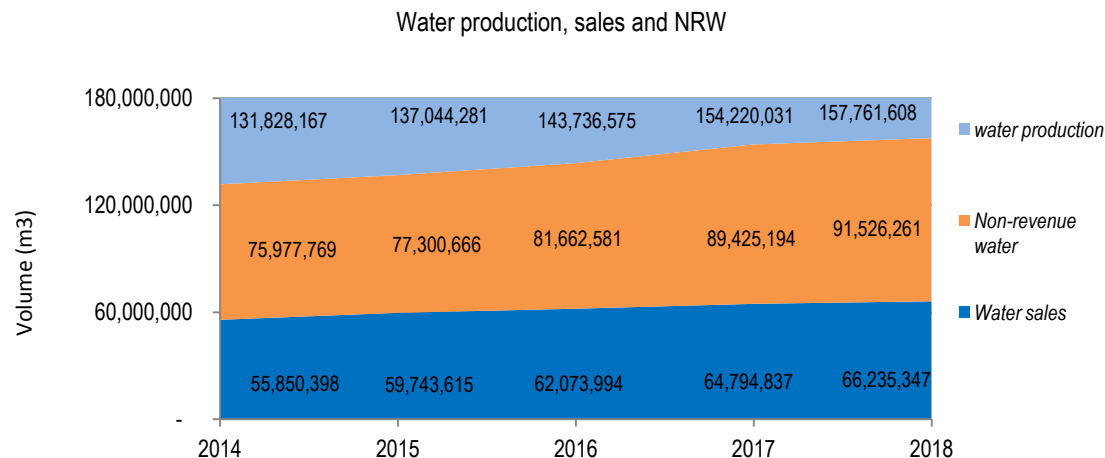


Fig.29. Quantitative production, billing and NRW values

Over the last five years, the total amount of water produced and distributed to customers by RWC was growing steadily, except for the last year, where there was a slight decrease. In total, the amount of water produced and distributed to customers in 2018 is 157.7 mil.m³, which is for 3.5 mil.m³, more than in previous year 2017. The slight decrease in production occurred in three RWCs (Hidroregjioni jugor, Hidrodrini and Hidromorava), others have further increased the amount of water. Generally, the overall increase in water production was due to the completion of projects in the provision of production capacities to increase the security of regular supply and which were funded by some RWCs, with the support of the responsible local institutions and the donor community. Currently, this amount of water produced during this period is sufficient to meet customer demand for continuous supply and at the same time to cover the huge amount of NRW.

Also, volumes of water sales have increased, over this five-year period, but this increase was gradually about 10.5 mil.m³. currently the quantitative value of sales is 66.2 mil.m³ and compared to the previous year they are higher for about 1.4 mil.m³.

Non-Revenue Water remains a serious challenge for all RWCs. Although compared to the previous year, the amount of NRW has decreased by about 1.6 mil.m³. The figure above (fig.29, shows NRW's trend over the last five years. Not only since 2014 but also earlier in the NRW trend, there has been an increase (deterioration).

Even before, there was a need to identify the reasons behind this growth and addressing them, and since this year (2018), all RWC have drafted strategic plans and are implementing NRW reduction plan. WSRA will continue to monitor very closely developments in this regard, we are working with RWC to implement the Water Balance Module as an essential tool for assessing and identifying the amount of NRW.

4.2. COVERAGE WITH SERVICES

Coverage of the population with water and wastewater (sewage) services represents the percentage of the population served by individual household connections in the supply system of the Regional Water Companies.

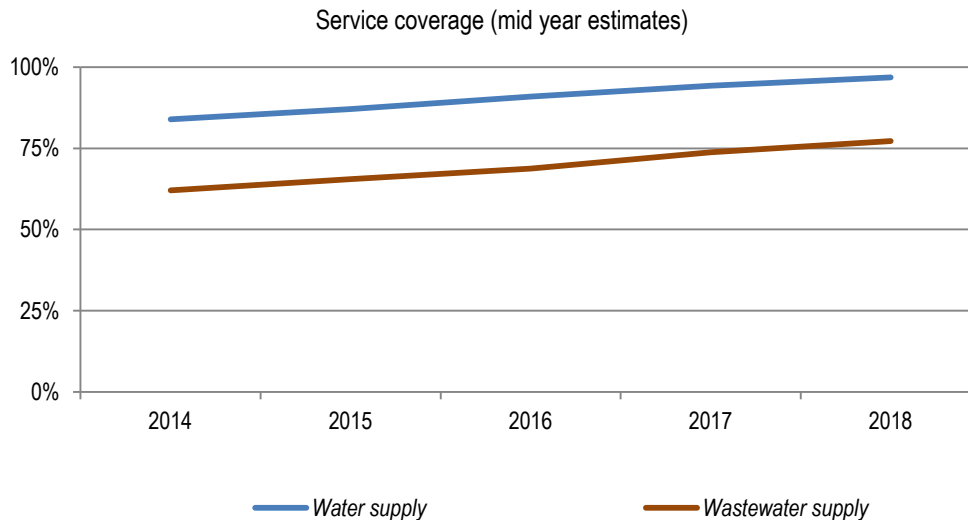


Fig.30. Coverage with services

In the RWC service area, it is estimated that a population of over 1.8 mil. people, of which over 1.7 mil. people or 97%, receive secure water supply services, the rest of the local population is estimated to be in rural areas that have separated water supply systems or individual systems that are not managed by the RWC. With wastewater services are about 1.4 mil. people or 77% of them.

Service coverage has been steadily improving over the years, while the average coverage of the population with water supply services reached 97%, which is 13% higher than in 2014, while the average coverage of wastewater services is at 77%, and in this five year period has increased by 15%.

The total number of customers in 2018 is 355,030 with an increase of 16,876 customers compared to the previous year 2017. Number of household customers has increased by 15,346 while for non-households (commercial-Industrial and institutional) for 1,530 customers.

Tab11, The coverage rate of population with services for the period 2014-2018

Coverage with services	Water supply	Wastewater (sewage)
2014	84%	62%
2015	87%	65%
2016	91%	69%
2017	94%	74%
2018	97%	77%

In this basic analysis of the calculation of this indicator is taken the number of household customers who are sent invoice from the company in relation to the number of households located within the respective area of service. It is

evident that in recent years there is a concentration of customers in urban areas, both from rural and diaspora areas, in areas that have a supply system.

4.3. PLANNED REVENUES, TURNOVER AND COLLECTED CASH

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

Fig. 31 shows the average turnover and revenue efficiency over 5 years, and provide a clear picture of turnover and revenue over the years eliminating distortions that may occur during a financial year.

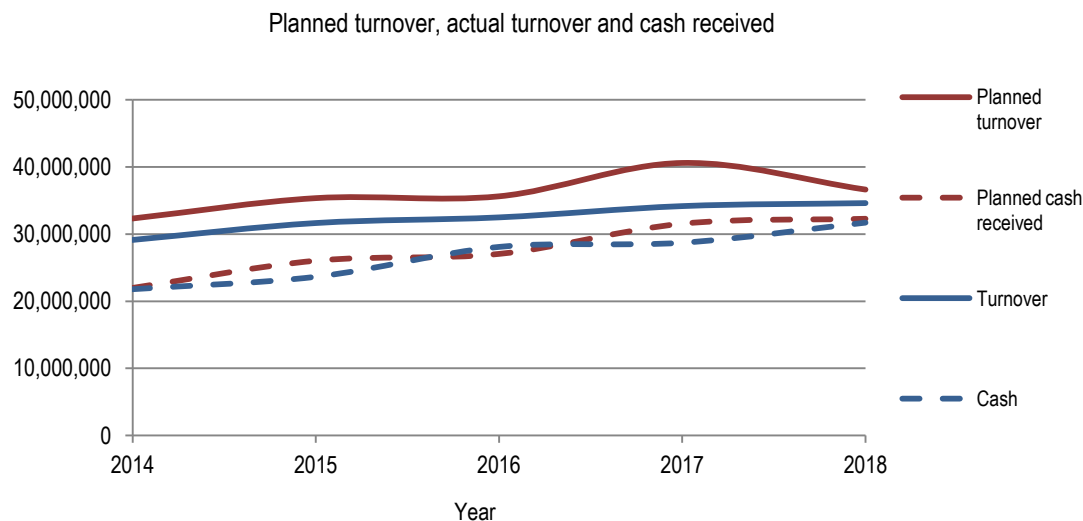


Fig. 31. Financial performance of the sector

Efficiency of Turnover⁷ at sector monetary value during 2018 has been slightly improved, at € 444 thousand or expressed in percentage by 1% compared to 2017. This slight improvement is attributed to the expansion of the customer base year after year, and then increasing the efficiency of billing revenues. Turnover in 2018/2014, in monetary value has improved for € 5.5 mil. or expressed in percentage 19%.

Unlike Traffic Efficiency, the efficiency of collection in 2018 compared to 2014, has marked a higher improvement of € 9.9 mil., or in percentage 46%, compared to the previous year 2017, raised to the level of 10%.

The collection rate in relation to sector-level billing in 2018 was 92% or 8% higher, compared to 2017, and compared to 2014 with a 17% higher collection rate.

Table 12. Turnover and collection by years

Years	Turnover	Collection/cash	Cash/Turnover
2014	29,296,792.70	21,890,722.67	75%
2015	32,125,817.68	23,969,835.35	75%
2016	32,980,466.89	28,486,856.51	86%
2017	34,183,538.19	28,693,881.87	84%
2018	34,627,728.80	31,685,606.76	92%

92% of the Efficiency of Collectivity can be said to be satisfactory, as only 8% of customer debts remain uncollected.

⁷ Turnover included revenues from regular billing for water and wastewater services as well as revenues from other operating activities
Cash included collection from regular billing for water and wastewater services as well as revenues from other operating activities.

Although the trend of collection is growing, the companies still have not reached the appropriate level of 100%, and such an increase in collection they can realize through the application of water service outages, addressing their collection through private bailiffs, and the activation of mobile bill collectors, which activity seems to be very successful.

4.4. CAPITAL EXPENDITURES FOR WATER SUPPLY AND WASTEWATER SERVICES

This section presents the RWCs real and planned capital expenditure analysis during tariff process 2 (2012-2014), 3 (2015-2017), which has been completed and the current process 4 (2018-2020).

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

The RWCs are expected to realize significant investments in the water supply and wastewater service and the total amount planned for the tariff process (2018-2020) namely in 2018, of approximately € 37 million, with an equal division of 1/2 or 50% in water supply and 1/2 or 50% in wastewater services. From the RWCs own resources it is planned to invest about € 3.6 million capital expenditures on both services (water supply and wastewater services).

Tab.13, Total value of capital expenditures for water supply and wastewater services

Company	2014	2015	2016	2017	2018
RWC 'Prishtina'	1,592,704	964,011	750,874	41,056,736	12,685,320
RWC 'Hidroregjioni Jugor'	909,195	1,154,620	1,185,597	226,616	284,104
RWC 'Hidrodrini'	802,008	2,034,939	243,840	589,753	395,489
RWC 'Mitrovica'	0.00	-	8,377,055	12,376,814	1,363,929
RWC 'Gjakova'	1,166,757	1,310,426	2,140,844	1,251,808	7,428,122
RWC 'Bifurkacioni'	3,060,203	279,182	156,414	216,652	13,477
RWC 'Hidromorava'	1,971,971	204,840	118,783	38,030	570,565
Total	9,502,839	5,948,018	12,973,406	55,756,409	22,741,006

The value of investments over these five years has been around € 107 million, mostly funded by donors, and a small share of the RWCs. In relation to the planned value the realization of investments reaches the level of 56%.

Over these five years about € 57 million were realized by RWC "Prishtina", while RWC "Hidromorava" realized € 2.9 million.

These investments were mainly at: improvement the reability of supply, water quality, and expanding and improving the infrastructure. So, the water production capacities have been increased, the expansion, maintenance and renewal of water and sewage networks. More investments have been made in RWC 'Prishtina', 'Mitrovica' and in RWC 'Gjakova'. So there are four major projects that started to improve the water supply continuity in these three companies, and the factories of drinking water in Shkabaj, Shipol, Balincë and Radoniq.

Even though there have been funds channeled towards investments in this sector, there is still much need to be done, given the huge investment requirements. The water sector (water supply and wastewater needs further investments support and co-ordinated efforts by different actors.)

5. PERFORMANCE OF H.E. “IBËR- LEPENCI”

The WSRA is responsible for regulating H.E. ‘Ibër Lepenci’, which provides bulk water for RWC Mitrovica’ dhe RWC ‘Prishtina’.

Below we provide some statistical data and some performance indicators to see trends in performance development in 2018, compared to 2017.

Tab. 14, The statistical data for H.E. ‘Ibër-Lepenci’

The statistical data for 2017 / 2018	2017	2018
Revenue bulk water volume (m3)	38,040,970	44,548,630
Billing for bulk water (€)	965,859	1,052,904
Collection for bulk water (€)	762,739	1,204,344
The cost of operation for bulk water supply (€)	969,911	1,286,328
Number of workers engaged in bulk water supply	51	69

In 2018, an increase in water quantity and billed value

was recorded, mainly sent to RWC ‘Prishtina’, for the needs of the new water plant in Shkabaj.

Also, the cost for the supply of bulk water have increased as well as the increase of the number of employees engaged in bulk water supply, set up for 18.

Table 13, gives an overview of financial indicator based on which the performance of H. E. ‘Ibër Lepenci’ during 2018/2017 may be evaluated.

Tab.15, Performance indicators of H. E. --‘Ibër-Lepenci’

Performance indicator	2017	2018
Collection rate	79%	114%
Working standard	1.00	0.82
Work coverage rate	0.79	0.94
Unit operating cost (€/m3)	0.03	0.03

H.E. ‘Ibër Lepenci’, has made a progress on cash collection at 114%, it seems to have managed to recover a portion of debt remaining from previous years, so there are debts since 2015 dhe 2017.

Increasing the billing in the euro did not affect the work rate to be higher compared to 2017, but it has fallen (deteriorated), from 1.0 to 2017, to 0.82 in 2018, which is a result of an increase in spending by 33%. Work coverage rate, although it has improved compared to 2017, this company still falls below the desired level to cover the costs incurred during 2018 for the services provided.

Operating costs per unit in 2018 remained at the same level as 2017, around 0.03 €/m³.

6. ACTIVITIES OF CCC

Customer Consultative Committee (CCC), operate within the service areas covered by the respective RWCs with a legal mandate established by / within the WSRA to represent the interests and handling of customer complaints that have not dealt with in accordance with legal provisions, by their service provider. They operate in seven regions of Kosovo, where each municipality has its representative in the respective CCC region. During 2018 WSRA continued to empower and raise their profile, backing them with professional assistance regarding their work and duties.

Customer Consultative Committee has held 92 meetings in all regions each month. CCC meetings were open to the public, where most customers participated in. A representative of the Regional Water Companies and the responsible officers of WSRA also participated in the meetings. Customer complaints and many important customers issues (service standards, tariffs, amendment – supplementing of sub-legal acts of WSRA's by laws, Company performance, etc) have been discussed in these meetings.

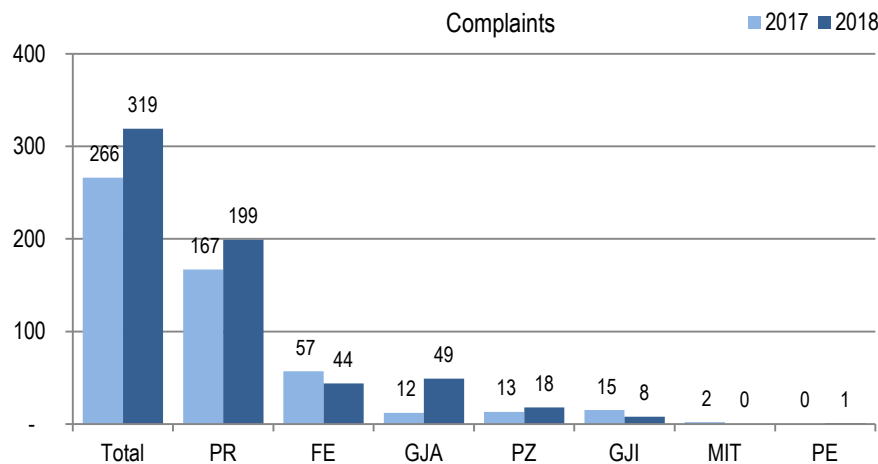


Fig. 32, Number of complaints filed 2017-2018

In 2018 a total of 319 complaints were filed in all CCCs, which is for 53 complaints more complaints than they were filed in 2017. More complaints continued to be addressed to the CCC for Prishtina region, (62%), Gjakova (15%), and Ferizaj (14%), service areas covered by RWC 'Prishtina' 'Gjakova' and RWC, 'Bifurkacioni'.

Most customers have complained about commercial issues: debt dispute, debt settlement / reduction, lump-sum billing, no regular reading of water meters, but a considerable part of them complained was about the technical aspect (service standards).

About 273 complaints have been addressed by household customers, 44 from commercial industrial customers and only 2 complaints are from the institutions.

It is worth pointing out that all customer complaints filed both in the complaint boxes and at the WSRA reception office are reviewed in accordance with applicable laws and time limit have been respected to respond to customer complaints or requests.

Out of all these complaints, 278 were solved, 10 – notice to the party, 10 – unlawful, 17-expired, 0- court case, 4 - others.

7. CHALLENGES FOR THE FUTURE

The annual performance report for water service providers presents each year the biggest challenges and concerns of the water services sector in the country from regulatory perception. The WSRA also provides key data, suggestions and analyzes to help support the development and the right solutions. For this year we have specified some of the most current challenges faced by the RWCs and the water sector in general. Therefore, as such, these specific issues listed below require that water utilities and local institutions responsible should be proactive and not reactive in order to manage their best and easier.

Infrastructure maintenance

This is another challenge in the water service industry, in the context of the many challenges that are being followed by the water services sector in Kosovo. In this regard, companies are operating in the red zone in the absence of the necessary financial resources for maintenance and repair of existing infrastructure. The high NRW rates especially of the component of physical losses are also justified by the fact that the average rate of defects in the sector (208/ 100 km), is a high and as such far away from the current norms of European countries. Also, the most important performance indicator of supply infrastructure is the frequent outages of utility due to supply pipeline failures, or even sewerage defects / overflows.

The importance of infrastructure and its regular maintenance lies in the support and quality of sustainable and reliable water supply services. Clearly, to achieve its goal, infrastructure must be effectively operated and maintained. Failure to maintain the infrastructure over time has consequences for termination of service continuity, as well as high cost of work and repair, as if it had been undertaken on time. Infrastructure maintenance should be considered as a strategic tool to promote the provision of better services. Maintenance of existing infrastructure should not be seen as of secondary importance in the most attractive perspective of the new infrastructure. But it has to be done consistently and year after year, this comes at a cost but this is a cautious investment that saves RWC considerably in the medium to long term and will promote efficient services.

The cost of maintaining the infrastructure assets is determined not only by the size, nature, capacity of that infrastructure but also the design, the specified and used materials, the quality of the construction, etc. Generally, at least half of the cost of living for an infrastructure asset should be carried out after its completion. In other words, the cost of planning, designing and building the asset is unequivocally less than half, sometimes even less than 20% of the cost of usable life of the asset.

The decision on infrastructure procurement should be guided by the understanding of the lifecycle costs of that infrastructure. It should take into account not only the relatively short period of design and construction, but also the much longer period of operation, and greater operating costs. Infrastructure management over the lifecycle means reviewing the options and strategies, and costs, throughout its life, planned to be available. In Kosovo, there is stagnation in asset management in general and in particular of infrastructure in a planned manner. Asset management and capital investment in infrastructure are generally made ad-hoc, responding to urgent needs or system failures. Consequently, the infrastructure base continues to deteriorate from year to year. By introducing a strategic approach to infrastructure management, RWCs can begin to plan how to change this ongoing decline in infrastructure performance by understanding what is needed and how much it can cost. Infrastructure maintenance analysis as an important part of asset management should be submitted to PMA, which is used to inform the Business Plan and Tariff Application for the Regulator. In this way, WSRA can ensure that by not letting away the issues of affordability, which is the determination of a tariff that reflects the true cost of maintaining the asset-infrastructure base to ensure the required level of service in a transparent and accountable manner, as well as cost-effective.

Treatment of wastewater

Kosovo does not have a large amount of drinking water what is used is not rationally used, so water as a source of strategic importance, should have adequate treatment – rational use and the creation of the infrastructure necessary for the construction of systems contemporary treatment of wastewater. Wastewater pollutes the environment and has adverse on human health and is a priority issue requiring urgent solutions.

The development of the infrastructure needed to expand the wastewater network and the proper treatment of wastewater remains the main environmental challenge in Kosovo. We recall that wastewater infrastructure is not yet satisfactory, as yet a quarter of the population is not connected to the wastewater network. Approximately 157 mill.m³ of wastewater are discharged annually in rivers by RWCs, endangering the environment and the health of the population. Large quantities of wastewater are produced by household customers. Regarding the treatment of wastewater in the country, the situation is alarming. Currently, in Kosovo there is a ITUN in Skënderaj, managed by RWC 'Mitrovica' and two small ITUNs managed by RWC 'Prishtina', the total amount of wastewater treated is only about 1.0 mil. m³, per year, this is incomparable with European Union countries, as the standards set for European countries are very high. With the signing of the Stabilization and Association Agreement (SAA), of the European Commission on 27 October 2015, the country is a step forward towards EU membership. Kosovo has thus accepted the obligation to harmonize all regulations, rules and procedures with the EU acquis (regulations, directives, decisions, etc). For the water field is certainly the most important legal document is the Water Framework Directive of European Union (2000/60 / EC), which among others has set objectives for water protection as part of the environment. Other water related directives, which meet the Water Framework Directive, set standards for environmental quality, wastewater treatment, types and restrictions of hazardous substances, groundwater standard parameters depending on the status of quality of water for certain types of use – drinking water, etc. Wastewater treatment requires a lot of money, but also a lot of knowledge that currently can not cope with local capacities. The greatest challenge for project implementation is to provide the necessary financing projects in the field of wastewater treatment. This should be achieved through grants from IPA, WB and other funds in the framework of bilateral agreements, development agencies and of course part of the Kosovo budget. Lack of professional capacities in responsible institutions presents a very serious problem in the preparation and effective implementation of these projects, but insufficient professional capacities are also evident to end-users RWCs during the operation – application of wastewater treatment.

The preparation and implementation of the projects should involve appropriately qualified experts, resulting mainly in good preparation of projects, such as: technical components, financing structure and legal basis: preparation of technical documentation, preparation of various studies (feasibility, environment impact), analysis, obtaining necessary licences, issues of property resolution, preparation of public procurement procedures, and enhancing the country's institutional capacity to implement the EU acquis, in the field of water, the existing staff structure in institutions and the RWC for wastewater management should also be strengthened. For the long-term goal and effective planning of wastewater projects it is necessary to establish direct, continuous cooperation and coordination of all stakeholders, initially between participants in the co-financing of wastewater treatment projects and institutions and RWCs that will manage these systems. It should be taken into account that the cost of service to the citizens is adapted to the socio-economic conditions. The existing tariff policy for water and wastewater in the present form is defined in the "uniform tariffs for water and wastewater services for all customers connected to the wastewater network of Regional Water Company". The WSRA is considering the possibility of finding the most cost-effective tariff policies in this service, based on the 'polluter pays' principle and affordability to pay bills on the part of customers.

APPENDIX 1: QUALITY OF THE DATA

This Report has been compiled using the data reported by licensed public water companies in accordance with their reporting obligations set out in the legal framework and service licenses. The WSRA water quality data has been obtained from the National Institute of Public Health (NIPHK) with which WSRA has a Cooperation Agreement.

The data reported by companies according to the reporting system developed by WSRA (Annual Report and ROFK system) were subjected to the audit / verification undertaken by WSRA during April 2019. The purpose of the audit was to verify the quality of the data, respectively their accuracy and reliability. In general, WSRA considers the data used in this report (apart data pertaining to operational aspects and some data from customer service), mostly reliable and fair.

The assessment of data reliability is based on the criteria given in: "The guide to advancing monitoring system in the WSRA and RWCs". Moreover, WSRA has undertaken other activities in this regard this year such as: (i) Evaluation of progress in the development of monitoring systems" as well as updating of two important documents such as: "Standard Module Inspection and other Licence Conditions" – 2018, and "Water Balance Modul -2018", which, besides the audit activity, have been a good basis for determining the level of data reliability for 2018.

In terms of reliability and accuracy, the data are evaluated in 3 categories, specified by corresponding rate notes: (i) Reliable -100%, (ii) Partially reliable – 50% and (iii) Unreliable -0

Each of the data reported was evaluated by the audit team, based on how much RWC practices comply with a given set of assessment criteria, from the guide to advancing the monitoring system in WSRA and RWC. Low data reliability results usually show a lot of rating, while the highest results show: data maintenance, accurate measurements and information management with automated software systems (telemetry) or even formats of accurate and verifiable reports.

Data prior to finalization has been circulated to all service providers to confirm that the data is correct and eventually output any possible technical error.

The conclusions drawn from the analysis of the RWC information system, in the context of the possibility of generating accurate and reliable data, are given in detail in the audit / verification reports of the data. In this report we have presented a general outline findings from the evaluation of data quality with accompanying comments.

The Software System, although fully integrated for information management is currently not a satisfactory level. As far as financial applications are concerned, they are well developed in all RWCs. Only three RWCs 'Hidroregjioni Jugor', 'Bifurkacioni' and 'Gjakova', have advanced modules for customer relations and are well upgraded. GIS applications are installed in all RWCs, although RWC 'Hidrodrini' and 'Hidroregjioni Jugor' have an update and greater involvement of these systems in the company's operational aspects. The online monitoring system of the water supply system in all RWCs needs improvement. The SCADA system in the distribution network and ITU is to some extent developed only in RWC 'Mitrovica', in other companies it is almost non-existent. While the ITU SCADA system has only fully installed RWC 'Mitrovica', in other RWCs it is partially complete (Prishtina, Hidromorava and Bifurkacioni). Such a state of the information management system presents difficulties in recording, processing and reporting data to companies as well as for the regulator during the audit / verification process of the reported data.

Data Reliability, the overall data reliability reported in 2018 is at level of 92% as it was in 2017. Few improvements have been noted in data, non-financial water supply (1%), while reliability of non-financial data for wastewater has improved (5%), due to the fact that responsible persons from the companies have better understood the definitions and had more clarity in updating and reporting these data. Financial data generally remain at a higher level of reliability (94%), some defects this year have also been noted in the reporting of expenditures items, ie divisions in water and wastewater services. Some RWC have experienced a slight decline in data reliability, due to the fact that the responsible officers during the audit had a clearer picture of meeting the criteria, based on the activities undertaken in this regard by WSRA in 2018.

The final average value of data reliability for the RWC is: highest at RWC Gjakova (97%), while the lowest is in RWC 'Mitrovica' 88%.

Tab. 16, Quality of reporter data (2017-2018)

RWC	Data, non-financial - water supply		Data, non-financial - wastewater services		The financial data - water supply and wastewater services		Overall average - RWC	
	2017	2018	2017	2018	2017	2018	2017	2018
Gjakova	92%	93%	89%	89%	100%	98%	98%	97%
Hidromorava	88%	90%	95%	87%	100%	98%	98%	96%
Prishtina	85%	85%	79%	84%	99%	98%	96%	95%
Bifurkacioni	88%	90%	84%	95%	92%	92%	91%	92%
Hidroregjioni Jugor	87%	82%	87%	92%	92%	91%	91%	90%
Hidrodrini	84%	89%	58%	63%	88%	92%	85%	89%
Sector average	87%	88%	78%	83%	94%	94%	92%	92%

General recommendations on improving the reliability of data derive from the findings of the audit / verification process findings. By implementing these recommendations, the RWCs will surely advance their system of retention, management and reliability of reported data as demonstrated in the WSRA and RWC Monitoring System Advancement Guide', by:

- Further upgraded the system of data recording, storage and processing, in an electronic monitoring system, to effectively utilize and generate the right information;
- Instal the water meters in all water production sites, replacing and testing obsolete / damaged water meters;
- Perorming volumetric testin of zoned water meters as well as customer water beteres according to legal requirements, and needs to confirm measurement accuracy, the test results are stored documented to be used for analysis and management of water losses;
- Establishing a SCADA control system (or a smilar computerized monitoring system), for the control of water treated and control of water distributed throughout the water treatment and distribution system and for the entire service area of the company;
- Setting up the pressure management program with sufficient equipment (manometers), and installing the (SCADA) oversight, control and measurement systems, to measure and provime reliable and distributed pressure data throughout the water supply area and water network distribution;
- Connecting the Geografic Information System (SIG) and the asset management database (AMD) as well as verifying this data on the ground;
- Installing a project mangagement system to plan, monitor and manage all phases of capital projects in order to see improvements in the service infrastructure;
- Installing a maintenance management system to ensure the update of the defect database within this application, which contaings information about all cracks and the damages that have accoured in the water distribution network as well as aspects related to finances.
- Avanced and updated financial information system through the use of Accounting Plan that includes regulatory requirements in the categorization of operating costs according to the costs of centers.

Detailed performance data and indicators in use meet all the requirements of good and effective performance measurement for the needs and puroposes of regulatory processes, local institutions with decision-making responsibilities in this sector, valuable information for donors, customers, service providers and the general public. For

the needs of the report, we have used other data provided and published by responsible institutions such as the data reported by NIPHK (water quality) or Kosovo Agency of Statistics (inflation rate, population and household statistics).

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

- Data on the population statistics, number of customers, length of pipes, etc. There are no year-end data of the year but estimated average of the year;
- Financial data expressed in EUR, are adjusted to the mid- 2017 price levels (year when the three-year tariffs 2018-2020 have been set) and in line with published inflation statistics to enable appropriate comparisons from year to year.
- Financial records have been reported in accordance with the “Regulatory Accounting Guidelines” (RAG), and in particular:
- The determination of the value of the assets is done according to the “Regulatory Accounting Guidelines”;
- Capital maintenance is defined as a combination of infrastructure renewals and depreciation at current cost of non-infrastructure assets;
- Provision of bad debts (repayment) are defined as amounts of uncollected income from the previous year.

RWC Prishtina (Prishtinë)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.9%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	99.1%	98.9%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	81	22
		Properties affected by low pressure	W.1.A.04	% properties	0.07%	0.02%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	85,310	113,015
		Properties with 24 hour supply	W.1.A.06	% properties	77%	98%
		Properties with 18-24 hour supply	W.1.A.07	Nr	16,676	0
		Properties with 18-24 hour supply	W.1.A.08	% properties	15%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	8,926	1,800
		Properties with less than 18 hours supply	W.1.A.10	% properties	8%	2%
Infrastructure serviceabilit	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	29,757,221	32,728,713
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	652	691
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	679	695
		Non revenue water (relative to production)	W.1.B.04	% production	57%	60%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	114	154
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	72	98
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	110,912	114,815
		Coverage (households served relative to total)	W.2.A.02	% total households	117%	119%
	New connections	New connections (household)	W.2.A.03	Nr	4,504	3,301
		New connections (commercial and institutional)	W.2.A.04	Nr	727	640
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	570	3,404
		Meters installed (com & inst)	W.2.B.04	Nr	24	639
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	3,607	2,723
		Complaints received (commercial)	W.2.C.02	Nr	4,239	5,379
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	16,927,981	16,324,461
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	86%	94%
		Volume of sales to households (un-metered)	W.3.A.03	m3	762,413	692,967
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	N/A	91%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	4,621,711	4,807,250
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	77%	83%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	18,057	16,527
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	0%	82%
	Values	Value of water sales to households	W.3.A.09	EUR	8,331,383	8,536,069
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	91%	95%
		Value of water sales to com & inst	W.3.A.11	EUR	4,595,024	4,377,486
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	79%	83%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.049	0.050
		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	0.430	0.545
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	0	5,311,301
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	1,712%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	10%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	41,268,733	5,483,088
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	11,418%	4,386%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
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	3,321	3,892
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	304	356
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	0	18
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	0	1.65
	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	95,695	99,503
		Coverage (households served relative to total)	S.2.A.02	% total households	101%	103%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	4,480	3,136
		New connections (commercial and institutional)	S.2.A.06	Nr	661	621
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	3,551	2,573
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	766,787	732,267
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	93%	97%
		Value of sales to com & inst	S.3.A.01	EUR	489,298	495,017
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	76%	87%
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	1.34	1.4
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	1.47	5.9
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	1,672,549
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	605%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	21.3%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	221,666	218,382
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	1,874%	6,174%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	14,182,491	14,140,839
		Total sales relative to plan	F.1.A.02	% of plan estimate	86%	91%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	12,478,659	13,736,878
		Total revenue collection out-performance	F.1.B.02	EUR	-1,597,793	-551,867
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	89%	96%
		Total revenues written off	F.1.B.04	EUR	1,049,876	1,703,832
		Total revenues written off relative to billing	F.1.B.05	% of billing	7%	12%
		Revenue collection relative to billing	F.1.B.06	% of billing	88%	97%
		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		Val Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	EUR	5,92%	-0.15%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Hidroregjioni Jugor (Prizren)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2017	2018
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	99.7%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	99.4%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	39,287	41,137
		Properties with 24 hour supply	W.1.A.06	% properties	99%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	200	200
		Properties with 18-24 hour supply	W.1.A.08	% properties	1%	0%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceabilit	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	10,115,569	9,690,479
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	612	561
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	612	562
		Non revenue water (relative to production)	W.1.B.04	% production	58%	57%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	257	243
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	605	573
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	39,487	41,337
		Coverage (households served relative to total)	W.2.A.02	% households total	70%	73%
	New connections	New connections (household)	W.2.A.03	Nr	1,266	2,433
		New connections (commercial and institutional)	W.2.A.04	Nr	98	161
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	95%	96%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	97%	98%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	543	720
		Meters installed (com & inst)	W.2.B.04	Nr	66	23
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	1,417	1,037
		Complaints received (commercial)	W.2.C.02	Nr	1,048	580
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	5,501,868	5,629,390
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	75%	90%
		Volume of sales to households (un-metered)	W.3.A.03	m3	679,994	515,166
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	262%	74%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,085,840	1,121,400
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	67%	88%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	99,154	81,857
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	29,776%	126%
	Values	Value of water sales to households	W.3.A.09	EUR	2,724,464	2,772,723
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	83%	91%
		Value of water sales to com & inst	W.3.A.11	EUR	1,034,469	946,157
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	77%	91%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.089	0.091
		Unit total cost of water production	W.3.B.02	EUR/m3	0.095	0.093
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.441	0.440
		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	59,919	109,744
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	2%	7%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0.8%	1.5%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	160,903	163,583
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	4.1%	3.0%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
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	1,215	1,140
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	450	422
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	77	61
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	29	23
	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	34,747	37,156
		Coverage (households served relative to total)	S.2.A.02	% total households	62%	65%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	1,763	3,056
		New connections (commercial and institutional)	S.2.A.06	Nr	127	152
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	558	511
		Complaints received (commercial)	S.2.B.02	Nr	47	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	328,088	384,365
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	95.5%	90%
		Value of sales to com & inst	S.3.A.01	EUR	128,143	191,069
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	72%	81%
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	10.75	11.47
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	10.80	11.52
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	8,188	10,777
		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	4,215,165	4,294,314
		Total sales relative to plan	F.1.A.02	% of plan estimate	82%	90%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	3,988,366	4,109,732
		Total revenue collection out-performance	F.1.B.02	EUR	-220,110	-129,074
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	95%	97%
		Total revenues written off	F.1.B.04	EUR	539,806	226,799
		Total revenues written off relative to billing	F.1.B.05	% of billing	13%	5%
		Revenue collection relative to billing	F.1.B.06	% of billing	95%	96%
		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		Val Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	EUR	6.55%	3.68%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Hidrodrini (Pejë)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2017	2018
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	98.7%
		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	40,282	41,421
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	0	48
		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 serviceabilit	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	16,390,162	15,703,602
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	990	925
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	990	925
		Non revenue water (relative to production)	W.1.B.04	% production	64%	62%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	203	195
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	248	238
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	40,282	41,468
		Coverage (households served relative to total)	W.2.A.02	% households total	101%	102%
	New connections	New connections (household)	W.2.A.03	Nr	566	1,806
		New connections (commercial and institutional)	W.2.A.04	Nr	-278	215
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	96%	97%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	97%	99%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	1,540	1,813
		Meters installed (com & inst)	W.2.B.04	Nr	0	210
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	1,309	4,008
		Complaints received (commercial)	W.2.C.02	Nr	85	95
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	7,118,989	6,914,241
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	85%	91%
		Volume of sales to households (un-metered)	W.3.A.03	m3	170,025	444,256
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	72.351%	230%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,967,781	1,930,461
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	109%	104%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	13,000	373,750
		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	2,207,822	2,314,404
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	87%	95%
		Value of water sales to com & inst	W.3.A.11	EUR	1,110,871	1,010,167
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	106%	104%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.004	0.006
		Unit total cost of water production	W.3.B.02	EUR/m3	0.005	0.007
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.260	0.257
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	347,125	159,211
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	25%	41%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	4.6%	2.1%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	154,180	225,443
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	27%	213%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
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	17,521	19,642
		Coverage (households served relative to total)	S.2.A.02	% total households	44%	48%
		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	3,580	662
		New connections (commercial and institutional)	S.2.A.06	Nr	249	119
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	988
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	206,659	223,176
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	114%	105%
		Value of sales to com & inst	S.3.A.01	EUR	158,008	176,772
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	109%	103%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	7.4	4.5
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	7.7	4.8
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	5,830	8,976
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	5%	11%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0.4%	0.6%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	88,848	1,859
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	47%	0.2%
F – Financial						
Sales and revenue collection						
Sales	Total sales		F.1.A.01	EUR	3,683,360	3,724,520
	Total sales relative to plan		F.1.A.02	% of plan estimate	94%	98.5%
Collection efficiency	Total revenue collection		F.1.B.01	EUR	2,945,045	3,232,839
	Total revenue collection out-performance		F.1.B.02	EUR	-223,943	-18,512
	Total revenue collection out-performance(relative)		F.1.B.03	% of plan estimate	93%	99%
	Total revenues written off		F.1.B.04	EUR	789,496	738,315
	Total revenues written off relative to billing		F.1.B.05	% of billing	21%	20%
	Revenue collection relative to billing		F.1.B.06	% of billing	80%	87%
	Accounts receivable		F.1.B.07	EUR	N/A	N/A
	Accounts receivable relative to turnover		F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Val Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	EUR	3.2%	4.0%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Mitrovica (Mitrovicë)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	99.6%
		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	25,162	27,976
		Properties with 24 hour supply	W.1.A.06	% properties	97%	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	850	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	3%	0%
Infrastructure serviceabilit	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	17,135,593	16,794,023
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,638	1,491
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,651	1,491
		Non revenue water (relative to production)	W.1.B.04	% production	62%	59%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	135	95
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	209	133
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	26,012	27,976
		Coverage (households served relative to total)	W.2.A.02	% total households	76%	81%
	New connections	New connections (household)	W.2.A.03	Nr	2,206	1,722
		New connections (commercial and institutional)	W.2.A.04	Nr	320	146
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	68%	72%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	87%	86%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,227	2,903
		Meters installed (com & inst)	W.2.B.04	Nr	175	217
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	6,908	1,103
		Complaints received (commercial)	W.2.C.02	Nr	93	165
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,904,109	2,934,082
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	56%	99%
		Volume of sales to households (un-metered)	W.3.A.03	m3	2,261,099	2,022,646
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	268%	101%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	618,847	903,883
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	79%	153%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	56,839	72,652
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	1001%	258%
	Values	Value of water sales to households	W.3.A.09	EUR	2,174,463	2,103,503
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	86%	100%
		Value of water sales to com & inst	W.3.A.11	EUR	586,678	698,191
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	87%	138%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.054	0.053
		Unit total cost of water production	W.3.B.02	EUR/m3	0.055	0.054
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.288	0.394
		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	1,985,612	1,238,917
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	73%	93%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	41.5%	26%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	10,519,917	112,511
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	841%	4.1%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
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	1,035
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	436
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	1,592	56
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	706	24
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	20,060	21,713
		Coverage (households served relative to total)	S.2.A.02	% total households	59%	63%
		Households served with wastewater treatment	S.2.A.03	Nr	0	3,217
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	14%
	New connections	New connections (household)	S.2.A.05	Nr	1,946	1,359
		New connections (commercial and institutional)	S.2.A.06	Nr	315	167
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	1,437	396
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	379,246	352,475
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	94%	109%
		Value of sales to com & inst	S.3.A.01	EUR	136,745	135,888
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	80%	123%
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	8.32	8.61
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	8.33	8.62
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	2,015	12,501
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	1.9%	3.3%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	3,277,132	3,290,057
		Total sales relative to plan	F.1.A.02	% of plan estimate	87%	108%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,830,612	2,366,746
		Total revenue collection out-performance	F.1.B.02	EUR	-894,989	54,270
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	67%	102%
		Total revenues written off	F.1.B.04	EUR	1,198,957	1,446,521
		Total revenues written off relative to billing	F.1.B.05	% of billing	37%	44%
		Revenue collection relative to billing	F.1.B.06	% of billing	56%	72%
		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		Val Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	EUR	3.4%	-10.46%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Gjakova (Gjakovë)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	99.7%
		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	31,210	32,545
		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 serviceabilit	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	7,017,591	6,525,046
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	547	488
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	547	488
		Non revenue water (relative to production)	W.1.B.04	% production	47%	44%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	249	201
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	411	319
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	31,210	32,545
		Coverage (households served relative to total)	W.2.A.02	% total households	103%	103%
	New connections	New connections (household)	W.2.A.03	Nr	1,390	1,280
		New connections (commercial and institutional)	W.2.A.04	Nr	144	239
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	95	1,414
		Meters installed (com & inst)	W.2.B.04	Nr	31	239
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	84	123
		Complaints received (commercial)	W.2.C.02	Nr	414	686
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	6,264,199	6,142,147
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	92%	86%
		Volume of sales to households (un-metered)	W.3.A.03	m3	357,147	344,524
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	75%	98%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,342,682	1,980,742
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	158%	227%
		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	2,697,762	2,672,708
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	87%	85%
		Value of water sales to com & inst	W.3.A.11	EUR	839,244	1,009,003
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	111%	149%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0256	0.0528
		Unit total cost of water production	W.3.B.02	EUR/m3	0.030	0.059
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.394	0.419
		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	475,440	477,969
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	8%	119%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	6.2%	5.4%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	755,813	6,905,211
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	28 %	348%

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2017	2018
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	834
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	1,030
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	12	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	15	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	21,858	23,314
		Coverage (households served relative to total)	S.2.A.02	% total households	72%	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	893	2,020
		New connections (commercial and institutional)	S.2.A.06	Nr	220	209
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	155	37
		Complaints received (commercial)	S.2.B.02	Nr	11	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	381,892	453,420
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	110%	87%
		Value of sales to com & inst	S.3.A.01	EUR	158,390	208,608
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	120%	112%
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	6.96	6.02
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	7.4	6.39
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	11.024	1,854
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	26.9%	4.08%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0.6%	0.1%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	22,753	43,088
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.4%	0.8%
F – Financial						
Sales and revenue collection						
Sales	Total sales		F.1.A.01	EUR	4,077,287	4,343,738
	Total sales relative to plan		F.1.A.02	% of plan estimate	94%	96%
Collection efficiency	Total revenue collection		F.1.B.01	EUR	3,549,567	4,196,351
	Total revenue collection out-performance		F.1.B.02	EUR	18,004	200,860
	Total revenue collection out-performance(relative)		F.1.B.03	% of plan estimate	101%	105%
	Total revenues written off		F.1.B.04	EUR	210,240	527,720
	Total revenues written off relative to billing		F.1.B.05	% of billing	5%	12%
	Revenue collection relative to billing		F.1.B.06	% of billing	87%	97%
	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		Val Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	EUR	6.16%	0.87%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Bifurkacioni (Ferizaj)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.4%	97.1%
		Water quality (physical and chemical)	W.1.A.02	% pass	95.9%	98.2%
	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	20,928	22,293
		Properties with 24 hour supply	W.1.A.06	% properties	91%	91%
		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	1,442
		Properties with less than 18 hours supply	W.1.A.10	% properties	6%	6%
Infrastructure serviceabilit	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	4,134,392	5,632,582
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	438	568
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	447	578
		Non revenue water (relative to production)	W.1.B.04	% production	55%	63%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	67	58
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	257	192
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	23,102	24,467
		Coverage (households served relative to total)	W.2.A.02	% total households	93%	97%
	New connections	New connections (household)	W.2.A.03	Nr	990	1,740
		New connections (commercial and institutional)	W.2.A.04	Nr	103	-135
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	93%	96%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	89%	94%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	1,183	2,589
		Meters installed (com & inst)	W.2.B.04	Nr	147	137
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	9	8
		Complaints received (commercial)	W.2.C.02	Nr	266	211
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,538,170	2,729,969
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	66%	82%
		Volume of sales to households (un-metered)	W.3.A.03	m3	386,976	132,646
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	254%	72%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	376,086	478,203
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	164%	128%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	33,610	9,219
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	28%	26%
	Values	Value of water sales to households	W.3.A.09	EUR	1,277,819	1,290,686
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	75%	84%
		Value of water sales to com & inst	W.3.A.11	EUR	370,613	408,424
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	110%	114%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.048	0.038
		Unit total cost of water production	W.3.B.02	EUR/m3	0.050	0.039
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.42	0.403
		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	158,820	4,046
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	18%	0%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	4.6%	0.1%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	49,319	5,645
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	44%	0.9%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
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	698	143
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	298	60
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	2	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	1	0
	WWTP overflows	Wastewater treatment plant overflows	S.1.C.03	Nr	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	20,194	21,716
		Coverage (households served relative to total)	S.2.A.02	% total households	81%	86%
		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	881	2,163
		New connections (commercial and institutional)	S.2.A.06	Nr	64	108
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	1	0
		Complaints received (commercial)	S.2.B.02	Nr	22	13
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	312,022	300,733
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	74%	81%
		Value of sales to com & inst	S.3.A.01	EUR	128,951	129,660
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	116%	136%
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	11.66	9.97
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	11.94	10.22
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	1,893
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	2%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0.2%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	10,801	1,893
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	53%	0.6%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,089,406	2,129,503
		Total sales relative to plan	F.1.A.02	% of plan estimate	81%	90%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,689,847	1,704,218
		Total revenue collection out-performance	F.1.B.02	EUR	-300,002	-313,794
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	85%	84%
		Total revenues written off	F.1.B.04	EUR	388,592	399,558
		Total revenues written off relative to billing	F.1.B.05	% of billing	19%	19%
		Revenue collection relative to billing	F.1.B.06	% of billing	81%	80%
		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		Val Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	EUR	1.2%	3.23%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

RWC Hidromorava (Gjilan)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.5%	98.3%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	99.4%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	5	50%
		Properties affected by low pressure	W.1.A.04	% properties	0.02%	0.19%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	24,681	25,946
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	Nr	13	38
		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	25	13
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceabilit	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	4,874,666	4,451,817
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	487	428
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	487	428
		Non revenue water (relative to production)	W.1.B.04	% production	56%	53%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	49	42
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	175	145
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	24,719	25,996
		Coverage (households served relative to total)	W.2.A.02	% total households	75%	78%
	New connections	New connections (household)	W.2.A.03	Nr	-510	3,064
		New connections (commercial and institutional)	W.2.A.04	Nr	-658	264
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	87%	92%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	79%	94%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	824	1,084
		Meters installed (com & inst)	W.2.B.04	Nr	165	67
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	185	233
		Complaints received (commercial)	W.2.C.02	Nr	95	90
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,858,577	3,021,273
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	75%	85%
		Volume of sales to households (un-metered)	W.3.A.03	m3	462,676	452,244
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	N/A	105%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	468,859	504,372
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	118%	94%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	40,680	34,812
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	N/A	91%
	Values	Value of water sales to households	W.3.A.09	EUR	1,394,450	1,482,435
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	88%	87%
		Value of water sales to com & inst	W.3.A.11	EUR	413,351	427,219
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	120%	91%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0647	0.061
		Unit total cost of water production	W.3.B.02	EUR/m3	0.067	0.064
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.396	0.383
		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	22,326	403,721
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	6.8%	50%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0.8%	14%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	13,807	166,596
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	3%	8%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2017	2018
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	21,508	23,017
		Coverage (households served relative to total)	S.2.A.02	% total households	65%	69%
		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	1,147	1,871
		New connections (commercial and institutional)	S.2.A.06	Nr	150	232
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	964	133
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	243,782	251,317
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	106%	101%
		Value of sales to com & inst	S.3.A.01	EUR	95,940	85,179
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	143%	104%
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	5.73	5.34
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	6.15	5.71
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	2,298	248
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	16.6%	0%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,147,523	2,246,150
		Total sales relative to plan	F.1.A.02	% of plan estimate	97%	90%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,705,215	1,880,235
		Total revenue collection out-performance	F.1.B.02	EUR	-148,128	-304,139
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	92%	86%
		Total revenues written off	F.1.B.04	EUR	364,107	442,308
		Total revenues written off relative to billing	F.1.B.05	% of billing	17%	20%
		Revenue collection relative to billing	F.1.B.06	% of billing	79%	84%
		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		Val Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	EUR	4.4%	3.9%
		Cost of debt	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	ratio	N/A	N/A
		Cash interest cover	F.2.B.04	ratio	N/A	N/A

APPENDIX 2: DEFINITIONS AND REASONABILITY

A Definitions of performance indicators

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

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

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

B Rationality for measuring performance

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

Performance measurement structure

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

Criteria, definitions, coefficient and calculations for performance measurement

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

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

APPENDIX 3: SUMMARY STATEMENT OF INCOME

RWC Prishtina (Prishtinë)

	2017	2018
Turnover	14,220,388	14,311,278
Operating costs	9,259,418	10,090,504
Net operating income (excluding capital maintenance)	4,960,970	4,220,774
Capital maintenance (infrastructure renewals + cc depreciation)	434,584	2,609,091
Net operating income (including capital maintenance)	4,526,386	1,611,683
Provision for bad debts	1,049,876	1,703,832
Net operating income (after bad debts)	3,476,510	(-92,147)
Interest on long term loans	0	0
Pre-tax profit	3,476,510	(-92,147)
Taxation on profits	0	0
Net post-tax profit	3,476,510	(-92,147)

RWC Hidroregjioni Jugor (Prizren)

	2017	2018
Turnover	4,696,383	4,367,127
Operating costs	3,557,617	3,635,492
Net operating income (excluding capital maintenance)	1,138,766	731,635
Capital maintenance (infrastructure renewals + cc depreciation)	119,778	136,336
Net operating income (including capital maintenance)	1,018,988	595,299
Provision for bad debts	539,806	226,800
Net operating income (after bad debts)	479,182	368,499
Interest on long term loans	0	0
Pre-tax profit	479,182	368,499
Taxation on profits	0	0
Net post-tax profit	479,182	368,499

RWC Hidrodrini (Pejë)

	2017	2018
Turnover	3,685,243	3,760,089
Operating costs	2,455,076	2,494,085
Net operating income (excluding capital maintenance)	1,230,167	1,266,003
Capital maintenance (infrastructure renewals + cc depreciation)	158,417	149,034
Net operating income (including capital maintenance)	1,071,750	1,116,969
Provision for bad debts	789,496	738,315
Net operating income (after bad debts)	282,254	378,654
Interest on long term loans	0	0
Pre-tax profit	282,254	378,654
Taxation on profits	0	0
Net post-tax profit	282,254	378,654

RWC Mitrovica (Mitrovicë)

	2017	2018
Turnover	4,261,956	3,910,751
Operating costs	2,833,324	3,135,639
Net operating income (excluding capital maintenance)	1,428,632	775,112
Capital maintenance (infrastructure renewals + cc depreciation)	19,719	19,759
Net operating income (including capital maintenance)	1,408,913	755,353
Provision for bad debts	1,198,957	1,446,521
Net operating income (after bad debts)	209,955	(-691,168)
Interest on long term loans	0	0
Pre-tax profit	209,955	(-691,168)
Taxation on profits	0	0
Net post-tax profit	209,955	(-691,168)

RWCU Gjakova (Gjakovë)

	2017	2017
Turnover	4,101,534	4,395,523
Operating costs	2,934,500	3,154,938
Net operating income (excluding capital maintenance)	1,167,034	1,240,585
Capital maintenance (infrastructure renewals + cc depreciation)	378,762	610,600
Net operating income (including capital maintenance)	788,272	629,985
Provision for bad debts	210,240	527,720
Net operating income (after bad debts)	578,033	102,266
Interest on long term loans	0	0
Pre-tax profit	578,033	102,266
Taxation on profits	0	0
Net post-tax profit	578,033	102,266

RWC Bifurkacioni (Ferizaj)

	2017	2018
Turnover	2,088,128	2,163,193
Operating costs	1,626,040	1,599,025
Net operating income (excluding capital maintenance)	462,088	564,168
Capital maintenance (infrastructure renewals + cc depreciation)	26,597	25,900
Net operating income (including capital maintenance)	435,491	538,268
Provision for bad debts	388,592	399,558
Net operating income (after bad debts)	46,899	138,170
Interest on long term loans	0	0
Pre-tax profit	46,899	138,170
Taxation on profits	0	0
Net post-tax profit	46,899	138,170

RWC Hidromorava (Gjilan)

	2017	2018
Turnover	2,191,104	2,299,768
Operating costs	1,618,641	1,656,916
Net operating income (excluding capital maintenance)	572,463	642,851
Capital maintenance (infrastructure renewals + cc depreciation)	39,668	40,955
Net operating income (including capital maintenance)	532,795	601,896
Provision for bad debts	364,107	442,308
Net operating income (after bad debts)	168,688	159,588
Interest on long term loans	0	0
Pre-tax profit	168,688	159,588
Taxation on profits	0	0
Net post-tax profit	168,688	159,588

APPENDIX 4: TARIFF STATEMENTS (2018-2020)

Current tariff statements for 2018

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

Tariffs applicable for 2019 (1 Januar - 31 December 2019)

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Gjakova	RWC Bifurkacioni	RWC Hidromorava
Households								
Water supply monthly charge	EUR/ month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply volume charge	EUR/m3	0.42	0.37	0.25	0.36	0.37	0.35	0.34
Wastewater charge (based on consumed water amount)	EUR/m3	0.05	0.13	0.07	0.09	0.09	0.12	0.08
Commercial and Institutional consumers								
Water supply monthly charge	EUR/ month	2.00	2.00	2.00	2.00	2.00	2.00	2.00
Water supply volume charge	EUR/m3	0.76	0.66	0.45	0.64	0.67	0.63	0.61
Wastewater charge (based on consumed water amount)	EUR/m3	0.11	0.29	0.15	0.20	0.21	0.26	0.17

Tariff for 2020 without inflation (1 Janar - 31 Dhjetor 2020)

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

APPENDIX 5. Summary of performance indicators -2018

Indicators	PR	PZ	PE	MIT	GJA	FE	GJI	Sektor
Water service coverage (%)	100%	73%	100%	81%	100%	97%	78%	97%
Wastewater service coverage (%)	100%	65%	48%	63%	74%	86%	69%	77%
Water production (l/p/d)	242	196	298	306	231	154	163	235
Water sales (l/p/d)	97	85	113	156	130	57	77	102
Billed water for households (l/d)	75	71	86	67	100	49	67	75
Billed water for households (%)	78%	84%	76%	84%	77%	85%	87%	80%
Billed water for industrial – commercial consumers (%)	12%	9%	10%	5%	8%	7%	9%	10%
Billed water for institutional consumers (%)	10%	7%	14%	12%	16%	7%	5%	11%
Non-revenue water (%)	60%	57%	62%	59%	44%	63%	53%	58%
Failed tests in total (%)	0.3%	0.4%	0.9%	0.3%	0.2%	2.6%	1.2%	0.6%
Percentage of read consumption (%)	97%	92%	92%	82%	96%	96%	88%	92%
Efficiency of total staff ('000 consumers)	4.4	6.7	4.5	7.7	7.1	7.0	5.5	5.6
Operational expenses(€/m3/produced) ⁸	0.18	0.18	0.09	0.13	0.20	0.15	0.18	0.16
Operational expenses (€/cons.)- water	75	64	49	91	79	48	50	68
Operational expenses (€/cons.)- wastewater	2	12	6	10	7	11	6	6
Capital expenses (€/cons.)- water	82	6	8	43	197	0	19	58
Sales income (€/cons.)- wastewater	98	77	70	88	98	61	63	85
Sales income (€/cons.)- wastewater	10.6	12.9	16.7	19.3	23.7	16.9	12.7	14.2
No. of service complaints ('000 cons.)	62	33	86	40	22	8	11	46
Collection (%)	97%	96%	87%	72%	97%	80%	84%	91%
Collection rate - households (%)	94%	96%	83%	60%	92%	81%	79%	87%
Collection rate - commercial/industrial consumers	97%	89%	84%	83%	111%	105%	89%	95%
Collection rate- institutional consumers	112%	105%	107%	122%	107%	45%	125%	108%
Labour coverage norm	1.38	1.15	1.31	0.77	1.35	1.09	1.17	1.23

⁸This indicator takes into account all operating costs for water supply services (e.g. production, distribution and business activity), which differs from the indicator presented in this report in the part of the costs, which indicator is based only on operating costs for production of water.

APPENDIX 6. STATISTICAL DATA – 2018

	PR	PZ	PE	MIT	GJA	FE	GJI	Totali
Produced water (m3)	54,569,918	17,038,292	25,366,310	28,347,492	14,992,458	8,982,619	8,464,519	157,761,608
No. of consumers total-water	131,576	48,591	47,516	31,797	37,406	27,983	30,161	355,030
Total consumers with meters	129,049	46,907	46,384	24,200	36,969	27,346	27,984	338,839
Complaints - Water	8,102	1,617	4,103	1,268	809	219	323	16,441
Operational expenses - Water	9,903,316	3,098,832	2,347,022	2,895,330	2,948,792	1,330,072	1,507,403	24,030,767
Capital expenses- Water	10,794,389	273,327	384,654	1,351,428	7,383,179	9,691	570,318	20,766,986
Capital expenses from RWC- Water	2,764,676	260,507	307,427	26,174	2,858,057	9,691	168,947	6,395,477
Quantity of billed water m3	21,841,205	7,347,813	9,662,708	11,553,4699	8,467,412	3,350,038	4,012,702	66,235,347
Billed water for consumers with meters	21,131,711	6,750,790	8,844,702	3,837,964	8,122,889	3,208,173	3,525,645	55,421,874
Income from fixed tariffs	1,740,324	639,074	616,200	402,041	486,495	361,145	360,011	4,605,290
Total revenues for water supply	11,173,231	3,079,806	2,708,371	2,399,653	3,195,215	1,337,964	1,549,643	25,443,884
Other operational expenses- Water	107,165	61,350	35,569	24,416	32,475	21,129	52,143	334,247
No. consumers- Wastewater	115,806	44,611	24,007	25,274	27,974	25,426	26,438	289,536
No. of Complaints- Wastewater	2,573	511	988	396	37	13	133	4,651
Operational expenses for services of Wastewater	187,188	536,660	147,064	240,309	206,145	268,954	149,514	1,735,835
Total capital expenses- Wastewater	1,890,931	10,777	10,835	12,501	44,942	3,787	248	1,974,021
Total capital expenses by RWC - Wastewater	800,342	10,777	10,835	2,908	10,979	3,787	248	839,876
Invoicing m3 for services of Wastewater	19,234,272	6,638,981	5,120,625	4,562,034	5,442,269	3,018,715	336,496	44,353,392
Incomes from sales - Wastewater.	1,227,284	575,434	399,948	488,363	662,028	430,394	336,496	4,119,947
Other operational Incomes - Wastewater	63,274	11,463	-	16,277	19,310	12,562	1,475	124,361
Total expenses for Water and Wastewater	10,090,504	3,635,492	2,494,086	3,135,640	3,154,937	1,599,026	1,656,917	25,766,601
Total collected cash	13,736,878	4,109,732	3,232,839	2,366,746	4,196,351	1,704,218	1,880,235	31,226,999
Total staff	579	324	216	245	265	197	165	1,991
Total population	517,694	328,479	229,094	250,743	173,075	164,665	182,255	1,846,005
Population coverage with water services	617,994	238,206	233,377	203,313	177,933	160,121	141,872	1,772,816
Population coverage with wastewater services	535,579	214,115	110,543	157,793	127,465	142,114	125,611	1,413,220
Length of water system	1,892	509	997	857	772	380	407	5,814
Length of wastewater system	1,093	270	135	240	81	238	210	2,267

⁹ The value of revenue water for RWC 'Mitrovica' is also included for northern part

APPENDIX 7. CONTACT DETAILS

Regional Water Companies

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

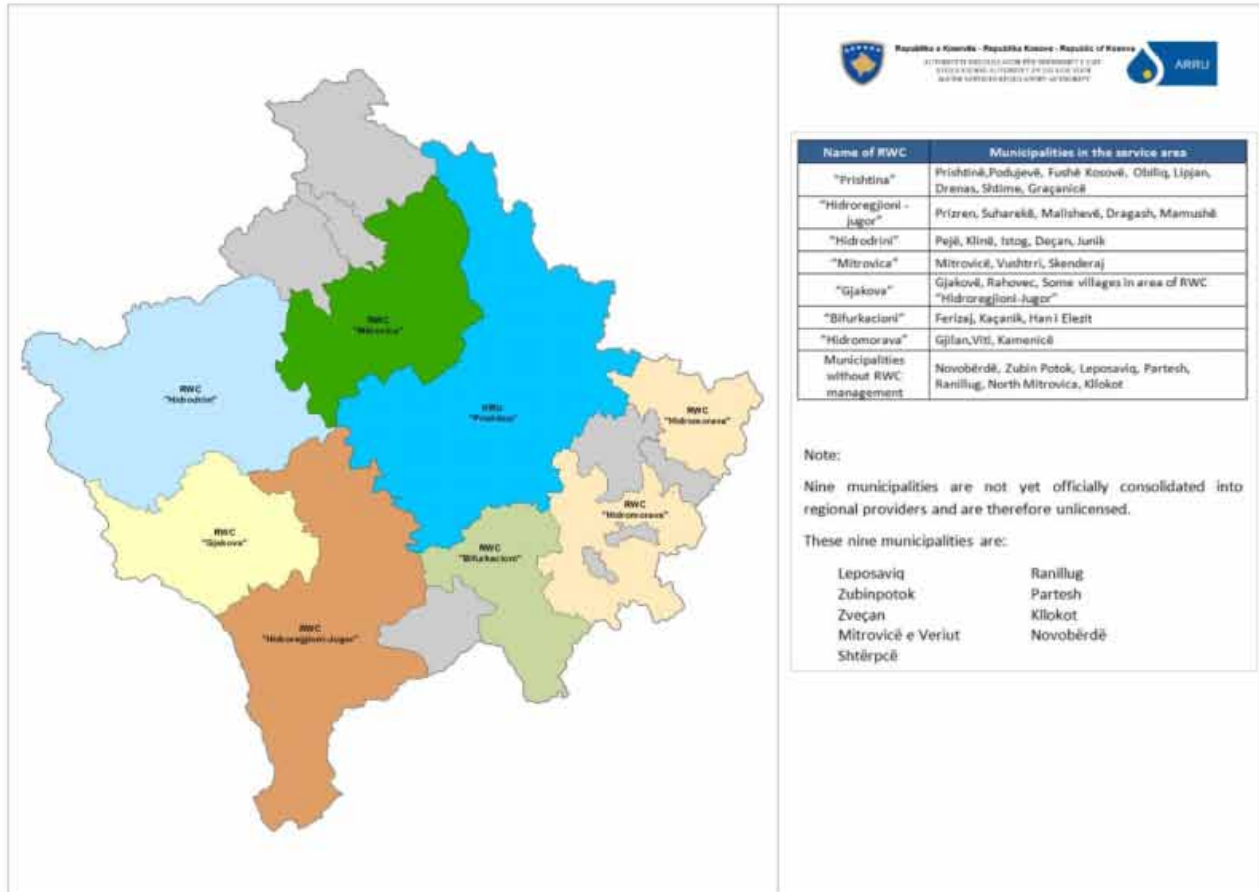
Water Service Regulatory Authority

WSRA	Name	Phone No.	E-mail address	Address
Director	Raif Preteni	038/249 165 111	raif.preteni@arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Deputy Director	Xhelal Selmani	038/249 165/114	xhelal.selmani@arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Law and Licensing Department	Behxhet Bala	038/249 165/112	behxhet.bala@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Performance and Monitoring Department	Qamil Musa	038/249 165/121	qamil.musa@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Tariff Regulatory Finances Department	Refik Rama	038/249 165/120	refik.ramaj@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Head of Administration and Finances Department	Ramiz Krasniqi	038/249 165/110	ramiz.krasniqi@ arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Analysts of operational performance(Responsible for reporting)	Albana Abazi	038/249 165/137	albana.abazii@arru-rks.org	Str. Ali Pashë Tepelena, Prishtina, 10000
Analyst of financial performance(Responsible for reporting)	Jasmina Bujupi	038/249 165/117	jasmina.bujupi@arru-rks.org	Str. Ali Pashë Tepelena
Contact person for consumers	Mejreme Qerimi	038/249 165/113	mejreme.qerimi@arru-rks.org	Str. Ali Pashë Tepelena

Customer Consultative Committee

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

Service area of RWCs and Coverage with Services – 2018



Water supply service coverage



Wastewater service coverage

