

RWC Prishtina (Prishtina)

Category / sub-category	Sub-sub- category	Indicator	Ref	Unit	2019	2020
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	99.9%
		Water quality (physical and chemical)	W.1.A.02	% pass	99.8%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	No	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0.0%	0.0%
	Reliability	Properties with 24 hour supply	W.1.A.05	No	118,271	126,443
		Properties with 24 hour supply	W.1.A.06	% properties	98%	98%
		Properties with 18-24 hour supply	W.1.A.07	No	0	1,250
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	1%
		Properties with less than 18 hours supply	W.1.A.09	No	2,570	770
		Properties with less than 18 hours supply	W.1.A.10	% properties	2%	1%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	31,722,280	30,662,482
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	637	580
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	641	581
		Non revenue water (relative to production)	W.1.B.04	% production	58%	58%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	339	390
		Pipe network bursts per 100 km of pipe	W.1.B.06	No / 100 km	214	231
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	No	120,841	128,463
		Coverage (households served relative to total)	W.2.A.02	% total households	81%	83%
Metering	New connections	New connections (household)	W.2.A.03	No	8,752	6,491
		New connections (commercial and institutional)	W.2.A.04	No	896	795
	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	No	727	6,717
		Meters installed (com & inst)	W.2.B.04	No	38	797
Complaints	Complaints	Complaints received (technical)	W.2.C.01	No	549	2,868
		Complaints received (commercial)	W.2.C.02	No	272	1,189
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	17,190,971	17,878,357
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	98%	97%
		Volume of sales to households (un-metered)	W.3.A.03	m3	576,212	16,646
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	76%	2%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	5,053,018	4,395,706
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	82%	68%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	15,022	8,288
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	76%	40%
	Values	Value of water sales to households	W.3.A.09	EUR	9,104,619	9,236,759
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	98%	95%
		Value of water sales to com & inst	W.3.A.11	EUR	4,180,289	3,322,973
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	81%	68%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0436	0.0475
		Unit total cost of water production	W.3.B.02	EUR/m3	0.053	0.057
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.469	0.468
		Unit cost of water sold and paid for	W.3.B.04	EUR/m3	N/A	N/A
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	W.3.C.01	EUR	187,433	0
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	26%	0%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% e RAB	0.3%	0%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	1,237,638	182,427
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	664%	124%

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
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	No	4,800	6,638
		Sewer overflows per 100 km of pipe	S.1.B.02	No per 100 km	439	607
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	No	48	95

		Sewer collapses per 100 km of pipe	S.1.C.02	No per 100 km	4.4	8.69
	WWTP overflows	Wastewater treatment plan overflows	S.1.C.03	No	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	No	104,719	117,102
		Coverage (households served relative to total)	S.2.A.02	% total households	78%	78%
		Households served with wastewater treatment	S.2.A.03	No	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	No	7,295	17,472
		New connections (commercial and institutional)	S.2.A.06	No	742	977
Complaints	Complaints	Complaints received (technical)	S.2.B.01	No	623	2,670
		Complaints received (commercial)	S.2.B.02	No	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	772,504	807,270
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	102%	102%
		Value of sales to com & inst	S.3.A.03	EUR	523,597	447,264
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	85%	69%
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	1.8	1.71
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	1.9	1.8
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	3,213	0
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	1%	0%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% e RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	10,341	555
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	102%	5.9%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	14,581,009	13,814,266
		Total sales relative to plan	F.1.A.02	% of plan estimate	92%	86%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	13,832,557	11,490,369
		Total revenue collection out-performance	F.1.B.02	EUR	-980,008	-3,800,459
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	93%	75%
		Total revenues written off	F.1.B.04	EUR	415,548	748,452
		Total revenues written off relative to billing	F.1.B.05	% of billing	3%	5%
		Revenue collection relative to billing	F.1.B.06	% of billing	95%	83%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	5.35%	4.0%
		Cost of debit	F.2.B.02	%	N/A	N/A
		Gearing	F.2.B.03	Ratio	N/A	N/A
	Ratios	Cash interest cover	F.2.B.04	Ratio	N/A	N/A

RWC Hidroregijoni Jugor (Prizren)

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
W - Water supply						
Non-financial (commercial))						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	99%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	98%
	Pressure	Properties affected by low pressure	W.1.A.03	No	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	No	43,275	45,105
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	No	100	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	No	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	9,308,419	9,137,000
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	515	487
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	515	487
		Non revenue water (relative to production)	W.1.B.04	% production	56%	55%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	206	205
		Pipe network bursts per 100 km of pipe	W.1.B.06	No / 100 km	484	312
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	No	43,375	45,105
		Coverage (households served relative to total)	W.2.A.02	% total households	63%	67%
	New connections	New connections (household)	W.2.A.03	No	1,643	1,817
		New connections (commercial and institutional)	W.2.A.04	% households	154	117
Metering	Metering rate	Metered households relative to total households	W.2.B.01	No	98%	100%
		Metered com & inst relative to total com & inst.	W.2.B.02	No	99%	100%
	Meters installed	Meters installed (households)	W.2.B.03	No	3,178	1,841
		Meters installed (com & inst)	W.2.B.04	No	276	115
Complaints	Complaints	Complaints received (technical)	W.2.C.01	No	1,594	2,344
		Complaints received (commercial)	W.2.C.02	% total households	916	668
			Financial			
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	5,936,915	6,299,284
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	87%	101%
		Volume of sales to households (un-metered)	W.3.A.03	m3	186,561	0
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	28%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,168,808	1,083,948
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	86%	75%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	52,624	0
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	82%	0%
	Values	Value of water sales to households	W.3.A.09	EUR	2,797,684	3,010,052
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	85%	94%
		Value of water sales to com & inst	W.3.A.11	EUR	951,311	801,644
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	87%	68%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.124	0.0962
		Unit total cost of water production	W.3.B.02	EUR/m3	0.126	0.099
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.470	0.402
		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	267,232	42,083
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	63%	13%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% e BRA	3.3%	0.5%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	695,940	2,535,185
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	20%	13.7%

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
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	No	857	981
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	317	363
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	No	125	0
		Sewer collapses per 100 km of pipe	S.1.C.02	No per 100 km	46	0
	WWTP overflows	Wastewater treatment plant overflows	S.1.C.03	No	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	39,567	41,770

		Coverage (households served relative to total)	S.2.A.02	% total households	62%	66%
		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	% total households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	1,765	2,641
		New connections (commercial and institutional)	S.2.A.06	Nr	151	111
		Complaints	Complaints received (technical)	S.2.B.01	Nr	594
	Complaints received (commercial)	S.2.B.02	Nr	1	0	
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	668,435	485,575
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	76%	99.9%
		Value of sales to com & inst	S.3.A.03	EUR	339,857	179,327
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	76%	67%
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	15.43	13.42
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	15.48	13.48
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	% e BRA	0	0
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	16,590	270,787
		Total capital maintenance expenditure	S.3.C.05	% of plan estimate	0.3%	15.3%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	4,757,288	4,476,598
		Total sales relative to plan	F.1.A.02	% of plan estimate	83%	87%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	4,515,354	4,154,668
		Total revenue collection out-performance	F.1.B.02	EUR	-697,198	-664,319
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	87%	86%
		Total revenues written off	F.1.B.04	EUR	189,876	241,933
		Total revenues written off relative to billing	F.1.B.05	% of billing	4%	5%
		Revenue collection relative to billing	F.1.B.06	% of billing	95%	93%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	3.93%	6.18%
		Cost of debit	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	Ratio	N/A	N/A
		Cash interest cover	F.2.B.04	Ratio	N/A	N/A

RWC Hidrodrini (Pejë)

Category / Sub-category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.3%	99.2%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	No	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	No	42,676	44,387
		Properties with 24 hour supply	W.1.A.06	% properties	99%	99%
		Properties with 18-24 hour supply	W.1.A.07	No	423	375
		Properties with 18-24 hour supply	W.1.A.08	% properties	1%	1%
		Properties with less than 18 hours supply	W.1.A.09	No	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	15,096,459	15,020,430
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	856	821
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	857	821
		Non revenue water (relative to production)	W.1.B.04	% production	60%	60%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	127	186
		Pipe network bursts per 100 km of pipe	W.1.B.06	No / 100 km	153	226
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	No	43,099	44,762
		Coverage (households served relative to total)	W.2.A.02	% total households	83%	85%
	New connections	New connections (household)	W.2.A.03	No	1,455	1,871
		New connections (commercial and institutional)	W.2.A.04	No	184	128
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	99%	100%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	99%	100%
	Meters installed	Meters installed (households)	W.2.B.03	No	1,455	1,874
		Meters installed (com & inst)	W.2.B.04	No	34	127
Complaints	Complaints	Complaints received (technical)	W.2.C.01	No	4,789	4,558
		Complaints received (commercial)	W.2.C.02	No	81	21
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	7,114,160	7,633,396
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	92%	96%
		Volume of sales to households (un-metered)	W.3.A.03	m3	287,986	73,084
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	165%	58%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	2,185,289	1,834,661
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	114%	93%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	344,723	319,816
		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	2,372,760	2,461,834
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	95%	96%
		Value of water sales to com & inst	W.3.A.11	EUR	1,126,864	934,957
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	115%	95%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0172	0.0045
		Unit total cost of water production	W.3.B.02	EUR/m3	0.019	0.006
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.244	0.225
		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	237,066	136,471
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	57%	66%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% e RAB	2.8%	1.6%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	517,753	230,533
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	0%	0%

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
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	No	0	3,236
		Sewer overflows per 100 km of pipe	S.1.B.02	No per 100 km	0	2,591
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	No	0	0
		Sewer collapses per 100 km of pipe	S.1.C.02	No per 100 km	0	0
	WWTP overflows	Wastewater treatment plant overflows	S.1.C.03	No	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	20,397	21,332

		Coverage (households served relative to total)	S.2.A.02	% total households	45%	45%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% total households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	847	1,024
Complaints	Complaints	New connections (commercial and institutional)	S.2.A.06	Nr	130	71
		Complaints received (technical)	S.2.B.01	Nr	1,569	1,342
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	233,933	248,884
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	108%	111%
		Value of sales to com & inst	S.3.A.03	EUR	210,842	165,584
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	118%	89%
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	7.14	13.61
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	7.79	13.73
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	19,697	403,528
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	7%	100%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% e RAB	1.2%	24.3%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	34,449	15,463
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	6%	9.9%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	3,944,399	3,811,259
		Total sales relative to plan	F.1.A.02	% of plan estimate	102%	96%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	3,717,278	3,032,158
		Total revenue collection out-performance	F.1.B.02	EUR	319,848	-528,492
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	109%	85%
		Total revenues written off	F.1.B.04	EUR	505,783	227,119
		Total revenues written off relative to billing	F.1.B.05	% of billing	13%	6%
		Revenue collection relative to billing	F.1.B.06	% of billing	94%	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		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	7.70%	9.03%
		Cost of debit	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	Ratio	N/A	N/A
		Cash interest cover	F.2.B.04	Ratio	N/A	N/A

RWC Mitrovica (Mitrovicë)

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99.5%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	97.6%	97.9%
	Pressure	Properties affected by low pressure	W.1.A.03	No	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	No	30,343	33,801
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	No	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	No	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	15,100,590	14,065,702
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,238	1,041
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,238	1,041
		Non revenue water (relative to production)	W.1.B.04	% production	55%	53%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	101	101
		Pipe network bursts per 100 km of pipe	W.1.B.06	No / 100 km	127	114
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	No	30,343	33,801
		Coverage (households served relative to total)	W.2.A.02	% total households	71%	71%
	New connections	New connections (household)	W.2.A.03	No	3,011	3,906
		New connections (commercial and institutional)	W.2.A.04	No	214	121
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	78%	85%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	90%	92%
	Meters installed	Meters installed (households)	W.2.B.03	No	4,349	5,681
		Meters installed (com & inst)	W.2.B.04	No	312	237
Complaints	Complaints	Complaints received (technical)	W.2.C.01	No	967	5,099
		Complaints received (commercial)	W.2.C.02	No	127	168
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	3,251,176	4,405,026
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	97%	114%
		Volume of sales to households (un-metered)	W.3.A.03	m3	1,768,011	1,518,110
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	101%	120%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	939,618	943,784
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	153%	146%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	75,299	87,889
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	257%	285%
	Values	Value of water sales to households	W.3.A.09	EUR	2,177,921	2,535,949
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	100%	115%
		Value of water sales to com & inst	W.3.A.11	EUR	659,646	624,007
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	140%	139%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0585	0.0659
		Unit total cost of water production	W.3.B.02	EUR/m3	0.059	0.067
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.348	0.371
		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	
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% e RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	77,214	242,212
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	1.1%	3.1%

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
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	No	1,160	1,314
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	475	530
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	No	0	0
		Sewer collapses per 100 km of pipe	S.1.C.02	No per 100 km	0	0
	WWTP overflows	Wastewater treatment plant overflows	S.1.C.03	No	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	No	23,352	25,066

		Coverage (households served relative to total)	S.2.A.02	% total households	60%	60%
		Households served with wastewater treatment	S.2.A.03	Nr	3,364	2,388
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% total households	14%	9%
	New connections	New connections (household)	S.2.A.05	Nr	1,919	1,509
		New connections (commercial and institutional)	S.2.A.06	Nr	189	104
		Complaints	Complaints received (technical)	S.2.B.01	Nr	0
	Complaints received (commercial)	S.2.B.02	Nr	0	0	
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	343,892	399,727
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	102%	113%
		Value of sales to com & inst	S.3.A.03	EUR	152,142	152,201
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	120%	97%
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	10.05	8.62
		Unit total cost of wastewater services per household	S.3.B.08	EUR/household	10.06	8.63
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	% e RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	5,602	0
		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	3,333,601	3,711,884
	Total sales relative to plan		F.1.A.02	% of plan estimate	107%	117%
Collection efficiency	Total revenue collection		F.1.B.01	EUR	2,604,002	2,537,366

	Total revenue collection out-performance		F.1.B.02	EUR	198,430	16,655
	Total revenue collection out-performance(relative)		F.1.B.03	% of plan estimate	108%	101%
	Total revenues written off		F.1.B.04	EUR	949,794	729,599
	Total revenues written off relative to billing		F.1.B.05	% of billing	28%	20%
	Revenue collection relative to billing		F.1.B.06	% of billing	78%	68%
	Accounts receivable		F.1.B.07	EUR	N/A	N/A
	Accounts receivable relative to turnover		F.1.B.08	Days turnover	N/A	N/A
	Key financial values and ratios					
Values			Free cash flow	F.2.A.01	EUR	N/A
Ratios	Returns	Return on capital		F.2.B.01	%	0.28%
		Cost of debit		F.2.B.02	%	N/A
	Ratios	Gearing		F.2.B.03	Ratio	N/A
		Cash interest cover		F.2.B.04	Ratio	N/A

RWC Gjakova (Gjakovë)

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	100%	100%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	No	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	No	33,959	36,018
		Properties with 24 hour supply	W.1.A.06	% properties	100%	100%
		Properties with 18-24 hour supply	W.1.A.07	No	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	No	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	6,642,061	6,346,777
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	476	430
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	476	430
	Pipe bursts	Non revenue water (relative to production)	W.1.B.04	% production	43%	42%
		Pipe network bursts frequency	W.1.B.05	bursts per month	243	269
		Pipe network bursts per 100 km of pipe	W.1.B.06	No / 100 km	354	317
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	No	33,959	36,018
		Coverage (households served relative to total)	W.2.A.02	% total households	90%	99%
	New connections	New connections (household)	W.2.A.03	No	1,548	2,569
		New connections (commercial and institutional)	W.2.A.04	No	145	183
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	99%	100%
		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	No	564	2,596
		Meters installed (com & inst)	W.2.B.04	No	28	183
Complaints	Complaints	Complaints received (technical)	W.2.C.01	No	7	96
		Complaints received (commercial)	W.2.C.02	No	746	331
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	6,512,189	6,624,999
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	87%	86%
		Volume of sales to households (un-metered)	W.3.A.03	m3	108,767	77,996
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	31%	23%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	2,275,233	2,453,063
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	260%	246%
		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	2,804,347	2,914,774
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	85%	86%
		Value of water sales to com & inst	W.3.A.11	EUR	1,144,621	1,011,739
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	169%	148%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0263	0.0248
		Unit total cost of water production	W.3.B.02	EUR/m3	0.034	0.033
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.411	0.446
		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	182,074	303,872
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	34%	41%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% e BRA	1.8%	2.8%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	343,299	2,491,581
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	275%	871%

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
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	No	1,897	786
		Sewer overflows per 100 km of pipe	S.1.B.02	No per 100 km	2,342	970
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	No	12	0
		Sewer collapses per 100 km of pipe	S.1.C.02	No per 100 km	15	0
	WWTP overflows	Wastewater treatment plant overflows	S.1.C.03	No	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	No	24,719	25,5070

		Coverage (households served relative to total)	S.2.A.02	% total households	67%	67%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% total households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	790	786
		New connections (commercial and institutional)	S.2.A.06	Nr	102	122
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	39
		Complaints received (commercial)	S.2.B.02	Nr	18	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	417,209	320,797
		Value of sales to households relative to plan	S.3.A.02	% e % of plan estimate	86%	83%
		Value of sales to com & inst	S.3.A.03	EUR	185,720	122,508
		Value of sales to com & inst relative to plan	S.3.A.04	% e % of plan estimate	109%	94%
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	6.63	5.47
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	6.99	5.81
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	369	211
		Total capital maintenance expenditure relative to plan	S.3.C.02	% e % of plan estimate	0%	1%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% e RAB	2.1%	1.2%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	7,759	13,708
		Total capital enhancement expenditure relative to plan	S.3.C.05	% e % of plan estimate	0.1%	0.2%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	4,551,897	4,369,818
		Total sales relative to plan	F.1.A.02	% e % of plan estimate	98%	95%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	4,481,792	4,167,398
		Total revenue collection out-performance	F.1.B.02	EUR	292,854	-96,041
		Total revenue collection out-performance(relative)	F.1.B.03	% e % of plan estimate	107%	98%
		Total revenues written off	F.1.B.04	EUR	151,615	70,104
		Total revenues written off relative to billing	F.1.B.05	% of billing	3%	2%
		Revenue collection relative to billing	F.1.B.06	% of billing	98%	95%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	4.25%	2.55%
		Cost of debit	F.2.B.02	%	N/A	N/A
	Returns	Return on capital	F.2.B.03	Ratio	N/A	N/A
		Cost of debit	F.2.B.04	Ratio	N/A	N/A

RWC Bifurkacioni (Ferizaj)

Category / -category	Sub-sub- category	Indicator	Ref	Unit	2019	2020
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98.6%	97.5%
		Water quality (physical and chemical)	W.1.A.02	% pass	97.2%	96.3%
	Pressure	Properties affected by low pressure	W.1.A.03	No	0	0
		Properties affected by low pressure	W.1.A.04	% properties	0%	0%
	Reliability	Properties with 24 hour supply	W.1.A.05	No	24,043	25,664
		Properties with 24 hour supply	W.1.A.06	% properties	92%	93%
		Properties with 18-24 hour supply	W.1.A.07	No	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	No	1,285	1,128
		Properties with less than 18 hours supply	W.1.A.10	% properties	5%	4%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	6,114,117	6,050,736
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	582	545
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	591	553
		Non revenue water (relative to production)	W.1.B.04	% production	65%	64%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	62	44
		Pipe network bursts per 100 km of pipe	W.1.B.06	No / 100 km	197	118
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	No	26,060	27,524
		Coverage (households served relative to total)	W.2.A.02	% total households	75%	81%
	New connections	New connections (household)	W.2.A.03	No	1,445	1,483
		New connections (commercial and institutional)	W.2.A.04	No	159	129
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	99%	100%
		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	No	2,064	1,483
		Meters installed (com & inst)	W.2.B.04	No	177	129
Complaints	Complaints	Complaints received (technical)	W.2.C.01	No	6	32
		Complaints received (commercial)	W.2.C.02	No	200	82
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,857,460	3,065,008
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	81%	81%
		Volume of sales to households (un-metered)	W.3.A.03	m3	13,537	0
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	9%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	407,088	379,130
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	101%	90%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	120	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	1,318,713	1,412,343
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	82%	83%
		Value of water sales to com & inst	W.3.A.11	EUR	318,723	281,521
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	94%	89%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0396	0.0392
		Unit total cost of water production	W.3.B.02	EUR/m3	0.041	0.041
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.411	0.385
		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	31,009	4,619
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	15%	2%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% e RAB	0.9%	0.1%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	31,873	9,739
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	204%	0.9%

Category / -category	Sub-sub- category	Indicator	Ref	Unit	2019	2020
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	No	469	756
		Sewer overflows per 100 km of pipe	S.1.B.02	No per 100 km	197	257
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	No	109	9
		Sewer collapses per 100 km of pipe	S.1.C.02	No per 100 km	46	3.06
	WWTP overflows	Wastewater treatment plant overflows	S.1.C.03	No	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	Nr	23,440	24,726

		Coverage (households served relative to total)	S.2.A.02	% total households	74%	74%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% totali i kons. shtëpiak	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	1,285	1,288
		New connections (commercial and institutional)	S.2.A.06	Nr	153	80
		Complaints received (technical)	S.2.B.01	Nr	0	3
Complaints	Complaints	Complaints received (commercial)	S.2.B.02	Nr	23	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	300,676	322,467
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	74%	75%
		Value of sales to com & inst	S.3.A.03	EUR	109,445	105,206
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	106%	99%
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	9.07	8.05
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	9.31	8.28
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	5,155	966
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	6%	2%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% e RAB	0.6%	0.1%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	6,229	2,366
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0%	2.8%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,047,557	2,121,537
		Total sales relative to plan	F.1.A.02	% of plan estimate	83%	83%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,795,979	1,554,292

	Total revenue collection out-performance		F.1.B.02	EUR	-367,994	-745,517
	Total revenue collection out-performance(relative)		F.1.B.03	% of plan estimate	83%	68%
	Total revenues written off		F.1.B.04	EUR	437,483	251,578
	Total revenues written off relative to billing		F.1.B.05	% of billing	21%	12%
	Revenue collection relative to billing		F.1.B.06	% of billing	88%	73%
	Accounts receivable		F.1.B.07	EUR	N/A	N/A
	Accounts receivable relative to turnover		F.1.B.08	Days turnover	N/A	N/A
	Key financial values and ratios					
Values			Free cash flow	F.2.A.01	EUR	N/A
Ratios	Returns	Return on capital		F.2.B.01	%	0.68%
		Cost of debit		F.2.B.02	%	N/A
	Ratios	Gearing		F.2.B.03	Ratio	N/A
		Cash interest cover		F.2.B.04	Ratio	N/A

RWC Hidromorava (Gjilan)

Category / Sub-category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	96.9%	99.3%
		Water quality (physical and chemical)	W.1.A.02	% pass	92.1%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	No	2,773	5,723
		Properties affected by low pressure	W.1.A.04	% properties	9.79%	19.16%
	Reliability	Properties with 24 hour supply	W.1.A.05	No	12,332	1,942
		Properties with 24 hour supply	W.1.A.06	% properties	44%	7%
		Properties with 18-24 hour supply	W.1.A.07	No	4,968	4,930
		Properties with 18-24 hour supply	W.1.A.08	% properties	18%	17%
		Properties with less than 18 hours supply	W.1.A.09	No	11,013	22,994
		Properties with less than 18 hours supply	W.1.A.10	% properties	39%	77%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	3,664,871	3,161,125
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	324	265
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	368	337
	Pipe bursts	Non revenue water (relative to production)	W.1.B.04	% production	50%	47%
		Pipe network bursts frequency	W.1.B.05	bursts per month	37	42
		Pipe network bursts per 100 km of pipe	W.1.B.06	No / 100 km	100	85
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	No	28,312	29,866
		Coverage (households served relative to total)	W.2.A.02	% total households	59%	61%
	New connections	New connections (household)	W.2.A.03	No	1,568	1,539
		New connections (commercial and institutional)	W.2.A.04	No	131	154
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	96%	99%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	97%	99%
	Meters installed	Meters installed (households)	W.2.B.03	No	505	1,580
		Meters installed (com & inst)	W.2.B.04	No	77	157
Complaints	Complaints	Complaints received (technical)	W.2.C.01	No	140	111
		Complaints received (commercial)	W.2.C.02	No	50	88
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,925,727	3,107,590
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	69%	114%
		Volume of sales to households (un-metered)	W.3.A.03	m3	284,975	1,176
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	108%	1%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	501,617	432,395
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	86%	82%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	20,631	2,009
		Volume of sales to com & inst (un-metered) relative to plan estimates	W.3.A.08	% of plan estimate	258%	86%
	Values	Value of water sales to households	W.3.A.09	EUR	1,436,474	1,412,100
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	74%	102%
		Value of water sales to com & inst	W.3.A.11	EUR	379,914	299,147
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	86%	82%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.0775	0.090
		Unit total cost of water production	W.3.B.02	EUR/m3	0.081	0.094
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.375	0.409
		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	0
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	0%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% e RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	48,333	255,031
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	0%	0%

Category / -category	Sub-sub-category	Indicator	Ref	Unit	2019	2020
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	No	826	755
		Sewer overflows per 100 km of pipe	S.1.B.02	No per 100 km	384	686
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	No	4	0
		Sewer collapses per 100 km of pipe	S.1.C.02	No per 100 km	2	0
	WWTP overflows	Wastewater treatment plant overflows	S.1.C.03	No	N/A	N/A
Non-financial (commercial)						
Service coverage	Households	Households served	S.2.A.01	No	24,138	25,039

		Coverage (households served relative to total)	S.2.A.02	% total households	49%	50%
		Households served with wastewater treatment	S.2.A.03	No	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
		New connections (household)	S.2.A.05	No	372	1,429
	Complaints	Complaints	New connections (commercial and institutional)	S.2.A.06	No	142
Complaints received (technical)			S.2.B.01	No	55	18
Complaints received (commercial)			S.2.B.02	No	5	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	219,184	213,033
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	82%	129%
		Value of sales to com & inst	S.3.A.03	EUR	81,274	67,186
		Value of sales to com & inst relative to plan	S.3.A.04	% of plan estimate	96%	91%
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	5.34	5.10
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	5.70	5.44
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	% e RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	248	108%
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0%	0%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,116,846	1,991,465
		Total sales relative to plan	F.1.A.02	% of plan estimate	78%	100%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,929,600	1,703,383
		Total revenue collection out-performance	F.1.B.02	EUR	-507,286	-128,575
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	79%	93%
		Total revenues written off	F.1.B.04	EUR	376,410	187,246
		Total revenues written off relative to billing	F.1.B.05	% of billing	18%	9%
		Revenue collection relative to billing	F.1.B.06	% of billing	91%	86%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	5.82%	5.66%
		Cost of debit	F.2.B.02	%	N/A	N/A
	Ratios	Gearing	F.2.B.03	Ratio	N/A	N/A
		Cash interest cover	F.2.B.04	Ratio	N/A	N/A

APPENDIX 5: SUMMARY OF INDICATORS -2020

Indicators	PR	PZ	PE	MIT	GJA	FE	GJI	Sector
Coverage with water services (%)	83%	67%	85%	77%	99%	81%	61%	78%
Coverage with wastewater services (%)	78%	66%	45%	60%	67%	74%	50%	65%
Water production (l/p/d)	336	205	349	374	242	210	160	285
Water sales (l/p/d)	142	92	138	221	141	76	85	132
Billed water for household cust. (l/d)	114	78	108	105	107	68	74	98
Billed water for household cust (%)	80%	85%	78%	85%	76%	89%	88%	81%
Billed water for. industrial-commercial cust.(%)	10%	8%	10%	10%	7%	7%	8%	9%
Billed water for institucional cust.(%)	9%	7%	12%	5%	18%	4%	5%	10%
Non-revenue water (%)	58%	55%	60%	53%	42%	64%	47%	55%
Total failed tests (%)	0.1%	1.2%	0.6%	0.5%	0.0%	2.9%	0.5%	0.6%
Percentage of consumption read (%)	100%	100%	96%	87%	99%	100%	100%	97%
Total staff Efficiency ('000 cons.)	3.8	6.4	4.3	6.4	6.9	6.5	4.7	5.1
Operatiing costs (€/m3/prodhuar) ¹	0.19	0.19	0.08	0.12	0.23	0.14	0.25	0.16
Operatiing costs (€/kons)- water supply	66	61	41	84	83	42	51	63
Operatiing costs (€/kons)-wastewater	2	14	18	9	7	8	5	7
Capital expenditures (€/cons.)- water supply&wastewater	1	54	15	6	67	1	8	18
Revenues from sales (€/cons.)- water supply	85	73	66	97	94	54	51	78
Revenues from sales (€/kons.)- wastewater	9	13	16	19	15	15	10	12
No. of complaints against services ('000 cksns.)	27	58	90	135	10	4	6	44
Collection rate (%)	83%	93%	80%	68%	95%	73%	86%	84%
Collection rate for household cons. (%)	81%	89%	77%	63%	93%	70%	81%	80%
Collection rate for commercial-industrial cons.	85%	97%	80%	84%	93%	82%	111%	87%
Collection rate for institut. cons.	95%	119%	98%	109%	114%	99%	87%	102%
Labor coverage rate	1.15	1.08	1.21	0.73	1.18	1.03	0.93	1.07

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

APPENDIX 6: STATISTICAL DATA -2020

Data	PR	PZ	PE	MIT	GJA	FE	GJI	Total
Water production (m3)	52,961,479	16,520,232	24,881,387	26,506,027	15,202,835	9,494,874	6,704,295	152,271,129
Total no. of customers - Water supply	148,510	52,322	51,154	39,049	41,851	31,199	33,553	397,638
Total no. of customers with water meters	146,487	52,317	50,989	34,742	41,713	31,199	33,352	390,799
Complaints – water supply	4,057	3,012	4,579	5,267	427	114	199	17,655
Operating costs–water supply	9,830,240	3,204,241	2,094,314	3,262,190	3,492,499	1,303,999	1,696,076	24,883,558
Capital expenditures – water supply	182,427	2,577,269	367,004	242,212	2,795,452	14,358	255,031	6,433,754
Capital expenditures by RWC- water supply	100,644	351,204	367,004	0	1,498,779	13,038	60,828	2,391,497
Amount of water billed m3	22,298,997	7,383,232	9,860,957	6,954,809	8,856,058	3,444,138	3,543,170	62,341,361
water billed with water meter	22,274,063	7,383,232	9,468,057	5,348,810	8,778,062	3,444,138	3,539,985	60,236,347
Fixed tariff income	1,933,918	689,980	662,958	482,770	539,784	409,438	421,379	5,140,227
Total income for water supply	10,625,814	3,121,716	2,733,833	2,677,186	3,386,729	1,284,426	1,289,868	25,119,572
Other operating revenues – water supply	96,614	42,178	36,313	32,622	204,951	20,921	14,782	448,381
No. of wastewater customers	142,292	49,279	26,079	28,995	29,774	28,232	28,528	333,179
No. of complaints - wastewater	2,670	576	1,342	1,623	39	0	18	6,268
Operating costs for wastewater services	269,220	682,516	467,481	273,233	204,805	231,550	152,759	2,281,564
Tota capital expenditures - wastewater	555	270,787	418,991	0	13,918	3,332	108	707,691
Tota capital expenditures by RWC - wastewater	555	9,242	18,144	0	13,918	3,002	108	44,969
Billing for wastewater services in m3	20,370,349	6,810,950	5,014,199	5,232,599	5,350,911	2,971,636	227,255	45,977,899
Revenues from – wastewater sales	1,254,534	664,902	414,468	551,928	443,305	427,673	280,218	4,037,028
Oher operating revenues - wastewater	21,822	8,984	24,209	21,748	2,100	2,033	9,854	90,750
Total costs for water and wastewater	10,099,460	3,886,757	2,561,795	3,535,423	3,697,304	1,535,549	1,848,835	27,165,122
Total cash collected	11,490,369	4,154,668	3,032,158	2,537,366	4,167,398	1,554,293	1,703,383	28,639,635
Total staff employed	557	337	218	249	287	204	158	2,010
Total population	522,361	330,839	230,740	200,783	174,319	153,735	188,545	1,801,322
Population covered by water services	431,467	220,492	195,562	153,932	172,083	124,135	114,602	1,412,273
Population covered by wastewater services	405,719	217,292	104,345	120,956	117,055	113,456	93,991	1,172,814
Length of water supply network	2,146	1,068	990	1,057	1,153	519	720	7,653
Length of wastewater network	1,093	270	125	248	81	350	245	2,412

APPENDIX 4: TARIFF STATEMENTS (2019-2020)

Current tariff statements for 2019

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

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

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

Tariff for untreated water for 2019

RWC	Tariff unit	2019
Mitrovica	€/m ³	0.0163
Prishtina	€/m ³	0.0364

Tariff for untreated water for 2020

RWC	Tariff unit	2020
Mitrovica	€/m ³	0.0163
Prishtina	€/m ³	0.0364

Volumetric tariff for treated bulk water

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