Republika e Kosovës - Republika Kosova - Republic of Kosova

ZYRA RREGULLATORE PËR UJËSJELLËS DHE MBETURINA
REGULATORNI URED ZA VODOVOD I OTPAD
WATER AND WASTE REGULATORY OFFICE

ZRRUM

ANNUAL PERFOMANCE REPORT FOR THE WATER AND WASTE COMPANIES IN KOSOVO, IN 2011

Perfomance Report of licensed water supply,wastewater,bulk untreated water and solid waste companies.

July, 2012

Water and Waste Regulatory Office

Vision

“Water and solid waste utilities delivering a consistent, good quality and efficient service to all customers throughout Kosovo.”

Mission

“To regulate the water and solid waste sectors in a transparent and equitable manner in accordance with good European practices, which ensures that the water and solid waste utilities deliver a qualitative, sustainable, reliable and affordable service throughout Kosovo, with respect for both the environment and for public health.”

ANNUAL PERFOMANCE REPORT OF WATER AND WASTE COMPANIES IN KOSOVORAPORTI VJETOR, IN 2011

CONTENT

Acronyms and abbreviations

EU	European Union
BD	Board of Directors
SOK	Statistical Office of Kosovo
FE	Ferizaj Regional Water Company Bifurkacioni
GJA	Gjakova Regional Water Company Radoniqi
GJI	Gjilan Regional Water Company Hidromorava (Gjilan)
NIPH	National Institute of Public Health in Kosovo
IL	Ibër Lepenci
PMU-PE	Policy Monitoring Unit of Public Enterprises
KKK	Costumer Consultative Committee
KLMC	Kosovo Landfill Management Company in Kosovo
RWC	Regional Waste Company
KRU	Regional Water Company
MIT	Mitrovica Regional Water Company (Mitrovica)
MESP	Ministry of Environment and Spatial Planning
PoE	Public-owned Enterprises
PE	Peja Regional Water Company Hidrodrini (Peja)
PR	Pristina Regional Water Company Prishtina (Pristina)
PZ	Prizren Regional Water Company Hidroregjioni (Prizren)
WTF	Water Task Force
NRW	Non-revenue water
ECLO	European Commission Liaison Office
WWRO	Water and Waste Regulatory Office

Foreword

I am pleased to publish this sixth annual report on the annual performance of the licensed water supply, wastewater, bulk water and solid waste companies in Kosovo for 2011.

Publication of performance report continues to meet one of the WWRO goals to the delivery of accurate and credible information to all stakeholders regarding the service water supply, sanitation and waste issues. Comparative Benchmarking Assessment, and performance publishment of water and waste service providers, in conditions of complete monopoly is an important mechanism to increase transparency and healthy competition between them, in order to stimulate performance indicators improvement.

In general, the level of water supply services in 2011 compared with the ideal performance is at level of 76% ,and it is improved by 3% compared to 2010. While, at the sector level, the overall performance of wastewater services for 2011 is 34% compared with the performance of ideal company, without not marking any significant change since 2010. This situation with the wastewater service level indicated, that this sector in the future will have the huge needs of investments almost to all areas, since the plants development of wastewater treatment and accompanying facilities up to to expansion of sewerage networks.

The sector performance average in 2011 for both services (water supply and wastewater services) has achieved less progress, but however, it is still below 50% of ideal performance. The main reason for the current situation of overall performance is not only the wastewater services performance (service low coverage and lack of wastewater treatment), and due to the low performance of commercial efficiency in general to all companies.

Unsatisfactory level almost of all service providers work indicators that we have recorded in this report for both sectors in general, means the need of all stakeholders in order to play their role in terms of their improvement and delivery of improved services. Initially it is though for service providers, because they are directly responsible to deal with some of the challenging indicators:

Firstly, the efficiency increase of invoices collection ratio for services provided in 2011 has marked an improvement of 3%, however the low current level of 69% for water sector and 61% of waste sector express the need that institutions, businesses and household costumers have to be sensitized in order to make payments of their invoices. Therefore, it will be the only and safe way for service providers financial sustainability, and safe increase of service level.

Secondly, the business management commercial orientation in Regional Water Companies (RWC), continues to be at low level, and this could be shown especially with the high ratio of 61% of non-billed water (NBW). The water losses might gain the full dimension if they would be expressed in numerical values, from 146 million m3 of water produced, and about 90 million m3 of water are lost in 2011 , or water that has not brought revenues for companies.Furthemore, there are created expenses for its production, and it is regrettable, because it is known that water demand however continues to be increased day by day.

Thirdly, the strategic goal of water and waste service providers should be the full coverage of population with water and wastewater supply services, while 1/4 of the population are not connected yet to the central water supply system, while only half of them receive wastewater and wastewater collection services. Wastewater treatment services are at early stage with only one factory of wastewater treatment.

Another challenge is to overcome costumers expectations, who on the most of the cases has complained for the poor services provided. Their complaints are mainly related with the manner of billing, due to the lack of water meters, frequent and severe water shortages, and failures of

water quality. Water and Waste Service Providers should continually increase its commitment, to establish correlation between the service quality and prices paid by costumers, it should be done in order to reduce the pay loads that consumers have to pay for inefficiencies of their service providers. However by improvement of service quality, most of the costumers will be ready to pay the service value .

In the strategic plan for 2012-2014, we set strategic goals which aim to increase the costumer service level served by RWC. Initially, it is required by RWC to improve the continuity of supply, water quality increase, improvement of billing accuracy through settings of water meters maintained and calibrated well, and updating of costumers complaints resolution and demands, which are identified as an important current challenges.

The waste sector continues to have poor performance in 2011, and there was not marked any improvement in revenue collection by billing for services provided. However operating costs for waste collection and transportation are being increased continuously. After July 15 of 2012, WWRO shall not regulate anymore the waste collection service providers activities in accordance with the Waste Law no. 04/L-060).It is foreseen by the new Law that all WWRO institutional responsibilities related to licensing, tariff settings, determination and monitoring of service standards to be transferred to the Kosovo Government and Local Government. By the entry of this Law into the force, the municipal solid waste sector would be completely de-regulated and shall be subjected to the market competition

The main focus of our work during 2011 was to review and determinate the water company's tariff's for the next three years 2012-2014, and waste services tariff's in accordance with the methodologies, which are set separately for water services and waste services. For both services, we have approved tariff increase, being careful in balancing of costumer interests, respectively of good customer services, with the need to preserve the financial integrity of companies.

It is very important for service providers to accept businesses plans that we have used as the basis for tariff determination, that are "contractual obligations" implicated in the exchange of approved tariffs. We have made efforts to ensure customers to receive the best explanation about the increase of invoices, and we have justified the companies cost, including operating expenses and essential needs for capital investment, in order to maintain and increase the service level. We will be persistent in our determination to ensure that service providers fulfill their contractual obligations and to strictly monitor performance against their obligations.

We are also amending two rules which have been focused on improving of customer service, the Costumer Consultative Committees Regulation and the Minimum Service Standards Rule. Minimum Service Standards Service are a legal obligation which are envisaged to be met by RWC's, including the operational, technical and commercial aspects, and most of these standards have the legal deadlines that should be met by RWC's. The role and responsibilities of Costumer Consultative Committees are clearly defined, and we are in the course of engagements to raise their profile through trainings, preparation of work procedures, as well as were conducted study visits abroad with an intention of taking the best practices

Finally, I would like to express my thanks to the European Commission for support given to WWRO through two-year project on institutional support for WWRO, which has been completed in May of this year. I would also express full respect for the implementers of this project, the consortium led by IPA for the successful implementation of this project.

I also wish to thank the WWRO staff for compilation of this report and for their commitment in their daily duties.

Raif Preteni
Director of WWRC

ROLE AND RESPONSIBILITIES OF WWRO

Water and Waste Regulatory Office (WWRO is the economic regulator of water supply services, wastewater and solid waste in Kosovo. It was established in 2004 through UNMIK Regulation 2004/49, and which was later replaced by the Law no. 03/L-086, adopted by the Kosovo Assembly in June 2008. As an independent institution has the responsibility to regulate all activities of Water, Sewerage and Wastewater service providers in Kosovo, and is accountable to the Assembly of Kosovo.

The role of WWRO is to implement an effective regulatory framework that encourages public water and waste services, to ensure a high quality of services and value for money that receive from customers, and to regulate the water and wastewater services in a transparent manner, in accordance with a good regulatory practices, and always taking care for environmental preservation and protection of population health.

Specifically WWRO responsibilities are:

- Granting of licenses for water, wastewater, and municipal solid waste service providers.
- Determination of prices for services provided with the reasonable cost , balancing the costumer interests for good services, with the need to preserve the financial integrity of service providers.
- Stimulating the competition in the water and wastewater sector, by comparing the performance (benchmarking) and regular reporting of performance, and by focusing on customer services, costs, investments, and planned objectives.
- Protection of costumer interests by ensuring that services provided are in accordance with the established standards.
- To ensure that customers have available appropriate mechanisms to submit their complaints against service providers.
- Promotion of the water and wastewater service costumer interests by helping and ensuring them to receive a high quality services.
- To ensure the costumers with the information about their respective and mutual rights and obligations, Costumer Service Provider.

In accordance with good regulatory practices, WWRO approach is oriented towards concrete results, without interfering directly in the daily management of licensed service providers, and leaving this responsibility to the managements and service provider's board. Moreover, WWRO has no jurisdiction over private water suppliers, and over some waste collection private informal operators.

WWRO is also responsible for regulation of drinking water quality and environmental aspects, however, it works closely with NIPH and MESP that are responsible for these important areas.

A WATER SUPPLY AND WASTEWATER SERVICES

1 INTRODUCTION

Performance report of licensed companies of water supply, wastewater services, supply of untreated bulk water and solid waste companies is in its sixth year of publication. This report presents a comprehensive and detailed document for service providers performance, and in general presents the state of these sectors.

The report includes information from all critical areas of performance such as service providers, operational and financial aspects, and Costumer services from seven regional water and wastewater companies, and seven collection waste regional companies, a water supply provider of untreated bulk water, as well as a landfill management company in Kosovo.

In this report , the stakeholders, especially costumers might see closely the performance of their service providers for 2011 in relation to 2010, and the performance of any service provider compared to other service providers in Kosovo. It is of particular importance the comparison of actual performance of service providers in relation to the objectives agreed with the regulator during the tariff process. It is also important that service provider managers on the basis of informations given in this report might compare their performance with others, and these facts can serve to the management as an incentive for efficiency increase

This report is divided into two (2) main parts: Part A-Water supply and wastewater services, Part B-waste sector, and attached Appendices.

In the part A-initially in chapter 3, it is reflected the RWC's performance through a number of graphs and tables, associated with analysis and accompanying comments for main performance indicators on water supply and especially for wastewater services. In chapter 4 is shown an overview of sector performance during the period of time 2006-2011, where are analyzed aspects such as: water produced, sales and non-billed water (NBW), revenue, income collections and capital expenditures.

Further, in chapters 5 and 6 is continued with the performance review and analyzing of supplier with only untreated bulk water, as Iber-Lepenci and Costumer Consultative Committees (CCC).

At the end of each report section, we have presented our thoughts on the future challenges for the sectors in Kosovo (Chapter 7 Challenges for the future), in particular the need for RWC's to take more seriously their obligations of investments set out in their regulatory plan businesses.

The Part B is similar to part A, which is only focused on the waste sector; in addition, to chapters 3 and 4 is given the comparable evaluation and performance of Regional Waste Companies (RWC), and performance of Company for Landfill Management in Kosovo (KLMC). In chapter 5 of this section are given our thoughts on future challenges for waste sector.

Finally, for each main part of report, we have provided additional informations through a series of supplements including: detailed performance data for each service providers, other supporting informations, such as definitions of indicators, performance evaluation criteria, the financial statements, tariff statements and contact details.

Tables are processed in such form, that all stakeholders (readers) can easily use the information for their purposes.

2 DEVELOPMENT INE THE SECTOR

The current structure of water sector in Kosovo

Good regulatory practice supports the clear separation of the roles of three key bodies involved in ensuring of the provisions of suitable services to customers. These bodies are comprised by the Government (that deal with the determination of sector policy and legislation through the introduction of appropriate laws), the economic regulator and service quality (tariff determination and customer interests protection), and service providers (that provide a reasonable services to the customers).

The current structure of the water and wastewater sector in Kosovo whereby seven regional water and wastewater companies based on river catchment boundaries and with significant economies of scale, are regulated by an independent regulator (WWRO) as established under Law No 03/L-086 and accountable to the Kosovo Assembly, fully satisfies these criteria. In fact the Kosovo water sector is more advanced than other countries in the Balkan region in relation to efficiency, accountability, and compliance with European standards.

Wastewater treatment

The proper wastewater removal is also a vital issue for public health. It is a matter of concern that can continuously increase in Kosovo, where the lack of arrangements for their removal means that rivers and groundwater sources at all time are more and more threatened by wastewater. It is evident that wastewater treatment plants are very expensive projects; thereby the Development Agencies in Kosovo have undertaken initial investment in construction and in initiating of projects for wastewater treatment in different regions of Kosovo. The first plant [1] for wastewater removal is in Skenderaj, which is already in operation and was given to RWC 'Mitrovica' for management. Also, it is worth mentioning that in 2011 and ongoing, is being worked on developing of the Strategic Master Plan for Sewer & Wastewater for basin of West river Morava

The role of municipalities in water service sector

The water sector in Kosovo is faced with a wider debate of stakeholders, to approximate the extreme positions of central and local government in managing of water services sector. In fact, the Law on local self-government adopted in 2008, in article 17.1, among others envisage for municipalities the competencies even and in the provision and maintenance of utilities, including water supply, sewerage and sewage treatment, leaving space for frequent misinterpretation, and having objections with the law of PE. In general, the stakeholders agreed with the fact that property of Kosovo Government to be preserved and to be the owner of 100% stocks in RWC, as foreseen in the Law on Public Enterprises, and to strengthen the role of municipalities of RWC's. Through the Director's Board it is also agreed that these arrangements to be made during the amending period of the Law no. 03/L-087 for Public Enterprises

Law on Public Enterprises Nr.04/L-111,

On May 2012, was approved the law with no.04/L-111 by the President of Kosovo, for amendment and completion of Law no. 03/L-087of Public Enterprises. By this Law ,are envisaged some important changes as follows: (i) continuous and rigorous monitoring of shareholder (NJPM-NP) on the Director's Boards , (ii) conditioning of the directors compensation with their performance, which will be shown from the audited financial statements and performance report published by the Regulatory Office, (iii) for municipalities are envisaged a number of arrangements that are related to the municipality eligibility in order to establish the Local Public Enterprises, the eligibility of their representation in DB,

[1] The European Union has funded the implant ofwastewater treatment in Skenderaj

and water companies as well, where offer their services at least with the half number of directors, and the eligibility to be informed about the Public Enterprises work which provide service in that municipality.

Integration of rural schemes in the RWC framework

Since after the war in Kosovo are built a large number of specific schemes of rural water supply, mainly with the help of foreign donors, local governments and communities themselves. The construction of this water supply in rural areas has impacted directly to the life quality increase and hygiene of population that lives in those areas. However, it is of concerned that most of these schemes are not being managed in the best possible manner, therefore a part of them now are out of order. There are about 224[2] systems which are not managed by RWC, and from this number about 177, are in working order, while 47 of them are not functional, and there is a need for their substantial rehabilitation. In 2011, only 24 rural systems are integrated in the context of the RWC's. Integration of these systems is not easy and depends on several factors such as; initially will of the community to deliver the system under the RWC management, providing of additional funds for rehabilitation, which is necessary to return to functional, and readiness of RWC's to take these systems under their management .

WWRO is interested that these local schemes to be integrated into the framework of regional companies in their respective areas of their services, and encourages RWC and population to express their willingness for their integration. WWRO is also confident that the benefits are mutual for RWC, respectively the increase of their commercial base, while the population benefits will be as follows:, effective and professional management of these schemes, regulation and supervision by the WWRO, and monitoring of the water quality on regular basis by the responsible institution

Setting of Tariff

During 2011, WWRO has finalized with the tariffs of water and wastewater services for a period of three years (2012-2014), and are taken into account the customer interests with the need to preserve the financial integrity of RWC's. On the other hand, the tariff applications of RWC are reviewed in details, in order to ensure that RWC are operating in the best efficiency possible manner, and making sure that customers will not pay more than is necessary. Also, our approach for tariff setting is to ensure that RWC to be able to finance their activities in accordance with the established service standards

We have been careful in our approach to determine the real objectives, regarding the collection efficiency, though it is worth mentioning that operating costs have been challenged on the basis of comparison of proposals (benchmarking). But, we have not chosen to oppose any proposal relating to costs of infrastructure increase and capital expenditures for non-infrastructure assets (such as those for capital maintenance as well as those for infrastructure increase). The focus of our challenge is addressed only in terms of infrastructure renewal, as this area has the greatest needs in terms of improvement of service levels, and also has direct and material effect on tariffs. Our reason for regulating of investment programs is based on providing of a minimum level of infrastructure renewal, and further adjustments are made to ensure a minimum level of tariff real increase, but also to provide positive signals to investors. Although the objectives are challenging, we believe that they are accessible, but for the real success of RWC, should strive to meet the objectives or even to exceed those objectives.

[2] Report on status of rural wastewater systems that are not operated by RWC -KIWER

3 PERFORMANCE OF RWC

In this part of report is reflected the performance of RWC through many performance indicators, that include technical, commercial and financial aspects separately, for water supply services. It is also reflected the financial and commercial performance of wastewater services for both services in the framework of RWC .Specifically, the performance monitoring is focused on: (i) report performance evaluation with projections made during the tariff determination (ii) the comparative performance evaluation between companies, (iii) monitoring of RWC financial situation. Most of the indicators and important statistical data of each RWC are presented separately in Appendix .

3.1 Water supply

In this part is presented the performance summary of water supply service providers in 2011 compared with 2010. The highlighted indicators of service standards are based on minimum service levels, and according to this, each service provider has agreed with the regulator to offer the services. In addition, further financial and commercial indicators shall be analyzed with goals/expectations that have been included in the tariff review 2009-2011.

3.1.1 Technical performance

Technical performance is focused on supply operational aspects, and with particular emphasis on service standards and infrastructure services, which are interrelated and mostly affect on customer satisfaction on provided services.

Service Standards

Some of the major water supply technical standards are: water quality, adequate pressure in the water network and water supply availability.

Water quality

Primary obligation of every service provider should be drinking water supply with high quality and in accordance with applicable standards in our country.

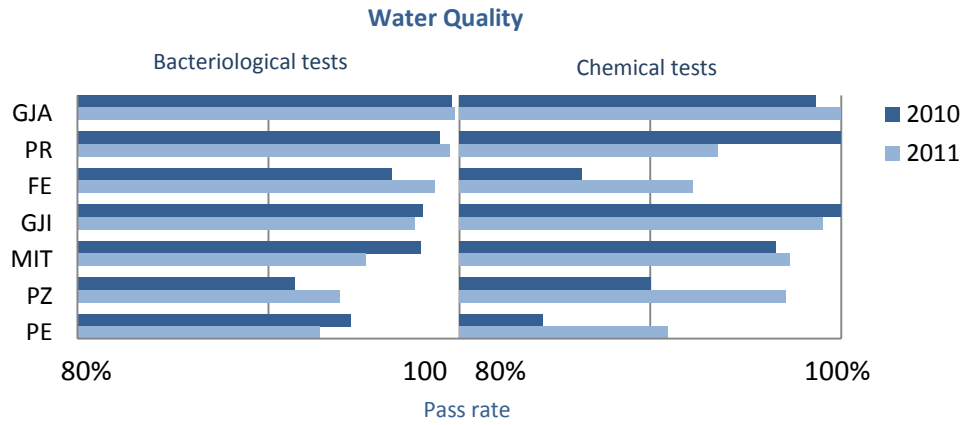


Figure A -1,Testing results of water quality

Figure A -1 shown above illustrates the results of water quality tests for 2010 and 2011. On the basis of the test results reported and sent by IPH institution, which is institutional responsible to monitor and test the water quality based on Administrative Guideline 2/1999. WWRO had an opportunity to make the water quality assessment provided by RWC, which are being regulated by it.

Water which is offered to the population in the service area of RWC'Hidrodrini', 'Hidroregjioni Jugor' and RWC 'Mitrovica' in 2011,is characterized by a high percentage of failure in terms of bacteriological and chemical-physical tests as well. While the RWC 'Hidroregjioni Jugor' has marked improvement in water quality in 2011 compared to 2010, and it is evident the deterioration of situation with water quality to RWC 'Hidrodrini' and RWC 'Mitrovica'.From the bacteriological aspect (are present more dangerous bacteria for human health. coliform bacteria). Especially, the worrying situations in the Klina municipality , where the citizens of Klina are not supplied for a long time with an adequate water for consumption. This situation continues further, and currently the water quality failure is in very high level in terms of chemical with the presence of manganese (Mg) and nitrites (NO2), with the very high values than those envisaged by local standards.

WWRO and IPH have addressed the water quality problem of Klina to the Kosovo Government and to Klina municipality. By the mutual cooperation, are undertaken the actions to find the stable solutions for this issue.

From all RWC's , RWC 'Radoniqi' offers the best quality of water to its customers with the practicability of tests of nearly 100%.

There is no doubt that in deterioration of water quality, the great impact has water shortages (lack of water), but it is evident that the decisive factors are as follows: non- effective treatment with chemical preparations, equipment and inadequate dose of the preparation

Supply with non-quality water has direct impact to the population health, especially is harmful and immediate the failure of water quality from the bacteriological aspect, without neglecting the failure of water quality from physico-chemical aspects, which if is not consumed in a longer period also can causes significant damage to human health.

Pressure

The water pressure in water network is also one of the key service standards that should be provided by RWC's. Pursuant to the rules on service standards, are provided the reference values[3] which should be achieved for minimum and maximum pressure at the connection point of costumer services. This indicator defines the number of properties that are regularly affected by lower pressure, excluding the accidental occasion from time to time as a result of pressure decrease.

It is very difficult to measure the wire pressure and to be reported by service providers due to various technical reasons, e.g. topography, claims forms and other technical obstacles.

[3] Minimal preassure 25 m. sh.u and maximal preassure 70 m.sh.u

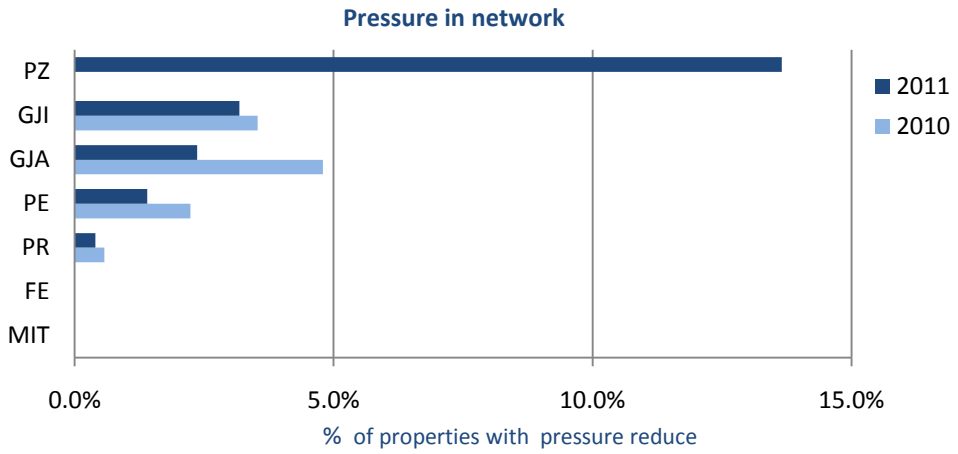


Figure A-2, Water network pressure

Even in 2011, are not reported the data about the pressures by RWC 'Bifurkacioni' and RWC 'Mitrovica'. Although, the data on pressures were reported by most of RWC, but we cannot be sure that are completely confident, because RWC's do not make regular measurements, and are not applied yet proper programs for pressure management. Despite such concerns, the received information suggests that there are minor problems related to water pressure, except RWC ' Hidroregjioni Jugor'. Most of RWC's have reported lower figure than 5% of customers who have water supply low pressure.

Availability

There is an issue that all Kosovar's are most familiar with the lack of water supply for 24 hours a day, even there is a such concern in a big cities such as in Prishtina which is capital of Kosovo.

Water supply is a matter of vital interest, not only from the commodity stand point of citizens but also and for public health.

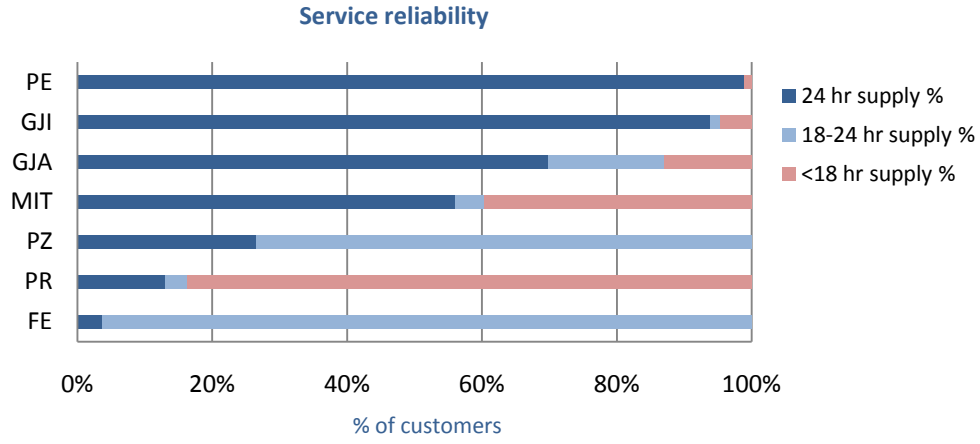


Figure A-3, Reliability of service (2011) presented as the number of customers affected by regular outages of water supply.

This indicator reflects the property number affected / influenced by the availability, divided into three categories of properties: (i) with 24 hours service a day of services, (ii) with 18-23 hours a day of services and (iii) those with less than 18 hours a day of services.

The situation reflected in Figure A-3 has been far below what might be called an ideal, and in general can address the four reasons: first, in some RWC's there are still limited capacities for water treatment, secondly, existing water supply networks are in poor condition resulting with huge losses, thirdly, the networks do not have enough capacity even for the parts they serve, and fourthly, illegal connections are enormous source of drinking water.

There was not made any significant improvement in RWC "Prishtina" and RWC 'Mitrovica', because with the development of new residential areas, the setting of services is not associated with a proportional increase in production capacity. This fact made worsen the current situation even for existing customers.

For RWC 'Hidrodrini', 'Hidromorava' and RWC 'Radoniqi' have mainly presented their problems during the summer months, where the drinking water misuses of citizens are strongly stressed.

However, there were some important events that have been undertaken by RWC "Prishtina" in 2011, and are ongoing in various parts of the piping systems and providing of financial means to provide to build planned factory, that is expected to begin in 2013. Also RWC 'Mitrovica' has benefited funds to increase the plant capacity for drinking water treatment that are underway which is expected to double its processing capacity. These arrangements will finally solve this chronicle problem from these two companies.

Infrastructure service

Two of indicators which determine infrastructure services are as follows: blasting of pipes, and and non-billed water, and is defined as the ability of assets to deliver required service levels.

Burst of pipes

This indicator presents the number of blasts of water supply pipes within a year compared with 100 km length of the pipe network

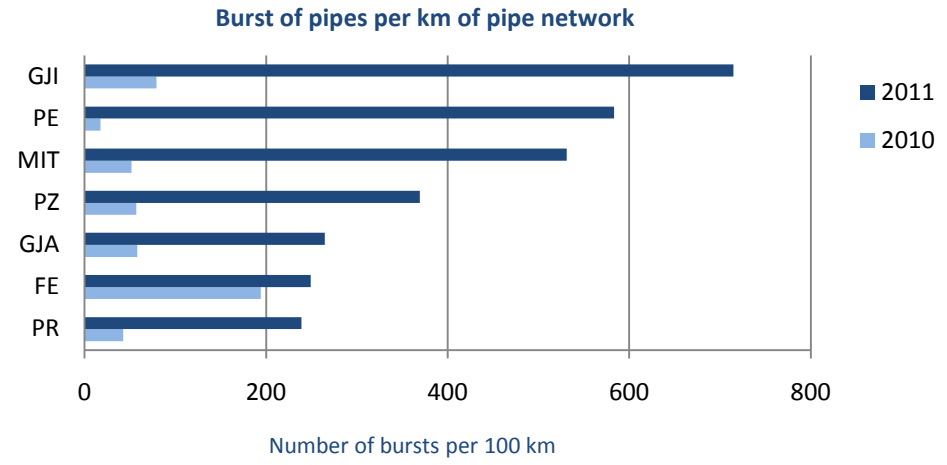


Figure A-4, Burst of water pipes

In general, the annual ratio of pipe failure is high to all RWC. The less number with pipe blasts has reported RWC "Prishtina" with 238.92 (blasts / 100 kms), while with the biggest number has reported RWC 'Hidromorava' with a total of 714.58 (blasts / 100 km).

At the sector level in 2011, there have been 6 times more pipe blasts than in 2010, this is not just that we have a deterioration of network performance from last year, but primarily, it is because that these data are updated and reported in accurate manner by all companies.

The high number of blasts is justified with the fact that RWC's in general are spending much less on capital maintenance of water supply network.

This low performance of the water piping system proves that RWC's face with the high level of water technical losses.

Non-Revenue Water

Non-revenue water (NRW), represents the difference between the volume of water produced and water sold, generally is consisted by commercial losses (unauthorized consumption, inaccuracy measurement) and technical losses (physical leakage of water supply network, reservoirs and service connections to customers' point of measurement). These two components of NRW cover the entire of water supply system from the water treatment plant up to the consumer water meters. Management of NRW is exclusive responsible of company that provides water services, otherwise this is a very significant indication related to the work outcomes of the company, affecting with substantially to its financial and operational sustainability.

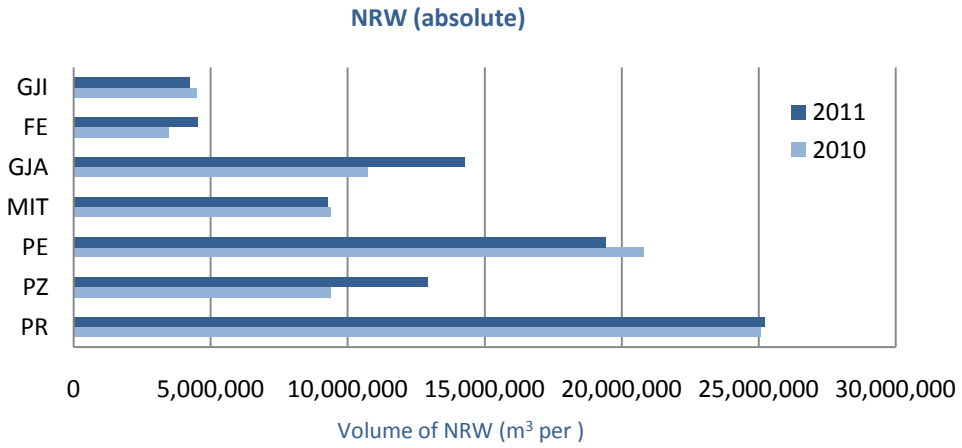


Figure A – 5,Non-Revenue Water (absolute amount)

The highest increase level of NRW during 2011 compared with 2010, with over 3.5 million m3 have marked RWC 'Radoniqi' and RWC'Hidroregjioni jugor'. This has impacted that along RWC "Prishtina" and RWC 'Bifurkacioni' although with a smaller amount of of increase of NRW in 2011 compared with 2010, that the sector in general to continue with the negative trend during the years in this indicator. In 2011 NRW has reached the record levels by about 90 million m3 are for 6.5 million m3, higher than it was in 2010. Such too high figures of NRW have huge significant financial impact, because it increases the cost of water production, since is produced more water than is needed just to cover the losses, as happened in 2011 where the entire of water production was considered as non-revenue water.

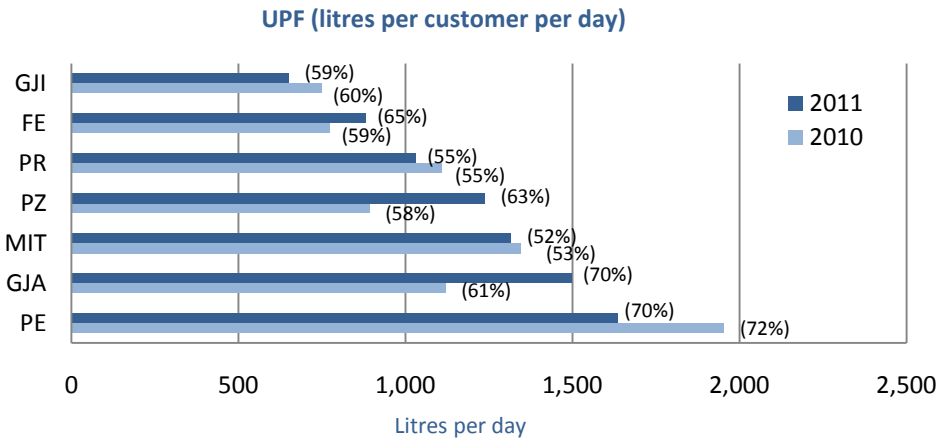


Figure A – 6, Comparative performance for NRW, presented as liters per customer per day (% of production)[4]

NRW expressed in liters per customer per day is most convenient unit for performance compare, so it is used by us to compare RWC, this indicators has also taken into account the effects of limited supply.

Moreover, service providers do not share the NRW in physical and commercial losses, they are mainly focused more on replacement of an old distribution pipelines as the solution to reduce NRW, than in adopting of a more strategic approach of the problem.

Figure A-6 shows that the RWC 'Hidrodrini' is too far, with the weakest performance with the loss of 1.635 liters per customer per day in 2011, while KRU 'Hidromorava'i has the best performance with 650 liters per customer per day

From seven RWC, four of them as; Hidrodrini, Mitrovica, Prishtina dhe Hidromorava has marked the positive trend.

NRW expressed as a percentage is calculated as a percentage of the amount of sold water in proportion to the amount of water produced, it is used as an illustration, and even if it is a simple indicator, provides quick overview of NRW. Only RWC 'Radoniqi,'RWC Bifurkacioni 'and RWC‘Hidroregjioni Jugor’ have marked negative trends in 2011, compared with 2010.

Increase of NRW in RWC 'Radoniqi' apparently is set by the service providers due to the equipment of treatment plant with water meters, which precisely measured the quantity of water produced , while in the past it is overestimated the amount of water produced, and so it is not reflected the truly ratio of NRW.

It si worth of mentioning that the high value of the inevitable losses varies depending on the system, generally it is internationally accepted the losses ratio of the level of 15-20% losses of water produced.

Despite of intensive support for water sector in Kosovo from different projects in this direction, RWC were unable to face with the alarming situation of water losses. In this way, NRW not only that was high, but still was worsened. RWC should do more to reduce NRW, and thereby to increase the revenues from the water sale and to orient water amount, in order to meet demand in the areas that suffer from limited water supply. In this regard, WWRO is helping RWC to develop their own strategies to reduce NRW, through committed consultancy to develop an overall strategy in reducing of NRW

4 UPF value for connection per day is adjusted / regulated to compensate hours of services per day.

3.1.2 Commercial Performance

Service coverage

Water supply services coverage is defined as the percentage of population within the service area that provides water service supply.

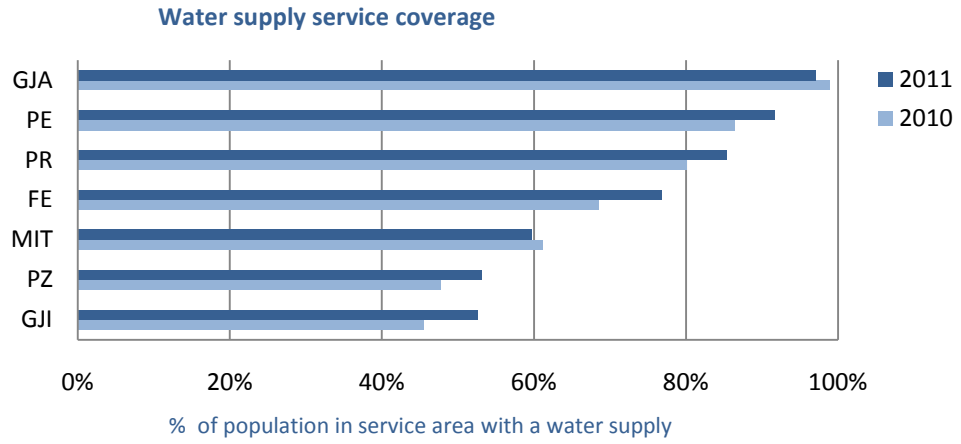


Figure A – 7, Water supply services coverage

RWC 'Radoniqi' has the highest degree of service alignment of with 97% of water supply coverage, while RWC 'Hidromorava' and RWC 'Hidroregjioni Jugor' reported the lower coverage approximately of 50% of their service areas.

Public enterprises for water supply services in Kosovo, operate on a commercial manner and are self financed .In this context, the best performance of customer services, especially those that are related to service coverage, the water consumption measurement and the customer resolution review and appeal is essential for their commercial performance, thus, the service coverage increase should be their strategic goal.

Water measurement

Measurement of consumed water is the key component for its rational use by customer.

Water measurement can help to reduce water consumption by providing information about the amount of consumed water, furthermore, the billing of measured consumption by giving a reason to customers, with aim to try to reduce this consumption; this is particularly useful in those areas which face with water shortages.

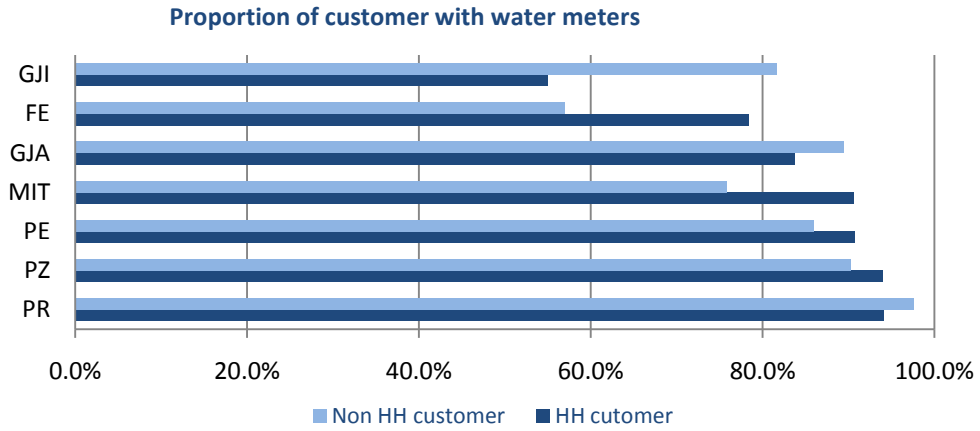


Figure A – 8, Customer proportion with water meters

Figure A-8, shows the level of domestic and non-domestic customers, which are equipped with water meters in relation with total of the served customer.

Analysis of results shows that water meters coverage at a general level has increased from 83% in 2010 to 84% in 2011. Equipping of domestic customers with water meters is in level of 84% , while for non-domestic customers is 82%.

Measurement of water supply in Kosovo is not consistent. Many older buildings have only one main water meters serving the entire building, and water bills for all customers are divided proportionally to the buildings, based on the number of members, while the other newer buildings have water meters for each apartment.

RWC 'Hidromorava' bills only about 55% of domestic customers based on meter reading. While RWC "Prishtina" has the highest level of customer, who are equipped with water meters. It has continued with the program of water meters installation and in 2011, and has reported to have placed a significant number of new water meters.

RWC have been challenged by WWRO, with a legal term to meet the service standards in order to place water meters for all their customers.

Complaints

Public water supply enterprises in Kosovo have a monopoly in their service area, and this is one of the reason which can affect, so there is no a need for giving of such excellent services to the customer, by being convinced that they have no other choice. However good management of complaints by RWC should be seen as a long term opportunity to improve service and to meet customer expectations. Updating, classification and data analysis of customer complaints are important elements of monitoring and performance improvement, however complaints provide information about weaknesses in service delivery

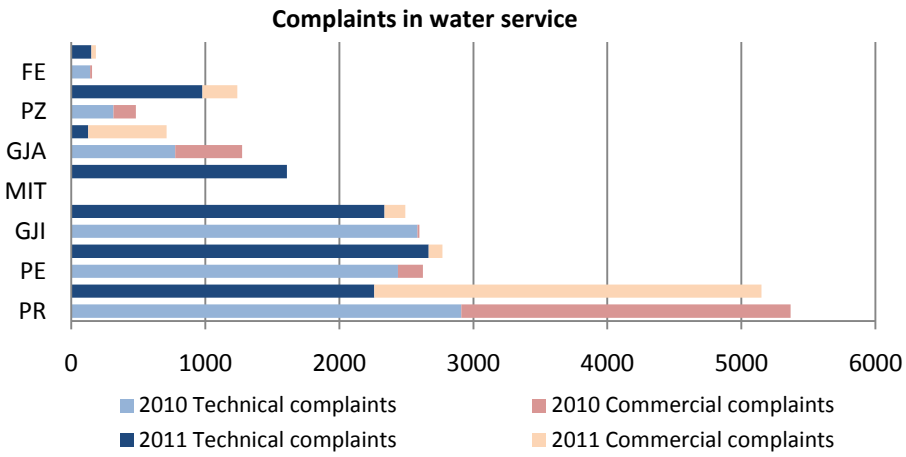


Figure A – 9, Complaints in water service

By RWC in 2011 were taken complaints in total of 14.157 , which represents an increase of 13% by 2010. RWC "Prishtina", "Hidrodrini 'and RWC' Hidromorava 'have received the higher number of complaints, while the RWC'Mitrovica' has reported only technical complaints in this year. It becomes due to the low level of customer functioning, customer relations, and poor system management of complaints.

The significant increase of commercial complaints in RWC "Prishtina" has become due to the manner of billing of customers in collective dwellings. However, this issue is regulated, and RWC "Prishtina" and other RWC have now started with the implementation of the billing method in collective dwellings by regulation, which was made by WWRO.

Most of the complaints in 2011, around 3/4 as were in 2010 deals with technical issues, and only 1/4 of complaints are related to commercial issues. By this, we understand that there is a general disappointment with the service operating level the total operating level of service, as a consequence of not regular supplying, water inadequate quality and other operational issues.

In general, RWC are being developed and implemented procedures on how they should manage the customer complaints.

3.1.3 Financial Performance

In this part of the report are analyzed the financial aspects [5] of water supply such as: sales, unit costs and expense.

Sales

Volume of water sold

The volume of water sold in relation to assessments under the Business Plan ,is a performance indicator, and shows how much water is sold in relation with planned sales for the same reporting period specified in the tariff application of RWC, during the tariff process 2009 -2011,

[5] All financial assets expressed in euro are adjusted / adapted according to the price of mid-year 2011, with the purpose of the provision of appropriate comparisons from year to year

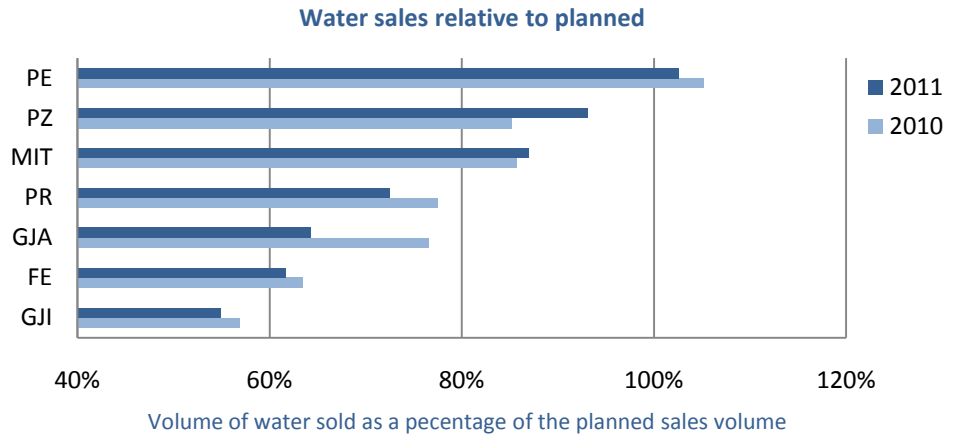


Figure A – 10, Water sales compared with sales planned during the tariff review (2009-2011)

In general, all RWC recorded improvement in this indicator in 2011 compared to 2010, except RWC 'Hidromorava', which recorded a negative trend towards the increase of the water sale efficiency.

There are major differences in performance of this indicator between RWC (Hidrodrini, Mitrovica and Pristina), that have managed to exceed sale planning, and RWC 'Hidromorava' which has reached the planned target for only 56%.

Given the fact that are developed applications in 2008, it is not difficult to understand, that not achievement of planned sales to some RWC in 2011, result due to the lack of good planning skills associated with the failure of customer base according to planning and increase of NBW.

The biggest impact is insufficient revenues of sales, in order to meet financial needs of RWC for financing capital maintenance and infrastructure increase.

Sales Value (EUR)

In FIGURE A-11, are shown the total value of water sales in relation to the sales assessment by business plan for the reporting period.

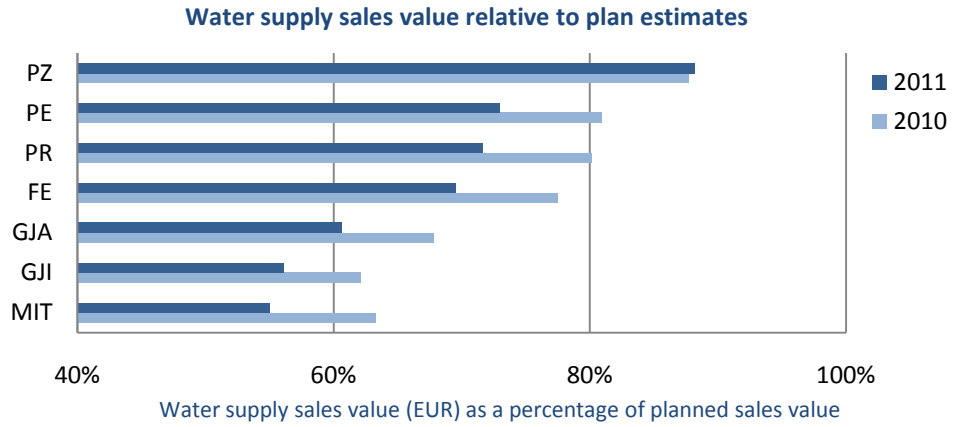
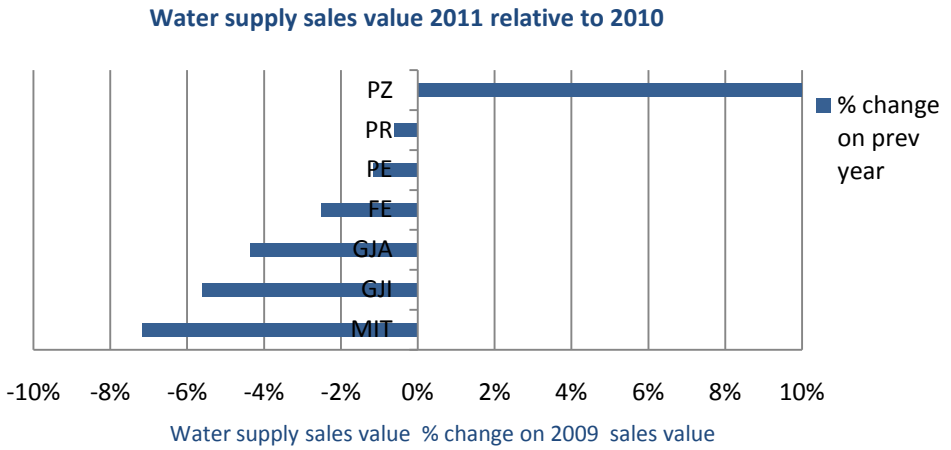


Figure A – 11, The sales value of water supply in relation to the planned sales defined in the tariff review 2009-2011

In none RWC's,the sale value of water supply is not achieved in relation to planning. At the best manner, RWC 'Hidroregjioni Jugor' has reached the level of 88% in 2011 much more as was in 2010, rather RWC 'Mitrovica "has reached only 55% to achieve the target destination.

This performance in sale amount has fully shocked RWC's regarding the financial resources that would be needed to meet their investment plans. This is expected due to the poor performance of sales volume forecast.



Picture A – 12, The water sale value during 2011 compared with 2010

Along with the failur to meet sales targets, the absolute sales value in 2011 compared with 2010 is lower for all RWC's, excluding only RWC ' Hidroregjioni Jugor', where sales were higher by about 10%.

At the sector level, the revenues have been in real terms lower for 0.7% in 2011 compared with 2010.

Costs per unit

Production

The production cost per unit is reduced to all RWC's, excluding only RWC 'Hidromorava' for a relatively small margin. In general, the average cost of a unit of water produced in 2011 has dropped to € 0.04 m3 from € 0.05 per m3 as it was in 2010.

The production cost is significantly influenced by the type of supply system, as gravity supply can be cheaper operated than system with pumps. Also the source with the good quality of untreated water reduces the production cost.

Water production costs ranging from € 0.03/m3 to RWC 'Hidrodrini' at € 0.07 / m3 to RWC Hidroregjioni Jugor .

Total unit cost for water supply

Represents the total cost (Operational+ capital maintenance of business activity for water supply in relation to the volume of water sold for the same reporting period.

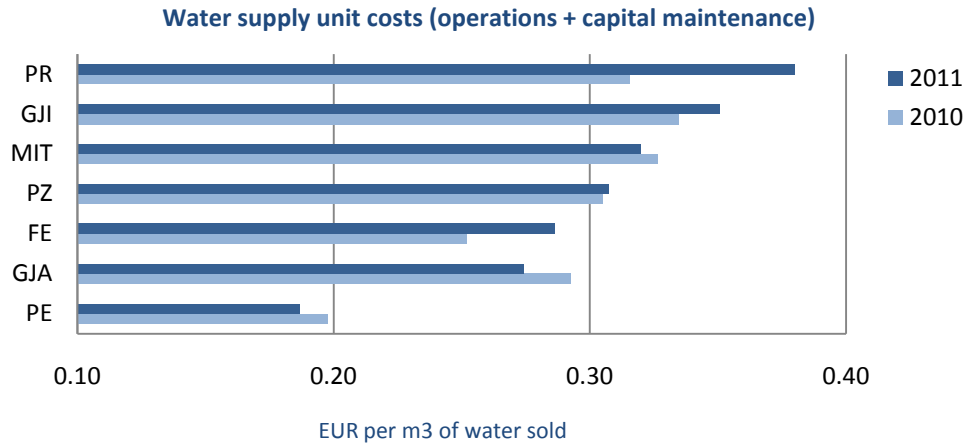


Figure A – 13, The cost per unit of water supply(excluding the return on capital and bad debts

From Picture 13, can be noticed that there is a wide range of terms regarding the total cost per unit for water supply, since Hidrodrini which has a significantly lower level of cost than all other water companies with € 0.19 / m3, up to her highest for RWC "Prishtina" with € 0.38 per m3 of water sold and paid.

The high level of losses along with poor efficiency in revenue collection has essential impact on increasing of produced and sold water cost.

In general, the unit cost of produced and sold water in 2011 compared to 2010 was the lower to 0.01 € / m3.

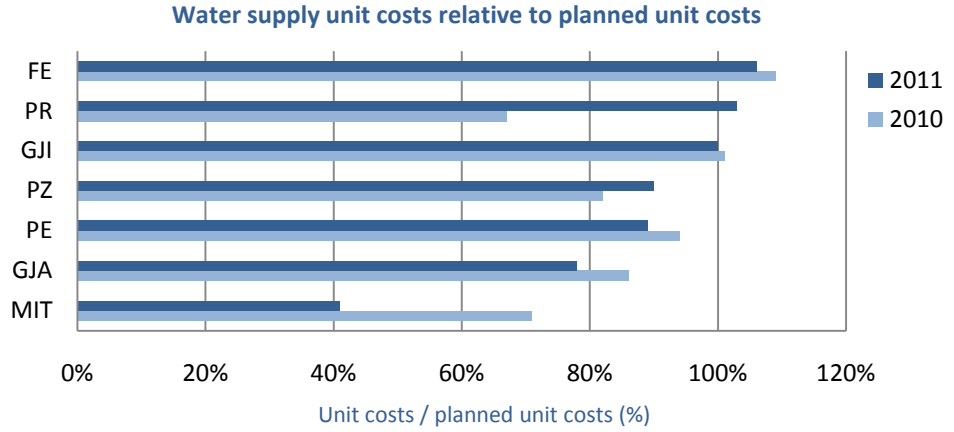


Figure A – 14, Water supply unit cost in proportion to the planned costs per unit

Planned costs per unit resulting from tariff review 2009-2011 (adjusted according to price levels in 2011, were lower to the most of RWC's than planned, except RWC"Prishtina", "Bifurkacioni" and RWC 'Hidromorava ', which reached costs planned for 2011.

During the tariff review (2009-2011), RWC's have foreseen substantial capital provisions, which would probably result in improvement of assets situation. However, most of RWC's have not achieved the planned targets due to the incomes limitations, in order to make expenditures planned for infrastructure maintenance and renewal. This necessarily means that there will be deterioration in asset situation and service level reductions.

Capital expenditures

In 2010 - 2011, RWC have foreseen substantial provisions about 64 million Euro for capital expenditures, intended to be provided from own tools as well as from donations. 1/3 of these investments are foreseen to become capital maintenance, while 2 / 3 are intended for capital increase. A part of these expenditures, especially of those for capital maintenance are expected to be financed from own financial resources of RWC .Therefore are included in the tariff during the tariff process (2009-2011)

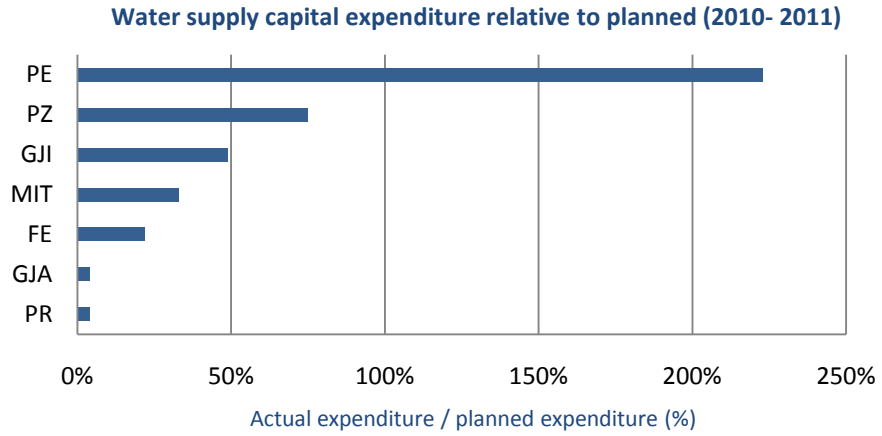


Figure A – 15, Capital expenditures for water supply in relation with those planned (according to piece levels of the middle of year 2011)

In general, by all RWC's during two years (2010-2011),are executed only 14% of investments from planned amount. The most of them are expended in capital increase, while in 2011 are expended less for capital increase.

It is evident that most of executed investments are from development donations, as RWC 'Hidrodrini' and 'Hidroregjioni Jugor', and the less investments are from own tools.

RWV 'Prishtina' for 2010-2011 has planned the considerable investments in water supply services, mainly in capital increase. It is disappointed, that this company during this period could executed the planning for only 4%, mainly from own tools .

The main impact for non-accomplishment of objectives could be attributed to the collection ratio and lower sales compared with those that are planned to be executed, and resulted with the lack of investments necessity tools.

Non-realization of planned investments in the foreseen amount and dynamic, especially those foreseen in capital maintenance, have impacted in service quality and NBW.

3.2 Wastewater services

In this part of report is analyzed the performance of seven RWC's related to wastewater services in 2011. The analyze is focused in performance comparison of 2011 compared to 2010 in the level of objectives achievement included in tariff review (2009-2011),regarding the operating, commercial and financial aspects.

3.2.1 Technical performance

In technical terms for wastewater services, the most important issues are as following: the quality of discharged wastewater and the reliability of service level

Service standards

Quality of discharged wastewater

Even in 2011, we have not been able to give informations about the wastewater discharged quality, wastewater treatment in Kosovo, that started with the getting of management by RWC 'Mitrovica' of first built of plant in the municipality of Skenderaj. We hope that in 2012, after being reported data from this company, we will have the opportunity to provide informations for wastewater quality discharged from this facility.

It is concerned that the entire amount of water collected from the waste water system managed by RWC, without any preliminary treatment are thrown into the rivers, resulting with the full contamination

Reliability and service

Reliability of wastewater service system is measured by the number of collapses per 100/km waste length during the year.

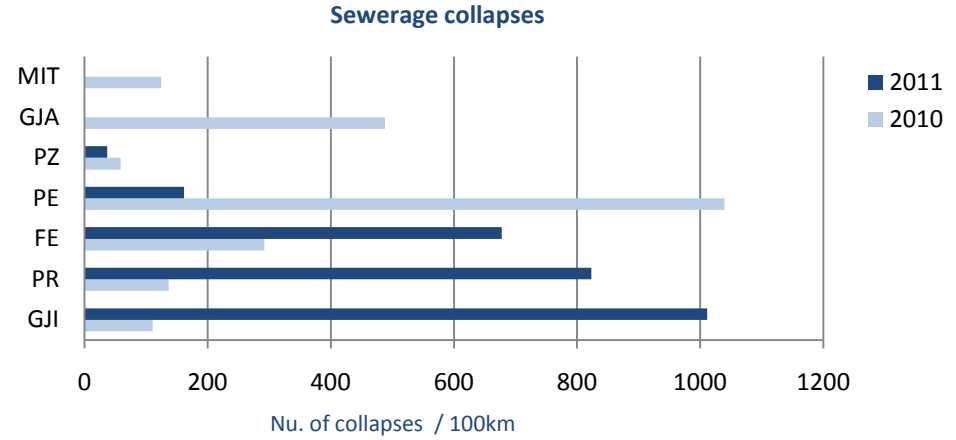


Figure A – 16, Sewerage system congestion

From Picture A-16, we can see that some of RWC including RWC 'Prishtina', 'Hidromorava' and RWC 'Bifurkacioni', have reported the highest number of collapses in the sewage system, compared with

2010,unlike of RWC 'Radoniqi' and 'Mitrovica', which have not reported about any problem with the sewage system.

Our opinion is that this high number result for the reasons that some RWC's (Pristina, Hidromorava and BifurcationI) have updated and reported these informations regularly.

In general, the average ratio of collapses in 2011,is 387 collapses /100km, and is much higher than the collapse ratio in 2010, when it was 321 collapses /100km in a sewage pipe during a year.

For a high failure of the sewage system, apparently the cause is a persistent neglect for undertaking of necessary investments, in order to keep the state of this system more functionally.

While some RWC (BifurcationI, Radoniqi, Prishtina), are being implemented dynamic plans of cleaning and maintenance of sewage on the most of RWC's. However the approach of the presented problems is ad hoc, without any prior planning.

3.2.2 Commercial performance

In this part of the report, we are focused on wastewater commercial aspects such as service and customer complaints related to sewerage service

Coverage with services

Population supplied with sewerage services by RWC, is divided by population recorded in the service area, expressed as a percentage.

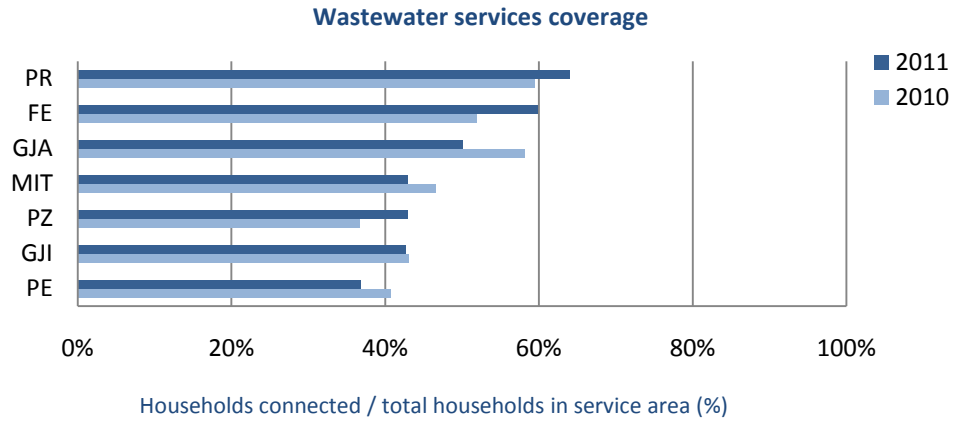


Figure A – 17, Wastewater service coverage

The extension ratio of wastewater services by each company is given in Fifure A-17, by which is reflected that RWC 'Prishtina' has the highest level of service extension with 64%, while the RWC 'Hidrodrini', has the lower level of service extension with only 37%.

Generally, the low level of wastewater services coverage is presented by the fact, that the ability of RWC to invest and expand service area is quite limited.

Despite the low ratio of expansion in 2011 compared with 2010, the number of new customers has increased in the sector level for 3%.

We have welcomed that in tariff process applications (2012-2014) from all RWC's, are included important provisions for increase expenses of wastewater network .However, we appreciate that

despite the will of the RWC to invest in the services are limited, because such investments are costly, and the required level of investment cannot be undertaken without the support of the international development community.

Complaints

In this year, RWC have reported separately for customer complaints for wastewater services.

In Figure A-18, below is shown the number of complaints taken by the RWC's for 2011, related with wastewater services.

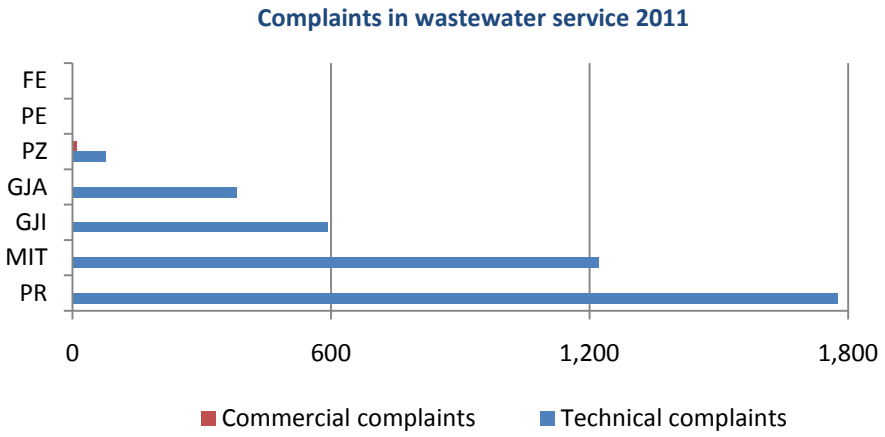


Figure A – 18, Wastewater service complaints

There is a wide range regarding the number of complaints between four companies which have reported the data. The largest number of complaints has received RWC "Prishtina", while the lowest number of water waste complaints has received RWC'Hidroregjioni Jugor'.There have not been any complaint by RWC 'Hidrodrini' and RWC 'Bifurkacioni' , not for the fact that these two companies do not have problems with wastewater services, but we consider that customer's complaints are not updated for these two companies in compliance with the requirements of WWRO.

In general, in total, by all RWC's are reported 4.051 complaints. All complaints deal with technical aspects problems, particularly with flooding and the wastewater network collapses,and there was not made any complain for commercial matters

The number of complaints on the technical aspects lets us to know that the problems in this service are enormous from operational aspect, and only a few complaints of RWC 'Hidroregjioni Jugor' deal with financial aspects.

WWRO considers that significant changes were made since 2010, in the period when was not received any complaint about wastewater. This may be as a result of better organization of companies regarding the complaints addressing and recording, and in raising of customer awareness about their rights. Moreover on the short term, WWRO will review the arrangements of each water company for recording and responding to customer complaints.

3.2.3 Financial Performance

This section of the report is focused on financial aspects [6] of sewerage services such as: sales, unit costs and expenses.

Sales

This indicator represents the total amount of billing (EUR) for wastewater sales for all customer categories, respectively for the reporting period compared with the estimated value of sales for wastewater services under a business plan for the same reporting period of expressed as a percentage.

The sales value for wastewater services is directly related to water sales volumes. Due to the significant under-performance of current water sales compared with the planned sales, the current sales value also is under sales planned value.

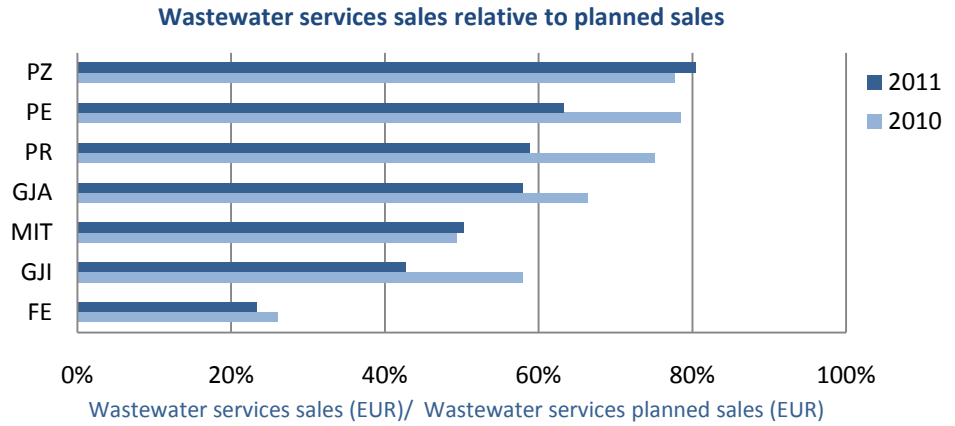


Figure – 19, Wastewater service sales related to the planned sales in accordance with tariff review (2009-2011).

None of the RWC has not been able to achieve water sales objectives over the past two years. RWC ' Hidroregjioni Jugor' and RWC 'Mitrovica', unlike other RWC's have recorded a positive trend in 2011 compared with 2010 in terms of achieving of the target, even though they were below the limit of the target.

RWC 'Bifurkacioni' is the latest from all other companies, achieving the realization of wastewater sales with only 23%.

Incomes of wastewater sales in monetary value were lower in 2011 for 2.2%, than in 2010. While RWC 'Mitrovica' RWC 'Hidroregjioni Jugor' and RWC' Bifurkacioni ',has marked a positive trend, while the other four RWC had less income from wastewater sales, especially this applies to RWC 'Hidromorava 'which has made less income for 23% of wastewater services than in 201

[6] As for performance reporting for water supply, all values expressed in euros are arranged according to price based on mid-year 2011, in order to ensure appropriate comparisons from year to year.

Unit Cost

Unit costs of wastewater services are defined as annual cost for domestic customers served.

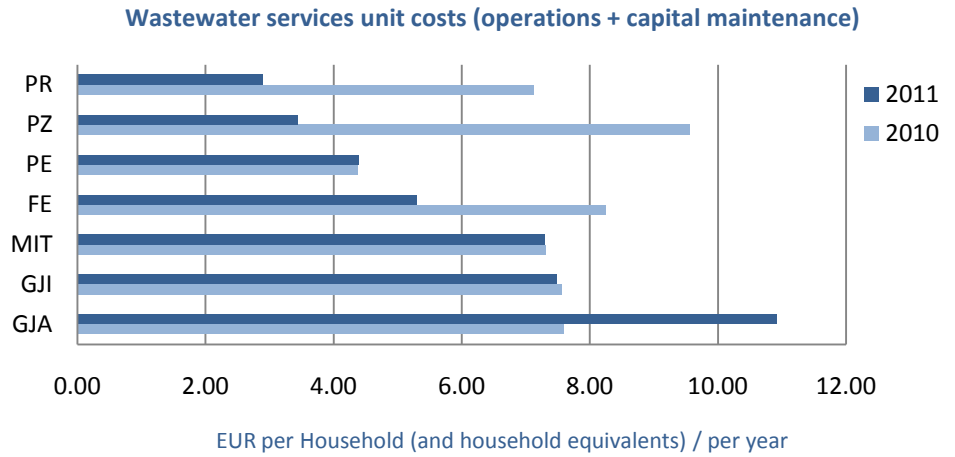


Figure A – 20,Unit cost of wastewater services

The wastewater service cost is very low, due to the fact that in Kosovo is not set wastewater treatment service, and these waters are collected through the sewerage system, and without any prior treatment are thrown into the rivers.

Unit costs for 2011 compared with 2010 are halved in RWC 'Prishtina', 'Hidroregjioni Jugor'and RWC' Bifurkacioni',for the fact that these RWC has reported less the operational expenses with wastewater services.

It is reported for capital expenditures of wastewater services maintenance in 2011, to have very minor increase in comparison to 2010, without excluding any of RWC.

The highest cost has RWC 'Radoniqi' by 10.9 €/costumer, while the lowest cost with just 2.9 €/ costumer per year has RWC "Prishtina".

In general, companies have not developed any program for cleaning and maintenance of wastewater network, but their activities in this service are appropriate and ad-hoc. In general, the wastewater pipe system is in bad condition, this is also evidenced by the fact that the number of complaints about the service is high, and it is also reported about the high level of collapses which has marked an increase from last year.

Now with no indication that the donor community are directed their donations in the service of wastewater treatment, through the construction of plants to treat wastewater, it will greatly increase the cost of wastewater services and in the long run may result in costs of wastewater services will increase so much that it will exceed the costs of water supply services.

Now there are indications that the donor community are being directed their donations in wastewater treatment services through the plants construction of wastewater treatment, it will greatly increase the wastewater services cost in a long terms, and may result that wastewater services cost will increase in that level , and as a consequence will overcome the water supply services costs.

Capital expenses

Represent a total capital expenditure made by RWC for maintenance and capital increase in wastewater services, in relation to capital expenditure envisaged by the business plan.

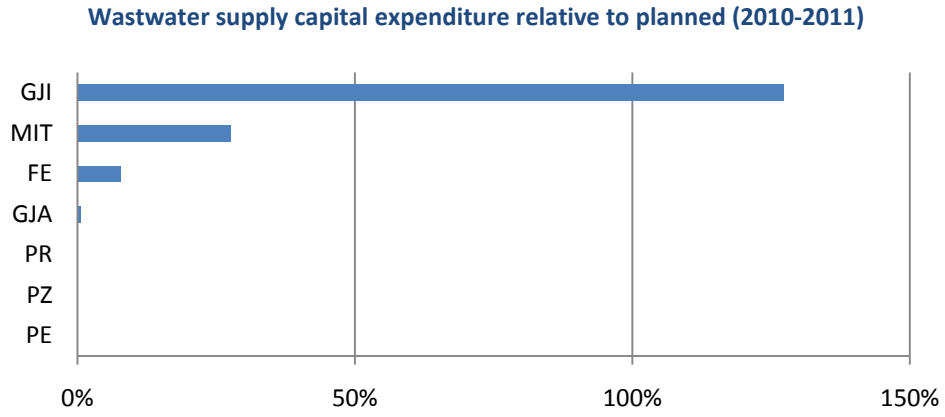


Figure A – 21, Actual expenses /Planned expenses (%)

By the Tariff process 2009- 2011, as with the water supply services, RWC has included considerable provisions around 37 million for capital maintenance and capital increase in wastewater services. In reality, the actual costs were much lower than the expected level; they were only 1% of the level that was planned during the tariff review process. Besides, RWC 'Hidromorava' and RWC 'Mitrovica' which have made investments planned at level 127% and 28%. Other RWC had very minor investments in wastewater service for the period (2010-2011). This is especially worrying for RWC "Prishtina", which has planned significant capital expenditures in an unrealized wastewater services.

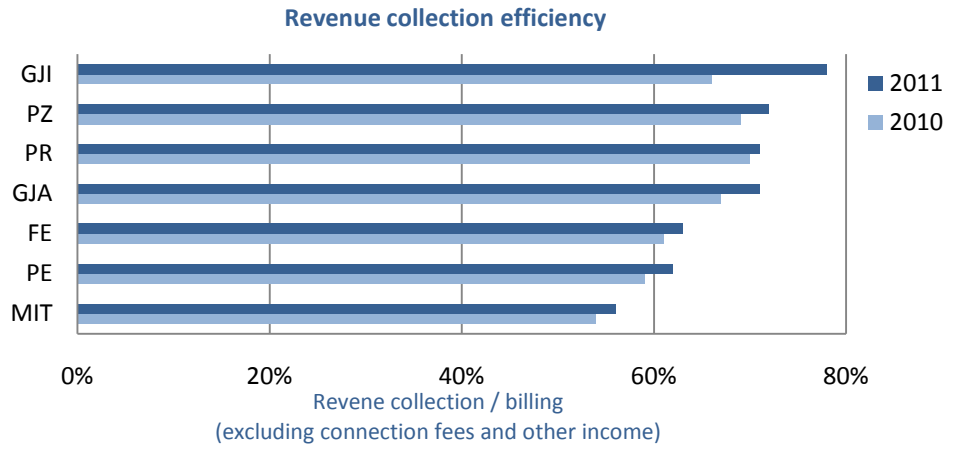
We have allowed during the tariff process 2012-2014 the significant investment in future plans, which will ensure an adequate investment in the wastewater sector, in order to ensure satisfactory service levels, such as for improvement of service coverage and infrastructure renewal. So we expect the same ones also to be implemented

3.1 Financial general performance of RWC

Sales and income collection

RWC claims for incomes represent income required in order to pay their business managements cost and to finance their investments. The main components of income requests are operating costs, capital maintenance and return on asset regulatory base

In general there was a slight improvement in efficiency collection in 2011 compared to 2010. In a sectors level, the collection ratio in relation to billing has marked the level of 69% and is higher by 3%.



Picture A – 22, Revenue collection efficiency .

It is particularly concerned the collection efficiency of household customer category, which generally continues to be weak. RWC 'Radoniqi' keeps a record in recent years in this category.

Table A-1, Collection rate by customer category and total for 2010-2011

Customer Category	RWC Prishtina		RWC Hidroregjioni Jugor		RWC Hidrodrini		RWC Mitrovica		RWC Radoniqi		RWC Bifurkacioni		RWC Hidromorava	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	1010	2011
Household	55%	58%	60%	62%	50%	56%	43%	42%	70%	75%	62%	64%	58%	72%
Commercial-Industrial	89%	87%	62%	76%	72%	66%	108%	69%	37%	47%	50%	50%	77%	85%
Institutions	97%	95%	92%	101%	78%	79%	74%	112%	90%	79%	85%	79%	92%	107%
Total	70%	71%	69%	72%	59%	62%	54%	55%	67%	71%	61%	63%	66%	78%

In 2011, the best progress in collection efficiency has achieved RWC 'Hidromorava'. It seems that Gnjilan Municipality helped this company. There are also evident some of the measures taken by the companies, with effort to increase the collection efficiency. There have been many for applications of customers individual disconnection, of which was used as operational measure in order to strive the customers to make payment for offered services. WWRO supports disconnection policies and strategies for collection of debts, which should be applied consistently. However, it is very important the fact during appliance of collective and individual disconnection, and should be respected the procedures that arise legal obligations.

Sales performance of RWC for 2010 also and for 2011 have been very far from targets achievement. Now it is clear that forecasts were more optimistic, and the actual performance was at expected level. This fact had a big impact on cash flow, which has seriously limited RWC to implement their programs planned for investments.

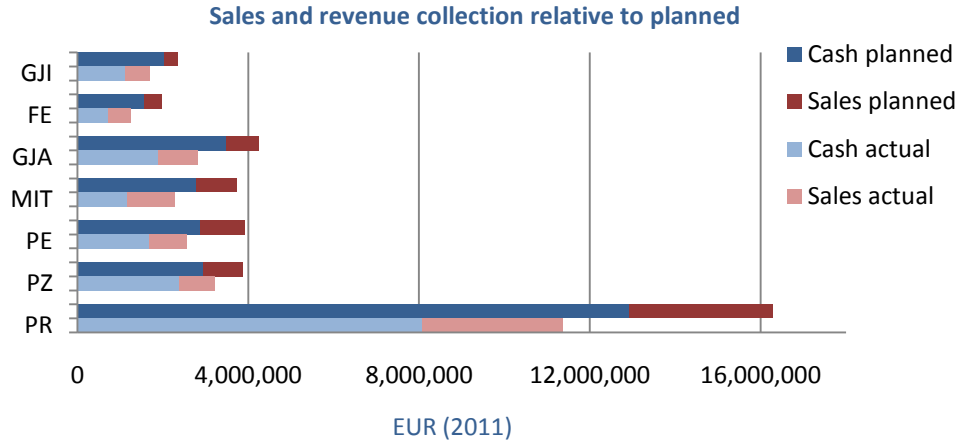


Figure A – 23, Sales and revenue collection in relation to planning (2011)

Figure A - 23, illustrates the general impact combined for failure of sales targets achievement, and failure to achieve collection targets, while the data were given only for 2011.

The lowest cash collection from (30%) in comparison with the planned sales has executed the RWC 'Mitrovica ", whereas the highest of (63%) has reached RWC' **Hidroregjioni Jugor**'.

Average of collection cash for seven RWC, reaches only 57% of cash planned for 2011.

While the average of the collection cash for the sector as a whole, compared to planned sale in 2011 is only 46%. This is for 4%, much lower than in 2010, where the collection cash was 50% compared with the planned sales.

Return on capital

Is defined as the return on assets regulatory base, shown as annual incomes and capital increase from investments expressed as a percentage of original investment.

Return on capital is necessary to ensure investitor's confidence in the sector, if RWC want to attract funding for assets improvements, in order to meet the necessary service level improvement.

Regulatory Asset Base (RAB), by which is defined return on capital, is determined in 2008 since the tariff process (2009-2011), has started on January 1, 2009 with the regulatory asset base (RAB) for each water companies, using the determined asset value of € 200 for costumer water supply services and € 100 for wastewater customers.

Real rate of return on capital is based on best practices of Western European countries, and to the tariff process 2009-2011, we account this to be 4.0%, as a calculated sum before inflation rate.

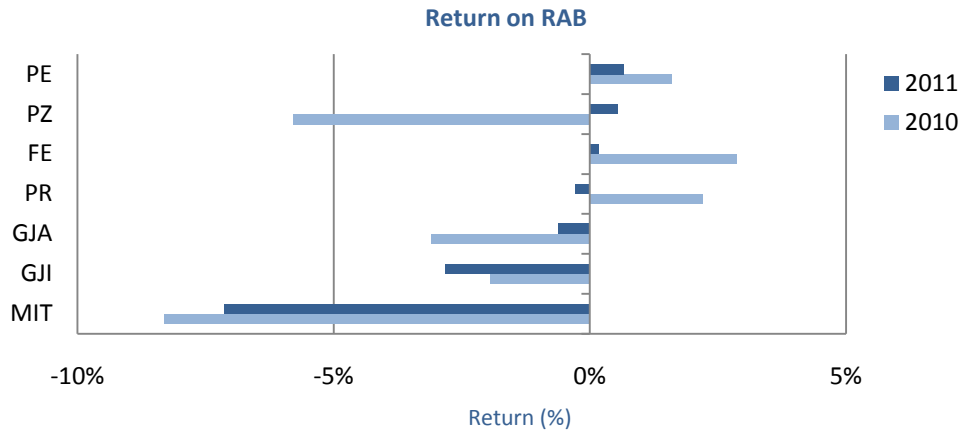


Figure A – 24, Return on regulatory asset base (RAB)

Only three RWC (Hidrodrini, Hidroregjioni Jugor and Bifurkacioni) had positive returns, although not at the level of planning, this means that they managed to keep their expenses, including depreciation under the actual cost and infrastructure maintenance in RAB within limits of their income, despite other RWC have marked negative trends

3.2 General Performance of RWC

Reasoning

It is the second year that we measure annual performance of RWC, according to the new methodology acquired by WWRO, which is in compliance with the best international practices, which are implemented by regulators of this sector on the service special levels and cost implications for costumers. Therefore, is placed the concept of performance evaluation to the Company which provides ideal services, water supply and wastewater services on the basis of quality, service levels, coverage, and commercial and financial efficiency.

Performance Evaluation

Water Supply Services

In Figure A-25, is presented the general performance of water supply of RWC, the performance is measured in five fields as in: (i) Water quality, (ii) Pressure, (iii) Water Availability , (iv) Service Coverage, and (v) Cost Efficiency. Performance evaluation is based on comparative performance with ideal expected level of performance of the company that works well and provides efficiency water supply.

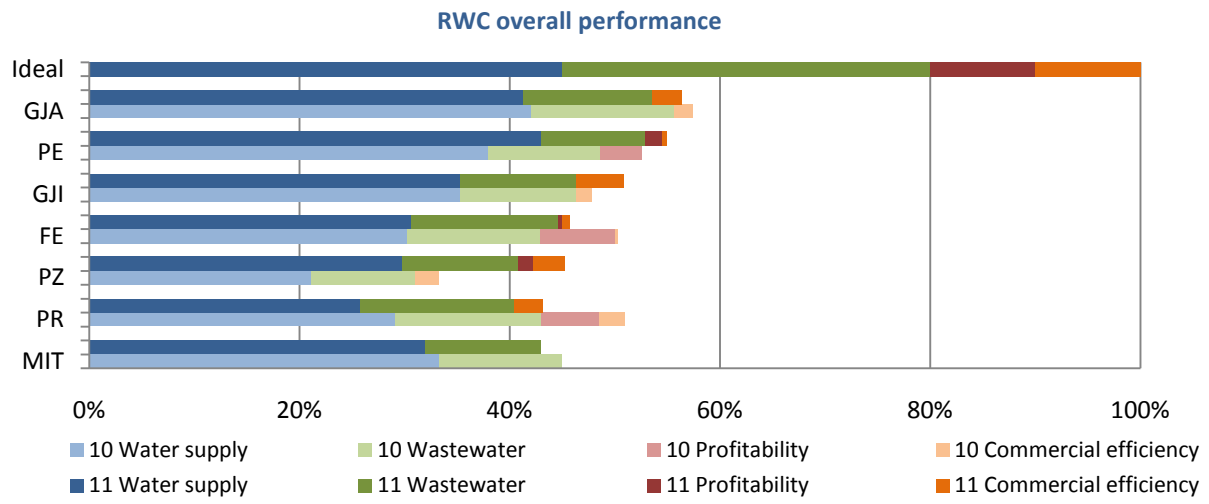


Figure A – 25, Overall performance evaluation of water supply (2010 & 2011

The company with the best performance of water supply is RWC 'Hidrodrini ", its performance is close to the ideal performance of water supply, reaching 96% of that maximum of 100%. However, water quality and services coverage are areas that the company has further to make improvements.

Significant problems are evident in the limitations of water supply to all RWC, excluding RWC 'Hidrodrini', especially those of concern in the service area of RWC "Prishtina" and RWC 'Mitrovica'. We expect that there will be improvements to these two companies for the near term, as these companies have made specific arrangements to solve this problem.

Improvements in wastewater services coverage over the years have been relatively slow. RWC 'Hidroregjioni Jugor' and RWC 'Hidromorava' have still to do more in this regard, as they are offering their services only for the half of population in rural service areas. RWC 'Radoniqi' almost has reached the full coverage of water services in its service area.

Only three RWC (Hidroregjioni Jugor, Bifurkacioni dhe Hidrodrini) in 2011 compared with 2010, have made progress in water supply services.

In general, the service level of water supply in 2011, compared with the ideal performance is level of 76%, and it is improved for 3% compared to 2010. Improvements in 2011 compared to 2010 are identified to the service standards, pressure, water availability and water supply service coverage. Water quality almost remained the same as last year, while the negative performance is recorded in cost efficiency.

Waste water services

RWC performance in relation to wastewater services was made on some aspects such as: (i) The quality of wastewater discharged, (ii) Service Reliability, (iii) the scope of services, (iv) Cost Efficiency.

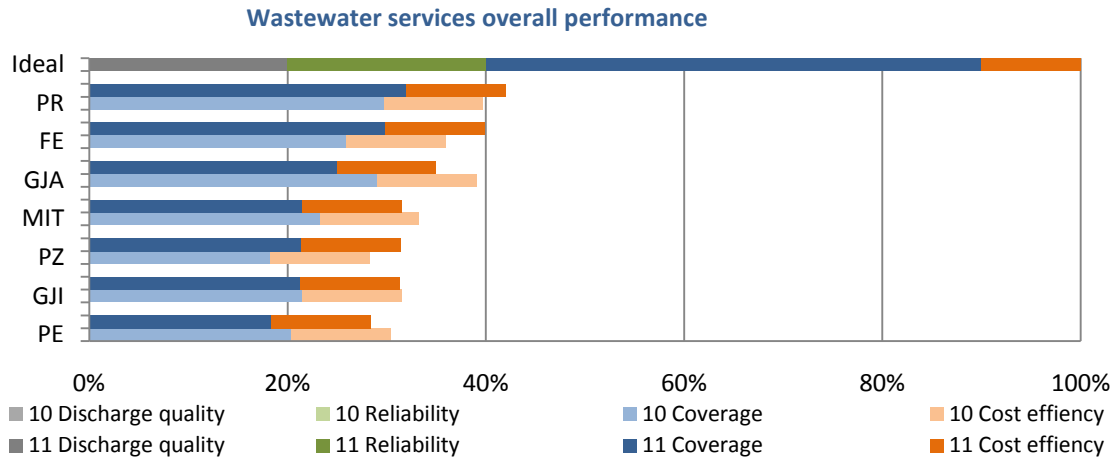


Figure A – 26 wastewater services general performance (2010 & 2011)

Since in Kosovo there are still wastewater treatment services, RWC performance is evaluated only at two indicators, respectively for expansion of sewerage services and cost efficiency.

As the performance of RWC about the cost efficiency is complete, while the wastewater services coverage has still to be improved. The best performance has RWC “Prishtina" with only 64% of service coverage, while RWC 'Hidrodrini' has very low coverage with only 36% of the expansion in its service area. The performance of RWC "Prishtina" as a company with the best performance of wastewater services in relation to the ideal performance is at level of 43%.

At the sector level, the overall performance of RWC in this sector for 2011 is 34%, compared with the target company performance, without not making any significant change since 2010. This situation with the level of wastewater services made us to understand; that this sector in future will have a huge investment needs almost in all areas, since the development of wastewater services plants and additional facilities to the expansion of sewerage networks.

Overall and combined performance

Below is given the overall performance of RWC for both services, respectively for water supply services and wastewater services, combining with financial performance (profitability and commercial Efficiency).

Average performance of the sector in 2011 for both services (water supply and wastewater services), has achieved very low progress, however it is still below the 50% of ideal performance. The main reason for the current state of overall performance is not only the wastewater services performance (low coverage of services and lack of sewage treatment), but and commercial efficiency performance is still low.

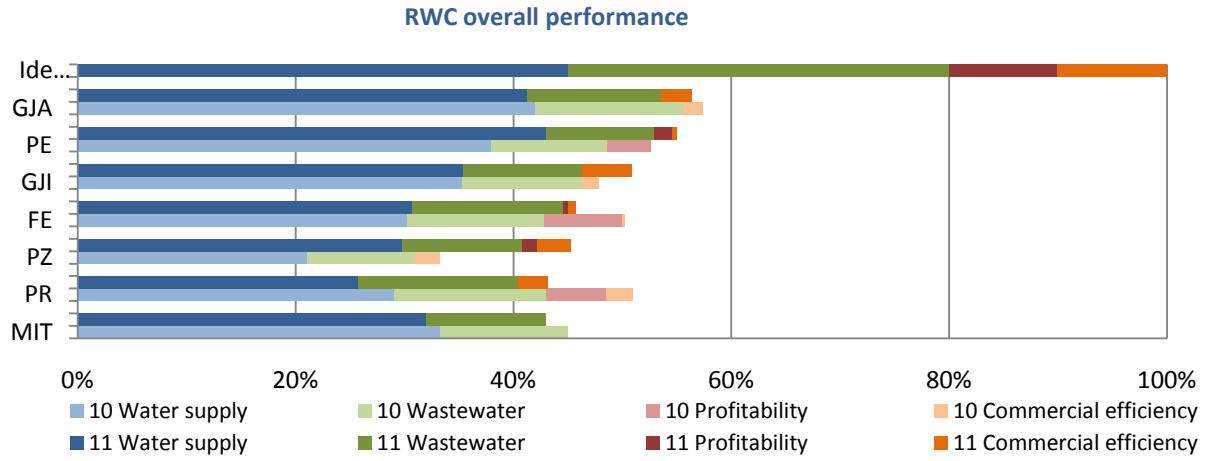


Figure A – 27, RWC Overall performance (2010 & 2011)

Areas in which was marked the progress water supply and commercial efficiency. All RWC without exception have marked positive trend, so in this aspect has to be evaluated is to be evaluated RWC 'Hidromorava', which has marked a significant performance in this aspect. The wastewater service performance has very low level without any improvement in the analysis period (2010-2011).

Profitability is an area, where the performance of all RWC is significantly lower in 2011 than in 2010. Only three RWC (Hidroregjioni jugor, Hidrodrini dhe Bifurkacioni) managed to be profitable, respectively they managed with their financial circle to cover operating costs and capital maintenance, excluding provisioning of bad debts.

RWC 'Radoniqi' has provided better performance from all other RWC, however its level of performance with 56% despite the ideal performance of ideal is in very low level.

Now it is clear that the predictions made in the tariff review process (2009-2011) were over optimistic, and that actual performance was under the expected level. It had huge impacts on the cash flow, and as a result had seriously limited RWC to implement their planned programs of investments.

We also are convinced that for most of the necessary improvements are required at significant levels of investments. However to ensure such investments, RWC must to demonstrate their abilities to maximize efficiency in those areas, that are under their direct control, especially in revenue collection efficiency and operating efficiency.

WWRO has a major role to ensure that determined tariff's to be sufficient to fund investment plans for needed for RWC, in order to achieve their level of service objectives, and to ensure that RWC has to undertake investment activities allowed during the tariff revision.

Without desiring that this situation to be repeated in the next 3 years period, through the tariff process (2012-2014). We have foreseen balanced tariff taking into account the affordability of customer payment in Kosovo. We have challenged very little capital investment, but we have also been careful in our approach to set realistic targets, but nevertheless challenging.

4 SECTOR PERFOMANCE

This section of the report presents a brief overview of sector performance in some several important indicators, such as drinking water production, sale, coverage, circulation, capital investment for the period (2006-2011).

Earlier in this report, we have examined and analyzed each indicator separately, providing information for their level of each RWC, and we will now provide a comprehensive performance to all RWC's, which reflect at sector performance.

4.1 Produced water, sales and NBW

Figure A – 28, represents produced and sold water during the last six years, the difference is defined as non-billed water.

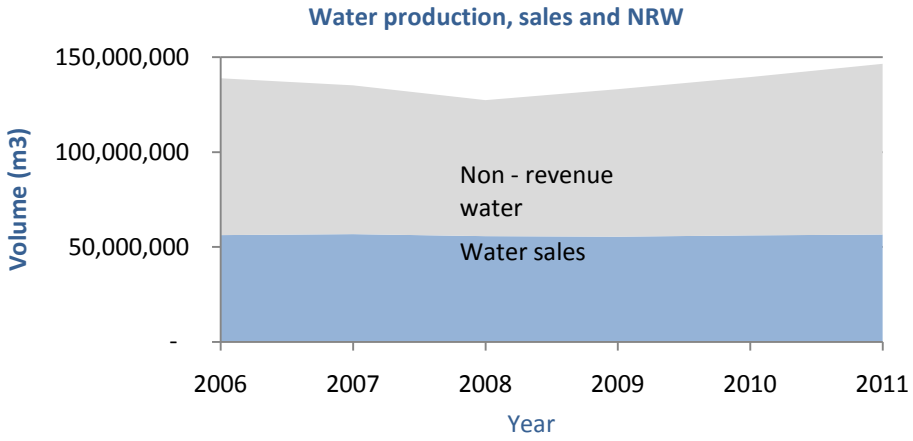


Figure A – 28, Produced water, sales, and non-billed water.

Water production during the years has had naturally increase of trends, taking into account needs for growing of population for this vital product, a pronounced decrease occurred during the years 2007-2008, when due to the drought which has prevailed in our country, some RWC had to manage carefully the amount of disposed water in resources, and therefore have reduced the produced amount, in order to ensure water supply continuity for a much longer period . In 2011, from seven RWC's are produced and distributed to customers over 146 million m3 of drinking water.

Water sale during this 6 years period has remained in constant level, at approximately 56 million m3 of water billed to customers for each year.

Despite the planning of RWC to sell larger quantities of water, and despite that during this period there were increase of customer base, the plans could not been achieved. This has resulted that NBW from RWC has been be very high. In this year, NBW has achieved about 90 million m3,and this is very concerned issue, due to the fact that RWC should be possible to produce 3m3 in order to sell 1m3 , when to this is added the low rate of realized collection. RWC's are in unsustainable financial situation and non-robust to undertake any significant capital investment.

Infrastructure investments to reduce NBW, which is currently causing a huge loss of potential revenue for providers, hopefully this situation will be improved in the near future. Management and good corporate governance associated with the considerable investments is a prerequisite for service providers to improve their stable position.

We are confident that over 50% of NBW is the commercial losses caused by the misuse of water by the citizens through the illegal connections, but also and from enormous losses from the customers who are billed in lump sum manner .

We encourage RWC's to do much more than they are currently doing in terms of reducing of NBW, and thereby to increase their incomes, and to provide greater water amounts to those areas that are suffering from water restrictions.

4.2 Service Coverage

Coverage increase trends for both business activities are illustrated in Picture A - 29 below.

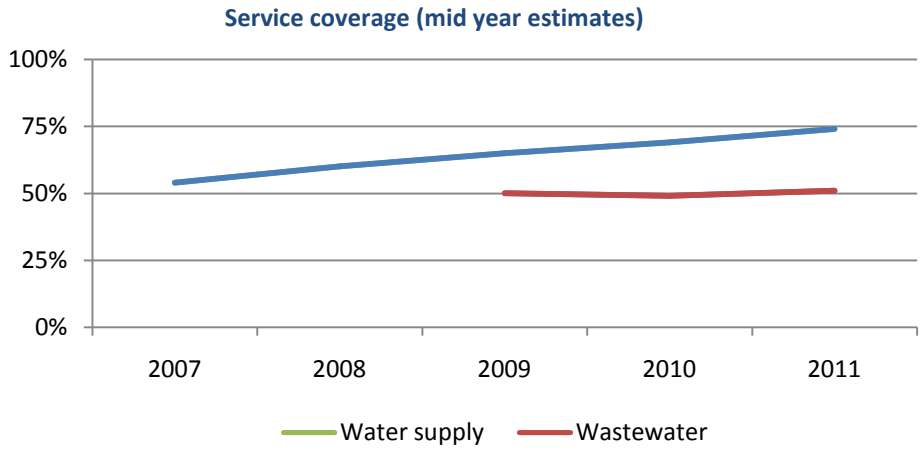


Figure A – 29, Water and Wastewater services coverage

In general, the extension of water services is in level 74%, and in relation to 2010, has marked progress for 4%, while the wastewater service level is only 51%

We have taken into account RWC projections with developed tariff process (2012-2014),in order to accelerate their plans for expansion of service coverage zone, considering this issue not only as a interest of customers but also useful for RWC's, as a result of this additional revenue that could be brought by the new customers . We certainly expect to include investments in expanding of service coverage in order to meet long term objectives of full service coverage, so only the expansion of networks is not sufficient. In this report is already showed a lack of manufacturing capacity that results in non-continuous current supply, so any expansion of the network for new customers must be accompanied by additional investment in resources and manufacturing facilities of water in expanding of water and wastewater networks, and development of modern plant for wastewater treatment and facilities for sludge removal.

Based on trends analysis from the past, and foreseen rates of customer number increase, the full water service coverage it is expected to be reached around 2020. Regarding the wastewater, the full coverage will be delayed, taking into account that investment in this service is significantly lower than in water services.

4.3 Planned incomes, circulation, and collected cash flow

The performance of sector sales (adjusted for price levels of mid-year 2011) is shown in Picture A – 30

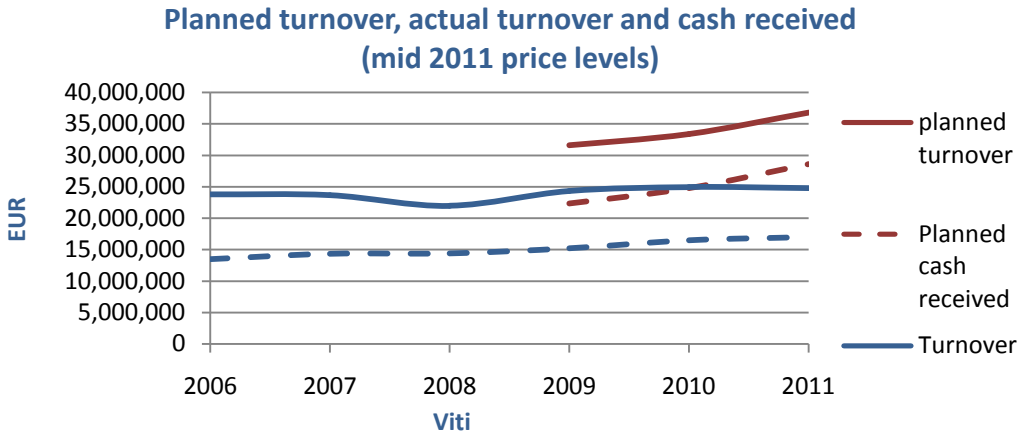


Figure A – 30, Sector Financial Performance (price levels of mid 2011)

Figure A - 30, shows the average efficiency of circulation and collection during 6 years, and gives a clear picture of the circulation and collection over the years, by eliminating distortions that may occur during a financial year.

In general, the planning of RWC, with respect to circulation and collection during the tariff process (2009-2011), have been quite ambitious to be achieved, while the collection of cash has marked gradual trends in increase, and actual circulation has been unstable during the years. Despite the tariff process period (2009 -2011), there was tariff increase, but in 2011 the actual circulation was lower than in 2010, returning approximately in circulation occurred in 2006. This is justified by the fact that the sales of water volume have been constant as it can be seen in Figure A-28.

WWRO believes that the targets set by service providers and approved by the regulator for tariff process (2012-2014), are more realistic, challenging and promising to meet. By improvement of collection ratio according to the company's planned projections shall be created better opportunities for their self financial sustainability, and creation of conditions for major investments from own resources, and thus, also in the raising of the service level of served customers.

4.4 Capital expenditures (maintenance and capital increase)

It is expected by all RWC to execute considerable investments in water supply and wastewater services. By the total amount planned for the period (2010-2011), of approximately 102 million Euros, with dividing of approximately 2/3 to water supply and 1/3 in the wastewater services are performed only 8,914,718 million Euro in water and 344.665 Euro in wastewater. In general, for both services are performed only 9% of tariff planning process (2010-2011).

Most of the capital investments were made in these two years, as it was happened in recent years, largely were financed by various donors, who have supported the reconstruction and development of this sector.

Planning for capital investment costs for two-year period (2010 - 2011) by own means of RWC for both services (water supply and wastewater services), in total have been € 15,912,700, while their implementation has achieved the value of € 2,208,496.

Non realization of investments according to the planned altitude and dynamic, whether from individual resources, whether from funds, respectively from donors has brought the risk, that current assets base to be weaken, causing the risk for continuance of existence and their service.

By tariff review (2012 - 2014), are foreseen sufficient provisions for effective capital maintenance and capital increase. Therefore we are asking by RWC to ensure that the planned and approved investments by WWRO to be fully implemented

5 PERFORMANCE OF BULK WATER SUPPLIER (NH IBER-LEPENCI)

WWRO responsibility is included even in the Regulation of Service Providers of bulk water. Currently NH Iber Lepenci as the provider of this type of service that provides supply of bulk water for RWC 'Mitrovica' and RWC "Prishtina" is licensed by WWRO. Therefore, NH 'Iber-Lepenci' is subjected to the economic regulation only to this part of its business

Table A - 2 Statistical data for NH 'Ibër-Lepenc'

Statistical data for 2010/2011	**2010**	**2011**
Water volume of billed water (m3)	17,817,840	17,817,840
Billing of bulk water (€)	374,962	323,244
Collection of bulk water (€)	120,990	697,143
Operational cost bulk water supply (€)	484,965	339,413
Number of workers engaged in the bulk water supply	21	25

However, the nature of bulk water services is different from drinking water supply activities, while the possibility of performance evaluation is limited only to some financial indicators.

In Table A-3, is given an overview of basic financial indicators, by which could be assess the performance of NH 'IberLepenci'

Table A – 3, Performance of NH 'Ibër-Lepenc'

Performance indicators	**2010**	**2011**	**Trend**
Collection ratio	32%	215%	Positive
Working ratio	0.77	0.95	Positive
Work coverage rate	0.25	2.05	Positive
Unit operating cost (€/m3)	0.027	0.019	Positive

The amount of water supplied in 2011, for two regional water supply was the same as in 2010.All financial indicators of this company have marked progress in 2011 in comparison with the previous year.

Collection ratio in 2011 is increased with the level of 215%, this has become as a result of collection of debts by RWC 'Mitrovica'. In fact, RWC 'Mitrovica' over the years has accumulated high debts for this enterprise that has managed to write off this year as a whole.

6 CCC ACTIVITIES

One of the most important functions and responsibilities of WWRO is the sustainable protection of customer interests, taking care that services offered to them by licensed companies are in the level of determined standards, and to have an access to effective mechanisms to address their complaints and grievances. In order to execute these interests, according to the Law on Water, and Wastewater Service Providers in Kosovo, Nr.03/L-086, and Rule for Customer Consultative Committees for Water and Waste Services in Kosovo (R-08/U & M). This Rule as amended in April 2011, has foreseen some important changes for these CCC, in order to be more functional and effective. Therefore, in accordance with these provisions, WWRO in June 2011 after the proposals review by the Municipal Assemblies, interviews and consultations, has made re-election of new members of the Customer Consultative Committees in 7 regions in Kosovo.

Each municipality within the region defined, has 1 (one) respective representative in CCC, who represent the customer interests of water and waste water services sector.

CCC's role and responsibilities include:

- Complaints Resolution filed by customers that are not addressed and resolved by the companies fairly.
- Carrying out of surveys, studies and surveys regarding the service standards with the request of Regulator.
- Provision of advice for Regulator regarding the service tariff .

Table A-4 Number of complaints filed CCC

REGION	January	February	March	April	Maj	June	July	August	September	October	November	December	Total
CCC Prishtina	4	5	3	3	1	9	1	5	2	3	1	1	38
CCC Mitrovica	-	-	-	-	-	-	-	-	-	2	-	-	2
CCC Peja	-	-	-	-	-	-	-	1	-	-	-	-	1
CCC Gjakovo	1		3	1	-	-	-	4	-	2	1	-	12
CCC Prizren	-	-	-	1	-	-	-	-		2	-	-	3
CCC Ferizaj	-			1	1	-	-	-		1	-	-	3
CCC Gjilan	-	-	-	-	-	2	1	-		1	1	-	5
Total filled	5	5	6	6	2	11	2	10	2	11	3	1	64
Total resolved	0	1	0	1	1	3	0	6	2	8	2	1	25

During 2011, CCC met regularly every month . Until now are held 77 meetings, which are reviewed customer complaints, the proposal for water and wastewater tariff services and amendment of Rules of WWRO (Rules for CCC and Minimal Standard Rules for Services). From tables of CCC, it is noticed that Prishtina Region has achieved with more complaints relating to the RWC "Prishtina," in total 38, while CCC of Gjakova has received 12 complaints. From the whole number of 64 complaints, only 25 of them were resolved, while 9 complaints were returned for filling of subjects, and 29 were returned to RWC for resolution. Nature of complaints is largely due to the sum billing, deduction/ debt settlement, but also due to the high tariffs. The majority of complaints have come from 59 household customers, while only 5 are from non-domestic customer categories. .

7 CHALLENGES FOR THE FUTURE

Water and Wastewater Service Sector in Kosovo is facing with some current challenges, and we will specify some of them as follows:

Water and wastewater service coverage

Coverage of water and wastewater services (sewage), during the past few years in Kosovo has been improved with a slower tempo, while the wastewater treatment at an early stage even and in this sector. Kosovo is ranked among the Balkan countries with the lowest results in this regard.

We appreciate expenditures demands of capital massive investments, in order to increase coverage of water and wastewater services by own means of RWC, which are not realistic for a short term period, therefore we consider that external financial resources (credit and donations) are necessary to achieve quick progress in short time of period.

Taking into account that our country aspires to be integrated in the European Union as soon as possible, where the European standard especially for wastewater treatment are high, it is needed to address this problem, and thus to make quick progress in this direction.

We do call upon the donor community and development agencies to see RWC's, as a favorable environment for investment projects in future, especially in the wastewater sector. Therefore we should give space to wastewater treatment and to create the opportunities for private sector investments, through any of the forms (concessions) of Public Private Partnership, which would be subjected to higher levels of procedures of government and procurement, with the purpose to ensure that customers has received the services with the better value and with modern European standards.

Sustainability maintenance of existing services

Current efficiency of billing and collection for services provided cannot guarantee safe long-term sustainability of RWC business. Furthermore, some limited improvements of commercial efficiency are considered and faced to the constant increase of operating and maintenance cost. On the other hand, NBW is increased to the unacceptable levels, and finally brought these companies in an unfavorable financial situation.

In order to avoid this situation, in the first place is needed for companies to allocate the necessary capacities' order, to improve the efficiency of billing and collection. In this regard it is necessary to make bill payments timely for coordinated fields in terms of sensitization of customers, and to implement actions based on well-designed strategic plans to reduce NBW. NBW together with the effectiveness and efficiency increase along with the service quality services will be the only and safe way, for their financial sustainability.

Corporate Governance and Business Maintenance

Good corporate governance enables the water and wastewater service companies to develop development strategies, and to translate these into business plans, though they should be able to implement them, and under a reporting system to be able to analyze the company economic situation adjusted accordingly at any time.

Boards of Directors should also be focused to verify key elements of the company's performance, and to be able to undertake corrective actions when is required, so they should be at the level of accountability and professionalism to carry out their mandate as better. They would have to verify, whether the mandate of the company is being sourced to supply for regular water, quality of drinking water right up to the approval and supervision of the Business Plans, which are based on challenging targets. So, the Directors Boards (DB) need to perform their function as supervisory mechanisms, and should be able to control and ensure an adequate level of transparency and accountability.

Overall improvement of service quality

Water Service Providers should continually increase the commitment, in order to create reciprocal relationships between service quality and price that consumers pay, it should be done in order to reduce the overloads, that consumers must pay for their inefficiencies. However with the improvement of service quality, most of the costumers are willing to pay for valuable services. It is therefore very important to improve supply efficiency, supply levels and closeness to customers, characteristics which are currently weak in the public sector of water supply in Kosovo.

ANNEX 1 Detailed Performance Data

The reporting framework has changed since 2011 much more from previous reporting system, called (ROFK). Passing fully to the performance monitoring concept in accordance with the Annual Monitoring Plan (AMP), wherein, the reporting of performance is displaced for management purposes to specific regulatory requirements, while the operational data and customer data services are adjusted with the requirements, in order to monitor and report the level of service standard accomplishments , as well as financial data are harmonized in accordance with regulatory accounting guidelines and with business planning models.

The data provided by water service providers are verified/ audited by WWRO, through a transparent and verifiable process. While the responsibility for reporting of accurate and reliable data to the companies, WWRO is responsible for the evaluation of these data in terms of accuracy and reliability of their source. During the compilation of Performance Report for 2011, WWRO has taken into account only the data found during the audit process.

Audit team estimated that in general the data have accurate; some deficiencies were confirmed due to the not understanding of data definitions. Regarding the reliability, Audit team of WWRO considers that financial data are fully reliable, since the operational data and service data of customers were not reliable at all time.

In order to evaluate the standard accomplishment for drinking water quality, WWRO used the data reported by the National Institute of Public Health in Kosovo (NIPH,) who has responsibility for monitoring and testing of water distributed by water service providers.

The data relating to population statistics and inflation (IQK), were obtained from the Statistical Office of Kosovo (SOK).

WWRO during the effective and comparable performance is based on that:

- All financial data expressed in EUR are adjusted to the price levels of mid-year 2011, in accordance with the published statistics of inflation to enable proper comparisons from year to year.
- Determination of assets value is made under the Regulatory Asset Base;
- Capital maintenance is defined as a combination of infrastructure renewals and depreciation under the actual cost of non-infrastructure assets;
- Provision of bad debts (settlement) is defined as the difference between the billing and collection of revenue from last year.
- The performance of revenue collection is defined as the difference between the billing for water and wastewater services (excluding connection fees and other incomes), and cash income for water and wastewater services (also by excluding connection fees and other incomes).

Detailed statistics on the performance of seven RWC are presented in the following tables:

RWC Prishtina (Prishtina)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	99%	99.5%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	93.6%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	405	303
		Properties affected by low pressure	W.1.A.04	% properties	1%	0.40%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	6,604	9,924
		Properties with 24 hour supply	W.1.A.06	% properties	9%	13%
		Properties with 18-24 hour supply	W.1.A.07	Nr	2,381	2,434
		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	61,727	63,546
		Properties with less than 18 hours supply	W.1.A.10	% properties	87%	84%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	25,091,969	25, 238,974
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	861	812
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,108	1,032
		Non revenue water (relative to production)	W.1.B.04	% production	55%	55%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	33	155
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	43	239
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	70,712	75,903
		Coverage (households served relative to total)	W.2.A.02	% total households	80%	85%
	New connections	New connections (household)	W.2.A.03	Nr	5,849	4,534
		New connections (commercial and institutional)	W.2.A.04	Nr	-47	436
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	91%	94%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	94%	98%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	5,365	4,159
		Meters installed (com & inst)	W.2.B.04	Nr	Përf. në shtëp.	240
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	2,911	2,260
		Complaints received (commercial)	W.2.C.02	Nr	2,457	2,890
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	14,003,826	14,697,218
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	67%	66%
		Volume of sales to households (un-metered)	W.3.A.03	m3	1,934,352	1,408,964
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	0%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	4,704,839	4,708,974
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	80%	75%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	69,252	3,960
		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	6,396,438	6,406,976
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	79%	71%
		Value of water sales to com & inst	W.3.A.11	EUR	4,236,082	4,160,323
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	82%	72%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.057	0.055
		Unit total cost of water production	W.3.B.02	EUR/m3	0.061	0.061
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.315	0.380
		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	445,578
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	12%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	2.3%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	855,847	576,519
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	5%	3%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	2,168	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	740	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	401	243
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	137	823
	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	52,485	56,925
		Coverage (households served relative to total)	S.2.A.02	% total households	59%	64%
		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	3,913	4,967
		New connections (commercial and institutional)	S.2.A.06	Nr	-2,996	4,437
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	1,776
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	515,718	486,743
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	73%	56%
		Value of sales to com & inst	S.3.A.01	EUR	371,605	378,054
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	78%	64%
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	7.06	2.82
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	7.13	2.89
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	3,873
		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	15,527	3,200
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.2%	0.1%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	11,519,843	11,432,096
		Total sales relative to plan	F.1.A.02	% of plan estimate	80%	70%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	8,042,230	8,085,072
		Total revenue collection out-performance	F.1.B.02	EUR	-2,986,423	-4,849,980
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	73%	63%
		Total revenues written off	F.1.B.04	EUR	4,164,763	3,477,613
		Total revenues written off relative to billing	F.1.B.05	% of billing	36%	30%
		Revenue collection relative to billing	F.1.B.06	% of billing	70%	71%
		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	%	2.20%	-0.28%
		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
		Funds from operations/debt	F.2.B.05	ratio	N/A	N/A
		Debt service coverage ratio	F.2.B.06	ratio	N/A	N/A

RWC Hidroregjioni Jugor (Prizren)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	91%	94%
		Water quality (physical and chemical)	W.1.A.02	% pass	90%	97%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	0	3,680
		Properties affected by low pressure	W.1.A.04	% properties	0%	13.65%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	0	7,148
		Properties with 24 hour supply	W.1.A.06	% properties	0%	27%
		Properties with 18-24 hour supply	W.1.A.07	Nr	0	19,810
		Properties with 18-24 hour supply	W.1.A.08	% properties	0%	73%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	9,378,798	12,917,706
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	892	1,123
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	892	1,237
		Non revenue water (relative to production)	W.1.B.04	% production	58%	63%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	10	92
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	57	369
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	24,441	26,958
		Coverage (households served relative to total)	W.2.A.02	% total households	48%	53%
	New connections	New connections (household)	W.2.A.03	Nr	1,248	3,785
		New connections (commercial and institutional)	W.2.A.04	Nr	201	187
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	89%	91%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	84%	90%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	0	1,847
		Meters installed (com & inst)	W.2.B.04	Nr	Përf. në shtëp.	75
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	316	980
		Complaints received (commercial)	W.2.C.02	Nr	167	258
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	4,430,940	5,368,276
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	71%	85%
		Volume of sales to households (un-metered)	W.3.A.03	m3	586,554	536,520
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	0%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,568,682	1,523,619
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	92%	88%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	157,567	93,175
		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	1,563,947	1,922,724
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	79%	89%
		Value of water sales to com & inst	W.3.A.11	EUR	1,143,029	1,060,417
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	102%	87%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.065	0.057
		Unit total cost of water production	W.3.B.02	EUR/m3	0.068	0.059
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.305	0.308
		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	1,527,764
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	65%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	24.7%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	181,360	319,757
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	68%	120%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	375	414
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	186	495
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	118	78
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	59	37
	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	18,740	21,760
		Coverage (households served relative to total)	S.2.A.02	% total households	37%	43%
		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	-4,915	10,955
		New connections (commercial and institutional)	S.2.A.06	Nr	-1,224	1,844
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	79
		Complaints received (commercial)	S.2.B.02	Nr	0	10
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	166,426	192,180
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	67%	77%
		Value of sales to com & inst	S.3.A.01	EUR	138,037	122,846
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	96%	86%
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	9.54	3.39
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	9.57	3.44
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	1,810
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	4%
		Total capital maintenance expenditure relative to RAB	S.3.C.03	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	12,044	5,396
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.1%	0.1%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	3,011,439	3,298,167
		Total sales relative to plan	F.1.A.02	% of plan estimate	87%	87%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	2,077,102	2,382,675
		Total revenue collection out-performance	F.1.B.02	EUR	-504,408	-559,594
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	80%	81%
		Total revenues written off	F.1.B.04	EUR	1,269,330	934,337
		Total revenues written off relative to billing	F.1.B.05	% of billing	42%	28%
		Revenue collection relative to billing	F.1.B.06	% of billing	69%	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		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	-5.82%	0.55%
		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
		Funds from operations/debt	F.2.B.05	ratio	N/A	N/A
		Debt service coverage ratio	F.2.B.06	ratio	N/A	N/A

RWC Hidrodrini (Peja)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	94%	93%
		Water quality (physical and chemical)	W.1.A.02	% pass	84%	91%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	605	394
		Properties affected by low pressure	W.1.A.04	% properties	2%	1.4%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	26,441	27,779
		Properties with 24 hour supply	W.1.A.06	% properties	98%	99%
		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	605	330
		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	20,815,245	19,420,065
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,943	1,631
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,954	1,635
		Non revenue water (relative to production)	W.1.B.04	% production	72%	70%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	7	222
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	18	583
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	27,046	28,109
		Coverage (households served relative to total)	W.2.A.02	% total households	86%	92%
	New connections	New connections (household)	W.2.A.03	Nr	-395	2,521
		New connections (commercial and institutional)	W.2.A.04	Nr	3,149	1,271
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	94%	91%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	94%	86%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,117	1,150
		Meters installed (com & inst)	W.2.B.04	Nr	Përf. në shtëp.	0
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	2,438	2,668
		Complaints received (commercial)	W.2.C.02	Nr	187	102
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	5,870,043	6,016,266
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	111%	108%
		Volume of sales to households (un-metered)	W.3.A.03	m3	504,829	524,104
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	0%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	1,654,976	1,694,937
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	69%	68%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	52,968	58,491
		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	1,568,436	1,563,230
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	80%	72%
		Value of water sales to com & inst	W.3.A.11	EUR	928,589	904,597
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	83%	74%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.025	0.004
		Unit total cost of water production	W.3.B.02	EUR/m3	0.027	0.005
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.198	0.187
		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	677,021
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	89%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	10.6%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	1,488,069	157,917
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	832%	63%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	165
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	0	155
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	951	172
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	1,039	162
	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	12,757	11,270
		Coverage (households served relative to total)	S.2.A.02	% total households	41%	37%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	-2,815	-159
		New connections (commercial and institutional)	S.2.A.06	Nr	-596	2,141
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	0
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	136,753	131,731
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	89%	69%
		Value of sales to com & inst	S.3.A.01	EUR	104,127	109,801
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	68%	58%
Unit costs	Treatment and disposal	Unit operational cost of treatment and disposal per m3	S.3.B.01	EUR/m3	N/A	N/A
		Unit total cost of treatment and disposal per m3	S.3.B.02	EUR/m3	N/A	N/A
		Unit operational cost of treatment and disposal per household	S.3.B.03	EUR/ household	N/A	N/A
		Unit total cost of treatment and disposal per household	S.3.B.04	EUR/ household	N/A	N/A
	Collection	Unit operational cost of wastewater collection per household	S.3.B.05	EUR/ household	N/A	N/A
		Unit total cost of wastewater collection per household	S.3.B.06	EUR/ household	N/A	N/A
		Unit operational cost of wastewater services per household	S.3.B.07	EUR/ household	4.26	4.28
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	4.37	4.39
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	1,785	710
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	0.3%	0%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,737,905	2,709,359
		Total sales relative to plan	F.1.A.02	% e vlerësimit sipas planit	81%	72%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,620,799	1,672,048
		Total revenue collection out-performance	F.1.B.02	EUR	-835,569	-1,213,416
		Total revenue collection out-performance(relative)	F.1.B.03	% e vlerësimit sipas planit	66%	58%
		Total revenues written off	F.1.B.04	EUR	1,095,375	1,117,106
		Total revenues written off relative to billing	F.1.B.05	% e faturimit	40%	41%
		Revenue collection relative to billing	F.1.B.06	% e faturimit	59%	62%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Qarkullimi në ditë	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	%	1.59%	0.65%
		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
		Funds from operations/debt	F.2.B.05	ratio		
		Debt service coverage ratio	F.2.B.06	ratio	N/A	N/A

RWC Mitrovica (Mitrovica)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98%	95%
		Water quality (physical and chemical)	W.1.A.02	% pass	97%	97%
	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	12,489	10,938
		Properties with 24 hour supply	W.1.A.06	% properties	63%	56%
		Properties with 18-24 hour supply	W.1.A.07	Nr	602	827
		Properties with 18-24 hour supply	W.1.A.08	% properties	3%	4%
		Properties with less than 18 hours supply	W.1.A.09	Nr	6,812	7,734
		Properties with less than 18 hours supply	W.1.A.10	% properties	34%	40%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	9,374,853	9,287,101
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,225	1,179
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,345	1,316
		Non revenue water (relative to production)	W.1.B.04	% production	53%	52%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	19	249
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	52	531
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	19,902	19,498
		Coverage (households served relative to total)	W.2.A.02	% total households	61%	60%
	New connections	New connections (household)	W.2.A.03	Nr	-1,158	349
		New connections (commercial and institutional)	W.2.A.04	Nr	2,005	59
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	54%	55%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	78%	76%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,368	472
		Meters installed (com & inst)	W.2.B.04	Nr	inc in hh	42
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	0	1,610
		Complaints received (commercial)	W.2.C.02	Nr	0	0
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	1,492,522	1,772,893
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	35%	42%
		Volume of sales to households (un-metered)	W.3.A.03	m3	2,425,944	2,353,128
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	0%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	487,805	436,310
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	48%	39%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	86,334	80,029
		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	1,470,123	1,374,823
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	75%	64%
		Value of water sales to com & inst	W.3.A.11	EUR	483,591	439,068
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	43%	36%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.059	0.044
		Unit total cost of water production	W.3.B.02	EUR/m3	0.061	0.045
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.327	0.323
		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	129,327
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	22%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	2.8%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	12,177	630,175
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	2%	119%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	1,142	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	627	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	227	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	125	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	15,155	14,016
		Coverage (households served relative to total)	S.2.A.02	% total households	47%	43%
		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	-1,183	-1,094
		New connections (commercial and institutional)	S.2.A.06	Nr	-2,247	-5,341
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	1,222
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	172,083	186,564
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	145%	147%
		Value of sales to com & inst	S.3.A.01	EUR	60,276	68,583
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	17%	18%
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	7.30	7.29
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	7.31	7.30
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	840
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	1%
		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	50.877	1,336
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	159.7%	4.2%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,186,072	2,069,038
		Total sales relative to plan	F.1.A.02	% of plan estimate	61%	53%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,189,124	1,159,910
		Total revenue collection out-performance	F.1.B.02	EUR	-1,176,118	-1,603,512
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	50%	42%
		Total revenues written off	F.1.B.04	EUR	1,228,434	996,948
		Total revenues written off relative to billing	F.1.B.05	% of billing	56%	48%
		Revenue collection relative to billing	F.1.B.06	% of billing	54%	56%
		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	%	-8.29%	-7.14%
		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
		Funds from operations/debt	F.2.B.05	ratio	N/A	N/A
		Debt service coverage ratio	F.2.B.06	ratio	N/A	N/A

RWC Radoniqi (Gjakova)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	99%	100%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	1,149	575
		Properties affected by low pressure	W.1.A.04	% properties	5%	2.37%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	15,722	16,962
		Properties with 24 hour supply	W.1.A.06	% properties	66%	70%
		Properties with 18-24 hour supply	W.1.A.07	Nr	8,234	4,176
		Properties with 18-24 hour supply	W.1.A.08	% properties	34%	17%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	3,147
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	13%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	10,726,265	14,260,865
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	1,071	1,417
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	1,119	1,497
		Non revenue water (relative to production)	W.1.B.04	% production	61%	70%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	26	120
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	58	265
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	23,956	24,285
		Coverage (households served relative to total)	W.2.A.02	% total households	99%	97%
	New connections	New connections (household)	W.2.A.03	Nr	660	-3
		New connections (commercial and institutional)	W.2.A.04	Nr	99	-466
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	96%	94%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	82%	89%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	176	10
		Meters installed (com & inst)	W.2.B.04	Nr	Përf. në shtëp.	5
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	777	127
		Complaints received (commercial)	W.2.C.02	Nr	498	585
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	4,683,522	4,683,965
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	63%	59%
		Volume of sales to households (un-metered)	W.3.A.03	m3	1,402,423	639,775
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	0%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	786,366	792,865
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	51%	50%
		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	1,918,813	1,828,962
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	74%	65%
		Value of water sales to com & inst	W.3.A.11	EUR	645,179	623,400
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	55%	51%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.049	0.016
		Unit total cost of water production	W.3.B.02	EUR/m3	0.052	0.018
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.293	0.274
		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	9,849
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	1%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	0.2%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	163,063	152,903
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	5%	4%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	399	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	620	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	314	0
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	488	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	14,102	12,511
		Coverage (households served relative to total)	S.2.A.02	% total households	58%	50%
		Households served with wastewater treatment	S.2.A.03	Nr	0	0
		Coverage (households served with wastewater treatment relative to total)	S.2.A.04	% households	0%	0%
	New connections	New connections (household)	S.2.A.05	Nr	-2,607	-574
		New connections (commercial and institutional)	S.2.A.06	Nr	-304	1,150
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	381
		Complaints received (commercial)	S.2.B.02	Nr	0	1
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	162,141	147,915
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	67%	59%
		Value of sales to com & inst	S.3.A.01	EUR	71,813	62,339
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	65%	57%
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	6.8	10.15
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	7.6	11.92
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	906	6,528
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	3.8%	16.8%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	2,797,947	2,662,617
		Total sales relative to plan	F.1.A.02	% of plan estimate	68%	60%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,871,211	1,898,990
		Total revenue collection out-performance	F.1.B.02	EUR	-1,310,059	-1,581,963
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	59%	55%
		Total revenues written off	F.1.B.04	EUR	945,053	926,736
		Total revenues written off relative to billing	F.1.B.05	% of billing	34%	35%
		Revenue collection relative to billing	F.1.B.06	% of billing	67%	71%
		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	%	-3.08%	-0.61%
		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
		Funds from operations/debt	F.2.B.05	ratio	N/A	N/A
		Debt service coverage ratio	F.2.B.06	ratio	N/A	N/A

RWC Bifurkacioni (Ferizaj)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	96%	99%
		Water quality (physical and chemical)	W.1.A.02	% pass	86%	92%
	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	1,877	513
		Properties with 24 hour supply	W.1.A.06	% properties	15%	4%
		Properties with 18-24 hour supply	W.1.A.07	Nr	10,906	13,561
		Properties with 18-24 hour supply	W.1.A.08	% properties	85%	96%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	0
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	0%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	3,486,570	4,520,488
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	692	776
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	775	882
		Non revenue water (relative to production)	W.1.B.04	% production	59%	65%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	19	33
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	194	249
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	12,783	14,074
		Coverage (households served relative to total)	W.2.A.02	% total households	69%	77%
	New connections	New connections (household)	W.2.A.03	Nr	1,049	1,533
		New connections (commercial and institutional)	W.2.A.04	Nr	1,242	496
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	75%	78%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	60%	57%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,009	712
		Meters installed (com & inst)	W.2.B.04	Nr	Përf. në shtëp.	137
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	140	150
		Complaints received (commercial)	W.2.C.02	Nr	15	35
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	1,427,917	1,442,430
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	41%	40%
		Volume of sales to households (un-metered)	W.3.A.03	m3	627,956	635,590
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	0%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	113,178	128,975
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	40%	45%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	213,814	178,464
		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	787,817	770,618
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	76%	68%
		Value of water sales to com & inst	W.3.A.11	EUR	207,223	199,336
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	83%	75%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.046	0.031
		Unit total cost of water production	W.3.B.02	EUR/m3	0.049	0.033
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.252	0.286
		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	204,457
		Total capital maintenance expenditure relative to plan	W.3.C.02	% of plan estimate	0%	26%
		Total capital maintenance expenditure relative to RAB	W.3.C.03	% of RAB	0%	6.6%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	174,056	27,981
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	36%	6.9%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	691	0
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	886	0
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	228	654
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	292	678
	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	9,691	10,950
		Coverage (households served relative to total)	S.2.A.02	% total households	52%	60%
		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	1,132	1,386
		New connections (commercial and institutional)	S.2.A.06	Nr	-290	-2,006
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	0
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	112,626	123,417
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	24%	21%
		Value of sales to com & inst	S.3.A.01	EUR	35,922	38,356
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	38%	34%
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	7.7	4.5
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	8.2	5.3
Capital expenditure	Capital maintenance	Total capital maintenance expenditure	S.3.C.01	EUR	0	4,802
		Total capital maintenance expenditure relative to plan	S.3.C.02	% of plan estimate	0%	4%
		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	8,690	28,296
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	3.5%	52%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	1,143,588	1,131,726
		Total sales relative to plan	F.1.A.02	% of plan estimate	62%	54%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	696,899	710,131
		Total revenue collection out-performance	F.1.B.02	EUR	-622,857	-844,064
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	53%	46%
		Total revenues written off	F.1.B.04	EUR	436,438	446,689
		Total revenues written off relative to billing	F.1.B.05	% of billing	38%	39%
		Revenue collection relative to billing	F.1.B.06	% of billing	61%	63%
		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	%	2.87%	0.17%
		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
		Funds from operations/debt	F.2.B.05	ratio	N/A	N/A
		Debt service coverage ratio	F.2.B.06	ratio	N/A	N/A

RWC Hidromorava (Gjilan)

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
W - Water supply						
Non-financial (technical)						
Standards of service	Quality	Water quality (bacteriological)	W.1.A.01	% pass	98%	98%
		Water quality (physical and chemical)	W.1.A.02	% pass	100%	99%
	Pressure	Properties affected by low pressure	W.1.A.03	Nr	515	515
		Properties affected by low pressure	W.1.A.04	% properties	4%	3%
	Reliability	Properties with 24 hour supply	W.1.A.05	Nr	14,076	15,166
		Properties with 24 hour supply	W.1.A.06	% properties	97%	94%
		Properties with 18-24 hour supply	W.1.A.07	Nr	510	255
		Properties with 18-24 hour supply	W.1.A.08	% properties	3%	2%
		Properties with less than 18 hours supply	W.1.A.09	Nr	0	750
		Properties with less than 18 hours supply	W.1.A.10	% properties	0%	5%
Infrastructure serviceability	Non-revenue water	Non revenue water (total)	W.1.B.01	m3 per day	4,481,901	4,251,703
		Non revenue water (per connection)	W.1.B.02	litres per cust. per day	746	642
		Non revenue water (per connection) - adjusted	W.1.B.03	litres per cust. per day	749	650
		Non revenue water (relative to production)	W.1.B.04	% production	60%	59%
	Pipe bursts	Pipe network bursts frequency	W.1.B.05	bursts per month	11	88
		Pipe network bursts per 100 km of pipe	W.1.B.06	Nr / 100 km	79	715
Non-financial (commercial)						
Service coverage	Households	Households served	W.2.A.01	Nr	14,586	16,171
		Coverage (households served relative to total)	W.2.A.02	% total households	45%	53%
	New connections	New connections (household)	W.2.A.03	Nr	1,923	1,248
		New connections (commercial and institutional)	W.2.A.04	Nr	-389	612
Metering	Metering rate	Metered households relative to total households	W.2.B.01	% households	83%	84%
		Metered com & inst relative to total com & inst.	W.2.B.02	% com & inst	93%	82%
	Meters installed	Meters installed (households)	W.2.B.03	Nr	2,584	294
		Meters installed (com & inst)	W.2.B.04	Nr	Përf. në shtëp.	73
Complaints	Complaints	Complaints received (technical)	W.2.C.01	Nr	2,584	2,337
		Complaints received (commercial)	W.2.C.02	Nr	14	155
Financial						
Sales	Volumes	Volume of sales to households (metered)	W.3.A.01	m3	2,007,597	2,063,392
		Volume of sales to households (metered) relative to plan estimates	W.3.A.02	% of plan estimate	48%	49%
		Volume of sales to households (un-metered)	W.3.A.03	m3	490,200	403,820
		Volume of sales to households (un-metered) relative to plan estimates	W.3.A.04	% of plan estimate	0%	0%
		Volume of sales to com & inst (metered)	W.3.A.05	m3	364,718	288,276
		Volume of sales to com & inst (metered) relative to plan estimates	W.3.A.06	% of plan estimate	36%	26%
		Volume of sales to com & inst (un-metered)	W.3.A.07	m3	118,344	174,620
		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	926,538	871,752
		Value of water sales to households relative to plan estimates	W.3.A.10	% of plan estimate	62%	55%
		Value of water sales to com & inst	W.3.A.11	EUR	371,756	353,868
		Value of water sales to com & inst relative to plan estimates	W.3.A.12	% of plan estimate	64%	58%
Unit costs	Production	Unit operational cost of water production	W.3.B.01	EUR/m3	0.047	0.059
		Unit total cost of water production	W.3.B.02	EUR/m3	0.050	0.062
	Total costs	Unit cost of water sold	W.3.B.03	EUR/m3	0.335	0.351
		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	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	W.3.C.04	EUR	1,004,141	138,397
		Total capital enhancement expenditure relative to plan	W.3.C.05	% of plan estimate	176%	26%

Category / sub-category	Sub-sub-category	Indicator	Ref	Unit	2010	2011
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	416	48
		Sewer overflows per 100 km of pipe	S.1.B.02	Nr per 100 km	347	55
Serviceability	Sewer collapses	Sewer collapses	S.1.C.01	Nr	133	880
		Sewer collapses per 100 km of pipe	S.1.C.02	Nr per 100 km	111	1,011
	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	13,815	13,124
		Coverage (households served relative to total)	S.2.A.02	% total households	43%	43%
		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	1,791	-3,173
		New connections (commercial and institutional)	S.2.A.06	Nr	-376	-923
Complaints	Complaints	Complaints received (technical)	S.2.B.01	Nr	0	593
		Complaints received (commercial)	S.2.B.02	Nr	0	0
Financial						
Sales	Values	Value of sales to households	S.3.A.01	EUR	160,018	146,005
		Value of sales to households relative to plan	S.3.A.02	% of plan estimate	52%	46%
		Value of sales to com & inst	S.3.A.01	EUR	86,918	43,536
		Value of sales to com & inst relative to plan	S.3.A.02	% of plan estimate	74%	36%
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	6.88	6.69
		Unit total cost of wastewater services per household	S.3.B.08	EUR/ household	7.56	7.48
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	% of RAB	0%	0%
	Capital enhancement	Total capital enhancement expenditure	S.3.C.04	EUR	187,759	10,285
		Total capital enhancement expenditure relative to plan	S.3.C.05	% of plan estimate	838%	46%
F – Financial						
Sales and revenue collection						
Sales		Total sales	F.1.A.01	EUR	1,545,230	1,415,161
		Total sales relative to plan	F.1.A.02	% of plan estimate	61%	54%
Collection efficiency		Total revenue collection	F.1.B.01	EUR	1,018,843	1,105,164
		Total revenue collection out-performance	F.1.B.02	EUR	-851,980	-940,062
		Total revenue collection out-performance(relative)	F.1.B.03	% of plan estimate	54%	54%
		Total revenues written off	F.1.B.04	EUR	648,323	526,387
		Total revenues written off relative to billing	F.1.B.05	% of billing	42%	37%
		Revenue collection relative to billing	F.1.B.06	% of billing	66%	78%
		Accounts receivable	F.1.B.07	EUR	N/A	N/A
		Accounts receivable relative to turnover	F.1.B.08	Days turnover	N/A	N/A
Key financial values and ratios						
Values		Free cash flow	F.2.A.01	EUR	N/A	N/A
Ratios	Returns	Return on capital	F.2.B.01	%	-1.94%	-2.83%
		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
		Funds from operations/debt	F.2.B.05	ratio	N/A	N/A
		Debt service coverage ratio	F.2.B.06	ratio	N/A	N/A

ANNEX 2 Definitiones and rationale

A Performance indicator definitions

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 propertied 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.

Section	Reference	Indicator	Unit	Definition
	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)
	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 plan 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.

Section	Reference	Indicator	Unit	Definition
	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
	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.

Section	Reference	Indicator	Unit	Definition
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 Performance measurement criters

The overall performance is not based on comparative performance of each other, but is made a comparison about the 'ideal' level of expected perfomance of the company that function well, and provides efficient water supply and waterwaste services. The overall performance presents the results combination from three business categories of the company, i.e:

(i) Water Supply Perfomance

- Complete coverage (100%) with services in service area;
- Quality of water supplied 100% in compliance with specified national standards;
- Water pressure with minimum and maximum specified levels ;
- Water for all customers on an ongoing basis (24 hours a day, seven days a week);
- Cost Efficiency (cost per unit of water sold compared with expectations under the business plan).

(ii) Wastewater Service Perfomance

- For performance reporting purposes, a value of 95% of coverage with wastewater services is considered as an ideal expectation,
- Wastewater quality discharged into the value of 100% of compliance with specified environmental standards,
- Reliability of wastewater services with zero homes affected by floods of sewages
- Cost Efficiency (cost per unit of wastewater services for households

(iii) The overall bussines perfomance of water and wastewater

- Profitability (return on capital that exceeds expectations by business plan);
- efficient commercial activities (collection 100% of incomes).

Alocations of comparable coefficients of perfomance criters is shown in the table presented below, for which purpose, it was given the weight of the significance of each indicator, group and subgroup.

Perfomance meassurment Structure

Group	Perfomance meassurment	Weightof significance of soubgroup		Significance of group		
Water supply	Drinking water quality Preassure Availability Service coverage Cost efficiency	30% 5% 35% 20% 10%	100%		45%	
Wastewater	Discharge quality Reilability Service Coverage Cost efficiency	20% 20% 50% 10%	100%		35%	100%
Financial/ commercial	Profitability Commercial efficinecy			10% 10%	20%	

Performance measurement criteria, definitions, weightings and calculations

Parameter	Performance measurement criteria
Water supply performance measurement	
Water quality	*Definition*: The combination of bacteriological and physical/chemical test performance on the basis of 75:25 relative weighting Performance category weighting: 30% Calculation: [W.1.A.01 x 0.75 + W.1.A.02 x 0.25] x 30%
Pressure	Definition: The percentage of properties unaffected by pressure falling below minimum pressure levels Performance category weighting: 5% Calculation: [100% - W.1.A.04] x 5%
Availability	Definition: Defined as the (adjusted) percentage of properties unaffected by regular 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 an 18 – 24 hrs service by a factor of 0.5 and those with less than 18 hrs by 1.0. Performance category weighting: 35% Calculation: [100% - 0.5 x W.1.A.08 – W.1.A.10] x 35%
Service coverage	Definition: The percentage of population in the service area served with a piped water supply. Performance category weighting: 20% Calculation: [W.2.A.02] x 20%
Cost efficiency	Definition: The unit cost of water sold relative to the unit cost estimated in the tariff review (U_{WT}) (excluding return on capital). A unit cost of less than or equal to 90% of U_T will score 100% and a unit cost equal to or exceeding 140% of U_{WT} will score 0%. Unit costs between 90% and 140% of U_{WT} are calculated pro-rata Performance category weighting: 10% Calculation: If W.3.B.03 ≥ 140% x U_{WT} = 0%, or If W.3.B.03 ≤ 90% x U_{WT} = 100% x 10% = 10%, else [[140% x U_{WT} - W.3.B.03] / 50%] x 10%
Wastewater services performance measurement	
Wastewater discharge quality	Definition: 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. Performance category weighting: 20% Calculation: [S.2.A.04] x 20%
Reliability	Definition: 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 Performance category weighting: 20% Calculation: If S.1.B.02 ≥ 100 = 0%, else [100 - S.1.B.02] x 20%
Service coverage	Definition: The percentage of population in the service area served with a water borne sewerage system Performance category weighting: 50% Calculation: [S.2.A.02] x 50%
Cost efficiency	Definition: Defined as unit cost of wastewater services per household served relative to the unit cost estimated in the tariff review (U_{ST}) (excluding return on capital). A unit cost of less than or equal to 90% of U_{ST} will score 100% and a unit cost equal to or exceeding 140% of U_{ST} will score 0%. Unit costs between 90% and 140% of U_{ST} are calculated pro-rata Performance category weighting: 10% Calculation: If W.3.B.03 ≥ 140% x U_{ST} = 0%, or If W.3.B.03 ≤ 90% x U_{ST} = 100% x 10% = 10%, else [[140% x U_{ST} - W.3.B.03] / 50%] x 10%

Parameter		Performance measurement criteria
Combined services and commercial performance measurement		
Water supply		Definition: Water performance score multiplied by overall performance weighting Overall performance weighting 45% Calculation: [Water performance score] x 45%
Wastewater services		Definition: Wastewater services performance score multiplied by overall performance weighting Overall performance weighting 35% Calculation: [Wastewater performance score] x 35%
Financial / commercial Cost efficiency	Profitability	Definition: The return on capital as determined in the regulatory accounts divided by the return on capital provided for in the tariff review (ROC_T) Performance category weighting: !0% Calculation: If F.2.B.02 ≤ 0% = 0%, or If F.2.B.02 ≥ ROC_T = 10%, else [F.2.B.02 / ROC_T] x 10%
	Commercial efficiency	Definition: The revenue collection efficiency as measured by revenue collected divided by total billings with a range of 60% equating to zero performance and a maximum of 100% for ideal performance. Performance category weighting: 10% Calculation: If F.1.B.06 ≤ 60% = 0%, or If F.2.B.02 ≥ 100% = 10%, else [F.2.B.02 – 60%]/40%] x 10%

ANNEX 3 Summary income statements

These summary income statements have been prepared in compliance with the Regulatory Accounting Guidelines (RAG), having into account as follows:

1. Incomes and expenditures are taken only for the main activities.
2. Maintenance capital expenditures are defined through the renewal infrastructure costs and current cost depreciation determined by the Regulatory Asset Base (BRA)
3. Provisions for bad debts are defined as the difference between billing and collection from the previous year adjusted under the inflation rate.

RWC Prishtina (Pristina)

	2010	2011
Turnover	11,003,514	11,551,626
Operating costs	6,415,256	7,660,890
Net operating income (excluding capital maintenance)	**4,588,258**	**3,890,736**
Capital maintenance (infrastructure renewals + cc depreciation)	174,006	487,106
Net operating income (including capital maintenance)	**4,414,252**	**3,403,630**
Provision for bad debts	3,880,102	3,477,613
Net operating income (after bad debts)	**534,150**	**(-73,983)**
Interest on long term loans	0	0
Pre-tax profit	**534,150**	**(-73,983)**
Taxation on profits	0	0
Net post-tax profit	**534,150**	**(-73,983)**

RWC Hidroregjioni Jugor (Prizren)

	2010	2011
Turnover	2,861,044	3,464,169
Operating costs	2,089,601	2,428,087
Net operating income (excluding capital maintenance)	**771,443**	**1,036,082**
Capital maintenance (infrastructure renewals + cc depreciation)	47,243	55,434
Net operating income (including capital maintenance)	**724,200**	**980,648**
Provision for bad debts	1,182,572	934,337
Net operating income (after bad debts)	**(-458,372)**	**46,312**
Interest on long term loans	0	0
Pre-tax profit	**(-458,372)**	**46,312**
Taxation on profits	0	0
Net post-tax profit	**(-458,372)**	**46,312**

RWC Hidrodrini (Peja)

	2010	2011
Turnover	2,698,280	2,796,953
Operating costs	1,526,327	1,575,811
Net operating income (excluding capital maintenance)	**1,171,954**	**1,221,142**
Capital maintenance (infrastructure renewals + cc depreciation)	38,200	54,186
Net operating income (including capital maintenance)	**1,133,754**	**1,166,956**
Provision for bad debts	1,020,506	1,117,106
Net operating income (after bad debts)	**113,247**	**49,850**
Interest on long term loans	0	0
Pre-tax profit	**113,247**	**49,850**
Taxation on profits	0	0
Net post-tax profit	**113,247**	**49,850**

RWC Mitrovica (Mitrovica)

Turnover	2010	2011
Operating costs	2,527,853	2,443,979
Net operating income (excluding capital maintenance)	1,849,015	1,873,411
Capital maintenance (infrastructure renewals + cc depreciation)	**678,838**	**570,568**
Net operating income (including capital maintenance)	21,040	22,111
Provision for bad debts	**657,798**	**548,457**
Net operating income (after bad debts)	1,144,471	996,948
Interest on long term loans	**(-486,673)**	**(-448,491)**
Pre-tax profit	0	0
Taxation on profits	**(-486,673)**	**(-448,491)**
Net post-tax profit	0	0
	(-486,673)	**(-448,491)**

RWC Radoniqi (Gjakova)

	2010	2011
Turnover	2,654,977	2,838,663
Operating costs	1,917,234	1,884,250
Net operating income (excluding capital maintenance)	**737,743**	**954,412**
Capital maintenance (infrastructure renewals + cc depreciation)	68,110	72,182
Net operating income (including capital maintenance)	**669,633**	**882,230**
Provision for bad debts	880,459	926,736
Net operating income (after bad debts)	**(-210,825)**	**(-44,506)**
Interest on long term loans	0	0
Pre-tax profit	**(-210,825)**	**(-44,506)**
Taxation on profits	0	0
Net post-tax profit	**(-210,825)**	**(-44,506)**

RWC Bifurkacioni (Ferizaj)

	2010	2011
	1,164,327	1,209,451
Turnover	632,884	715,788
Operating costs	**531,443**	**493,663**
Net operating income (excluding capital maintenance)	20,504	40,345
Capital maintenance (infrastructure renewals + cc depreciation)	**510,939**	**453,318**
Net operating income (including capital maintenance)	406,608	446,689
Provision for bad debts	**104,331**	**6,629**
Net operating income (after bad debts)	0	0
Interest on long term loans	**104,331**	**6,629**
Pre-tax profit	0	0
Taxation on profits	**104,331**	**6,629**
Net post-tax profit		

RWC Hidromorava (Gjilan)

	2010	2011
	1,589,335	1,573,610
Turnover	1,015,805	1,113,413
Operating costs	**573,530**	**460,197**
Net operating income (excluding capital maintenance)	37,228	39,021
Capital maintenance (infrastructure renewals + cc depreciation)	**536,302**	**421,176**
Net operating income (including capital maintenance)	604,010	526,387
Provision for bad debts	**(-67,708)**	**(-105,212)**
Net operating income (after bad debts)	0	0
Interest on long term loans	**(-67,708)**	**(-105,212)**
Pre-tax profit	0	0
Taxation on profits	**(-67,708)**	**(-105,212)**
Net post-tax profit		

ANNEX 4 Tariff Schedule (2012 – 2014)

The following tariffs were applied on January 1, 2012, and are part of tariff determination for three years period (2012-2014)

Tariff Schedule for 20127

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Households	EUR/month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply fixed monthly charge	EUR/m^3	0.37	0.31	0.22	0.33	0.33	0.31	0.32
Water supply volume charge	EUR/m^3	0.05	0.05	0.06	0.08	0.07	0.13	0.08
Wastewater charge (based on volume of water consumed								
Commercial and institutional	EUR/month	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Water supply fixed monthly charge	EUR/m^3	0.87	0.61	0.43	0.73	0.72	0.68	0.71
Water supply volume charge	EUR/m^3	0.11	0.09	0.12	0.20	0.16	0.30	0.19
Wastewater charge (based on volume of water consumed								

Tariff Schedule for 2013

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Households								
Water supply fixed monthly charge	EUR/month	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply volume charge	EUR/m^3	0.3699	0.3342	0.2264	0.3492	0.3400	0.3107	0.3168
Wastewater charge (based on volume of water consumed	EUR/m^3	0.0498	0.0491	0.0637	0.1021	0.0839	0.1301	0.0799
Commercial and institutional								
Water supply fixed monthly charge	EUR/month	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Water supply volume charge	EUR/m^3	0.8507	0.6518	0.4529	0.6985	0.6799	0.6214	0.6335
Wastewater charge (based on volume of water consumed)	EUR/m^3	0.1146	0.0883	0.1274	0.2552	0.2098	0.3252	0.1999

Tariff Schedule for 2014

	Unit	RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWC Radoniqi	RWC Bifurkacioni	RWC Hidromorava
Households								
Water supply fixed monthly charge	EUR/muaj	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Water supply volume charge	EUR/m^3	0.3859	0.3722	0.2474	0.3841	0.3684	0.3279	0.3256
Wastewater charge (based on volume of water consumed)	EUR/m^3	0.0556	0.0600	0.0719	0.1339	0.1089	0.1417	0.0855
Commercial and Institutions								
Water supply fixed monthly charge	EUR/muaj	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Water supply volume charge	EUR/m^3	0.8682	0.7072	0.4454	0.6913	0.6631	0.5902	0.5861
Wastewater charge(based on volume of water con	EUR/m^3	0.1251	0.0979	0.1439	0.3347	0.2724	0.3542	0.2137

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ANNEX 5 Contact details

Regional water companies

RWC	CEO	Phone number	E-mail address	Address
RWC Prishtina	Gjelosh Vataj (Acting CoE)	038/540 749 Loc.128	gjelosh.vataj@kur-prishtina.com'	St. Tahir Zajmi without number , Prishtina 10000
RWC Hidroregjioni Jugor	Besim Baraliu	029/244 150	besimbaraliu@hotmail.com	St. Vatra Shqiptare Prizren, 20000
RWC Hidrodrini	Agron Tigani	039/432 355	a.tigani@hidrodrini.com	St. Gazmend Zajmi nr.5, Pejë 30000,
RWC Mitrovica	Faruk Hajrizi	028/533 707	farukhajrizi@gmail.com	St. Bislim Bajgora , without number Mitrovicë 40000
RWC Radoniqi	Ismet Ahmeti	0390/320 503	ismet.ahmeti@hotmail.com	St. UÇK, nr.07, Gjakova 50000
RWC Hidromorava	Myrvete Hoti	0280/321 104	myrvetej@yahoo.com	St. UÇK without number Gjilan 60000
RWC Bifurkacioni	Faton Frangu	0290/320 650	faton_frangu@yahoo.com	St. Enver Topalli, nr.42/A, Ferizaj, 70000
NPH Ibër-Lepenc	Hajdar Beqa	038/225 007	hajdarbeqa@gmail.com	St. Bill Klinton nr.13, Prishtina, 10000

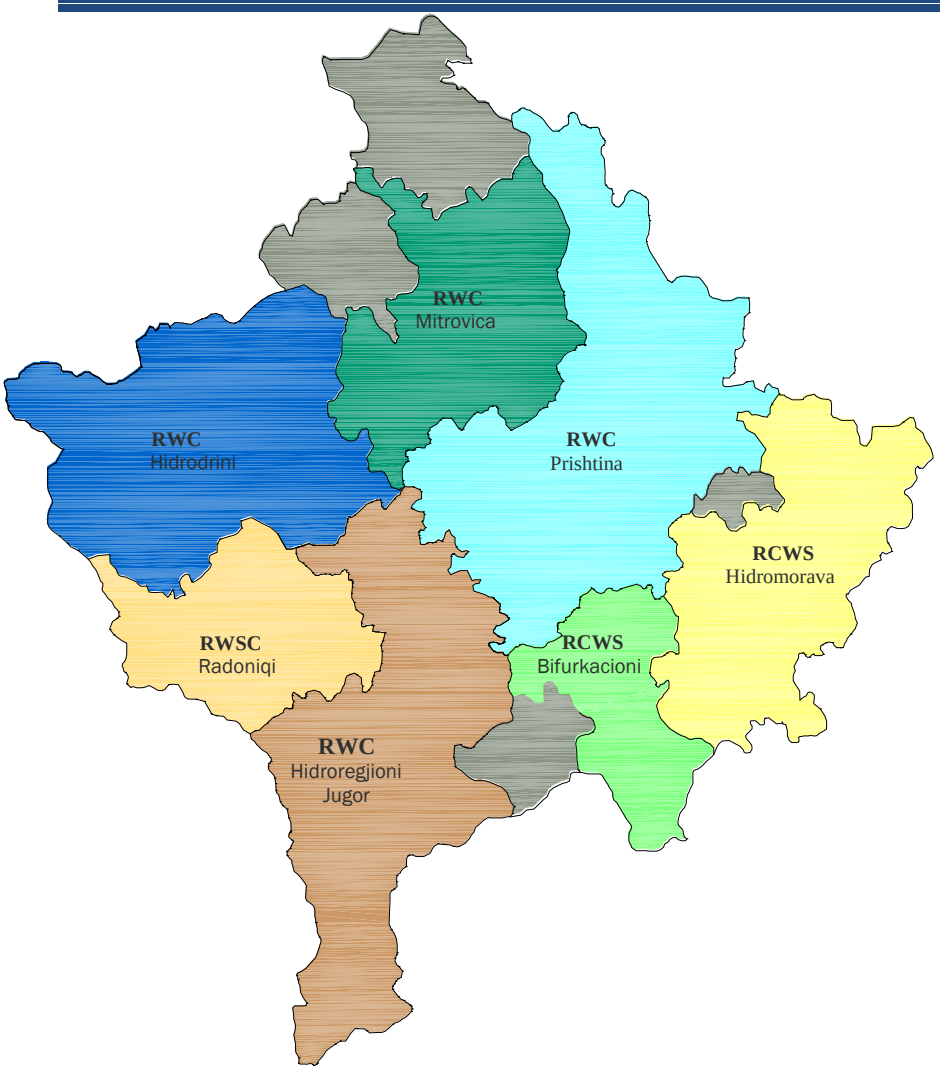
Water and waste regulatory office

WWRO	Name	Phone number	E-mail address	Address
Director	Raif Preteni	038/249 165/ 111	raif.preteni@wwro-ks.org	St. Ferat Dragaj nr.68, Prishtina, 10000
Deputy director	Kero Bardhaj	038/249 165/124	kero.bardhaj@wwro-ks.org	St. Ferat Dragaj nr.68, Prishtina, 10000
Head of Law and licensing department	Mejreme Cërnobregu	038/249 165/117	mejreme.cernobregu@wwro-ks.org	St. Ferat Dragaj nr.68, Prishtina, 10000
Head of performance monitoring and reporting department	Qamil Musa	038/249 165/121	qamil.musa@wwro-ks.org	St. Ferat Dragaj nr.68, Prishtina, 10000
Head of tariffs and regulatory finances department	Sami Hasani	038/249 165/120	sami.hasani@wwro-ks.org	St. Ferat Dragaj nr.68, Prishtina, 10000
Head of administration and finances department	Ramiz Krasniqi	038/249 165/110	ramiz.krasniqi@wwro-ks.org	St. Ferat Dragaj nr.68, Prishtina, 10000
Customers contact person	Sylë Syla	038/249 165/ 124	syle.syla@wwro-ks.org	St. Ferat Dragaj nr.68, Prishtina, 10000

Customer consultative committees

CCC	Name	Position	Municipality	Phone number
CCC Pristina	Teuta Rugova	Head	Pristina	044/158 989
	Kadri Shalaku	Member	Obiliq	044/556 688
	Jasmine Hysaj	Member	Shtime	044/044 193
	Hamdi Qerimi	Member	Fushe Kosova	044/299 025
	Arsim Ajvazi	Member	Podujeva	044/123 529
	Sasha Zdravkoviq	Member	Graqanica	049/776 585
	Burim Kastrati	Member	Drenas	044/552 890
	Xhelal Limani	Member	Lipjan	044/932 626
CCC Prizren	Fejsal Hoti	Head	Prizren	044/268 597
	Berat Berisha	Member	Suhareka	044/218 230
	Hamzi Huljaj	Member	Dragash	044/201 039
	Fikret Morina	Member	Mamusha	045/270 744
	Hasan Mazreku	Member	Malisheva	044/890 311
CCC Peja	Drita Kelmendi-Kukaj	Head	Peja	044/298 803
	Muhamet Raxhaj	Member	Istog	044/138 634
	Zenel Kuqi	Member	Junik	044/134 051
	Sadri Lokaj	Member	Deçan	044/134 123
	Liridon Hoxhaj	Member	Klina	044/231 165
CCC Mitrovica	Fatime Krasniqi	Head	Mitrovica	044/773 832
	Agron Lushtaku	Member	Skenderaj	044/192 393
	Sevdije Sadiku	Member	Vushtri	044/732 053
CCC Gjakova	Musë Gjergjaj	Head	Gjakova	044/307 890
	Florian Hasku	Member	Rahovec	044/200 691
CCC Ferizaj	Zekri Bytyçi	Head	Ferizaj	044/756 233
	Zymer Bushi	Member	Hani i Elezit	044/224 904
	Afrim Bajrami	Member	Kaçanik	044/183 563
	Igor Nikolqeviq	Member	Shterpca	045/446 111
CCC Gjilan	Burbuqe Zymberi	Head	Gjilan	044/370 040
	Haxhi Qerimi	Member	Viti	044/209 908
	Mirvete Rashiti	Member	Kamenica	044/368 749
	Ivica Radiq	Member	Kllokot	044/357 724
	Dragan Aleksiq	Member	Ranillug	045/482 146
	Sami Vllasaliu	Member	Novoberda	044/293 279
	Dejan Jociq	Member	Partesh	044/376 788

ANNEX 6 Service area of RWCs



RWC Prishtina	RWC Hidroregjioni Jugor	RWC Hidrodrini	RWC Mitrovica	RWSC Radoniqi	RCWS Bifurkacioni	RCWS Hidromorava	Municipalities that are not provided with water service
-Prishtina -Podujeva -Fushë Kosova -Obiliçi -Lipjani -Drenasi -Shtime -Graqanica	-Prizreni -Suhareka -Malisheva -Dragashi	-Peja -Klina -Istogu -Juniku -Deqani	-Mitrovica -Skenderaj -Vushtria	-Gjakova -Rahoveci	-Ferizaj -Kaçaniku	-Gjilani -Kamenica -Vitia	-Novoberda -Zubin Potoku -Leposaviqi -Shtërpca

B WASTE SECTOR

1 DEVELOPMENTS IN WASTE SECTOR

Amendment of Waste Law

During 2011 and in the first half of 2012, is developed a broad debate among stakeholders on the occasion of amendment of waste Law, the wider debate has been developed especially between MESP and WWRO about the division of institutional responsibilities in the waste services sector. By the new law are foreseen that all institutional responsibilities of WWROrelated to licensing, tariff setting, tariff determination and service standards monitorance, etc. to be transferred to MESP, MZHE and Local Government.

In fact the licensing of operators who will provide services of solid waste collection in the future will be made by the Ministry of MESP, whiletariff determination, service standards monitorance, and other aspects of business in this sector will be governed by the respective municipalities where services are provided. Waste disposal tariffs will be made by the Ministry of Economic Development in agreement with the municipalities

The new law (Law no. 04/L-060 for Waste) promulgated by the President of the Republic of Kosovo, on June 8, 2012, respectivelly Article 82 of this Law repeals provisions which relate to the economic regulation of waste services defined by the Law on the activities of water, waste, and wastewater of service providers, no. 03/L-086.

De-regulation of waste sector

WWRO was established in 2004 in accordance with Regulation 2004/49, and since there has made the regulation of services sector of waste disposal and collection. Institutional and organizational sector.

Initially from a fragmented sector have been created seven Regional Waste Companies (RWC), on their service respective areas.Later on, these companies are incorporated being defined by a clear legal and finacial status. It is worth mentioning that these companies are of a public character, and property belongs to the municipality.

In accordance with legal responsibilities, WWRO has made licensing of seven RWC to offer their services within their service areas, and has also licensed a central company to manage regional landfills. WWRO determined service tariffs, and in accordance with the approved tariff methodologies has made the regulation of relationships customer-company, as well as has established a mechanism (Customer Consultative Committees) in order to protect costumer interests.

Despite the pressure of private sector to have an access to this service properly, the licensed companies for waste collection have been protected by the disloyal competition of private sector participation.

With the entry into force of the Waste Law (No. 040/L-060), the municipal solid waste collection sector would be completely de-regulated, and subjected to market competition, creating the possibility of private sector interference in providing of services equally with the public sector

2 THE OVERALL PERFOMANCE OF WASTE SECTOR

Waste collection and transportation services in Kosovo are offered by 7 regional waste companies, respectivelly licensed (RWC). These companies mainly provide services into urban areas and less into rural areas.

Municipalities served: Seven RWC licensed offer its services to 33 municipalities in Kosovo. As in the case of water services, Serb-majority municipalities (Leposavic, Zubin Potok, Zvecan and the northern part of Mitrovica) are not under the management authority of the RWC's, and as such are not licensed by WWRO.

Number of Customers and population served: Based on the number of domestic customers who are billed by the licensed RWC's, WWRO has estimated that the number of people who were offered the waste collection services is 770.136 inhabitants or 49%.

Personnel: The total number of staff employed in 7 RWC's in 2011 was 1.523 compared to 2010; the staff number was increased for 63 or (4.3%). This huge increase in staff numbers has been greatly influenced by RWC 'Pastrimi' and RWC 'Higjiena', which during this reporting period have received 30 new employees. Staff efficiency at the sector level for 2011 has been better than in 2010, for16%, mainly driven by the RWC 'Higjiena' which has marked the increase on the basis of costumers.

Waste collected: The total of waste collected from 7 RWC in 2011 is 256.260 tonnes. From this amount, 246.968 tons are disposed in sanitary landfills, while another waste quantity of (9292 tons) in the old municipal landfills. This primarily deals with RWC 'Ambienti' and RWC 'Pastrimi',that even in 2011 have continued to deposit an amount of waste to Istog landfills, respectivelly of Drenas.

Annual Incomes: The total billing of 7 RWC's for waste collection services in 2011, respectivelly in monetary value was EUR 9,638,666, which is about 10% more than in 2010.By collected revenues (61% of the billing), RWC's have not been able to cover their operating costs.

Service standards: By the legal framework of WWRO, are foressen the following application standards in waste services:

- Schedule and frequency of waste collection
- Density of communal containers
- Maintenance of the place where are collected the garbages
- Prevention of waste pieces from flying and spreading

Since WWRO have no data available for any of the above performance standards, and taking into account that in practice is very difficult to quantify some of the required standards, especially maintenance of place where are collected the garbages and waste prevention particles from flying and distribution, therefore in this report were reviewed only the following indicators, for which are available the data for 2011.

Perfomance indicators:

- Scope of services
- Waste collected for employyes
- Percentage of waste deposited to licensed lanfills.

- Staff efficiency
- Costumer complaints
- Working ratio
- Working coverage ratio
- Collection ratio
- Operating cost per ton of waste colleceted

RWC Perfomance opposite to Perfomance Key Indicators (KPI) is presented in table B-1.

Table B-1, Overview of KPI and RWC - 2011

Regjional Waste Companies	Collection ratio (%)	Working coverage ratio (koef)	Unit cost (EUR/t)	Staff efficiency (staff/1000costum)	Service coverage (%)	Costumer complaints (Nr/`000 kons)	Waste collected per employe(ton/employee)
Pastrimi	58 %	1.05	36.84	8.66	57 %	33.14	170.79
Ekoregjioni	55 %	0.79	30.41	7.76	40 %	7.82	217.20
Ambienti	66 %	1.10	31.40	7.05	41 %	2.01	182.68
Uniteti	63 %	0.71	26.93	16.68	31 %	13.16	179.23
Çabrati	67 %	0.86	54.34	8.35	50 %	13.77	98.75
Higjiena	64 %	0.86	43.19	4.90	52 %	2.65	154.58
Pastërtia	62 %	0.89	48.65	7.80	56 %	5.95	122.62
Sector	61 %	0.92	35.83	8.04	47 %	14.10	168.26

In general, operating costs in total for 2011 were higher for 10% compared to 2010, almost all operating costs divided under the categories during this reporting period.Staff expenses continues to be higher from all other categories in 2011, they were at level of 63% from the total of operating expenses, and were for 3% higher than in 2010.

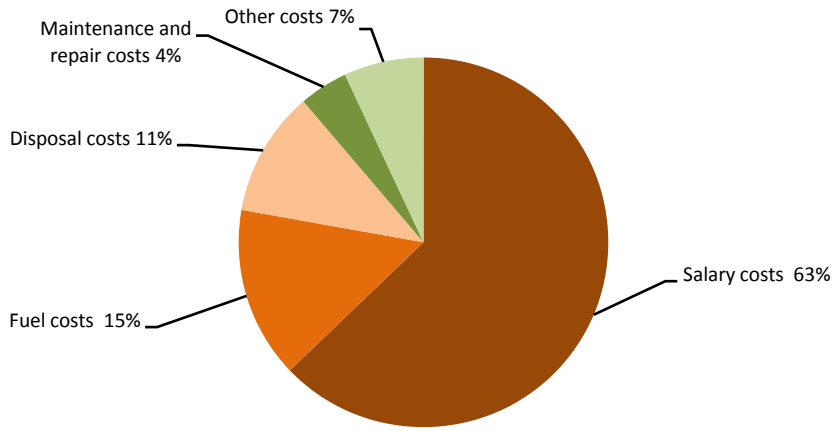


Figure B - 1 Sector operational expenses structure

2.1 Perfomance evaluation method

With the purpose of general perfomance of RWC, we have taken into account the seven perfomance indicators that deal with technical, finacial aspects and with costumer services.

The logic of overall perfomance evaluation of waste collection service providers is based in perfomance overview for selected KPI, and in order to achieve that, are set the following criters:

- The same importance was commited to all KPI used in overall evaluation
- The perfomance evaluation for one indicator was made that with 1.0, points is evaluated the service provider with the best perfomance in the evaluated indicator.
- The other remained providers are evaluated between 0.0 and 1.0 points based on proportional delivery
- In total are used 7 a key Perfomance Indicators (KPI) in order to analyze the general situation. These indicators presents the general level of services provided by each waste, and are under their controll of improvement,
- KPI used for evaluation are :
  - ✓ Collection ratio
  - ✓ Working ratio
  - ✓ Unit cost
  - ✓ Staff efficiency
  - ✓ Service Coverage
  - ✓ Costuemr complaints
  - ✓ Waste colleceted per employee

In this year, we have taken into account some changes in indicators, which will be used for perfomance evaluations, instead of costumer number increase we have taken service coverage indicators, and we put the new indicators for evaluation, respectivelly for wate collected for employee.

2.2 The overall perfonace of RWC

Table B – 2,The waste sector perfomance 2010-2011

RWC	Collection ratio (%)	Working coverage ratio	Unit cost (Euro/t)	Staff efficiency (Staf/1000 costum)	Service Civerage (%)	Costumer complaints per 1000 costumer.	Waste collected by (ton/employee)
Sector in 2010	61%	0.92	33.48	9.63	48%	10.37	176.68
Sector in 2011	61%	0.93	35.83	8.04	49%	14.10	168.26
Trend	Same	Positive	Negative	Positive	Positive	Negative	Negative

As can be seen in the table above, the RWC performance in 2011 compared to 2010, in 3 of 7 KPI has marked improvement. Collection efficiency remained the same, while to the other three perfomance indicators are deteriorated during 2011 compared to 2010.

2.3 Scoring and ranking of the RWC under performance for 2011

Unlike other years, all indications are evaluated by 1.0 point regarding the weight of gravity.

See Table B-3.

Table B – 3, Key performance indicators and their weight

Key indicators	Weight indicators
Collection ratio (%)	1.0
Working coverage ratio	1.0
Unit cost (Euro/t)	1.0
Staff efficiency (Staf/1000 kon)	1.0
Serviec coverage (%)	1.0
Costumer complaints per 1000 cost.	1.0
Waste collecetd per employee(ton/employee)	1.0

Based on the demonstrated performance results in 2011, WWRO has ranked RWC

Tabela B – 4, Ranking of companies under perfomance of 2011

Position	RWC	Collected points
1	RWC 'Higjiena' J.S.C .	4.82
2	RWC 'Ambienti' J.S.C	4.67
3	RWC 'Ekoregjioni' J.S.C	4.04
4	RWC 'Pastertia' J.S.C	4.03
5	RWC 'Pastrimi' J.S.C	4.03
6	RWC 'Çabrat' J.S.C	3.48
7	RWC 'Uniteti' J.S.C	3.03

Generally, RWC 'Higjiena' has marked the best performance in 2011 from all other RWC's,collecting 4.82 from a maximum possible score of 7.0, while RWC Uniteti (Mitrovica) is in the last position, showing the poorest performance in the most of KPI. According to the results, it is seen that there is a small difference of points collected between RWC's, it shows that the performance of all RWC in general is approximately the same,and leaving much to be desired.

3 COMPARABLE PERFOMANCE OF WASTE COLLECTION COMPANIES

In order to compare the performance of RWC's in this report, are used a number of perfomance indicators. Indicators are grouped into three categories which include operational aspects, financial and customer services.

Treguesit operativ

- Waste collected per employee
- Percentage of waste deposited in licensed landfills
- Staff efficiency

Customer service indicators

- Scope of services
- Customer complaints

Financial indicators

- Working ratio
- Working coverage ratio
- Collection Ratio
- Operating cost per tonne of waste collected

3.1 Technical perfomance

Through, this group of indicators ,we are able to assess how are operating opportunities of companies, including infrastructure and human aspects to provide waste collection services .

Waste collection per employee

Figure 14 presents the amount of waste collected per employee (tonnes/year). In general, the average of waste collected per employee in 2011 was 168 ton.

Figure B - 2, Waste collection per employee

The figures present significant difference of waste collection efficiency between serviec providers, it is evident to RWC 'Ekoregjini Jugor' which collects twice more than waste amount per employee compared to RWC 'Çabrati'.

Five of the total seven RWC have marked performance improvement in the waste collection efficiency, the sector average is lower in 2011 compared with 2010, by 4.4 tons / punt with less waste collected.

In this indicator, RWC 'Pastrimi' has not marked perfomance increase, on the contrary has less waste collected in 2011 tha in 2010. Although during this period (2010-2011), there was an increase in the number of staff to 30 employees more.

RWC 'Ecoregjioni' RWC 'Ambient',RWC Uniteti (Mitrovica) and RWC 'Pastrimi 'are four companies, which have better performance in these indicators compared with other RWC, that are above the sector average. The best their efficiency with a significant difference compared with other companies may be due to several factors including urban / rural features, scale economy, the vehicle number for collection and distance of waste transportation to the landfill.

Waste disposed in regional landfills

In figure B - 3, is given the ratio of collected waste amount of RWC, which are scored in the regional sanitary landfill.

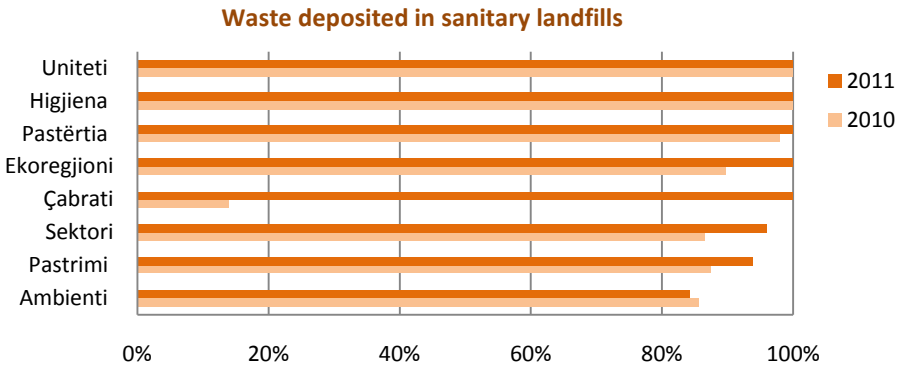


Figure B – 3, Waste disposed in regional landfills

In general, in the sector level, over the 96% of waste collected from RWC's are thrown in regional landfills, only RWC 'Pastrimi' with 6% and RWC 'Ambienti' with 16% throw the amount of waste collected in the landfill (Drenas and Istok).

RWC 'Cabrati' in 2011, the total amount of waste collected was sent to the regional landfill through the landfill transfer in Gjakova.

Two of RWC's as 'Ambienti' and RWC 'Uniteti' deposited the waste collected in its regional landfill managed by themselves, while five (5) of the RWC's (Pastrimi, Ekoregjioni, Higjiena, Pastertia and Cabrati) send the wastes to the landfills managed by KLMC. In this context as serious difficulties present the charges in invoicve, which the companies should pay to KLMC, which in some cases due to the non-payment has been closed the landfills for waste disposal.

Staff efficiency

Figure B – 4, ilustrate the staff efficiency for each Service Provider counted as employed staff for 1000 customers.

Figure B – 4, Staff efficiency

In general, the staff cost is the highest component of direct operating costs for service providers. The way how the service provider use its human resources is critical to its operational efficiency in general.

The data show a large difference between the companies with this index, which ranges from the highest in RWC 'Uniteti' with 16.7, to the lowest in RWC 'Higjiena' by about 4.9 workers for 1000 customers

In 2011 compared to 2010, there si a encouraging trend to all RWC's related to staff efficiency increase, which comes as a result of the increased number of served costumers.In general,in the sector,the average is significantly improved from 9.63 in 2010 to 8.04 employee for 1000 costumers for 1000 customers in 2011.

3.2 The Servivce level perfomance

Coverage with services

Figure B-5, in the following shows the popullation percentage within each defined zone of waste collection service providers.

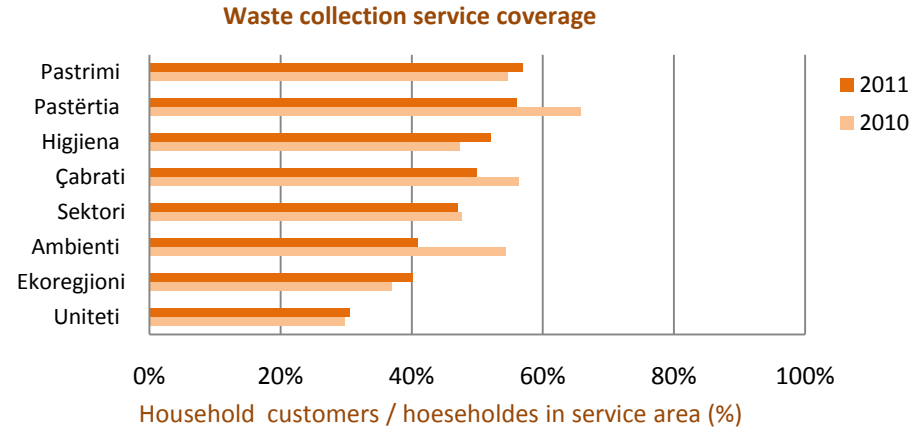


Figure B – 5 Waste collection Coverage

In general, service coverage has marked decrese by 1% in 2011 compared to 2010. RWC 'Pastrimi' has the highest coverage ratio with 57%, marking an increase of its coverage area for 2%. By all RWC's, the lowest service extension has RWC 'Uniteti'Union 31%.

Costumer Complaints

Figure B-6, in the following shows the service complaints number for 1000 registered costumers. Complaints received from customers are an important indicator which provides a general overview of costumer satisfaction with services provided. The current reporting framework requires reporting of the total number of complaints costumers for technical and commercial aspects of work, and informations to respect the legal deadlines for their review and resolution.

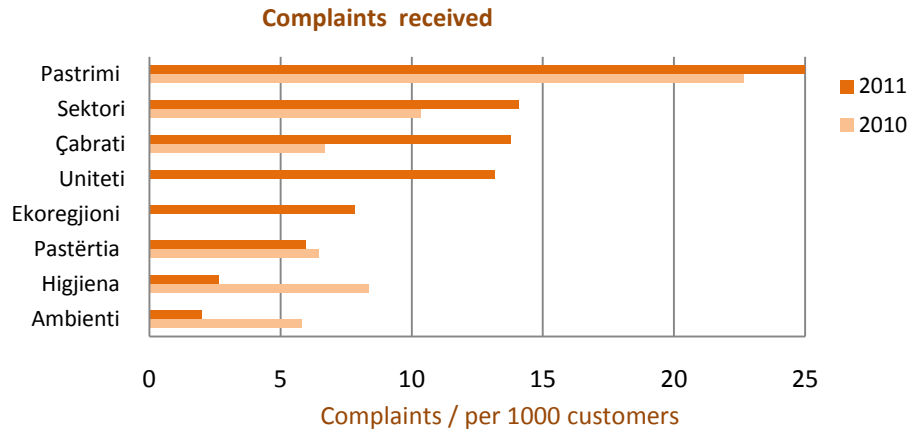


Figure B – 6, Complaints received by costumers

Even in 2011 was difficult to obtain fully reliable data on this indicator, for the fact that RWC have not yetestablished procedures for complaints management and information systems, respectivelly (appropriate program) for their registration.

In 2011, in all RWC's, in total were reported 792 complaints more, 503 of them belongs to the commercial aspects, while 289 belongs to the technical aspects. On the sector average were reported 14,10 complaints for 1000 costumers. This number shows that is a higher than in 2010 that were 10.37.

The highest number of complaints per 1000 customers has RWC 'Pastrimi',this is as a result that the company has updated complaints regularly, while this fact actually does not applie to RWC 'Ambienti' which has the lower rate of complaints.

3.3 Financial Perfomance

Unit operating expenses

Figure B – 7, shows perating cost per ton of collecetd waste. The operating cost is affected significantly by the geographic service area and by the distance of waste transport to landfills..

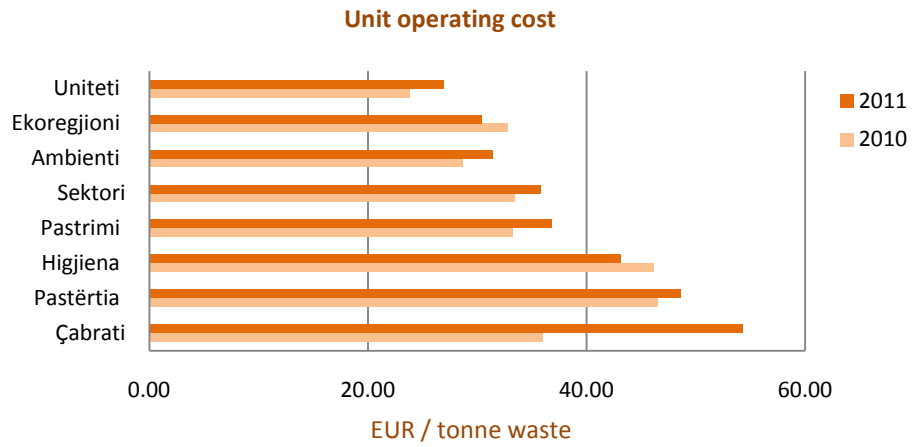


Figure B – 7, Unit operating cost

The overall cost average per unit of waste collected in 2011 was € 35.83 per ton compared with 2010, and marked increase for € 2.38.

In general, the cost per ton of waste collected and transported to landfills is higher for all service providers,excluding RWC 'EKOREGJIONI' and RWC 'Higjiena', which had the lower cost. This is primarily reflected by increase of fuel and staff costs, but also due to the lack of efforts needed to improve the operating efficiency of all service providers.

The increase of operating costs in RWC 'Cabrati' appears to be higher compared with other providers, and this becomes due to the tax burden which should be paid for waste disposal in sanitary landfills. This company in 2011 has sent the entire of the waste to the landfill managed by KLMC, and deposited amount in 2010 was only 14%.

RWC 'Uniteti' and RWC 'Ambienti' are two companies that have lower operating costs per ton of waste, because of the fact that these two companies use sanitary lanfills for waste disposal managed by themselves.

Collection ratio

Figure B-8, presents the collection ratio in relation to the billing of waste service providers.

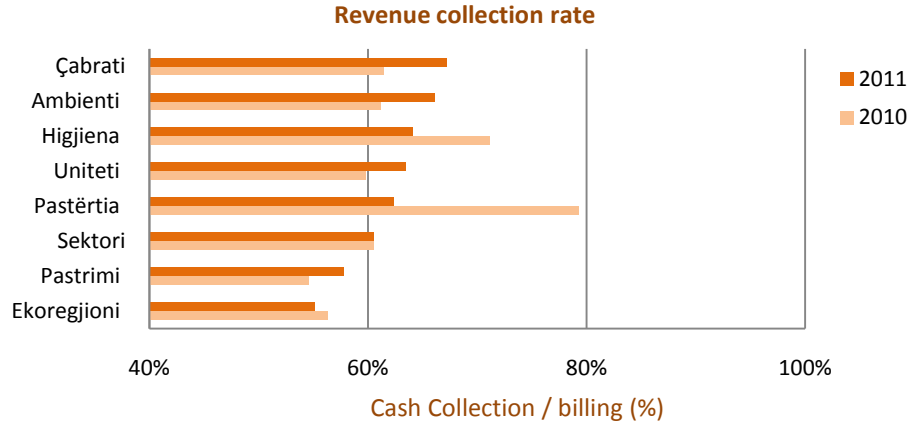


Figure B – 8, Collection ratio

In general, the sector efficiency has not been improved in the sector's level,it has remained the same as in 2010 with only 61%. Collection ratio ranges from the lowest to the RWC 'Ekoregjioni' with 55% to the highest in RWC 'Cabrati' with 67%.

Collection ratio reported for all service providers is extremely low, and has a direct impact on the financial situation of service providers.

RWC should undertake more proactive actions, in order to encourage costumers to pay their bills for offered services, as well as to increase the collection. In addition, it is necessary to offer assistance to RWC's in order to increase the level of payment from the respective municipalities, where they offer their services through the normal mechanisms that are available.

Working ratio

Figure B-9, in the following presents the organization's ability to fund its operating costs (without depreciation) with billed revenues.

The working ratio is an indicator that shows the ability of the RWC that is able to cover direct operating costs excluding depreciation expenses. The definition does not distinguish between revenues and billing, and as a result considers the amount billed as income, regardless of whether such bills become from operating revenues and other operating incomes..

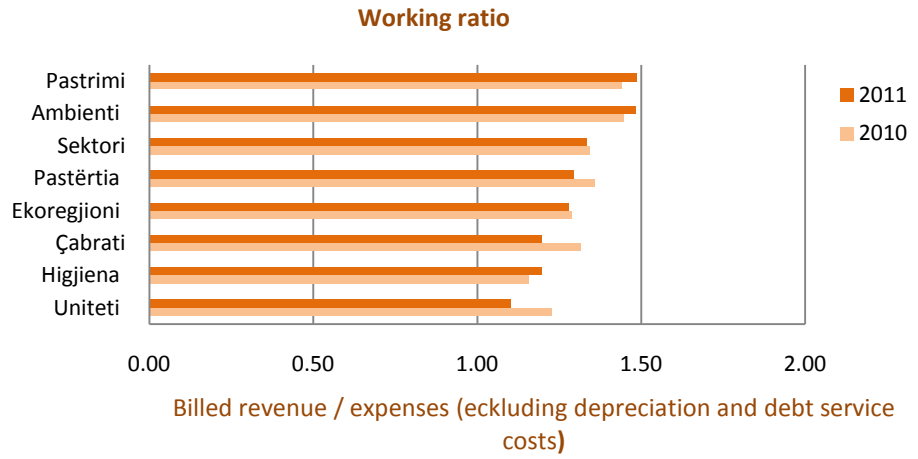


Figure B - 94 working ratio

In general, in 2011, the working ratio at sector's level was at 1.33, which compared withr 2010 shows a slight decrease of 0.01 points.

Working ratio ranges from 1.10 in RWC 'Uniteti' until 1.49 to RWC 'Pastrimi', and if all invoices are returned in cash, the financial situation of most service providers in theory should be relatively stable.

In the RWC 'Pastrimi' and RWC 'Ambienti', the working ratio is higher as a result of other operating incomes provided by these companies during 2011, mainly from secondary activitie, while on RWC 'Uniteti' the other operating incomes in 2011, have been significantly lower than in 2010, which has resulted in the RWC 'Uniteti' to have lower working ratio than all other RWC's.

Workin coverage ratio

Figure B-10 presents working coverage ratio, and shows how companies are able to cover operating expenses with collected revenues.

Working coverage ratio is better indicator of the true financial situation of service providers, since it tretas only the cash as taken incomes and incomes .

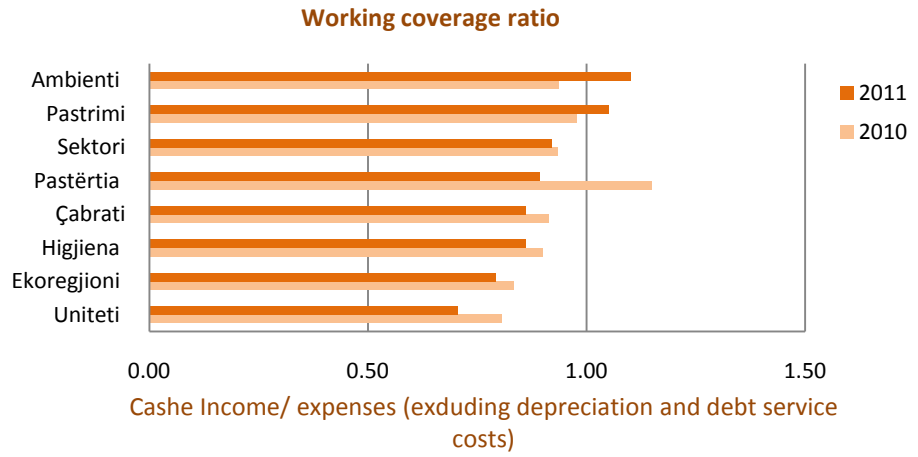


Figure B - 10 working coverage ratio

Figure B-10 shows that working coverage ratio except RWC 'Ambienti' and RWC'Pastrimi 'is above 1.0, indicating that these two companies are able to cover operating costs by themselves, while to all other companies, the working coverage ratio is below the limit of 1.0, which shows that they are not able to cover their direct operating costs, and are in an unstable financial condition.

Financial analysis of RWC, indicate that they actually have had difficulties to cover their direct operating costs and had no opportunity to finance capital investment.

4 PERFORMANCE OF KOSOVO LANDFILL MANAGAMENT COMPANY (KLMK)

Most of KLMC customers are regional providers of waste collection services from the service areas, respectivelly from Pristina, Gjilan, Ferizaj, Prizren, Gjakova, and a number of private operators. Two of the regional providers of waste collection services , RWC 'Mitrovica' and RWC 'Ambienti' also manage the regional landfills in Mitrovica and Peja areas, but they are not licensed by WWRO to manage these landfills

KLMC performance evaluation is performed based on several key financial performance indicators, calculated from the data received from this company (see the following Table B - 1).

Table B -5, KLMC Perfomance indicators.

Perfomance indicators	2010	2011	Trend
Working ratio	1.51	1.54	Positive
Working coverage ratio	0.86	0.95	Positive
Collection ratio (%)	57%	62%	Positive
Unit operating cost (Euro/t)	3.53	3.41	Positive

During 2011 about 205.728 tonnes of waste are disposed to landfills managed by KLMC, this amount is for about 15,000 tons more than in 2010.

In financial terms in 2011, this company marked positive trends in all financial indicators, whereas collection ratio in relation to billing has increased the level of 5% during this reporting period.

Also, the operating cost per unit (Euro/ tonne) has marked a positive trend, however, there are evident expenses increase almost to all operating expenses categories, and the more expressed increase is evident in the salaries and fuels category.

Despite with all these improvements, the financial situation is still unstable and, and with these incomes KLMC is unable to cover the vital operating expenses.

All sanitary landfills managed by KLMC, without exception is in poor condition as a result of not proper managament. As in the past and currently the main cause but not only is a lack of funds, and KLMC could not collect all debts from the RWC. So, due to the lack of incomes in this company, is caused the inability of proper maintenance of all landfills.

5 CHALLENGES FOR THE FUTURE

In future, the waste collection sector will face with some challenges that should be addressed and resolved by the relevant central institution (Government of Kosovo) and local institutions (municipalities).

Capacity of municipalities to exercise the responsibilities

Being aware that WWRO will not regulate the providers activities of water and waste collection services after July 25, 2012, in accordance with the Waste Law no. 04/L-060) for collection services management and waste(disposal), and taking into account that most of the WWRO responsibilities will pass to the Municipalities, so they should be in a position to take the full responsibility of waste collection services managament.However,the institutional support from donors will be needed to ensure that municipalities have the capabilities to perform additional responsibilities, especially those for tariff determination and monitoring of service standards.

Public sector

WWRO considers public sector partnerships as a good opportunity to improve infrastrucure and raise the service level of municipal waste collection managament. It is known that the private sector is interested to provide waste managamanet services ,where from the commercially aspect are profitable, and is less interested to compete for less profitable components of municipal waste collection, such as, household waste, especially not for a short period of time.

ANNEX 1 Detailed performance data

RWCC Pastrimi (Pristina)

Category	Ref.	Performance indicators	Unit	2010	2011
Service coverage	SI 001	Service coverage	%	55	59
	SI 002	Billing percentage	%	100	100
	SI 003	Billing for domestic customers	%	100	100
	SI 004	Billing for industrial- commercial customers	%	100	100
	SI 005	Billing for institutional customer	%	100	100
Financial	FI 006	Collection rate	%	55	58
	FI 007	Collection for domestic customers	%	52	56
	FI 008	Collection for industrial-commercial customers	%	38	42
	FI 009	Collection for institutional customers	%	89	89
	FI 010	Working coverage ratio	Ratio	0.98	1.05
	FI 011	Working ratio	Ratio	1.44	1.49
	FI 014	Staff efficiency	n	8.70	8.69
	FI 015	Operating costs per tonne	€	33.24	36.84
	FI 016	Staff costs	%	58	65
	FI 017	Fuel costs	%	14	16
	FI 018	Disposal costs	%	14	15
	FI 019	R&M costs	%	5	4
Technical	OI 020	Waste collected per employee	tonne	198.62	170.79
	OI 021	Waste collected per core employee	tonne	-	-
	OI 022	Waste collected per customer registered	tonne	0.14	0.12
	OI 023	Percentage of waste disposed to licensed landfill	tonne	0.87	0.94
	OI 024	Waste collection & transportation fleet capacity	tonne	859	1,020
	OI 025	Total waste collection & transportation per shift per month	tonne	43,995	40,393
	OI 026	Waste collection & transportation fleet efficiency	tonne	51.22	39.61
Customer services	CI 027	Service complaints per 1000 customers	n	22.65	33.14
	CI 028	Compliance rate with regard to service standards on technical complaints	%	100	100
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	100	100

RWCC Ekoregjioni (Prizren)

Category	Ref.	Performance indicators	Unit	2010	2011
Service coverage	SI 001	Service coverage	%	37	40
	SI 002	Billing percentage	%	100	90
	SI 003	Billing for domestic customers	%	100	91
	SI 004	Billing for industrial- commercial customers	%	100	81
	SI 005	Billing for institutional customer	%	100	86
Financial	FI 006	Collection rate	%	56	55
	FI 007	Collection for domestic customers	%	48	52
	FI 008	Collection for industrial-commercial customers	%	47	44
	FI 009	Collection for institutional customers	%	98	80
	FI 010	Working coverage ratio	Ratio	0.83	0.79
	FI 011	Working ratio	Ratio	1.29	1.28
	FI 014	Staff efficiency	n	9.54	7.76
	FI 015	Operating costs per tonne	€	32.76	30.41
	FI 016	Staff costs	%	53	53
	FI 017	Fuel costs	%	15	17
	FI 018	Disposal costs	%	14	14
	FI 019	R&M costs	%	4	4
Technical	OI 020	Waste collected per employee	tonne	198.72	217.20
	OI 021	Waste collected per core employee	tonne	-	-
	OI 022	Waste collected per customer registered	tonne	0.16	0.14
	OI 023	Percentage of waste disposed to licensed landfill	tonne	0.90	1.00
	OI 024	Waste collection & transportation fleet capacity	tonne	1,654	1,654
	OI 025	Total waste collection & transportation per shift per month	tonne	24,642	26,933
	OI 026	Waste collection & transportation fleet efficiency	tonne	14.90	16,28
Customer services	CI 027	Service complaints per 1000 customers	n	-	7.82
	CI 028	Compliance rate with regard to service standards on technical complaints	%	-	100
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	-	100

RWCC Ambienti (Peja)

Category	Ref.	Performance indicators	Unit	2010	2011
Service coverage	SI 001	Service coverage	%	54	41
	SI 002	Billing percentage	%	62	74
	SI 003	Billing for domestic customers	%	61	74
	SI 004	Billing for industrial- commercial customers	%	65	72
	SI 005	Billing for institutional customer	%	80	81
Financial	FI 006	Collection rate	%	61	66
	FI 007	Collection for domestic customers	%	59	58
	FI 008	Collection for industrial-commercial customers	%	69	58
	FI 009	Collection for institutional customers	%	55	96
	FI 010	Working coverage ratio	Ratio	0.94	1.10
	FI 011	Working ratio	Ratio	1.45	1.48
	FI 014	Staff efficiency	n	7.15	7.05
	FI 015	Operating costs per tonne	€	28.66	31.40
	FI 016	Staff costs	%	70	70
	FI 017	Fuel costs	%	16	14
	FI 018	Disposal costs	%	-	-
	FI 019	R&M costs	%	7	9
Technical	OI 020	Waste collected per employee	tonne	162.21	182.68
	OI 021	Waste collected per core employee	tonne	-	-
	OI 022	Waste collected per customer registered	tonne	0.10	0.11
	OI 023	Percentage of waste disposed to licensed landfill	tonne	0.86	0.84
	OI 024	Waste collection & transportation fleet capacity	tonne	774	735
	OI 025	Total waste collection & transportation per shift per month	tonne	24,656	27,585
	OI 026	Waste collection & transportation fleet efficiency	tonne	31.87	37.51
Customer services	CI 027	Service complaints per 1000 customers	n	5.83	2.01
	CI 028	Compliance rate with regard to service standards on technical complaints	%	100	97
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	-	118

RWCC Uniteti (Mitrovica)

Category	Ref.	Performance indicators	Unit	2010	2011
Service coverage	SI 001	Service coverage	%	30	31
	SI 002	Billing percentage	%	100	100
	SI 003	Billing for domestic customers	%	100	100
	SI 004	Billing for industrial- commercial customers	%	100	100
	SI 005	Billing for institutional customer	%	100	100
Financial	FI 006	Collection rate	%	60	63
	FI 007	Collection for domestic customers	%	31	36
	FI 008	Collection for industrial-commercial customers	%	73	68
	FI 009	Collection for institutional customers	%	95	99
	FI 010	Working coverage ratio	Ratio	0.81	0.71
	FI 011	Working ratio	Ratio	1.23	1.10
	FI 014	Staff efficiency	n	17.07	16.68
	FI 015	Operating costs per tonne	€	23.84	26.93
	FI 016	Staff costs	%	71	70
	FI 017	Fuel costs	%	17	18
	FI 018	Disposal costs	%	-	-
	FI 019	R&M costs	%	2	3
Technical	OI 020	Waste collected per employee	tonne	178.77	179.23
	OI 021	Waste collected per core employee	tonne	-	-
	OI 022	Waste collected per customer registered	tonne	0.25	0.25
	OI 023	Percentage of waste disposed to licensed landfill	tonne	1.00	1.00
	OI 024	Waste collection & transportation fleet capacity	tonne	1,373	1,373
	OI 025	Total waste collection & transportation per shift per month	tonne	12,156	12,187
	OI 026	Waste collection & transportation fleet efficiency	tonne	8.85	8.87
Customer services	CI 027	Service complaints per 1000 customers	n	-	13.16
	CI 028	Compliance rate with regard to service standards on technical complaints	%	-	99
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	-	100

RWCC Çabrati (Gjakova)

Category	Ref.	Performance indicators	Unit	2010	2011
Service coverage	SI 001	Service coverage	%	56	50
	SI 002	Billing percentage	%	94	74
	SI 003	Billing for domestic customers	%	89	75
	SI 004	Billing for industrial- commercial customers	%	121	71
	SI 005	Billing for institutional customer	%	95	94
Financial	FI 006	Collection rate	%	61	67
	FI 007	Collection for domestic customers	%	52	64
	FI 008	Collection for industrial-commercial customers	%	56	60
	FI 009	Collection for institutional customers	%	111	88
	FI 010	Working coverage ratio	Ratio	0.91	0.86
	FI 011	Working ratio	Ratio	1.32	1.20
	FI 014	Staff efficiency	n	10.68	8.35
	FI 015	Operating costs per tonne	€	36.04	54.34
	FI 016	Staff costs	%	58	59
	FI 017	Fuel costs	%	17	18
	FI 018	Disposal costs	%	2	10
	FI 019	R&M costs	%	4	3
Technical	OI 020	Waste collected per employee	tonne	139.36	98.75
	OI 021	Waste collected per core employee	tonne	-	-
	OI 022	Waste collected per customer registered	tonne	0.12	0.07
	OI 023	Percentage of waste disposed to licensed landfill	tonne	0.14	1.00
	OI 024	Waste collection & transportation fleet capacity	tonne	936	933
	OI 025	Total waste collection & transportation per shift per month	tonne	16,026	11,258
	OI 026	Waste collection & transportation fleet efficiency	tonne	17.13	12.06
Customer services	CI 027	Service complaints per 1000 customers	n	6.68	13.77
	CI 028	Compliance rate with regard to service standards on technical complaints	%	100	100
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	100	0

RWCC Pastërtia (Ferizaj)

Category	Ref.	Performance indicators	Unit	2010	2011
Service coverage	SI 001	Service coverage	%	66	56
	SI 002	Billing percentage	%	77	70
	SI 003	Billing for domestic customers	%	80	72
	SI 004	Billing for industrial- commercial customers	%	64	58
	SI 005	Billing for institutional customer	%	100	100
Financial	FI 006	Collection rate	%	79	62
	FI 007	Collection for domestic customers	%	57	55
	FI 008	Collection for industrial-commercial customers	%	38	64
	FI 009	Collection for institutional customers	%	258	93
	FI 010	Working coverage ratio	Ratio	1.15	0.89
	FI 011	Working ratio	Ratio	1.36	1.30
	FI 014	Staff efficiency	n	8.88	7.80
	FI 015	Operating costs per tonne	€	46.55	48.65
	FI 016	Staff costs	%	63	61
	FI 017	Fuel costs	%	13	13
	FI 018	Disposal costs	%	11	11
	FI 019	R&M costs	%	6	6
Technical	OI 020	Waste collected per employee	tonne	113.24	122.62
	OI 021	Waste collected per core employee	tonne	-	-
	OI 022	Waste collected per customer registered	tonne	0.08	0.08
	OI 023	Percentage of waste disposed to licensed landfill	tonne	0.98	1.00
	OI 024	Waste collection & transportation fleet capacity	tonne	1,036	859
	OI 025	Total waste collection & transportation per shift per month	tonne	9,116	10,117
	OI 026	Waste collection & transportation fleet efficiency	tonne	8.80	11.78
Customer services	CI 027	Service complaints per 1000 customers	n	6.46	5.95
	CI 028	Compliance rate with regard to service standards on technical complaints	%	100	100
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	96	100

RWCC Higjiena (Gjilan)

Category	Ref.	Performance indicators	Unit	2010	2011
Service coverage	SI 001	Service coverage	%	47	76
	SI 002	Billing percentage	%	100	59
	SI 003	Billing for domestic customers	%	100	62
	SI 004	Billing for industrial- commercial customers	%	100	41
	SI 005	Billing for institutional customer	%	100	100
Financial	FI 006	Collection rate	%	71	64
	FI 007	Collection for domestic customers	%	62	65
	FI 008	Collection for industrial-commercial customers	%	81	54
	FI 009	Collection for institutional customers	%	103	72
	FI 010	Working coverage ratio	Ratio	0.90	0.86
	FI 011	Working ratio	Ratio	1.16	1.20
	FI 014	Staff efficiency	n	10.91	4.90
	FI 015	Operating costs per tonne	€	46.17	43.19
	FI 016	Staff costs	%	63	62
	FI 017	Fuel costs	%	11	12
	FI 018	Disposal costs	%	13	12
	FI 019	R&M costs	%	3	3
Technical	OI 020	Waste collected per employee	tonne	142.02	154.58
	OI 021	Waste collected per core employee	tonne	-	-
	OI 022	Waste collected per customer registered	tonne	0.13	0.06
	OI 023	Percentage of waste disposed to licensed landfill	tonne	1.00	1.00
	OI 024	Waste collection & transportation fleet capacity	tonne	396	575
	OI 025	Total waste collection & transportation per shift per month	tonne	19,457	25,970
	OI 026	Waste collection & transportation fleet efficiency	tonne	49.15	45.19
Customer services	CI 027	Service complaints per 1000 customers	n	8.36	2.65
	CI 028	Compliance rate with regard to service standards on technical complaints	%	100	100
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	100	100

KLMC

Category	Ref.	Performance indicators	Unit	2010	2011
Financial	FI 001	Collection ratio	%	57	62
	FI 002	Working coverage ratio	Ratio	0.86	0.92
	FI 003	Working ratio	Ratio	1.51	1.48
	FI 004	Debtors` month	n	2.01	0.86
	FI 005	Operating costs per tonne	€/t	3.53	3.55

Summary statistics of RWWCs

Data		RWCC Pastrimi	RWCC Ekoregjioni	RWCC Ambienti	RWCC Uniteti	RWCC Çabrati	RWCC Pastërtia	RWCC Higjiena	Sector total
Total population in region (no)		458,466	381,115	172,602	192,799	94,158	135,978	125,615	1,560,733
Population served (no)		268,507	153,079	70,169	58,982	47,078	76,260	96,061	770,136
Total waste collected (tonne)		80,786	53,866	27,585	36,562	11,258	20,233	25,970	256,260
Waste disposed of to a licensed landfill (tonne)		75,856	53,866	23,250	36,562	11,258	20,206	25,970	246,968
Waste disposed of to an unlicensed landfill (dumpsite) (tonne)		4,930	-	4,335	-	-	27	-	9,292
No. of customers per category (no)	Domestic	48,206	26,232	16,428	9,980	10,853	17,422	28,510	157,631
	Commercial-Industrial	6,210	5,108	4,652	2,033	2,699	3,652	5,671	30,025
	Institutional	224	629	331	217	102	90	138	1,731
Total no. of registered customers (no)		54,640	31,969	21,411	12,230	13,654	21,164	34,319	189,387
Staff number (no)		473	248	151	204	114	165	168	1,523
Billing amount (€)		3,083,766	1,776,182	981,943	1,074,080	622,769	1,050,846	1,049,080	9,638,666
Collection amount (€)		1,783,502	978,941	649,359	681,950	418,468	655,336	672,557	5,840,113
Other operating income		1,342,595	320,776	304,241	12,293	108,955	224,553	292,759	2,606,172
Operating cost (€)		2,976,124	1,638,239	866,271	984,465	611,734	984,318	1,121,699	9,182,850
Number of vehicles for waste transport (no)		41	38	22	31	16	25	24	197
Municipalities in the area of services (no)		7	6	5	3	1	4	7	33

Summary statistics of KLMC

Reference	Data	NUnit	Amount
D001	Billing	(€)	1,082,121
D002	Collection	(€)	669,530
D003	Other operating income	(€)	-
D004	Non operating income	(€)	104,687
D005	Operating costs ex. depreciation	(€)	701,990
D005.1	Salaries	(€)	316,324
D005.2	Maintenance	(€)	109,595
D005.3	Energy	(€)	5,059
D005.4	Fuel	(€)	205,299
D005.5	Other expenses	(€)	65,713
D006	Non operating costs	(€)	27,845
D007	Write-offs towards debtors	(€)	-
D008	Write-offs by creditors	(€)	-
D009	Cash in hand & bank	(€)	10,018
D010	Stock	(€)	-
D013	Number of employees	(nr)	46
D014	Waste disposed	(tonne)	205,728

ANNEX 2 Supporting information

Performance indicator definitions

Section	Ref.	Performance indicators	Unit	Definition
Waste collection				
Service coverage	SI 001	Service coverage for population	%	Population with access to waste services/total population of the coverage area, expressed in percentage
	SI 002	Billing percentage	%	Number of customers that receives a bill divided by number of registered customers in the database
	SI 003	Billing for domestic customers	%	Number of domestic customers that receive a bill divided by number of registered domestic customers in the database
	SI 004	Billing for industrial- commercial customers	%	Number of domestic customers that receive a bill divided by number of registered institutional customers in the database
	SI 005	Billing for institutional customers	%	Number of institutional customers that receive a bill divided by number of registered domestic customers in the database
Financial	FI 006	Collection ratio	%	Amount collected (ex. VAT) divided by the amount invoiced (ex. VAT)
	FI 007	Collection for domestic customers	%	Amount collected (ex. VAT) divided by the amount invoiced (ex. VAT) for domestic customers
	FI 008	Collection for industrial-commercial customers	%	Amount collected (ex. VAT) divided by the amount invoiced (ex. VAT) for business and industry customers
	FI 009	Collection for institutional customers	%	Amount collected (ex. VAT) divided by the amount invoiced (ex. VAT) for institution customer
	FI 010	Working coverage ratio	Ratio	Cash operating revenues (from billing) plus other operating revenues divided by operating costs before depreciation. A value should be 1 or greater for costs recovery
	FI 011	Working ratio	Ratio	Accrual operating income divided by operating costs before depreciation. A value should be greater than 1
	FI 014	Staff efficiency	n	Number of staff per thousand water billing points
	FI 015	Operating costs per tonne	€	Operating costs before depreciation divided by amount of waste collected in tonnes
	FI 016	Staff costs	%	Monthly staff costs expressed as a percentage of total monthly operating costs
	FI 017	Fuel costs	%	Monthly fuel costs expressed as a percentage of total monthly operating costs
	FI 018	Disposal costs	%	Monthly disposal costs expressed as a percentage of total monthly operating costs
	FI 019	R&M costs	%	Monthly vehicles repair and maintenance costs expressed as a percentage of total monthly operating costs
Technical	OI 020	Waste collected per employee	tonne	Total waste collected divided by employee
	OI 021	Waste collected per core employee	tonne	Total waste collected divided by core employee
	OI 022	Waste collected per customer registered	tonne	Total waste collected divided by total customers registered (billing points)
	OI 023	Percentage of waste disposed to licensed landfill	tonne	Amount of waste disposed of to landfill divided by total amount of waste collected
	OI 024	Waste collection & transportation fleet capacity	tonne	The estimated collection capacity for available collection & transportation vehicles
	OI 025	Total waste collection & transportation per shift per month	tonne	Total waste collection & transportation per shift per month
	OI 026	Waste collection & transportation fleet efficiency	tonne	The actual amount of waste collected divided by the estimated collection capacity
Customer services	CI 027	Service complaints per 1000 customers	n	The number of service complaints divided by 1000 customers
	CI 028	Compliance rate with regard to service standards on technical complaints	%	The number of technical complaints reviewed within 6 hours divided by total number of technical complaints
	CI 029	Compliance rate with regard to service standards on commercial complaints	%	The number of commercial complaints reviewed within 10 business days divided by total number of commercial complaints
	CI 030	Rate of service contracts signed with customers	%	Number of service contracts signed with customers divided by total number of registered customers
Waste disposal KLMC				
Financial	FI 001	Collection rate	%	Amount collected (ex. VAT) divided by the amount invoiced (ex. VAT)
	FI 002	Working coverage ratio	Ratio	Cash operating revenues (from billing) plus other operating revenues divided by operating costs before depreciation. A value should be 1 or greater for costs recovery
	FI 003	Working ratio	Ratio	Billed operating revenues (from billing) plus other operating revenues divided by operating costs before depreciation. A value should be 1 or greater for costs recovery
	FI 004	Debtors` months	n	Accounts receivable divided by amount invoiced per month. This number provides the number of outstanding months of payments. It gives an idea about the number of months it takes before the average customer pays.
	FI 005	Operating costs per tonne	€	Operating costs before depreciation divided by amount of waste disposed in tonnes

Overall Evaluation of Perfomance for 2011

RWC	Operating expenses (€/t	Collection rate (%)	Staff efficiency	Customer Service Complaints 1000.	Service Coverage	Work rate coverage	Waste collected for employee (ton/employee)	Total points
Higjiena J.S.C	0.41	0.74	1.00	1.00	0.81	0.39	0.47	4.82
Ambienti J.S.C	0.84	0.91	0.82	0.00	0.39	1.00	0.71	4.67
Ekoregjioni J.S.C	0.87	0.00	0.76	0.83	0.36	0.22	1.00	4.04
Pastertia J.S.C	0.21	0.60	0.75	0.82	0.97	0.48	0.20	4.03
Pastrimi J.S.C	0.64	0.23	0.68	0.00	1.00	0.87	0.61	4.03
Çabrat J.S.C	0.00	1.00	0.71	0.64	0.73	0.40	0.00	3.48
Uniteti J.S.C	1.00	0.69	0.00	0.66	0.00	0.00	0.68	3.03

Ranking of RWC under the past perfomance

	Ranking of RWC under the perfomance Rangimi during (2006-2011)					
RWC	2006	2007	2008	2009	2010	2011
Higjiena J.S.C	3	5	6	2	5	1
Ambienti sh. J.S.C	5	3	3	3	2	2
Ekoregjioni J.S.C	4	4	5	4	6	3
Pastertia J.S.C	2	7	4	7	1	4
Pastrimi J.S.C	6	6	1	1	3	5
Çabrati J.S.C	1	2	2	5	4	6
Uniteti J.S.C	7	1	7	6	7	7

ANNEX 3 Waste collection tariffs

Customer type	Service	Unit	Sub-category / size of container	RWCC Pastrimi		RWCC Ecoregjioni		RWCC Ambienti		RWCC Uniteti		RWCC Çabrati		RWCC Pastërtia		RWCC Higjiena	
				Area		Area		Area		Area		Area		Area		Area	
				I	II	I	II	I	II	I	II	I	II	I	II	I	II
Households	Door to door	€/Month		4.31		4.14		3.62		3.80		4.48		4.31		4.31	
	Joint containers			4.31		4.14		3.62		3.80		4.48		4.31		4.31	
Commercial / industrial	Joint containers	€/Month	Sub cat 1	7.78	5.57	4.74	n/p	5.00	n/p	5.58	5.05	3.71	n/p	6.90	n/p	5.03	7.05
			Sub cat 2	11.14	6.67	10.47	n/p	8.62	n/p	10.01	6.70	4.74	9.91	9.74	n/p	9.07	11.09
			Sub cat 3	19.08	12.73	18.50	n/p	15.52	n/p	16.72	13.93	20.69	n/p	16.98	n/p	16.88	18.84
	Special containers	€/Discharge	1.1 m3	9.74		10.00		11.21		11.42		n/p		11.21		10.41	
			5.0m3	n/p		n/p		n/p		n/p		n/p		43.54		n/p	
			7.0 m3	37.80		41.08		n/p		43.69		n/p		n/p		n/p	
Institutional	Joint containers	€/Month	Sub cat 1	4.14		4.14		3.62		3.80		n/p		4.31		4.31	
			Sub cat 2	n/p		n/p		n/p		n/p		n/p		n/p		n/p	
			Sub cat 3	n/p		n/p		n/p		n/p		n/p		n/p		n/p	
	Special containers	€/Discharge	1.1 m3	9.74		10.00		11.21		11.42		11.21		11.21		10.41	
			5.0m3	n/p		n/p		n/p		n/p		n/p		43.54		n/p	
			7.0 m3	37.80		41.08		35.00		43.69		42.24		n/p		n/p	

ANNEX 4 Contact details

Regional waste collection companies

Company name	CoE	Phone number	E-mail address	Company address
RWCC Pastrimi	Feim Salihu	038/525 191	krm_pastrimi@yahoo.com	St. Bill Klinton p. n, Prishtinë 10000
RWCC Ekoregjioni	Xhemajli Haxhimustafa	029/244 753	krm_ecoregjioni@yahoo.com	St. Tahir Sinani nr. 59, Prizren 20000
RWCC Ambienti	Nexhat Abdullahu	039/434 729	krm_ambienti@yahoo.com	St. Fatmir Uka nr. 24, Pejë 30000
RWCC Uniteti	Rrustem Abiti	028/533 983	krm_uniteti@yahoo.com	St. Vellezërit Dragaj p. n, Mitrovicë 40000
RWCC Çabrati	Përparim Radoniqi	0390/321 588	krm_cabrati@yahoo.com	St. Mazllum Lakuci p. n, Gjakkovë 50000
RWCC Higjiena	Bajram Isufi	0280/324 040	krm_higjiena@yahoo.com	St. Adem Jashari nr. 111, Gjilan 60000
RWCC Pastërtia	Gazmend Bytyçi	0290/327 501	krm_pastrimi@yahoo.com	St. Enver Topalli nr. 44, Ferizaj
KLMC	Edmond Halimi (Acting CoE)	038/544 552	klmcedmondhalimi@gmail.com	St. Zija Shemsiu nr. 23, Prishtinë 10000

ANNEX 5 Service Zone of RWC

RWasteC Pastrimi	**RWasteC** Ekoregjioni	**RWasteC** Ambienti	**RWasteC** Uniteti	**RWasteC** Çabrati	**RWasteC** Pastërtia	**RWasteC** Higjiena	Municipalities that are not provided with waste service
-Prishtina -Podujeva -Fushë Kosova -Obiliçi -Lipjani -Drenasi -Graçanica	-Prizreni -Suhareka -Malisheva -Dragashi -Rahoveci -Mamusha	-Peja -Klina -Istogu -Deqani -Juniku	-Mitrovica -Skenderaj -Vushtria	-Gjakova	-Ferizaj -Shtimja -Kaçaniku Hani i Elezit	-Gjilani -Kamenica -Vitia -Novoberda -Ranillugu -Kllokoti -Parteshi	-Zubin Potoku -Leposaviqi -Shtërpca

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