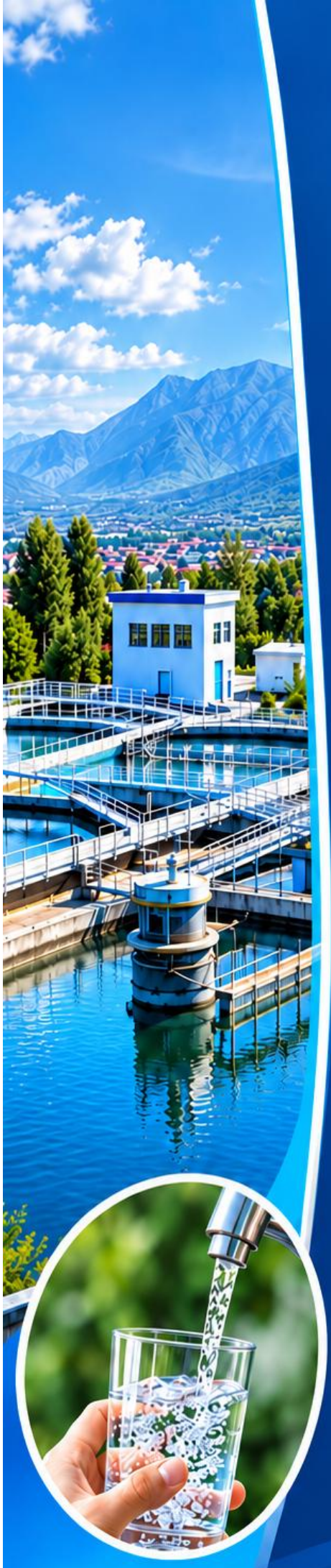


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AUTORITETI RREGULLATOR PËR SHËRBIMET E UJIT
REGULATORNI AUTORITET ZA USLUGE VODE
WATER SERVICES REGULATORY AUTHORITY

ARRU

# ANNUAL PERFORMANCE REPORT FOR REGIONAL WATER COMPANIES IN KOSOVO IN 2025

Report on the performance of licensed water supply and untreated bulk water supply companies

**October 2026**

# Water Services Regulatory Authority

## Vision

"Quality, safe and efficient water supply services for all consumers in Kosovo"

## Mission

"Regulation of water services in an effective and transparent manner in accordance with good European practices which ensure that water service providers provide qualitative, sustainable and affordable services throughout Kosovo by taking into account the protection of the environment as well as public health"

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# Acronyms and abbreviations

| | |
|---|---|
| WSRA | Water Services Regulatory Authority |
| KAS | Kosovo Agency of Statistics |
| RBP | Regulatory Business Plans |
| RAB | Regulatory Asset Base |
| NIPHK | National Institute of Public Health of Kosovo |
| KCPI | Kosovo Consumer Price Index |
| RWC | Regional Water Company |
| POE-PMU | Publicly Owned Enterprise Policy and Monitoring Unit |
| WC | Water Center |
| UBW | Unbilled Water |
| AI | Administrative Instruction |
| RAG | Regulatory Accounting Guidelines |
| SP | Service Providers |
| GIS | Geographic Information System |
| KPI | Key Performance Indicators |
| PR | Regional Water Company Prishtina (Prishtina) |
| PZ | Regional Water Company Hidroregjioni Jugor (Prizren) |
| PE | Regional Water Company Hidrodrini (Peja) |
| MIT | Regional Water Company Mitrovica (Mitrovica) |
| GJA | Regional Water Company Gjakova (Gjakova) |
| FE | Regional Water Company Bifurkacioni (Ferizaj) |
| GJI | Regional Water Company Hidromorava (Gjilan) |
| IL | HEE Ibër Lepenci |
| MESPI | Ministry of Environment, Spatial Planning and Infrastructure |

# 1. INTRODUCTION

We are pleased to present the 'Performance Report for Licensed Water Supply and Bulk Water Supply Companies for 2025'.

WSRA's mandate as an economic regulator is to ensure that consumers receive quality and reliable services, in accordance with the prescribed service standards, at the lowest possible cost that is affordable to them.

As a regulatory instrument for market optimisation, WSRA applies the principle of comparative performance (benchmarking) to these services to encourage competition and motivate the optimisation of operational and commercial processes against best practices in water service provision. RWC performance is measured and analysed in an integrated manner against tariff targets and prescribed service standards.

The supply of drinking water and the collection and treatment of wastewater are among the main pillars of social well-being and public health. Regional Water Companies (RWCs) bear significant responsibility not only for ensuring continuous, sustainable, and high-quality water supply, but also for environmental protection.

Although improvements in service provider performance have been recorded from year to year, some improvements in important performance indicators continued in 2025, both at individual provider level and across the sector. Continuity of drinking water supply at sector level deteriorated compared with the previous year. Drinking water quality remains high, with 98.8% of the samples analysed complying with national standards, while the revenue collection rate continues to show good performance. However, unlike the previous year, this year saw a 5% decline in the efficiency of implementing capital investments from own-source revenues, with an implementation rate of around 51.4%.

Despite some positive developments at RWC level and across the sector, serious barriers continue to threaten the sustainability of progress:

Service providers spend the vast majority of their revenues on covering fixed costs. Personnel costs account for around 58% of operating expenses and, together with electricity expenses, these categories represent over 83% of total operating expenses. Addressing this challenge requires concrete measures to improve efficiency and control costs, focusing on: rationalising staff numbers and optimising organisational structures; introducing stricter controls and strengthening accountability in monitoring operating expenses; and implementing management reforms and continuous training programmes to build professional capacity.

Low billing levels and water losses are also a challenge in their own right. Water actually billed amounts to only around 37% of total water produced. This 63% shortfall (unbilled water) results from technical losses (leaks/bursts in the distribution network) and commercial losses (unauthorised water use, ageing water meters, and meter-reading and billing errors). This challenge could be managed by implementing capital investments in strict accordance with the amounts and schedules approved by WSRA, directing investments towards establishing District Metered Areas (DMAs), installing water meters and pressure gauges, and digitalising the network through telemetry systems and regular maintenance of the distribution network.

Environmental and health challenges associated with manganese levels exceeding the permitted limits in Lake Badovc and the lack of adequate protection of areas around water sources require concrete measures.
During the periods 2025 and 2026–2028, WSRA has led two tariff processes with a strategic impact on Kosovo's water services sector. Service licences have also been renewed for the five-year period (2026–2031) for the 7 RWCs and the Hydro-Economic Enterprise. The new licence conditions have required RWCs to systematically address operational and financial sustainability, efficiency in water resource management and urgent environmental challenges, with particular emphasis on wastewater treatment.

These regulatory initiatives will serve as key pillars for ensuring the long-term sustainability of the sector, protecting consumers and increasing the accountability of service providers. Tariff setting for the 2026–2028 regulatory period was preceded by a substantial structural tariff reform. This process was driven by external macroeconomic factors, specifically inflationary pressures and the continued rise in operating costs, with increasing electricity costs carrying the greatest weight.

To ensure the sustainability of service providers, WSRA approved a substantial increase in water service tariffs. This decision had a twofold impact: the new tariffs strengthened the financial stability of RWCs, enabling them to cover increased operating costs, while also causing an immediate increase in monthly expenses for household and commercial/institutional consumers.

To ensure that tariff increases and strict licensing criteria deliver added value for the public, WSRA has

committed to increasing regulatory pressure and monitoring in two main areas: improving commercial efficiency (including collection and billing rates) and reducing unbilled water, which remains one of the sector's main technical challenges.

WSRA is committed to achieving the ultimate objective of these developments, particularly ensuring that the increased revenues generated by the new tariffs translate into direct investment in visible and lasting improvements in the quality of services provided by RWCs to consumers.

Improving water services is a continuous process that requires a long-term vision, institutional responsibility and sustained cooperation among all stakeholders. The Regulatory Authority will continue to fulfil its role in this process by promoting efficiency, financial sustainability, transparency and the protection of consumers' interests.

We hope that the information, data and analyses presented in this Report will provide all stakeholders with a basis for further investment planning, priority setting and concrete measures in areas where shortcomings and a need for improvement have been identified.

WSRA expresses its highest appreciation to the staff of RWCs for their cooperation and regular data reporting, and thanks the WSRA professional team for their dedication in preparing this National Performance Report for 2025.

# 2. WSRA'S ROLE AND RESPONSIBILITIES

In accordance with the legislation in force, WSRA performs its functions as the regulatory authority for the water sector through the following key powers and responsibilities:

- Licensing water service providers and supervising compliance with the conditions set out in their licences
- Setting and approving service tariffs, ensuring that they are fair, reasonable and enable the financial sustainability of service providers
- Setting service standards and supervising their implementation by service providers
- Monitoring the performance of service providers against licence conditions and tariff process targets
- Reviewing and resolving consumer complaints at the second instance of the administrative procedure
- Drafting and adopting regulations, standards and regulatory decisions in accordance with the law
- Inspecting service standards and supervising the implementation of the Authority's legal acts

Under Law No. 05/L-042 for Regulation of Water Services, the Water Services Regulatory Authority (WSRA) is accountable to the Assembly of the Republic of Kosovo, which appoints WSRA's Director and Deputy Director. WSRA submits its annual work report for the previous year and its work plan with performance objectives for the following period to the relevant parliamentary committee of the Assembly. These documents are also published in the official languages of the Republic of Kosovo, ensuring transparency and accountability to the public.

WSRA is financed from the Budget of the Republic of Kosovo, in accordance with the Law on Public Financial Management and Accountability. WSRA generates own-source revenues from the annual licensing fee charged to water service providers. These revenues are collected through WSRA's bank account and, in accordance with the budgetary rules in force, transferred to the Consolidated Budget of the Republic of Kosovo, contributing to general budget financing.

# 3. PERFORMANCE OF REGIONAL WATER COMPANIES

This subsection analyses the performance of the seven Regional Water Companies (RWCs) in drinking water supply services for 2025, comparing their 2025 performance with that of 2024 and with the targets/expectations included in the 2025 tariff process. This part of the report is divided into subsections on operational performance and commercial/financial performance, separately for drinking water supply services and wastewater services.

## 3.1. Operational performance - water supply

### 3.1.1. Water quality

The supply of safe and high-quality water is a primary responsibility of water service providers, who are obligated to comply with national standards defined in Administrative Instruction No. 10/2021 on the Quality of Water Intended for Human Consumption, as well as international standards set by the WHO and the EU Directive on drinking water.

In this report, the analysis and evaluation of water quality against applicable standards are again this year based on official data reported by NIPHK.

The water quality compliance level, presented in Figures 1 and 2, shows the percentage of bacteriological and physico-chemical tests that meet national reference values for drinking water quality.

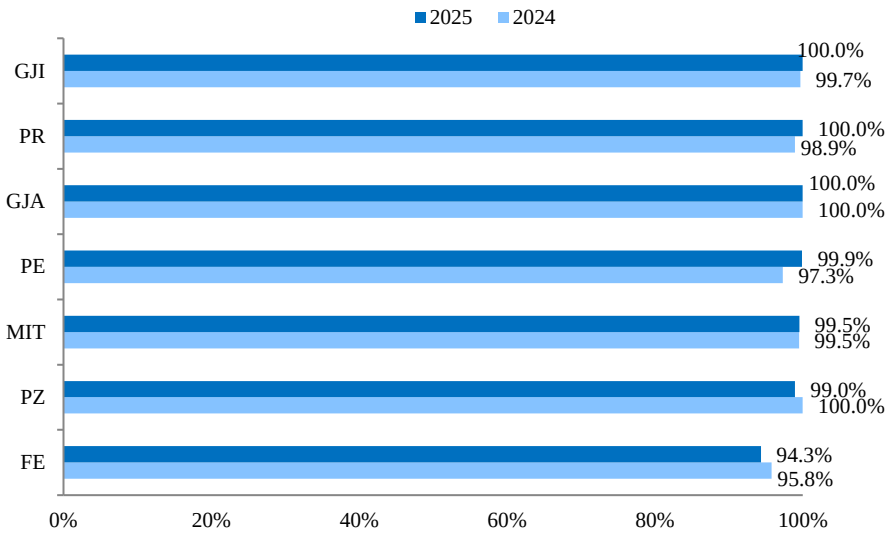



**Figure 11. Compliance of bacteriological tests**

In bacteriological terms, a total of 9,399 water samples were tested in 2025, of which 99.5% complied with the standards and 0.5% did not. Compared with 2024, when compliance was 98.9%, this represents an improvement of 0.6 percentage points at sector level.

Most RWCs maintained or improved their compliance levels. RWC Prishtina recorded 100% compliance in 2025, compared with 98.9% in 2024, while RWC Gjakova maintained the maximum level of 100%. RWC Hidroregjioni Jugor also recorded a marked improvement, from 97.3% in 2024 to 99.9% in 2025. RWC Hidromorava improved its bacteriological compliance from 99.7% in 2024 to 100% in 2025.

By contrast, RWC Bifurkacioni recorded a slight decline in compliance, from 95.8% in 2024 to 94.3% in 2025, remaining the company with the lowest bacteriological compliance in 2025. RWC Mitrovica remained at 99.5%, while RWC Hidrodrini improved from 97.3% to 99.9%.

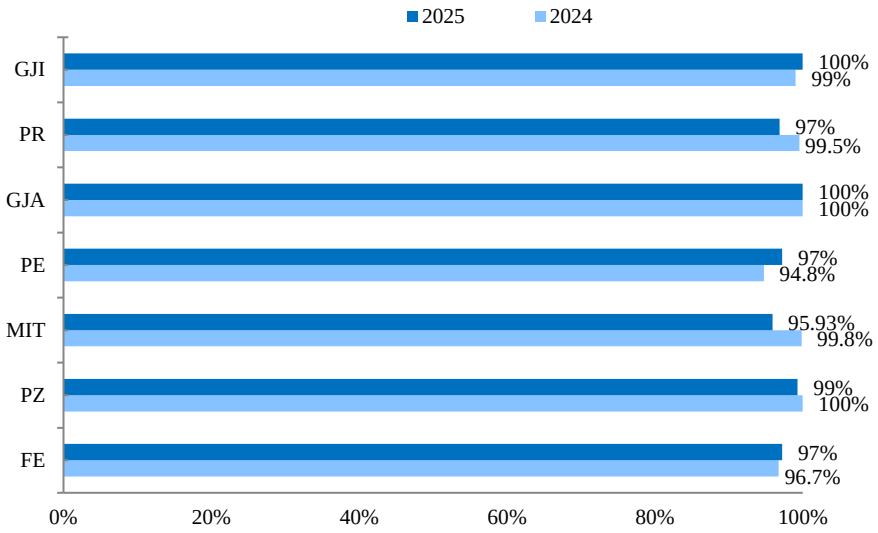



**Figure 2. Compliance of physico-chemical tests**

In physico-chemical terms, a total of 8,051 samples were tested in 2025, of which 98.0% complied with the standards and 2.0% fell outside the compliance standards. Compared with 2024, when compliance was 98.8%, a decline of 0.8 percentage points was recorded at sector level in 2025.

In terms of physico-chemical compliance, RWC Gjakova and RWC Hidromorava achieved full performance, with 100% compliance in 2025. Meanwhile, RWC Prishtina recorded a decrease compared to the previous year, falling from 99.5% in 2024 to 96.9% in 2025. A decrease was also recorded at RWC Hidroregjioni Jugor, from 100% in 2024 to 99.3% in 2025, and RWC Mitrovica, from 99.8% in 2024 to 95.9% in 2025.

RWC Bifurkacioni and RWC Hidrodrini recorded compliance of 97.2% in 2025. At sector level, physico-chemical compliance declined from 98.8% in 2024 to 98.0% in 2025, indicating the need for further attention to monitoring and treating physico-chemical parameters.

The highest number of samples failing to comply with the standards was recorded at RWC Hidrodrini, with 61 samples, followed by RWC Mitrovica with 53 and RWC Prishtina with 29.

However, in 2025, as in the previous three years, RWC Prishtina faced challenges in the physico-chemical quality of produced and distributed water, mainly due to the presence of manganese in the Badovc Lake.

For this reason, WSRA has requested that the issue be addressed in accordance with legal and regulatory requirements, in close cooperation with NIPHK, as the institution responsible for ensuring the quality of water provided by RWCs.

The National Institute of Public Health of Kosovo (NIPHK) and the Water Services Regulatory Authority (WSRA) requested that RWC Prishtina take additional measures to monitor water quality in the service area supplied by the Badovc Water Treatment Plant and correct the water treatment process at the Badovc WTP. RWC Prishtina implemented several emergency measures, after which the high manganese concentration issue was resolved.

### 3.1.2. Pressure

RWCs are obligated to continuously supply their consumers with water at adequate pressure[1] in the water supply network. This indicator defines the number of properties regularly affected by low pressure, excluding occasional accidental drops.

It is evident that pressure management in the distribution network, beyond its direct impact on consumer satisfaction with water services, is an important method for managing water losses and preserving the longevity of the water supply infrastructure.

[1] Legal Reference: “REGULATION NO. 10/2019 ON MINIMUM STANDARDS OF WATER SERVICES IN KOSOVO” states: Under normal water usage conditions, hydraulic pressure in the consumer’s connection pipe must be no less than one and a half (1.5) bar and no more than seven (7) bar.

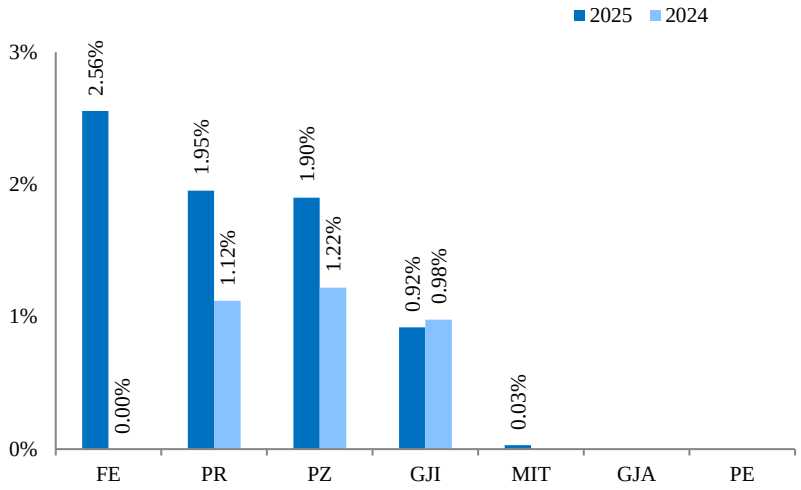



**Figure 3. Properties affected by low pressure**

The data indicate that there is an ongoing issue with minimum water pressure in several RWCs. However, the reliability of these data is limited due to the lack of measuring and monitoring equipment. To improve service quality and better manage water losses, RWCs must enhance their pressure monitoring systems by dividing the network into pressure zones and installing manometers at key points in the network.

The data presented in Figure 3 show that some RWCs reported percentages of consumers below the minimum pressure.

In 2025, this indicator increased at some RWCs. RWC Bifurkacioni recorded the highest proportion of consumers with insufficient pressure, at 2.56%, followed by RWC Prishtina at 1.95%, RWC Hidroregjioni Jugor at 1.90% and RWC Hidromorava at 0.92%, while the indicator for RWC Mitrovica remained at 0.03%. RWC Gjakova and RWC Hidrodrini again reported 0.00% in 2025.

Differences in the values reported by RWCs and changes from year to year require continuous network pressure monitoring to ensure data reliability. The lack of manometers at key points in the network and the absence of pressure zoning may affect the accurate identification and recording of consumers with insufficient pressure. For this reason, it is recommended that RWCs improve pressure monitoring by installing manometers at strategic points and segmenting the network into pressure zones, enabling more effective management and more reliable reporting of this indicator.

### 3.1.3. Continuity of water supply

Monitoring the continuity of water supply reflects a performance indicator based on the number of properties affected/impacted by water supply service availability, and it is divided into three categories: properties with 24-hour supply, properties with 18-23 hours of supply, and those with less than 18 hours of supply per day.

Overall, water supply in Kosovo has steadily improved due to investments in expanding production capacities across all RWCs. However, continuous 24-hour supply still cannot be guaranteed by some RWCs. Moreover, the reliability of reported data on supply continuity is considered low by WSRA, as service areas are not yet divided (segmented) into District Metered Areas (DMAs), which would allow for regular monitoring of consumer water supply.

**Table 1. Continuity of water supply to consumers**

| | <18 h supply % | | 18-23 h supply % | | 24 h supply % | |
|---|---|---|---|---|---|---|
| **RWC** | **2024** | **2025** | **2024** | **2025** | **2024** | **2025** |
| **PR** | 5.23% | 3.26% | 1.59% | 2.92% | 93.18% | 93.82% |
| **PZ** | 0.00% | 7.39% | 0.00% | 1.93% | 100.00% | 90.68% |
| **PE** | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% | 100.00% |
| **MIT** | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% | 100.00% |
| **GJA** | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% | 100.00% |
| **FE** | 0.00% | 0.00% | 0.98% | 37.99% | 99.02% | 62.01% |
| **GJI** | 0.17% | 0.16% | 0.81% | 0.76% | 99.02% | 99.08% |

Table 1 presents the reported data on continuity of water supply for 2024 and 2025. In 2025, most RWCs reported high levels of 24-hour supply, although some cases show marked changes compared with 2024.

In 2025, RWC Prishtina reported that 93.82% of consumers received a 24-hour supply, compared with 93.18% in 2024, indicating a slight improvement. Consumers receiving less than 18 hours of supply accounted for 3.26% in 2025, down from 5.23% in 2024, while the 18–23-hour supply category accounted for 2.92%, compared with 1.59% in 2024.

In 2025, RWC Hidroregjioni Jugor reported that 90.68% of consumers received a 24-hour supply, down from 100% in 2024. At the same time, 7.39% of consumers received less than 18 hours of supply and 1.93% received 18–23 hours, while no consumers had been reported in these two categories in 2024. This represents a marked deterioration in continuity of supply in 2025.

In 2025, RWC Bifurkacioni reported that only 62.01% of consumers received a 24-hour supply, compared with 99.02% in 2024. Meanwhile, 37.99% of consumers received 18–23 hours of supply, up from only 0.98% in 2024. This is the most pronounced negative change between the two years and indicates a substantial deterioration in continuity of supply at RWC Ferizaj. However, it should be noted that RWC Bifurkacioni maintained and reported continuity of supply data in a more detailed and consolidated manner than other RWCs, providing a clearer picture of the distribution of consumers by hours of supply. The change recorded in 2025 should therefore also be considered in the context of the quality and detail of this company's data reporting.

In 2025, RWC Hidromorava reported that 99.08% of consumers received a 24-hour supply, compared with 99.02% in 2024, indicating a slight improvement. The 18–23-hour supply category accounted for 0.76% in 2025, down from 0.81% in 2024, while supply of less than 18 hours fell from 0.17% to 0.16%.

RWC Hidrodrini, RWC Mitrovica and RWC Gjakova maintained 24-hour supply to 100% of consumers in 2025, as in 2024. None of these three RWCs reported consumers receiving less than 24 hours of supply in either year.

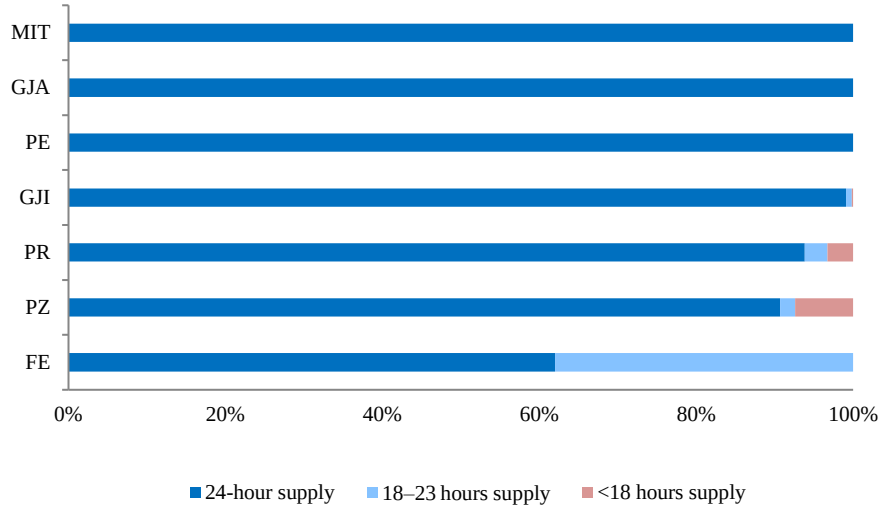



**Figure 4. Continuity of water supply**

The substantial differences between RWCs and changes from year to year make accurate monitoring and recording of supply interruptions and restrictions essential. The accuracy and reliability of reported data are important for a realistic assessment of service continuity and for identifying areas where measures are needed to improve water supply.

The situation on the ground may be even less favourable due to the lack of effective real-time pressure monitoring in the service area.

### 3.1.4. Defects in the water supply network

Infrastructure serviceability is the ability of assets to deliver the required levels of service, with failures attributable to pipe bursts (damage).

Pipe bursts per 100 km of network per year fluctuated considerably over 2015–2025. The indicator increased from 196 bursts in 2015 to a peak of 233 in 2017, then followed a generally downward trend, reaching its lowest level of 169 in 2022. After rising to 193 bursts in 2023, it continued to decline, reaching 178 in 2024 and 176 in 2025. Despite this decline in recent years, the level of bursts remains relatively high and may be linked to the condition of infrastructure, maintenance and investment in network rehabilitation. Variations over the years should be interpreted with caution, also taking into account changes in how RWCs record and report bursts.

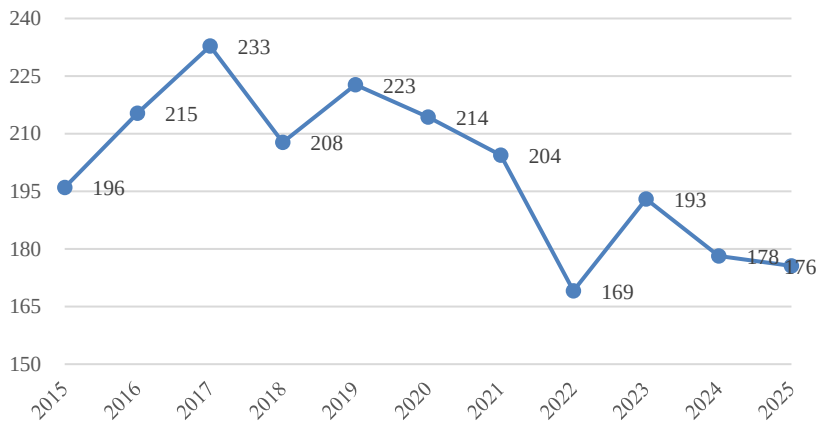



**Figure 5. Pipe bursts in the water supply network, 2024–2025**

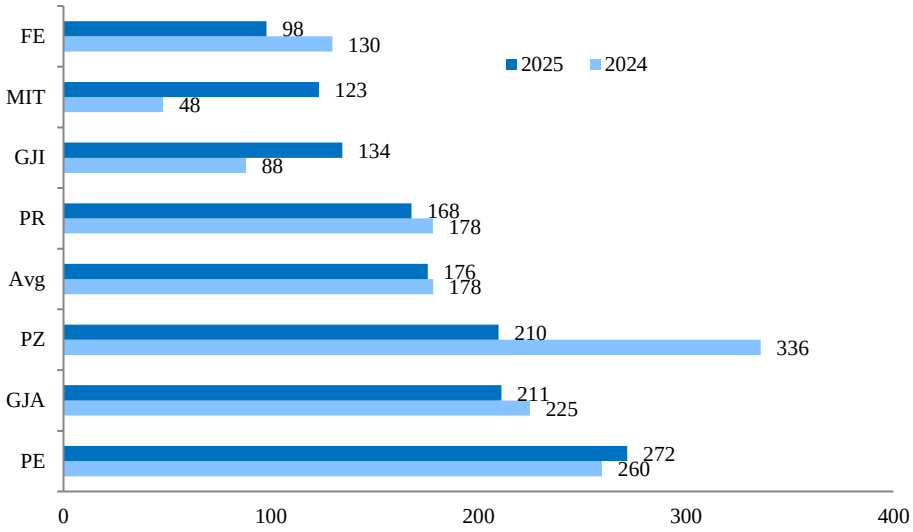



**Figure 6. Reported bursts in the water supply network**

In 2025, RWC performance in terms of the number of defects per 100 km of network presents a mixed picture compared with 2024. Overall, five of the eight RWCs recorded improvements, while three RWCs experienced an increase in the number of defects.

RWC Hidroregjioni Jugor recorded the greatest improvement, with defects falling from 336 to 210 per 100 km, or by around 37.5%. RWC Bifurkacioni also recorded a marked improvement, with defects declining from 130 to 98 per 100 km. RWC Gjakova and RWC Prishtina recorded more moderate improvements, while the sector average remained almost unchanged from the previous year.

By contrast, RWC Mitrovica recorded the greatest deterioration, with defects increasing from 48 to 123 per 100 km, while RWC Hidromorava increased from 88 to 134 bursts per 100 km. RWC Hidrodrini also recorded a slight increase, from 260 to 272 bursts per 100 km, remaining the RWC with the highest level of defects in 2025.

Overall, the results show that, although most RWCs improved this indicator in 2025, the level of defects remains relatively high at some companies, indicating a need for continued investment in network rehabilitation and maintenance, as well as improved asset management.

### 3.1.5. Unbilled water

Unbilled water represents the portion of treated water introduced into the distribution network that is not billed, meaning water losses that occur before reaching the consumer and that do not generate revenue for the companies.

In 2025, UBW at the sector level remains at a very high level of 63%, meaning that more than half of the water produced is not billed and does not generate revenue. Although this indicator is expressed as a percentage and has its limitations, it provides an immediate overview of the condition of the water supply infrastructure, which is in poor shape and experiencing significant water losses.

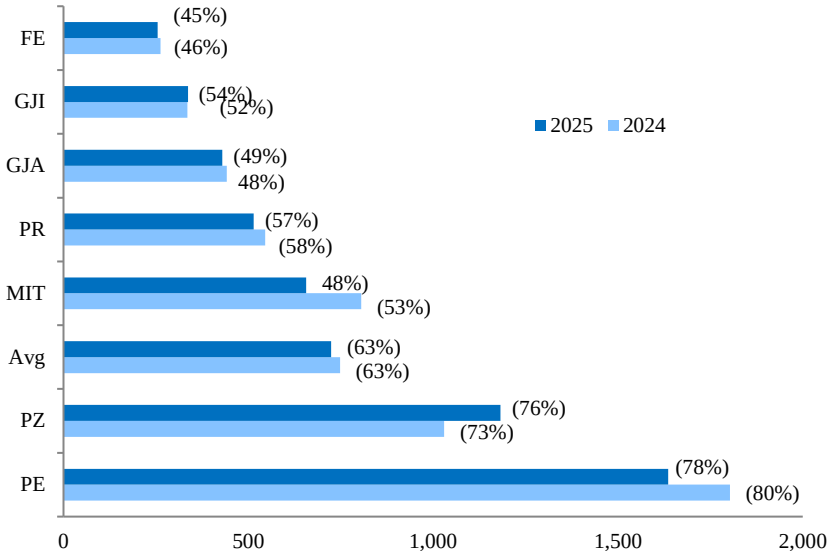



**Figure 7. Comparative UBW performance, expressed as litres per consumer per day and as a % of production[2]**

It is unrealistic to expect RWCs to achieve drastic reductions in Unbilled Water within a short period. Significant UBW reductions require an integrated approach combining capital investment in network infrastructure renewal and rehabilitation with sustained improvements in network management, maintenance and monitoring.

However, analysis of the 2024 and 2025 data shows that UBW remains high, demonstrating that the measures taken so far have been insufficient to ensure a sustained downward trend. Improving the situation requires RWCs to consistently implement the investment plans set out in their business plans, strategically directing them towards network rehabilitation, pressure management, control of physical losses and improvements in metering and billing.

If planned investments are not implemented at the prescribed levels and within the prescribed timeframes, and structured loss management measures are not taken, UBW risks remaining high or deteriorating further. UBW reduction must therefore be treated as a medium- and long-term objective supported by sufficient investment, strategic planning and continuous monitoring of results.

Comparisons of UBW levels should be treated with caution, as presenting them solely as a percentage of production may lead to misinterpretation. To compare the performance of RWCs of different sizes, the indicator of litres per connection per day (l/connection/day) is used. In 2025, UBW values ranged from 255 l/connection/day at RWC Bifurkacioni to 1,636 l/connection/day at RWC Hidrodrini.

According to international practices (International Water Association - IWA), losses above 600 l/connection/day at an average pressure of around 30 m are considered extremely inefficient resource use and require priority loss reduction programmes. In 2025, four RWCs (Hidrodrini, Hidroregjioni Jugor and Mitrovica) exceeded this threshold, as did these same four RWCs in 2024. Nevertheless, an improving trend was observed at RWC Bifurkacioni, Hidrodrini, Mitrovica and Prishtina, while RWC Hidroregjioni Jugor, Gjakova and RWC Hidromorava recorded an increase in UBW. These results show that, despite improvements at some RWCs, UBW remains high and requires sustained loss reduction measures, particularly at RWCs with values above the international threshold of 600 l/connection/day.

This subsection focuses on commercial aspects of water supply, such as service coverage, metering and complaints, with an emphasis on aspects affecting consumers.

### 3.1.6. Service coverage

This indicator represents the percentage of the population that is supplied by systems managed by RWCs in relation to the total population within the licensed service area.

[2] The UBW value per connection per day has been adjusted to compensate for the hours of service per day.

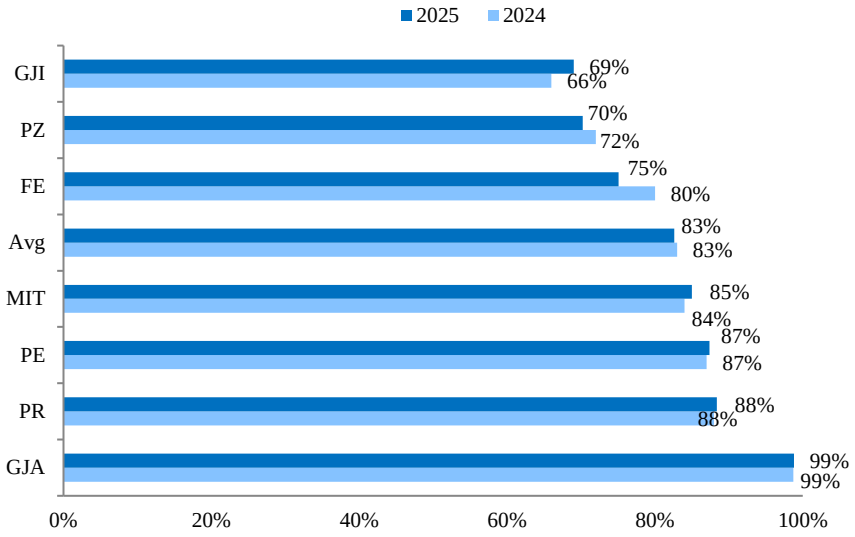



**Figure 8. Water supply service coverage**

According to the presented data, coverage with water supply services remained unchanged at the sector level in 2025, at 83%, compared to 2024. However, changes were recorded at the individual RWC level.

RWC Prishtina maintained the coverage level of 88%, indicating stability in water supply service provision. RWC Mitrovica recorded a slight increase, from 84% to 85%.

A more pronounced increase was recorded at RWC Hidromorava, where coverage rose from 66% to 69%, reflecting a significant improvement in the population's access to water supply services. Meanwhile, RWC Hidroregjioni Jugor recorded a slight decline, from 72% to 70%.

RWC Gjakova continues to have the highest coverage in the sector, maintaining a coverage level of 99% in 2025. On the other hand, RWC Bifurkacioni recorded the most significant decrease in this indicator, from 80% to 75%, representing a decrease of 5 percentage points.

Overall, the sector-level coverage of 83% in 2025 indicates that, despite differences between RWCs, the overall level of access to water supply services remained unchanged compared to 2024.

## 3.2. Commercial and financial performance - water supply

### 3.2.1. Water metering

In addition to fulfilling the legal obligation for RWCs to bill their consumers accurately and fairly based on metered consumption, water metering is an important mechanism for managing water losses and encouraging consumers to use water rationally. Equipping consumers with water meters enables accurate measurement of consumption and provides a better basis for identifying and managing losses.

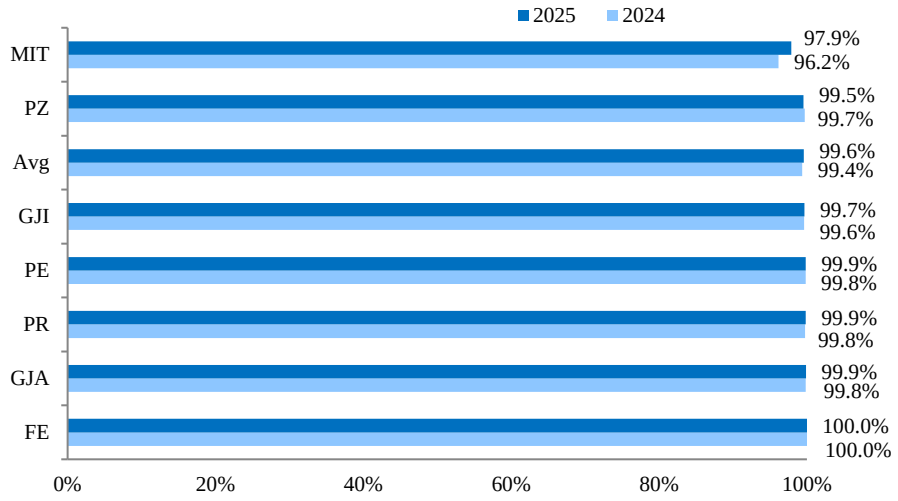



**Figure 9. Percentage of household consumers with water meters**

In 2025, water meter coverage among household consumers reached 99.6% at sector level, marking an improvement of 0.2 percentage points compared with 2024, when coverage was 99.4%. The data show that most RWCs achieved very high levels of meter installation, above 99%.

RWC Bifurkacioni continues to maintain full coverage of 100% in 2025, remaining unchanged compared to the previous year. RWC Gjakova, Prishtina, and RWC Hidrodrini recorded a slight improvement, increasing from 99.8% to 99.9%. RWC Hidromorava also recorded an increase from 99.6% to 99.7%.

The most pronounced improvement was recorded at RWC Mitrovica, where water meter coverage increased from 96.2% to 97.9%, marking an increase of 1.7%. However, this RWC continues to have the lowest water meter coverage in the sector, indicating that there is still room for improvement. By contrast, RWC Hidroregjioni Jugor recorded a slight decline, from 99.7% to 99.5

The increase in water meter coverage at sector level from 99.4% to 99.6% represents a positive improvement. Further efforts should focus on equipping consumers who still lack meters, particularly at RWC Mitrovica, and replacing old water meters with new ones to ensure accurate metering, billing and more efficient management of water losses.

### 3.2.2. Complaints

This indicator reflects the total number of complaints received by RWCs from consumers regarding water supply services. Complaints may be submitted in writing, by telephone, or directly to RWCs. Recording and analysing them are important for monitoring performance and improving service quality.

**Table 2. Consumer complaints regarding water services**

| | Technical complaints | | | Commercial complaints | | |
|---|---|---|---|---|---|---|
| **RWC** | **2024** | **2025** | **Comparative ratio: 2025/2024** | **2024** | **2025** | **Comparative ratio: 2025/2024** |
| **PR** | 2,676 | 3,632 | 36% | 1211 | 777 | -36% |
| **PZ** | 3,474 | 2,745 | -21% | 895 | 814 | -9% |
| **PE** | 3,335 | 3,516 | 5% | 132 | 73 | -45% |
| **MIT** | 1,751 | 513 | -71% | 174 | 226 | 30% |
| **GJA** | 1064 | 1487 | 40% | 1185 | 537 | -55% |
| **FE** | 361 | 284 | -21% | 286 | 275 | -4% |
| **GJI** | 94 | 207 | 120% | 190 | 265 | 39% |
| **Total** | **12,755** | **12,384** | **-3%** | **4,073** | **2,967** | **-27%** |

In 2025, technical complaints declined by 3% at sector level, from 12,755 to 12,384 complaints. Technical complaints increased at RWC Prishtina by 36%, Gjakova by 40% and RWC Hidromorava by 120%, while the most pronounced decline, of 71%, was recorded at RWC Mitrovica.

Commercial complaints declined by 27%, from 4,073 to 2,967 complaints. Marked declines were recorded at Hidrodrini, RWC Prishtina and RWC Gjakova (55%), while increases were recorded at RWC Mitrovica of 30% and RWC Hidromorava of 39%.

The substantial differences between RWCs indicate a need for more standardised recording, classification and reporting of complaints, so that data are more comparable and can be used effectively to monitor and improve consumer service quality.

### 3.2.3. Volumetric sales

The volume of water sold directly impacts the financial efficiency of companies: the higher the billing relative to production, the more financially sustainable the companies are. Volumetric sales primarily influence tariff charge. Figure 10 shows water sales performance compared to plans set during the 2025 tariff process.

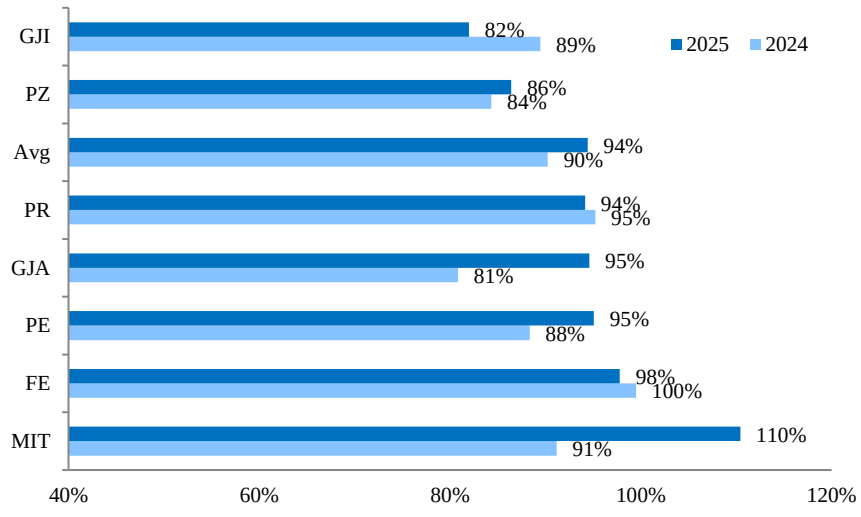



**Figure 10. Water sales relative to planned sales in the 2025 tariff review**

According to Figure 10, in 2025 RWC Mitrovica exceeded its water sales plan, achieving 110% of the plan, while RWC Bifurkacioni achieved 98%, close to its planned level. RWC Hidrodrini and RWC Gjakova each achieved 95% of planned sales, while RWC Prishtina achieved 94%.

At sector level, average achievement of volumetric sales increased from 90% in 2024 to 94% in 2025, indicating improved delivery against plans. However, some RWCs remain below their planned levels, particularly RWC Hidromorava at 82% and RWC Hidroregjioni Jugor at 86%.

Overall, the data show improved delivery of volumetric sales in 2025, although differences between RWCs remain evident and require attention in planning and achieving water sales volumes.

### 3.2.4. Monetary value of sales

Throughout this year, the actual sales value for each RWC was lower compared to the planned value (see Figure 11). This outcome is primarily linked to inaccurate forecasts of sales volumes, as explained in the previous indicator.

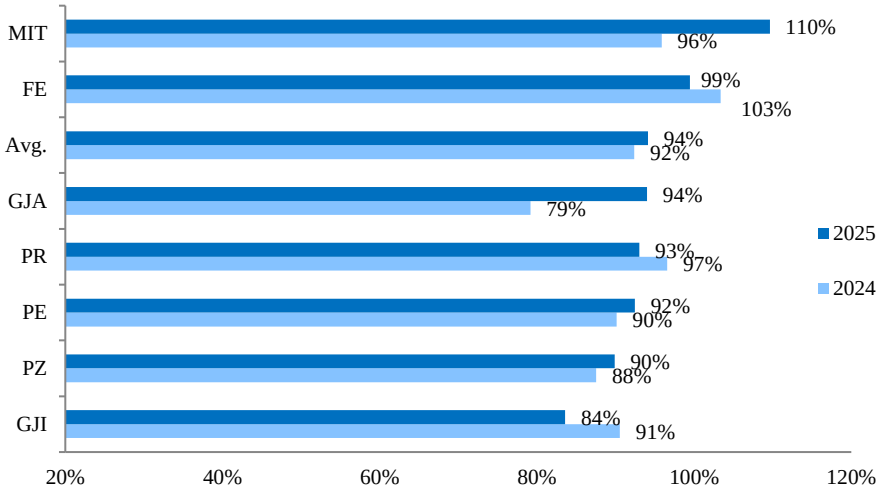



**Figure 11. Value of water supply sales relative to planned sales set in the 2022–2025 tariff review**

The average sales performance in monetary terms at the sector level for 2025 was 94% of the planned value, falling 6% below the target set in the RBP for 2025. However, compared to 2024, a slight improvement in sales performance was recorded.

At company level, with the exception of RWC 'Mitrovica', the companies failed to meet the planned sales targets set in their RBP for 2025 and approved by the Regulator. The best performance was recorded by RWC 'Mitrovica', which achieved 110% of its planned target, exceeding the plan by 10%. By contrast, RWC 'Hidromorava' showed the lowest performance, achieving only 84% of its target and also deteriorating compared with the previous year.

The failure to achieve the planned sales value directly impacts the financial capacity of the RWCs, limiting the resources available to finance expenses and implement investment plans. However, despite not meeting the planned targets, the absolute sales value showed a positive trend compared to the previous year, increasing by 4%.

Table 3 presents the statistical data of water sales performance in monetary terms compared to the planned values from the RWCs' tariff applications during the tariff processes for 2024 and 2025.

**Table 3. Actual and planned sales for 2024–2025**

| RWC | Value of sales (Euro) | | | | | | Ratio: actual 2025/actual 2024 |
|---|---|---|---|---|---|---|---|
| | 2024 | | | 2025 | | | |
| | Planned | Actual | Ratio: actual/planned | Planned | Actual | Ratio: actual/planned | |
| **PR** | 15,214,523 | 14,693,787 | 97% | 15,770,601 | 14,670,864 | 93.0% | -0.16% |
| **PZ** | 4,868,749 | 4,261,696 | 88% | 4,946,613 | 4,446,204 | 90% | 4.33% |
| **PE** | 3,834,861 | 3,457,514 | 90% | 4,129,907 | 3,818,456 | 92% | 10.44% |
| **MIT** | 3,853,362 | 3,694,393 | 96% | 3,901,966 | 4,277,771 | 110% | 15.79% |
| **GJA** | 4,957,019 | 3,925,127 | 79% | 4,288,057 | 4,031,554 | 94% | 2.71% |
| **FE** | 2,291,137 | 2,368,741 | 103% | 2,513,993 | 2,500,491 | 99% | 5.56% |
| **GJI** | 2,356,907 | 2,134,552 | 91% | 2,660,925 | 2,224,354 | 84% | 4.21% |
| **Sector** | **37,376,559** | **34,535,811** | **92%** | **38,212,061** | **35,969,694** | **94%** | **4.15%** |

The monetary value of actual water supply sales at sector level in 2025 was around €36 million, against around €38 million planned, resulting in a shortfall of around €2.2 million, or around 5.9% below the planned level. This shows that, despite an increase in the absolute value of sales compared with 2024, sector performance against planned targets remains below expectations.

The increase in the absolute value of sales is mainly associated with an expanded consumer base and increased volumetric sales. However, this increase was insufficient to reach the level forecast in the tariff process. The gap between actual and planned sales means less revenue generated from RWCs' core activities, affecting their capacity to cover operating costs, maintain infrastructure and secure resources for capital investments.

In this context, repeated failure to achieve sales targets, both volumetric and monetary, presents a challenge for RWCs' financial planning. Differences between planned and actual values require greater attention in the planning process and in identifying factors affecting sales achievement, so that future targets are more achievable and aligned with the sector's actual performance.

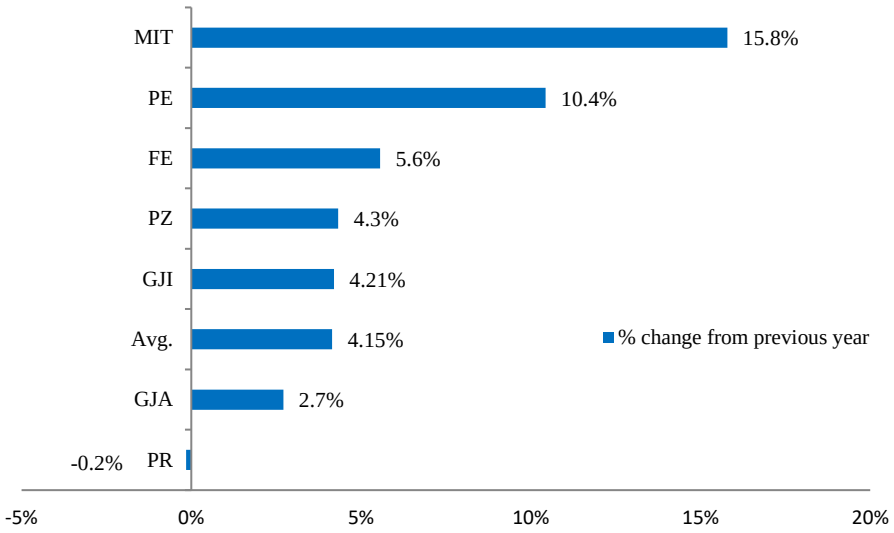



**Figure 12. Value of water supply sales in 2025 compared with 2024**

Figure 12 shows that six of the seven RWCs increased the value of actual sales in 2025 compared with 2024. The highest increase, of 15.8%, was recorded at RWC 'Mitrovica' and is mainly associated with an expanded water supply consumer base. The increase in consumer numbers contributed to higher volumetric sales, which rose by 11% at this company compared with the previous year.

By contrast, RWC 'Prishtina' was the only company to record a decline in the value of sales compared with 2024, with a decrease of 0.2%. Although relatively small, this decline means its performance remained weaker than that of other companies in the sector and requires attention to sales trends and the factors contributing to this result.

At sector level, the value of actual sales increased by 4.15% in 2025 compared with 2024, as a result of a 2% increase in volumetric sales. The greater increase in monetary value relative to sales volume indicates that the improvement in sales revenue was supported by an increase in the quantity of water sold and by other factors affecting billed value.

Nevertheless, despite this improvement compared with the previous year, sector-level sales achievement remains below planned targets.

### 3.2.5. Costs

Costs per unit are analysed through three main indicators:

- Operating costs and capital maintenance relative to planned levels,
- Operating cost per unit of water produced, and
- Total cost per unit of water sold.

Statistical data for each of these indicators are presented in the figures below.

*Operating costs and capital maintenance relative to planned levels*

Operating costs, including capital maintenance (infrastructure renewal and current cost depreciation), for water supply relative to planned levels constitute one of the financial indicators within the group of key performance indicators used to assess water supply service performance. This indicator represents the ratio of actual costs, namely actual operating expenses including capital maintenance, to planned costs. It measures the extent to which costs have been incurred relative to the corresponding plans.

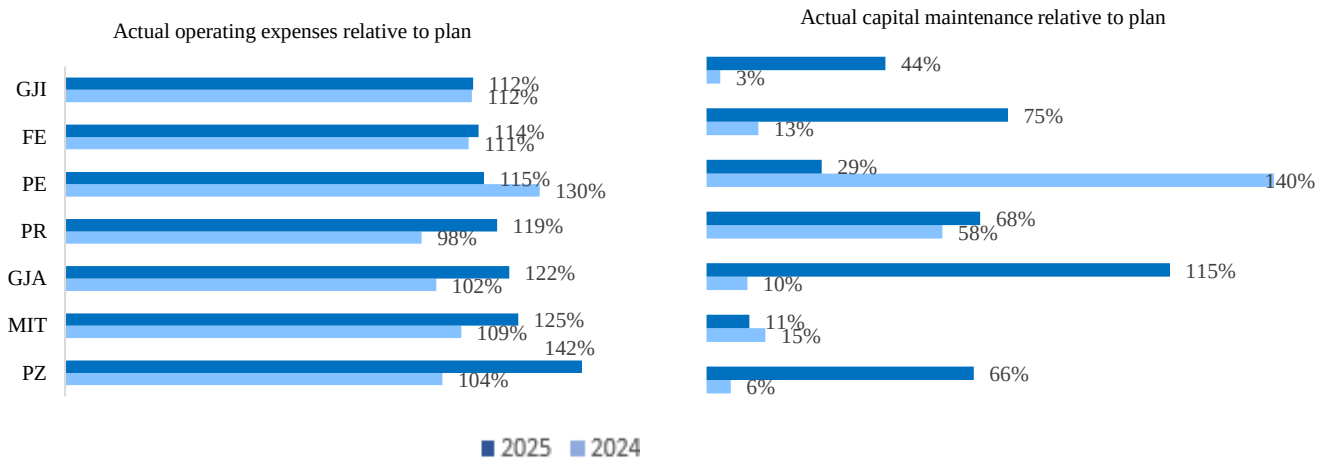



**Figure 13. Operating expenses and capital maintenance relative to plan**

Figure 13 shows that, in terms of operating expenses relative to plan, most RWCs incurred operating expenses above the planned level in 2025, indicating an overrun of the budget plan.

The highest actual-to-planned operating expense ratio was recorded at RWC 'Hidroregjioni Jugor', at 142%, followed by RWC 'Mitrovica' at 125%. Meanwhile, RWC 'Hidromorava' incurred 112% of its planned operating expenses. Although this level is lower than those of other RWCs, it does not necessarily imply better expense management, as actual expenses also exceeded the planned level in this case.

Compared with 2024, this ratio increased at most companies, while the actual-to-planned operating expense ratio declined at RWC 'Hidrodrini'.

Overall, operating expenses above 100% at all RWCs indicate that actual expenses exceeded the plans set for

2025. This overrun highlights the need for particular attention in future tariff processes, especially to planning accuracy, justification of changes and operating expense control.

Regarding capital maintenance funded from own-source revenues, Figure 13 shows a substantial difference in achievement levels between RWCs. In 2025, RWC 'Gjakova' recorded the highest achievement, at 115%, exceeding its planned level, followed by RWC 'Bifurkacioni' at 75%, RWC 'Hidroregjioni Jugor' at 66% and RWC 'Prishtina' at 68%, all of which achieved levels above the sector average. In contrast, RWC 'Hidromorava' at 44%, RWC 'Hidrodrini' at 29% and RWC 'Mitrovica' at only 11% showed significantly lower achievement relative to plan.

Compared with 2024, most RWCs improved their implementation of capital maintenance, except RWC 'Hidrodrini', which recorded a sharp decline from 140% in 2024 to 29% in 2025. This change indicates a substantial reduction in activities carried out under this category in 2025.

As capital maintenance is directly linked to preserving asset condition, network functionality and the sustainability of water supply services, low implementation levels require particular attention in planning and managing available funds. In this context, implementation above the planned level is not in itself considered negative performance, as it may result from additional infrastructure intervention and maintenance needs, provided that the expenses are justified and linked to actual service needs. Capital maintenance therefore remains an important aspect of RWC performance assessment.

*Operating cost per unit of water produced*

The cost per unit of water produced is an important financial indicator measuring an RWC's average expenses for producing one cubic metre (1 m³) of water. This indicator enables assessment of production costs and operating expense efficiency, and provides a basis for analysing cost differences between RWCs and identifying opportunities to optimise and reduce expenses.

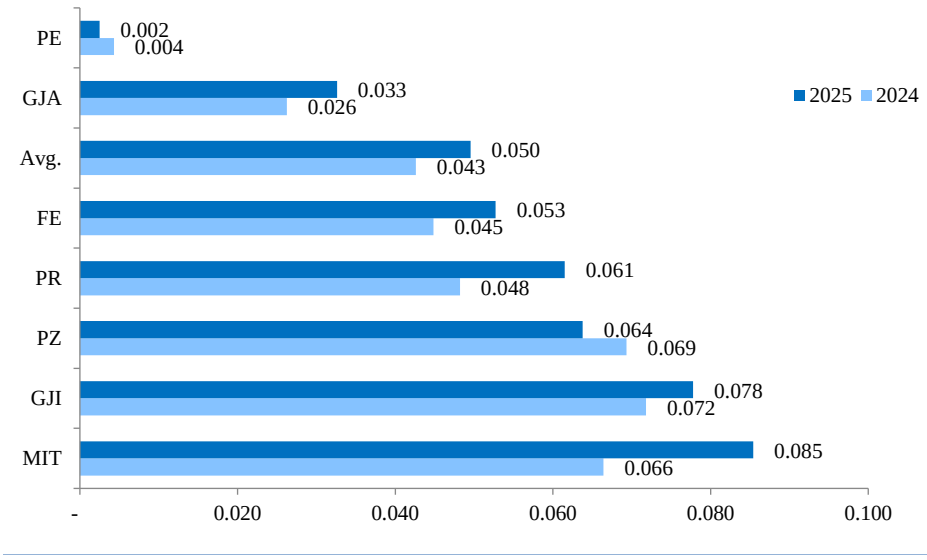



**Figure 14. Cost per unit of water produced in 2025 compared with 2024**

At sector level, the average cost per unit of water produced increased in 2025 compared with 2024, indicating an increase in the average expenses required to produce one cubic metre of water. This increase requires particular attention to operating cost efficiency and management of the production process.

In 2025, unit costs were higher than in 2024 at most RWCs, except RWC 'Hidroregjioni Jugor' and RWC 'Hidrodrini', which recorded decreases compared with the previous year.

The largest decrease in unit cost was recorded at RWC 'Hidroregjioni Jugor', mainly due to a substantial increase in the quantity of water produced by this company. In 2025, the company reported a 13% increase in water production compared with 2024, contributing to a reduction in average unit cost.

By contrast, unit costs at RWC 'Mitrovica' and RWC 'Hidromorava' were significantly higher, mainly due to high electricity expenses and expenditure on materials and consumables.

In general, unit cost levels are associated with several factors, notably electricity and personnel expenses. Water losses are also an important factor in assessing overall system efficiency, as high losses mean that larger quantities of water must be produced to achieve the same volume of billed water. In this context, an average of 2.27 m³ of water must be produced for every 1 m³ sold, indicating the impact of water losses on overall system efficiency.

*Total unit cost of water supply*

The total unit cost of water supply activities (operating costs plus capital maintenance, excluding return on capital and bad debts) 3is presented in Figure 15.

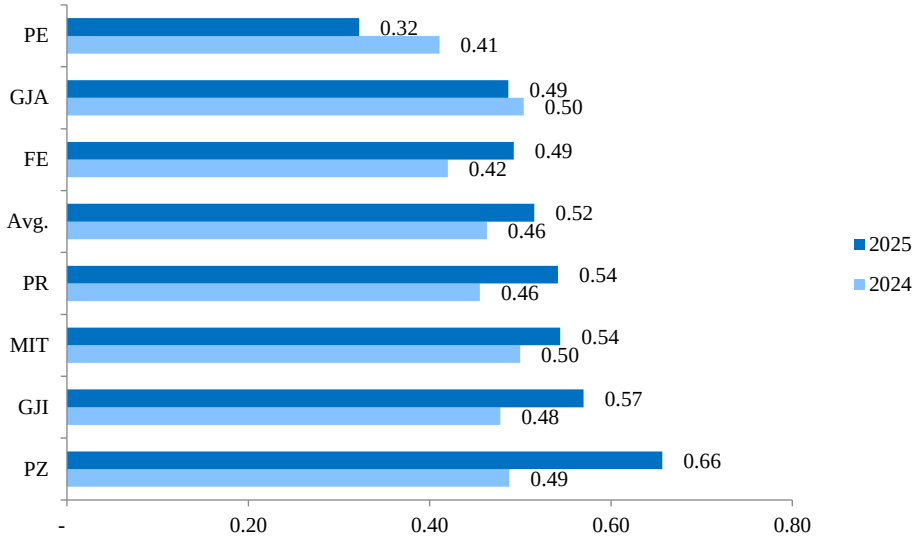



**Figure 15. Unit cost of water supply (€ per m3 of water sold)**

In 2025, at the sectoral level, the unit cost of water supply was €0.46/m³, reflecting an increase of €0.05/m³ or 11% compared to 2024.

As shown in the figure, there is a wide variation among companies in the total unit cost of water sold, and its distribution differs from that of the unit cost of water produced.

RWC Hidrodrini recorded the lowest cost of water sold among all companies at €0.32/m$^3$, while the highest was observed at RWC Hidroregjioni Jugor at €0.66/m$^3$.

A significant increase in unit cost was observed at RWC Hidroregjioni Jugor, rising from €0.49/m³ in 2024 to €0.66/m³ in 2025, a 35% increase. This is primarily attributed to increased operating expenses for water supply, particularly due to inadequate cost allocation between water supply and wastewater services.

Similarly, RWC Prishtina and RWC Hidromorava experienced a higher cost of water sold compared to the previous year, increasing by 19%, mainly due to increased energy expenses and expenses on materials and consumables. Meanwhile, at RWC Hidroregjioni Jugor, the rise was driven by increased maintenance and repair expenses.

### 3.2.6. Capital investments in water supply

Through the tariff-setting processes, WSRA annually approves significant financial allocations for RWCs dedicated to capital investments for asset maintenance and renewal, deemed essential for delivering sustainable water supply services. Additionally, RWCs include substantial investment plans in their Regulatory Business Plans, funded through donations, namely grants from government institutions and donors, which contribute to supporting and developing the sector.

[3] In accordance with Regulatory Accounting Guidelines, bad debts in this report are defined as uncollected revenues from the previous year.

**Table 4. Actual and planned investments from own-source revenues**

| Own-source investment funds | | | | | |
|---|---|---|---|---|---|
| RWC | 2024 | 2025 | | | % comparison: 2025/2024 (actual) |
| | Capital investments (actual) | Capital investments (planned) | Capital investments (actual) | % comparison 2025: actual/planned | |
| **PR** | 762,012 | 3,701,450 | 605,895 | 16.4% | -20% |
| **PZ** | 691,741 | 715,325 | 954,709 | 133.5% | 38% |
| **PE** | 1,169,117 | 710,000 | 437,717 | 61.7% | -63% |
| **MIT** | 116,999 | 555,767 | 33,629 | 6.1% | -71% |
| **GJA** | 666,116 | 983,650 | 1,184,458 | 120.4% | 78% |
| **FE** | 310,425 | 449,000 | 441,753 | 98.4% | 42% |
| **GJI** | 421,796 | 503,120 | 261,352 | 51.9% | -38% |
| **Sector** | **4,138,206** | **7,618,312** | **3,919,514** | **51.4%** | **-5%** |

In 2025, approximately €7.62 million in capital costs for water supply services were approved at the sector level through the tariff process, a decrease of €218,692 compared to 2024. Approximately €3.92 million, or 51.4% of the approved amount, were actually implemented.

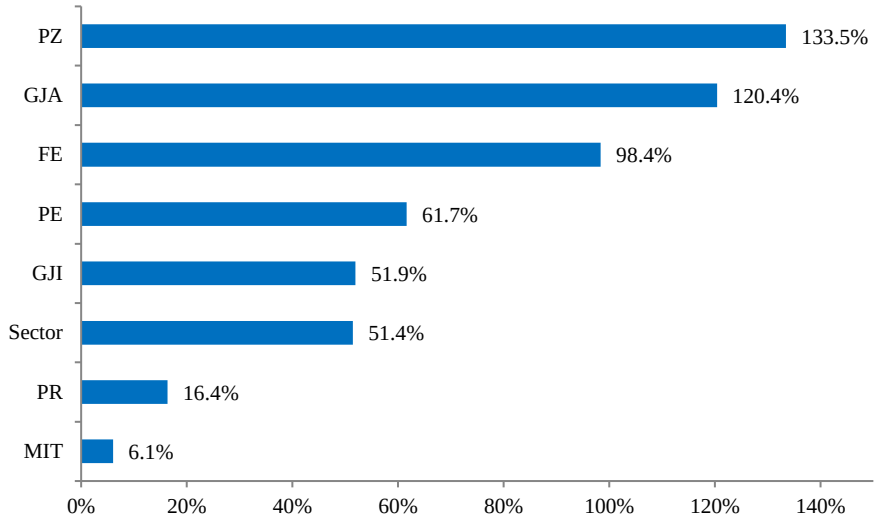



**Figure 16. Actual capital expenditure from own-source revenues/planned capital expenditure**

The highest percentage of capital investments from own sources, in relation to the plan for 2025, was achieved by RWC Hidroregjioni Jugor with 133.5%, followed by RWC Gjakova with 120.4% and RWC Bifurkacioni with 98.4%. However, compared to the previous year, there was a decline in the level of capital investments achieved. The high percentage change in actual investments in 2025 compared to 2024 for RWC Gjakova should be interpreted with caution, as the value of actual investments by this RWC in 2024 was relatively low.

The lack of investments, especially those dedicated to maintenance and capital asset renewal, may lead to the deterioration of the asset base and a decline in service levels. This may be accompanied by increasing network failures and persistently high water losses in the distribution system.

**Table 5. Actual and planned grant-funded investments**

| RWC | Grant-funded investments | | | | % comparison: 2025/2024 (Actual) |
|---|---|---|---|---|---|
| | 2024 | 2025 | | | |
| | Capital investments (actual) | Capital investments (planned) | Capital investments (actual) | % comparison 2025: actual/planned | |
| **PR** | 169,786 | - | - | / | -100% |
| **PZ** | 156,051 | - | 782,971 | #DIV/0! | 402% |
| **PE** | 150,000 | - | 1,797,875 | - | 1099% |
| **MIT** | 39,237 | - | 56,545 | - | 44% |
| **GJA** | 12,478 | - | 1,882,865 | #DIV/0! | 14989% |
| **FE** | 479,352 | - | 57,118 | #DIV/0! | -88% |
| **GJI** | 606,414 | - | - | #DIV/0! | -100% |
| **Sector** | **1,613,318** | **-** | **4,577,374** | **#DIV/0!** | **184%** |

In 2025, capital investments implemented through donor grants at sector level increased substantially compared with 2024. The total value of grant-funded investments implemented rose from around €1.61 million in 2024 to around €4.58 million in 2025, an increase of around 184%. This increase reflects a greater commitment of external resources to financing capital investments in the water supply services sector.

In 2025, RWC 'Gjakova' had the highest value of grant-funded investments implemented, at around €1.90 million, followed by RWC 'Hidrodrini' at around €1.80 million and RWC 'Hidroregjioni Jugor' at around €0.780 million. Meanwhile, RWC 'Prishtina' and RWC 'Hidromorava' implemented no grant-funded investments in 2025, while those implemented by RWC 'Mitrovica' and RWC 'Bifurkacioni' were relatively low.

It should be noted that no planned values for grant-funded investments were presented for 2025, so the implementation percentage relative to plan cannot be calculated and is shown as undefined in the table. The increase in implementation of grant-funded investments should therefore be assessed on the basis of actual values implemented, rather than against a plan.

**Table 6. Actual and planned investments from own-source revenues and grants**

| | Own-source investment funds + grants | | | | |
|---|---|---|---|---|---|
| | 2024 | 2025 | | | % comparison: 2025/2024 (actual) |
| | Capital investments (actual) | Capital investments (planned) | Capital investments (actual) | % comparison 2025: actual/planned | |
| **Sector – Own-source investments** | 4,138,206 | 7,618,312 | 3,919,514 | 51.45% | -5% |
| **Sector – Grant-funded investments** | 1,613,318 | - | 4,577,374 | #DIV/0! | 184% |
| **Sector** | **5,751,525** | **7,618,312** | **8,496,889** | **111.5%** | **48%** |

From Table 6, it can be observed that the realization of capital investments in 2025, at the sector level, from both own revenues and donor funds, was approximately €2.75 million higher than in the previous year.

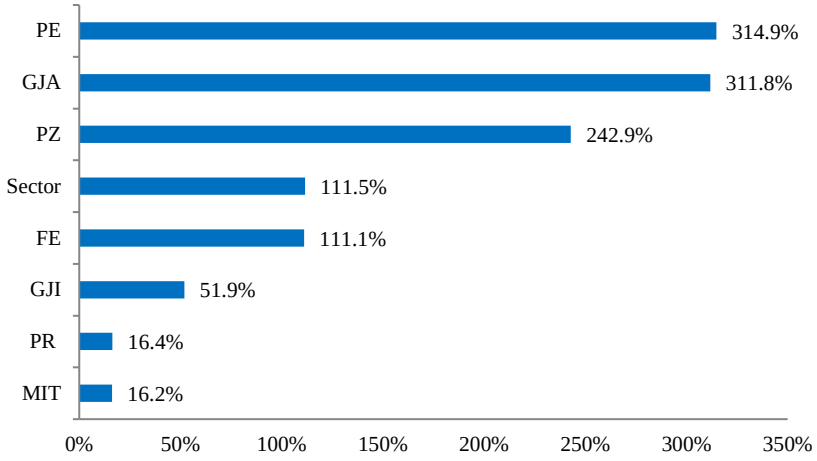



**Figure 17. Actual capital expenditure from own-source revenues and grants relative to planned levels**

Of total capital investments in water supply services (financed from own-source revenues and grants), an average of 111.5% of the planned amount was implemented at sector level. RWC 'Hidrodrini', 'Gjakova', 'Hidroregjioni Jugor' and 'Bifurkacioni' recorded higher implementation levels. These high levels are mainly associated with the fact that these RWCs had not planned grant-funded investments, making the planning baseline relatively low. Consequently, actual implementation exceeded the planned level.

## 3.3. Operational performance - wastewater services

This subsection analyses the performance of the seven RWCs in wastewater services for 2025, comparing their 2025 performance with that of 2024 and with the targets/expectations included in the 2022–2025 tariff process. As with water supply, this analysis is divided into three main sections: non-financial (technical), non-financial (commercial) and financial.

### 3.3.1. Quality of discharged wastewater

In recent years, wastewater treatment has become one of the investment priorities for domestic institutions and international donors. By the end of 2025, six wastewater treatment plants (WWTPs) were operational across Kosovo, managed by the respective RWCs.

These plants include the WWTP in Skënderaj, treating wastewater from the settlements of Prekaz i Epërm, Prekaz i Poshtëm, and Tërnavc, managed by RWC Mitrovica; WWTPs in Mramor and Harilaç, serving these two settlements, managed by RWC Prishtina; the WWTP in Prizren, covering part of the urban area, managed by RWC Hidroregjioni Jugor; the WWTP in Peja, treating wastewater from part of the city and the settlement of Qyshk, managed by RWC Hidrodrini; and the WWTP in Gjakova, covering part of the urban area, managed by RWC Gjakova.

Laboratories equipped with modern technology have been built within these plants, and trained professional staff have been engaged to carry out analyses and monitor wastewater quality. However, they have not yet been accredited by the responsible accreditation agency in Kosovo. To ensure the reliability and official recognition of laboratory results, it is recommended that project-implementing agencies and donors also include in their support the accreditation process of laboratories and the certification and professional development of laboratory personnel.

Laboratory analysis results show that most tests fall within national standards, with 52 of 4,945 samples not complying with the permitted standard values.

### 3.3.2. Sewerage network performance

The main measure of wastewater collection service reliability is assessed through the number of blockages and overflows in the sewerage network. For comparisons between RWCs and across years, this indicator is usually expressed as the number of blockages per 100 km of sewerage network per year.

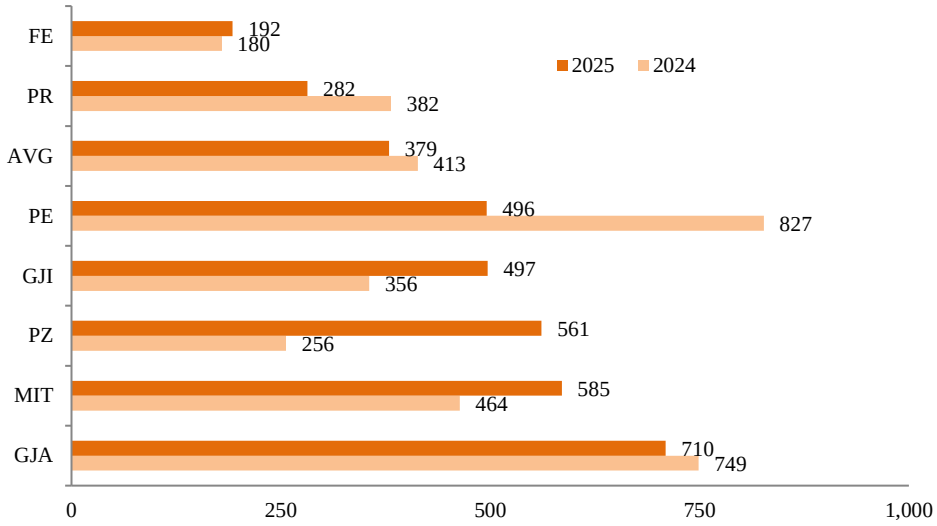



**Figure 18. Number of blockages per 100 km of network length**

The results reported for 2024 and 2025 show substantial differences between RWCs in the number of blockages per 100 km of sewerage network. In 2025, values ranged from 192 blockages per 100 km at RWC Bifurkacioni to 710 at RWC Gjakova.

Compared with 2024, RWC Gjakova, Hidrodrini and RWC Prishtina recorded fewer blockages in 2025. The greatest improvement was at RWC Hidrodrini, from 827 to 496 blockages per 100 km. Increases were recorded

at RWC Mitrovica, Hidroregjioni Jugor, Hidromorava and RWC Bifurkacioni, with the largest increase at RWC Hidroregjioni Jugor, from 256 to 561 blockages per 100 km,

Although there is no uniform benchmark for a satisfactory level of blockages, high values and differences between RWCs indicate a need to strengthen preventive maintenance and network rehabilitation. Improving service reliability requires a more proactive approach through identifying problematic sections, regular maintenance and planning investments in network rehabilitation.

# 3.4. Commercial and financial performance – wastewater services

This subsection focuses on commercial aspects of wastewater services, such as service coverage and complaints, with an emphasis on aspects directly affecting consumers.

## 3.4.1. Service coverage

Sewerage service coverage is defined as the percentage of the population within the service area that receives sewerage services from RWCs.

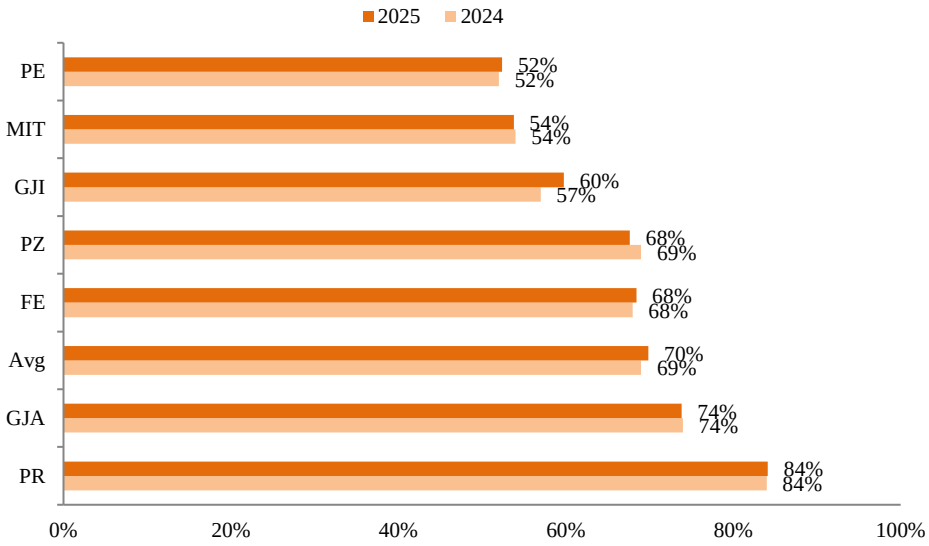



**Figure 19. Wastewater service coverage**

In 2025, sector-level wastewater service coverage (sewerage) increased by 1% compared to 2024, rising from 69% to 70%.

At individual RWC level, the most pronounced improvement was recorded at RWC Hidromorava, from 57% to 60%.

RWC Hidrodrini continues to have the lowest wastewater (sewerage) service coverage in the sector. In 2025, coverage remained unchanged at 52%, the same level as in 2024, placing this RWC in the weakest position for sewerage service coverage.

Meanwhile, RWC Prishtina, Gjakova and RWC Bifurkacioni maintained the same coverage levels, ranking among the best-performing RWCs.

## 3.4.2. Complaints

The following indicator shows the number of technical complaints that customers have submitted to their respective RWCs regarding wastewater services. Only complaints of a technical nature are included.

**Table 7. Customer complaints on wastewater services**

| RWC | Technical complaints | |
|---|---|---|
| | **2024** | **2025** |
| PR | 3,668 | 3,966 |
| PZ | 557 | 612 |
| PE | 3,484 | 3,066 |
| MIT | 1,320 | 3 |
| GJA | 229 | 390 |
| FE | 1 | 3 |
| GJI | 3 | 0 |
| **Sector** | **9,262** | **8,040** |

Wastewater service complaint management at some RWCs continues to require improvement. The data reported for 2024 and 2025 show large differences between RWCs and across years, which may also be associated with how complaints are recorded, classified and reported. At sector level, complaints declined from 9,262 in 2024 to 8,040 in 2025.

The most pronounced changes were recorded at RWC Prishtina, where complaints increased from 3,668 to 3,966, and at RWC Hidroregjioni Jugor, where they increased markedly from 557 to 612. At RWC Hidrodrini, complaints fell from 3,484 to 3,066, and a decrease was also recorded at RWC Mitrovica. The number of complaints reported by RWC Bifurkacioni and RWC Hidromorava remained very low.

To improve the reliability of this indicator, RWCs must ensure regular recording, classification and maintenance of complaint data in accordance with WSRA requirements. Effective use and continuous updating of CRM systems would enable more accurate complaint recording and improve the quality of complaint management and reporting.

### 3.4.3. Monetary value of sales

The value of wastewater service sales is directly linked to the volume of water sales. Due to the significant underperformance of actual water sales by some RWCs compared to planned levels, the value of wastewater service sales also fell below planned levels. This relationship is reflected in the results presented in Figure 20.

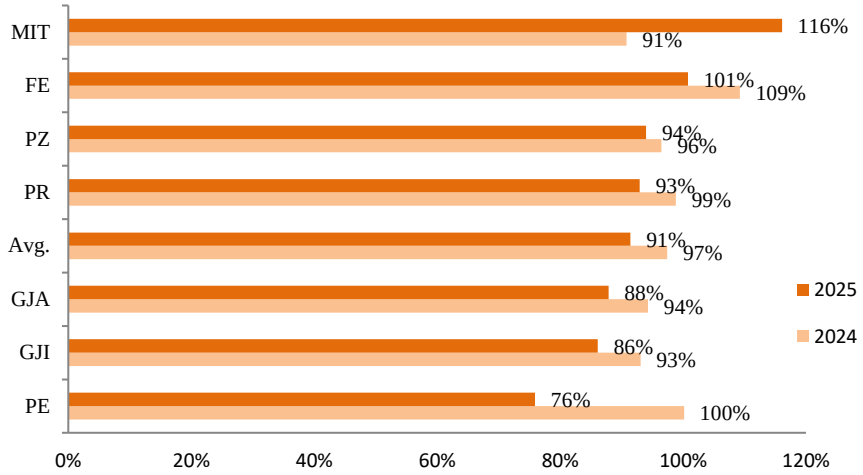



**Figure 20. Wastewater service sales relative to planned sales under the 2025 tariff process**

At sector level, actual wastewater service sales relative to plan declined in 2025, reaching 91%, compared with 97% in 2024. This indicates that, despite the planned targets, most RWCs failed to achieve their planned sales levels in 2025.

Among the RWCs, 'Mitrovica' recorded the highest achievement in 2025, at 116% of plan, exceeding its planned target. It was followed by 'Bifurkacioni' at 101%, also above the planned level. RWC 'Hidroregjioni Jugor' achieved 94% of plan and 'Prishtina' 93%. Lower achievement levels were recorded at RWC 'Gjakova', at 88%, 'Hidromorava' at 86%, and 'Hidrodrini' at 76% of plan.

Compared with 2024, most RWCs recorded a decline in actual sales relative to plan. The sharpest declines were at RWC 'Hidrodrini', from 100% to 76%, and 'Hidromorava', from 93% to 86%. By contrast, 'Mitrovica' improved. These results indicate a need for further attention to achieving wastewater service sales targets and improving commercial performance.

### 3.4.4. Relative value of wastewater service sales

The monetary value of wastewater service sales represents a key component of RWCs' operational revenue, directly impacting their financial health. In 2025, this value increased compared to 2024, indicating improved financial performance, primarily driven by an expanded billing base due to a growing consumer base.

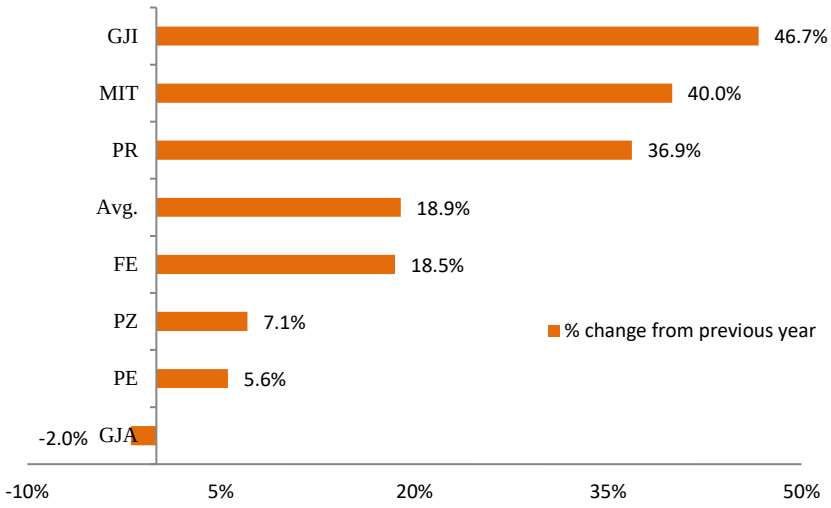



**Figure 21. Value of wastewater service sales in 2025 compared with 2024**

Wastewater service sales increased in 2025 compared with 2024. The largest increase was recorded at RWC 'Hidromorava', at 46.7%, followed by RWC 'Mitrovica' at 40% and RWC 'Prishtina' at 36.9%. The other RWCs also recorded increases, although more moderate, ranging from 5.6% to 18.5%.

At sector level, the monetary value of wastewater service sales increased by 19%, from €6.8 million in 2024 to €8.2 million in 2025. This increase indicates an improvement in revenues from this service at sector level.

Unlike water supply services, RWC 'Gjakova' recorded a 2% decline in wastewater service sales compared with 2024. This decline is mainly attributable to lower volumetric wastewater service sales, despite an expanded consumer base.

### 3.4.5. Cost per unit

Costs per unit are analysed through two main indicators:

- Operating costs and capital maintenance relative to planned levels,
- Operating cost of wastewater services.

Statistical data for each of these indicators are presented in the figures below.

*Total unit cost of wastewater services*

The unit cost of wastewater services represents the average annual cost required to provide the service to one household consumer served, 4including operating costs and capital maintenance.

[4]Served household consumers include the actual number of household consumers plus non-household consumers converted to household equivalents. Non-household consumers are converted based on their proportional share of total water consumption.

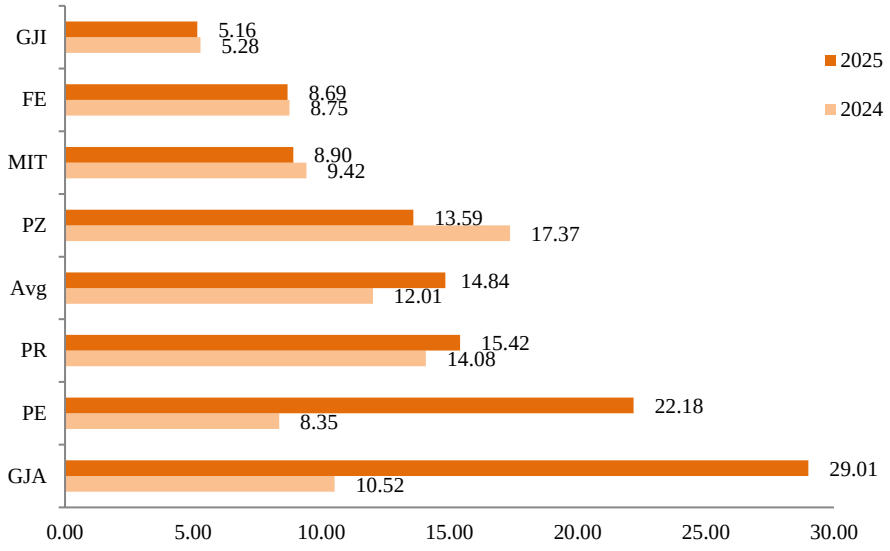



**Figure 22. Unit cost of wastewater services (euro/consumer/year)**

The unit costs for 2025 and 2024 are shown in Figure 22. These unit costs remain relatively low compared to the costs of wastewater services in many Western economies, primarily because most RWCs have not yet included treatment expenses, except for RWC Hidroregjioni Jugor, RWC Hidrodrini, and RWC Gjakova, which have initiated wastewater treatment services.

At sector level, the average cost per consumer for wastewater services increased by 24% in 2025 compared with 2024, rising from 12.01 euro/consumer/year to 14.84 euro/consumer/year. This increase is mainly attributable to a substantial rise in total wastewater service expenses, particularly at RWC ‘Hidrodrini’ and RWC ‘Gjakova’. Costs rose more sharply than the consumer base, resulting in a higher average unit cost at sector level.

*Operating costs and capital maintenance relative to planned levels*

Operating costs, including capital maintenance (infrastructure renewal and current cost depreciation), for wastewater services relative to planned levels constitute one of the financial indicators within the group of key performance indicators used to assess wastewater service performance. This indicator represents the ratio of actual costs, namely actual operating expenses including capital maintenance, to planned costs. It measures the extent to which costs have been incurred relative to the corresponding plans.

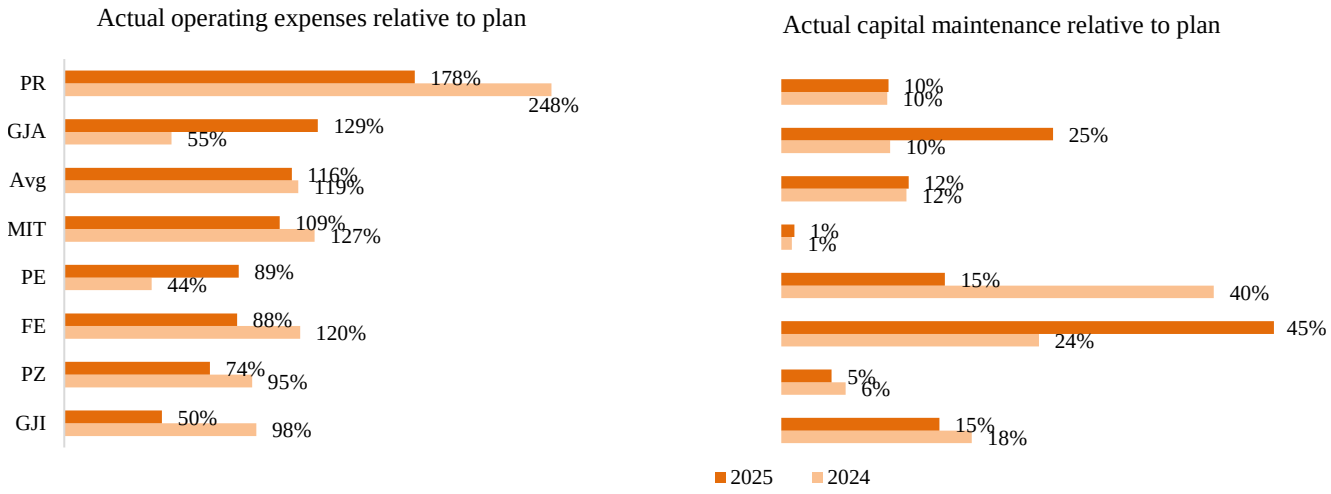



**Figure 23. Actual operating expenses and capital maintenance for wastewater relative to plan**

The highest actual-to-planned operating expense ratio was recorded at RWC 'Prishtina', at 178%, followed by RWC 'Gjakova' at 129% and RWC 'Mitrovica' at 109%. Meanwhile, RWC 'Hidromorava', 'Hidroregjioni Jugor', 'Bifurkacioni' and 'Hidrodrini' incurred operating expenses below their planned levels. Although these RWCs incurred much lower operating expenses than planned, this does not necessarily indicate more efficient expense management. Actual expenses significantly below plan may indicate that planned expenses and activities were not implemented as forecast, reflecting shortcomings in planning and resource management by RWCs. RWC management should therefore ensure that expense plans are based on actual needs and activities planned for the year, and continuously monitor actual expenditure against approved plans.

In this context, both substantial overruns and significant underspending against planned expenses represent deviations requiring analysis and justification by RWC management, as well as measures to improve expense planning and management in subsequent periods.

Regarding capital maintenance financed from own-source revenues, Figure 22 shows a substantial difference in implementation levels between RWCs. In 2025, RWC 'Bifurkacioni' recorded the highest implementation, at 45%, although even this remained significantly below the planned level. Meanwhile, some RWCs recorded even lower implementation relative to plan, resulting in average implementation at sector level of only 12%.

As capital maintenance is directly linked to preserving asset condition, network functionality and the sustainability of wastewater services, low implementation levels require particular attention from RWC management. If planned capital maintenance expenses are based on actual and justified needs, substantial failure to implement them represents a negative deviation, as it may affect asset maintenance and functionality and, consequently, service quality and sustainability.

RWCs should therefore ensure that capital maintenance planning is realistic and based on asset condition and needs, and take the necessary measures to deliver the planned assets. At the same time, any low achievement relative to plan should be analysed and justified by RWC management, particularly where planned interventions concern preserving infrastructure functionality and sustainability.

### 3.4.6. Capital expenditure on wastewater

Through the 2025 tariff process, WSRA approved capital investments (capital maintenance and capital growth) with the aim of RWCs ensuring more satisfactory levels of wastewater service.

**Table 8. Actual and planned investments from own-source revenues**

| Own-source investment funds | | | | | |
|---|---|---|---|---|---|
| **RWC** | **2024** | **2025** | | | |
| | **Capital investments (actual)** | **Capital investments (planned)** | **Capital investments (actual)** | **% comparison 2025: actual/planned** | **% comparison: 2025/2024** |
| **PR** | 68,848 | 589,000 | 134,493 | 22.8% | 95% |
| **PZ** | 103,396 | 237,516 | 54,600 | 23.0% | -47% |
| **PE** | 151,362 | 520,000 | 331,375 | 63.7% | 119% |
| **MIT** | 12,250 | 139,807 | 1,966 | 1.4% | -84% |
| **GJA** | 11,430 | 160,000 | 6,297 | 3.9% | -45% |
| **FE** | 214,540 | 245,000 | 106,852 | 43.6% | -50% |
| **GJI** | 53,866 | 116,727 | 5,084 | 4.4% | -91% |
| **Sector** | **615,692** | **2,008,050** | **640,666** | **31.9%** | **4%** |

In total, RWCs planned to invest approximately €2.0 million in wastewater services from their own revenues. However, only 31.9% of the planned amount was implemented. Capital investments implemented in wastewater infrastructure in 2025 reached around €0.641 million, an increase of 4% compared to 2024.

Nevertheless, despite this increase, investment remains very low relative to the existing condition of infrastructure and the need to develop and improve wastewater services. All RWCs implemented investments below planned values, indicating low implementation of investment plans in this sector and highlighting a need for further attention by RWCs.

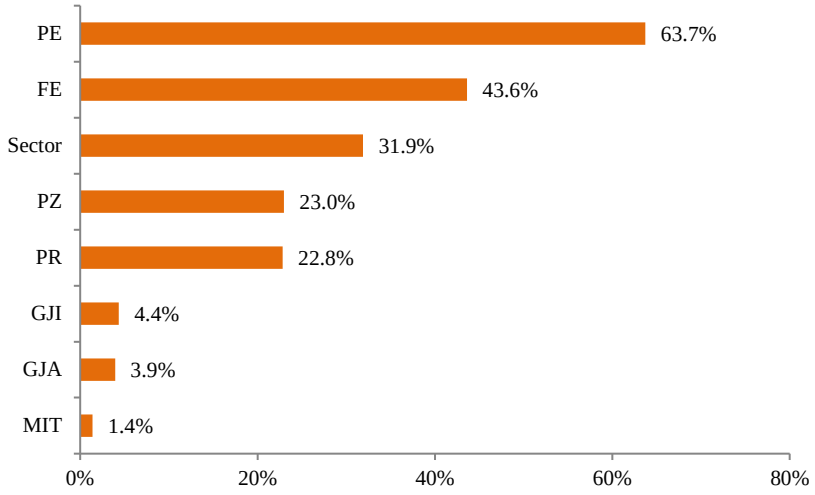



**Figure 24. Actual capital expenditure from own-source revenues/planned capital expenditure**

Among the RWCs, 'Hidrodrini' recorded the highest investment implementation relative to plan, at 63.7%, although even this remained below the planned amount.

**Table 9. Actual and planned grant-funded investments**

| Grant-funded investments | | | | | |
|---|---|---|---|---|---|
| RWC | 2024 | 2025 | | | |
| | Capital investments (actual) | Capital investments (planned) | Capital investments (actual) | % comparison 2025: actual/planned | % comparison: 2025/2024 |
| **PR** | 7,049 | - | - | #DIV/0! | -100% |
| **PZ** | 4,213,032 | - | 18,430,164 | #DIV/0! | 337% |
| **PE** | 140,970 | - | 19,069,228 | #DIV/0! | 13427% |
| **MIT** | - | - | - | #DIV/0! | #DIV/0! |
| **GJA** | 505 | - | - | #DIV/0! | -100% |
| **FE** | 3,800 | - | - | #DIV/0! | -100% |
| **GJI** | - | - | - | #DIV/0! | #DIV/0! |
| **Sector** | **4,365,356** | **-** | **37,499,391** | **#DIV/0!** | **759%** |

For 2025, RWCs had planned no grant-funded investments from either government institutions or donors. However, investments worth around €37.5 million were implemented during the year, exclusively by RWC 'Hidrodrini' and RWC 'Hidroregjioni Jugor'.

As these investments had not been planned for 2025, their implementation during this year relates to investments designed in previous years, which were ongoing and were completed and technically accepted in 2025. Their value was consequently recognised in the accounts as investment implemented in 2025.

Nevertheless, the high value of investments implemented by these two RWCs contributed to a positive trend in capital investment implementation across the sector compared with 2024.

**Table 10. Actual and planned investments from own-source revenues and grants**

| | Own-source investment funds + grants | | | | |
|---|---|---|---|---|---|
| | 2024 | 2025 | | | |
| | Capital investments (actual) | Capital investments (planned) | Capital investments (actual) | % comparison 2025: actual/planned | % comparison: 2025/2024 |
| **Sector – Own-source investments** | 615,692 | 2,008,050 | 640,666 | 31.9% | 4% |
| **Sector – Grant-funded investments** | 4,365,356 | - | 37,499,391 | #DIV/0! | 759% |
| **Sector total** | **4,981,048** | **2,008,050** | **38,140,058** | **1899.36%** | **666%** |

In total, around €38 million of investments financed through RWCs' own-source funds and grants were implemented in the wastewater services sector in 2025. The projects had been planned and initiated in previous years, and, following completion and technical acceptance in 2025, their value was recognised in the accounts as investment implemented during this year.

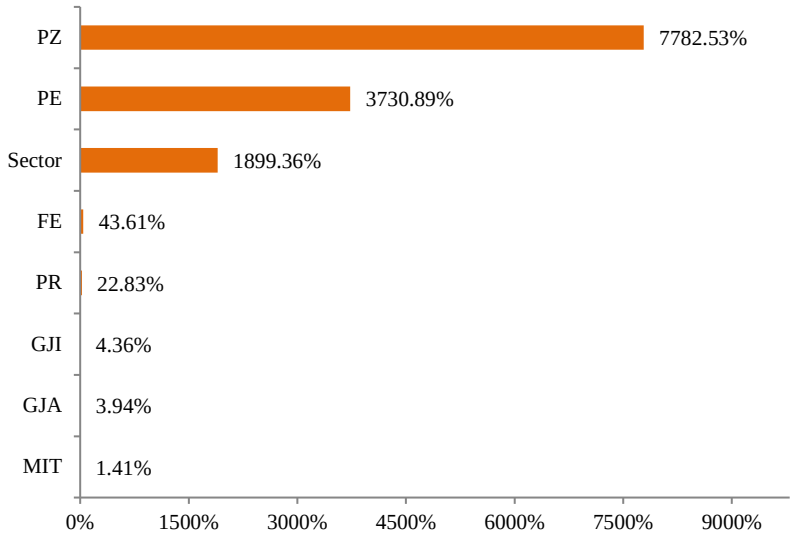



**Figure 25. Capital expenditure on wastewater services relative to plan**

Of total capital investments in wastewater services financed from own-source revenues and grants, 1,899% of the planned value was implemented at sector level. RWC 'Hidrodrini' and RWC 'Hidroregjioni Jugor' recorded particularly high implementation levels. These exceptionally high levels are mainly associated with the fact that these RWCs had planned no grant-funded investments for 2025, making the planning baseline relatively low. As a result, actual implementation, including investments designed and initiated in previous years, led to an exceptionally high implementation percentage relative to the value planned for 2025.

# 3.5. Financial performance of water and wastewater services

## 3.5.1. Sales and revenue collection

The following data presents the performance of RWCs in terms of revenue collection rate for 2025, compared to 2024. This indicator is calculated as the ratio between monetary (cash) collection and regular billing for water supply and wastewater services, excluding connection fees and other operating revenues.

The collection rate is a key indicator of RWCs' financial performance, as it reflects a company's ability to collect billed revenues from services provided. This indicator directly affects cash availability and the company's ability to meet its financial obligations and finance service operation and maintenance. In this respect, a higher collection rate contributes to improved financial sustainability.

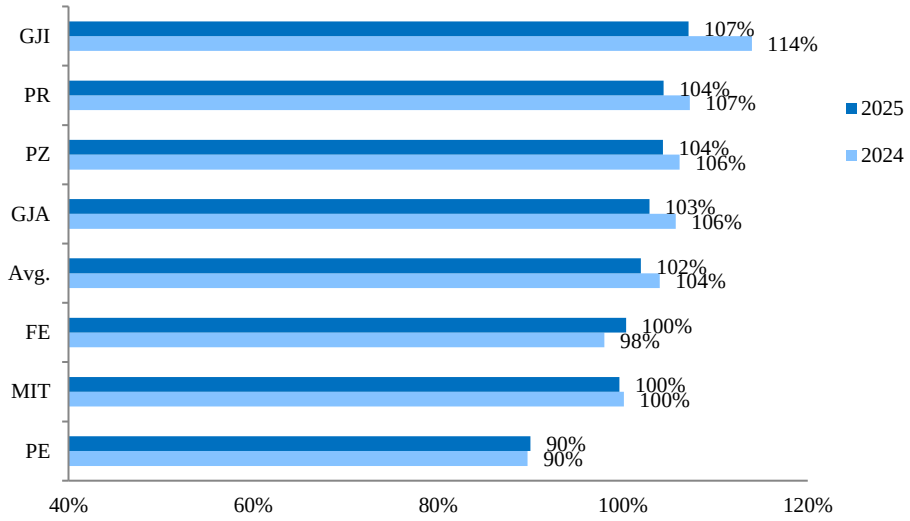



**Figure 26. Revenue collection efficiency[5]**

The current collection rate of 102% is 2% lower than in 2024. Declines were recorded at almost all RWCs. Nevertheless, the collection rate remains high at sector level, indicating that companies continued to collect outstanding obligations from previous periods in addition to current billing.

As in the previous year, RWC 'Hidromorava' recorded the highest collection rate among the RWCs in 2025, reaching 107%. This result is mainly associated with high collection of unpaid bills from household consumers, which offset lower collection from non-household consumers. Overall, most RWCs recorded high collection levels, reflecting good performance in collecting billed revenues.

By contrast, RWC 'Hidrodrini' recorded the lowest collection rate among the RWCs. This indicates challenges in collecting billed revenues and represents an area requiring further attention to collection management and measures to improve revenue collection efficiency.

At sector level, the target set in the 2025 tariff process was 96%, while the actual collection rate reached 102%, or 6% above the planned target. This indicates that the sector target was met and exceeded. RWC 'Hidrodrini', however, remained an exception, as its collection level fell below the target set.

[5] Revenues from connection fees and other revenues are excluded from the calculation of collection efficiency.

**Table 11. Actual collection rate relative to targets**

| Collection rate | Actual | | Planned | |
|---|---|---|---|---|
| **RWC** | **2024** | **2025** | **2024** | **2025** |
| **PR** | 107% | 104% | 94% | 96% |
| **PZ** | 106% | 104% | 94% | 96% |
| **PE** | 90% | 90% | 94% | 97% |
| **MIT** | 100% | 100% | 88% | 96% |
| **GJA** | 106% | 103% | 95% | 96% |
| **FE** | 98% | 100% | 93% | 96% |
| **GJI** | 114% | 107% | 94% | 97% |
| **Sector** | 104% | 102% | 93% | 96% |

As the table shows, the sector achieved collection levels above target for two consecutive years, at 104% in 2024 and 102% in 2025. Although 2025 saw a 2% decline compared with the previous year, actual collection remained above the planned target, indicating sustained performance in revenue collection.

RWC 'Hidromorava', RWC 'Prishtina', RWC 'Hidroregjioni Jugor' and RWC 'Gjakova' made particular contributions to this result, achieving high collection rates and contributing to overall sector performance.

The high levels of collection are mainly attributed to household bill collection, with additional contributions from non-household consumers, including industrial consumers, to the overall collection rate.

**Table 12. Collection rate by consumer category and total for 2024–2025**

| Consumer category | Prishtina | | Hidroregjioni Jugor | | Hidrodrini | | Mitrovica | | Gjakova | | Bifurkacioni | | Hidromorava | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2024 | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 | 2025 |
| **Households** | 111% | 108% | 107% | 107% | 91% | 91% | 104% | 107% | 108% | 103% | 101% | 104% | 117% | 113% |
| **Commercial/industrial** | 99% | 94% | 111% | 105% | 89% | 90% | 87% | 95% | 95% | 100% | 93% | 88% | 104% | 86% |
| **Institutions** | 100% | 102% | 91% | 81% | 84% | 85% | 88% | 56% | 107% | 123% | 56% | 79% | 93% | 77% |
| **Total** | **107%** | **104%** | **106%** | **104%** | **90%** | **90%** | **100%** | **100%** | **106%** | **103%** | **98%** | **100%** | **114%** | **107%** |

The table above shows that collection from industrial and institutional consumers continues to be a challenge requiring improvement at most companies. This differs from previous years, when the most pronounced collection challenges were mainly observed among household consumers.

In 2025, RWC 'Hidromorava' recorded the highest collection rate from household consumers, at 113%, while RWC 'Hidrodrini' recorded the lowest, at 91%. For industrial consumers, RWC 'Hidroregjioni Jugor' achieved the highest collection rate, while RWC 'Hidromorava' recorded the lowest, at 86%. For institutional consumers, RWC 'Gjakova' led with the highest collection rate of 123%, while RWC 'Mitrovica' recorded the lowest, at 56%.

These results show that, although collection from household consumers remains relatively high at most companies, improving collection from industrial and institutional consumers remains an area requiring further attention and measures by RWCs.

### 3.5.2. Return on capital

The first tariff review for 2009–2011 introduced the concept of RWCs securing a return on capital as an essential condition for achieving sufficient borrowing capacity to attract much-needed investment in the sector. This concept was retained in subsequent tariff reviews through to the 2025 tariff review, in which WSRA proposed

a return on the Regulatory Asset Base (RAB) of 4.25% for RWC Prishtina and 5.25% for the other six RWCs, [6]namely a real rate of return on capital based on good practices in Western European countries.

**Table 13. Basic data for calculating return on capital**

| RWC | 2024 | | | | 2025 | | | |
|---|---|---|---|---|---|---|---|---|
| | Revenues[7] a | expenses[8] b | RAB c | Return on [9]capital (a-b)/c | Revenues a | Expenses b | RAB c | Return on capital (a-b)/c |
| **PR** | 16,622,645 | 13,407,846 | 75,310,818 | 4.3% | 17,417,566 | 15,937,769 | 78,187,082 | 1.9% |
| **PZ** | 5,761,417 | 5,215,012 | 15,328,475 | 3.6% | 6,043,766 | 6,084,052 | 16,645,390 | -0.2% |
| **PE** | 4,608,328 | 5,155,299 | 14,004,215 | -3.9% | 5,078,653 | 4,861,126 | 15,113,662 | 1.4% |
| **MIT** | 4,295,425 | 4,063,055 | 8,768,056 | 2.7% | 5,125,266 | 5,135,667 | 9,102,505 | -0.1% |
| **GJA** | 5,027,075 | 4,476,590 | 16,581,613 | 3.3% | 5,122,642 | 4,971,148 | 17,947,702 | 0.8% |
| **FE** | 2,894,896 | 2,147,363 | 6,069,081 | 12.3% | 3,134,207 | 2,771,151 | 6,697,906 | 5.4% |
| **GJI** | 2,510,107 | 2,034,565 | 5,767,316 | 8.2% | 2,797,641 | 2,279,612 | 6,093,830 | 8.5% |
| **Sector** | **41,719,891** | **36,499,730** | **141,829,574** | 3.7% | **44,719,742** | **42,040,525** | **149,788,076** | **1.8%** |

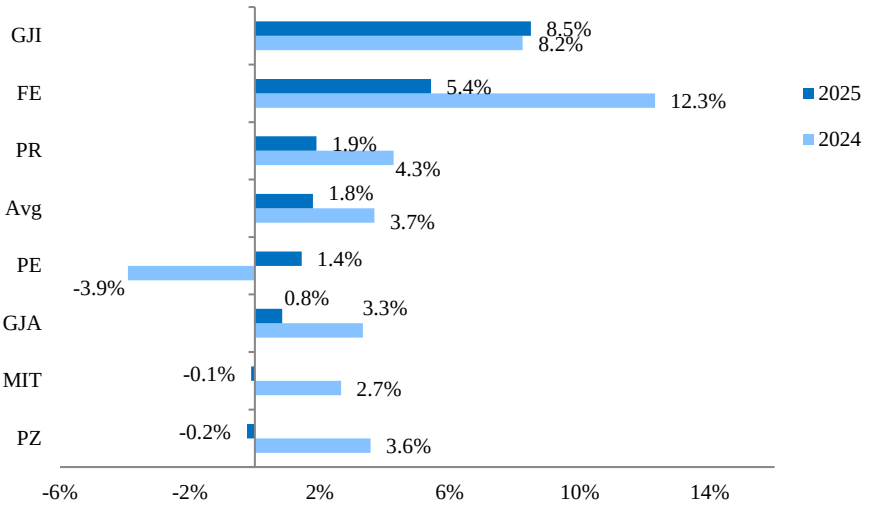



**Figure 27. Return on the Regulatory Asset Base (RAB)**

Return on capital at sector level declined compared with the previous year, falling from 3.7% in 2024 to 1.8% in 2025.

In 2025, only 2 of the 7 companies achieved a positive return on capital, also exceeding the planned level of 5.25%. This indicates that these companies were able to cover their expenses, including current cost depreciation and infrastructure maintenance set in the RAB, within the revenues generated.

RWC 'Hidroregjioni Jugor' recorded the weakest rate of return on capital among the companies in 2025, at -0.2%, representing a deterioration of 3.8% compared with 2024. Deterioration in the rate of return on capital was also recorded at RWC 'Bifurkacioni', by 6.9%, RWC 'Mitrovica' by 2.8%, RWC 'Prishtina' by 2.4% and RWC 'Gjakova' by 2.5%. RWC 'Hidrodrini' recorded the greatest improvement compared with 2024, at 5.3%.

### 3.5.3. Operating expenses

This part of the report analyses the operating expenses of the seven (7) water service providers in Kosovo over the two-year period 2024–2025, focusing on changes in actual expenses between the two years and comparing

[6] For further details on the Regulatory Asset Base (how it is defined and determined), refer to WSRA's Regulatory Accounting Guidelines.
[7] Revenues represent revenues from regular billing, other operating revenues and subsidies.
[8] Expenses represent operating expenses for water and wastewater, capital maintenance for water and wastewater, and debt provisioning.

them with planned expenses.

Operating expenses refer to the essential costs incurred by RWCs for the operation, functioning, and maintenance of water supply and wastewater services. These expenses include, among others, personnel costs, electricity, fuel, chemicals, and other administrative and operating expenses related to service delivery.

Table 14 presents summary statistics on planned and actual operating expenses for 2024 and 2025 at sector level, together with a detailed breakdown for each RWC. These data enable assessment of changes in expenses between the two years and actual expenditure relative to planned levels.

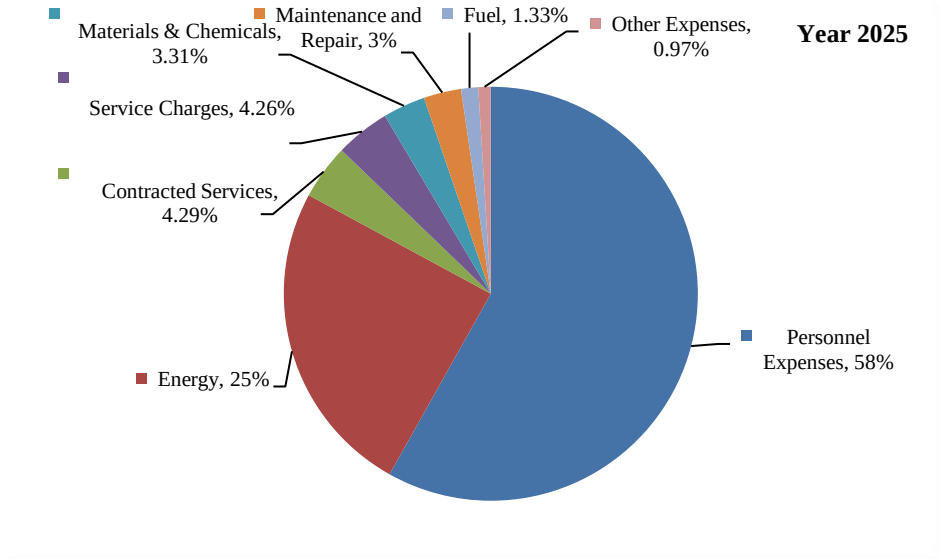
**Table 14. Value of actual and planned operating expenses**

| Operating expenses | Actual | | Planned | |
|---|---|---|---|---|
| RWC | **2024** | **2025** | **2024** | **2025** |
| PR | 13,503,281.34 | 16,372,675.35 | 12,097,435.45 | 12,889,299.00 |
| PZ | 4,972,703.95 | 6,152,597.59 | 4,885,130.14 | 4,923,001.17 |
| PE | 3,852,279.17 | 4,193,450.12 | 3,524,118.00 | 3,917,136.86 |
| MIT | 4,254,878.00 | 5,101,707.04 | 3,853,402.91 | 4,146,731.52 |
| GJA | 3,982,480.69 | 4,794,766.06 | 4,263,116.73 | 3,874,937.13 |
| FE | 2,212,876.43 | 2,560,783.09 | 1,970,390.96 | 2,350,489.45 |
| GJI | 2,074,093.61 | 2,464,976.00 | 1,878,888.00 | 2,421,311.03 |
| Sector | **34,852,593.18** | **41,640,955.24** | **32,472,482.19** | **34,522,906.16** |

In 2025, around €34.5 million in operating expenses was approved for the seven RWCs through the tariff process, while actual expenses reached €41.6 million. This means that actual operating expenses reached 121% of the approved amount, exceeding the plan by around €7.1 million.

Compared with 2024, operating expenses increased in nominal terms by around €6.8 million, or 19%. Increases were recorded in both services, but were more pronounced in wastewater services. Specifically, operating expenses for water supply increased by 17%, while operating expenses for wastewater services increased by 33%.

For water supply, the most pronounced increase in operating expenses was recorded at RWC ‘Hidroregjioni Jugor’. For wastewater services, the largest increase was recorded at RWC ‘Gjakova’, mainly driven by expenditure on materials and consumables.



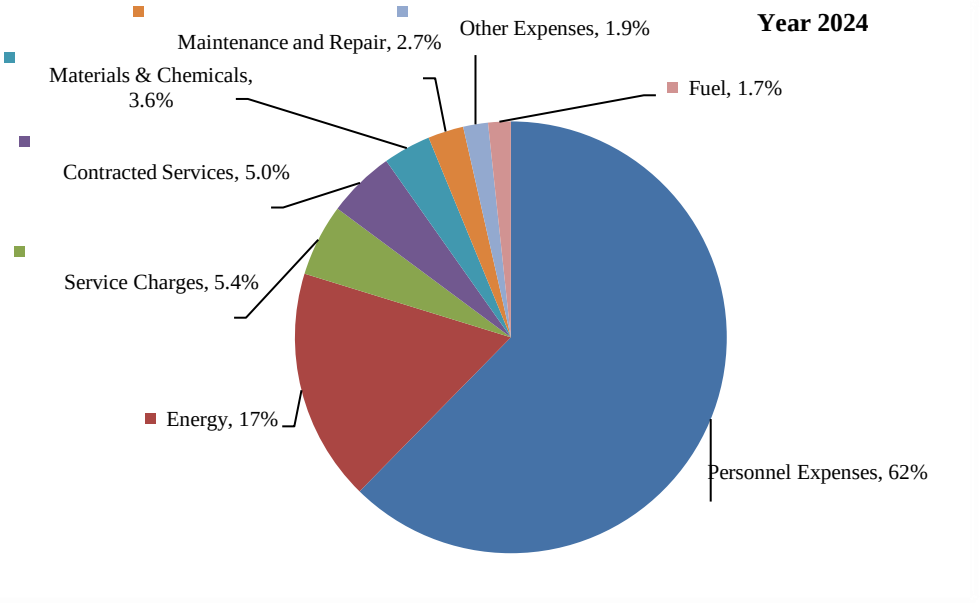




**Figure 28. Proportion of operating expense categories in the sector, 2024 and 2025**

As shown in the charts above, personnel expenses account for the largest share of water companies' operating expenses, representing around 58% of total operating expenses in 2025. Electricity is the second-largest category, with a share of 25%. Together, these two categories account for around 83% of total operating expenses at sector level.

RWC 'Gjakova', 'Bifurkacioni' and 'Hidromorava' have the highest shares of personnel expenses compared with other RWCs. In 2025, personnel expenses represented 71.6% of operating expenses at RWC 'Gjakova', 71.6% at RWC 'Bifurkacioni' and 68% at RWC 'Hidromorava'. However, compared with 2024, all three RWCs improved their personnel expense structures, reducing the share of this category by 3%–6%. RWC 'Prishtina' had the lowest share of personnel expenses, at 52%, an improvement of 3% compared with 2024.

Electricity is the second-largest operating expense category, accounting for an average of 25% of total operating expenses at sector level in 2025. Compared with 2024, the share of electricity expenses in the operating expense structure increased by 8%, further increasing its weight in overall operating costs. This increase was driven, among other factors, by the rise in electricity tariffs during 2025. Its impact on RWCs' operating expenses is particularly significant because water production and supply processes, as well as wastewater treatment, depend on electricity.

In this category, RWC 'Hidroregjioni Jugor' continues to have the highest share of electricity expenses, at around 31% of total operating expenses. This is mainly associated with greater pumping requirements due to its water abstraction and supply arrangements, which rely significantly on groundwater sources. The operation of the wastewater treatment plant also affects the energy expense structure.

By contrast, RWC 'Gjakova' has the lowest share of electricity expenses among RWCs, at around 14% of total operating expenses. This lower share is associated, among other factors, with the number and characteristics of water production points, which require lower energy expenditure than those of some other RWCs.

### 3.5.4. Staff efficiency

Staff efficiency is a typical managerial indicator and indicates the number of regular employees (staff) engaged in water supply services to serve 1000 consumers.

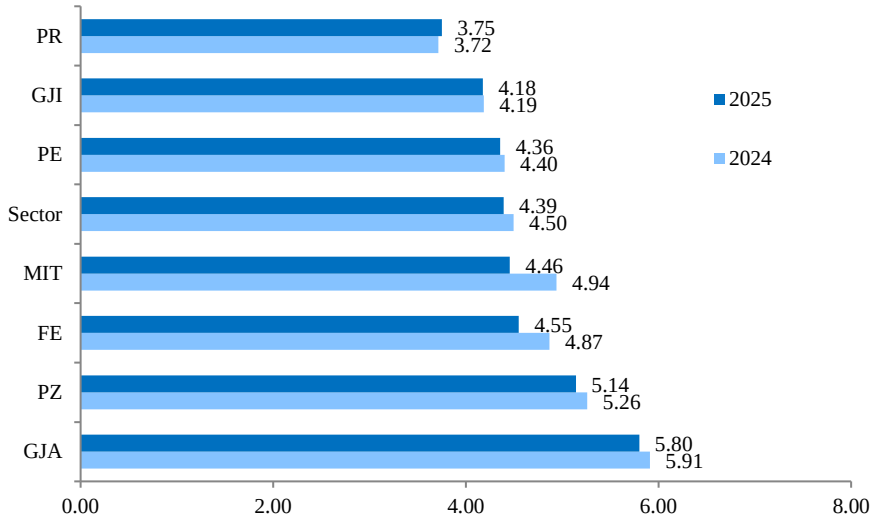



**Figure 29. Staff efficiency**

In 2025, there have been no changes in the ranking of RWCs according to the staff efficiency indicator, but there has been a slight improvement at the sector level. This year, RWCs achieved an average ratio of 4.39 staff per 1,000 consumers, compared to 4.50 in 2024.

The improvement in this indicator at the sector level is linked, among other factors, to the growth of the consumer base, which was faster than the increase in staff numbers. The increase in the number of consumers is linked to the expansion of service areas and the construction of multi-story buildings with multiple apartments, where one owner may own several residential units or properties, all registered as new consumers. This conclusion is supported by the fact that a significant number of consumers are billed with a fixed tariff only,

without volumetric charges, and it is estimated that this category represents a significant percentage of the consumer base. In 2025, the number of served consumers increased by 28,507, or approximately 6%, contributing to the improvement in the staff ratio per 1,000 consumers. For this reason, the positive change in the indicator should be assessed together with the change in staff numbers and the level of automation and organization of RWCs' operational processes.

RWC 'Gjakova' and RWC 'Hidroregjioni Jugor' have more employees per 1,000 consumers than the sector average of 4.39 employees. Both companies also exceed the international benchmark of around 5 employees per [10]1,000 consumers, with 5.80 employees per 1,000 consumers at RWC 'Gjakova' and 5.14 employees per 1,000 consumers at RWC 'Hidroregjioni Jugor'. This indicates lower staff efficiency relative to the number of consumers served.

In this context, RWC 'Prishtina' has the lowest indicator value, at 3.75 employees per 1,000 consumers, reflecting the highest staff efficiency among RWCs. This result is associated, among other factors, with the specific characteristics of its service area, particularly the high concentration of consumers in urban areas and the structure of its consumer base, where a single connection may include more consumers, especially in apartment buildings. Consequently, more consumers can be served by relatively fewer employees, resulting in a lower staff-to-1,000-consumer ratio.

[10] The World Bank uses the indicator of employees per 1,000 connections *(employees per 1,000* connections), while WSRA uses employees per 1,000 consumers. Consequently, the World Bank benchmark of around 5 employees per 1,000 connections is presented only as a reference point and is not directly comparable with WSRA's indicator.

# 4. PERFORMANCE OF THE BULK WATER SUPPLIER – HEE IBËR LEPENCI

The following presents statistical data and key performance indicators used to analyse performance trends in 2025 compared with 2024. These indicators enable a more detailed assessment of operational and financial changes, providing a clearer picture of the enterprise's operating efficiency, revenue achievement and cost structure.

Analysis of these indicators also helps identify factors contributing to improved or deteriorating performance and assess the enterprise's financial and operational sustainability during the reporting period.

**Table 15. 1Statistical data for HEE 'Ibër-Lepenci' (2025)**

| Statistical data | 2024 | 2025 |
|---|---|---|
| Volume of bulk water billed (m3) | 48,766,009 | 47,234,539 |
| Billing for bulk water (€) | 1,447,559 | 1,410,358 |
| Collection for bulk water (€) | 1,444,112 | 1,675,813 |
| Operating cost of bulk water supply (€) | 1,976,488 | 2,160,467 |
| Number of employees engaged in bulk water supply | 56 | 50 |

Statistical data on bulk water supply show that the volume of water billed declined by 3% in 2025 compared with 2024, falling from 48.8 million m³ to 47.2 million m³. In line with this, the monetary value of bulk water sales declined by around 3%. This indicates that the lower volume of water billed was also reflected in the value of sales in 2025.

**Table 16. Performance of HEE 'Ibër-Lepenci'**

| Performance indicator | 2024 | 2025 |
|---|---|---|
| Collection rate | 100% | 113% |
| Working ratio | 0.73 | 0.65 |
| Working cost coverage ratio | 0.73 | 0.74 |
| Operating cost per unit (€/m3) | 0.041 | 0.046 |

In 2025, HEE 'Ibër Lepenci' achieved a collection rate of 113%, mainly as a result of collecting bills unpaid in previous years by RWC Prishtina and RWC Mitrovica.

The working ratio declined from 0.73 to 0.65, showing a negative trend. This indicates that increased operating expenses and a lower quantity of water sold reduced operating performance in 2025. By contrast, the cost coverage ratio increased slightly from 0.73 to 0.74, reflecting a slight improvement in cost coverage through revenues generated. Nevertheless, this improvement remained limited, particularly given the increase in operating expenses during the period.

Operating expenses per unit also increased in 2025 compared with 2024. This increase was driven by a combination of two main factors: higher operating expenses and a lower quantity of water sold, which increased the unit cost of production/sales.

# ANNEX 1: GENERAL PERFORMANCE DATA FOR WATER SERVICE PROVIDERS

# RWC Prishtina (Prishtina)

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **W – Water supply** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality | Water quality (bacteriological) | W.1.A.01 | % of tests passed | *98.9%* | 100.0% |
| | | Water quality (physical and chemical) | W.1.A.02 | % of tests passed | *99.5%* | 96.9% |
| | Pressure | Properties affected by low pressure | W.1.A.03 | No. | *1,720* | 3,140 |
| | | Properties affected by low pressure | W.1.A.04 | % of properties | *1.12%* | 1.95% |
| | Reliability | Properties supplied 24 hours with water | W.1.A.05 | No. | *143,010.5* | 150,713.5 |
| | | Properties supplied 24 hours with water | W.1.A.06 | % of properties | *93%* | 94% |
| | | Properties supplied 18–24 hours with water | W.1.A.07 | No. | *2,437* | 4,691 |
| | | Properties supplied 18–24 hours with water | W.1.A.08 | % of properties | *2%* | 3% |
| | | Properties supplied less than 18 hours with water | W.1.A.09 | No. | *8,028* | 5,231 |
| | | Properties supplied less than 18 hours with water | W.1.A.10 | % of properties | *5%* | 3% |
| Infrastructure serviceability | Unbilled water | Unbilled water (total) | W.1.B.01 | m3 per day | *34,165,268* | 33,851,627 |
| | | Unbilled water (per connection) | W.1.B.02 | litres per consumer per day | *537* | 508 |
| | | Unbilled water (per connection) – adjusted | W.1.B.03 | litres per consumer per day | *546* | 514 |
| | | Unbilled water (as a percentage of production) | W.1.B.04 | % of production | *58%* | 57% |
| | Pipe bursts | Frequency of pipe bursts in the network | W.1.B.05 | bursts per month | *343* | 324 |
| | | Network pipe bursts per 100 km of pipe | W.1.B.06 | No./100 km | *178* | 168 |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by water supply services | W.2.A.01 | No. | *470,218* | 469,335 |
| | | Population covered by water supply services | W.2.A.02 | % of total household consumers | *88.39%* | *88.39%* |
| | New connections | New connections (household consumers) | W.2.A.03 | No. | *5,164* | 9,156 |
| | | New connections (commercial and institutional consumers) | W.2.A.04 | No. | *1,124* | 1,226 |
| Water metering | Metering rate | Household consumers with meters relative to total household consumers | W.2.B.01 | % of total household consumers | *100%* | 100% |
| | | Commercial and institutional consumers with meters relative to total commercial and institutional consumers | W.2.B.02 | % commercial and institutional | *100%* | 100% |
| | Water meters installed | Water meters installed (household) | W.2.B.03 | No. | *6,355* | 9,278 |
| | | Water meters installed (commercial and institutional) | W.2.B.04 | No. | *1,460* | 1,234 |
| Complaints | Complaints | Complaints received (technical) | W.2.C.01 | No. | *2,676* | 3,632 |
| | | Complaints received (commercial) | W.2.C.02 | No. | *1,211* | 777 |
| ***Financial*** | | | | | | |
| Sales | Volumes | Sales volume for household consumers (metered) | W.3.A.01 | m3 | *19,842,484* | 19,930,136 |
| | | Sales volume for household consumers (metered) relative to plan estimates | W.3.A.02 | % of plan estimate | *95%* | 94% |
| | | Sales volume for household consumers (unmetered) | W.3.A.03 | m3 | *0* | 0 |
| | | Sales volume for household consumers (unmetered) relative to plan estimates | W.3.A.04 | % of plan estimate | *0%* | 0% |
| | | Sales volume for commercial and institutional consumers (metered) | W.3.A.05 | % of plan estimate | *5,382,553* | 5,750,091 |
| | | Sales volume for commercial and institutional consumers (metered) relative to plan estimates | W.3.A.06 | % of plan estimate | *98%* | 96% |
| | | Sales volume for commercial and institutional consumers (unmetered) | W.3.A.07 | % of plan estimate | *0%* | 0 |
| | | Sales volume for commercial and institutional consumers (unmetered) relative to plan estimates | W.3.A.08 | % of plan estimate | *0%* | 0% |
| | Values | Value of water sold to household consumers | W.3.A.09 | EUR | *10,591,000* | 10,587,023 |
| | | Value of water sold to household consumers relative to plan estimates | W.3.A.10 | % of plan estimate | *95.66%* | 91.79% |
| | | Value of water sold to commercial and institutional consumers | W.3.A.11 | EUR | *4,102,787* | 4,083,841 |
| | | Value of water sold to commercial and institutional consumers relative to plan estimates | W.3.A.12 | % of plan estimate | *99.03%* | 96.38% |
| Cost per unit | Production | Operating cost per unit of water produced | W.3.B.01 | EUR/m3 | *0.0482* | 0.0615 |
| | | Total cost per unit of water produced | W.3.B.02 | EUR/m3 | *0.057* | 0.071 |
| | Total cost | Cost per unit of water sold | W.3.B.03 | EUR/m3 | *0.456* | 0.542 |
| | | Cost per unit 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 | *123,079* | 0 |
| | | Total capital maintenance expenditure relative to plan | W.3.C.02 | % of plan estimate | *13%* | 0% |
| | | Total capital maintenance expenditure relative to RAB | W.3.C.03 | % of RAB | *0.2%* | 0% |
| | Capital growth | Total capital growth expenditure | W.3.C.04 | EUR | *808,720* | 605,895 |
| | | Total capital growth expenditure relative to plan | W.3.C.05 | % of plan estimate | *117.5%* | 29.6% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **S – Wastewater** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality of discharged wastewater | Quality of discharged wastewater | S.1.A.01 | % of tests passed | *N/A* | N/A |
| Reliability | Sewerage network flooding | Sewerage network flooding | S.1.B.01 | No. | *4674* | 3805 |
| | | Sewerage network flooding per 100 km of pipe | S.1.B.02 | No. per 100 km | *382* | 282 |
| Serviceability | Sewerage network breakdowns/collapses | Sewerage network breakdowns/collapses | S.1.C.01 | No. | *9* | 21 |
| | | Sewerage network breakdowns/collapses per 100 km of pipe | S.1.C.02 | No. per 100 km | *1* | 1.55 |
| | Wastewater treatment plant overloads | Wastewater treatment plant overloads | S.1.C.03 | No. | *N/A* | N/A |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by wastewater services | S.2.A.01 | No. | *444,488* | 446,746 |
| | | Population covered by wastewater services | S.2.A.02 | % of total household consumers | *83.55%* | 84.14% |
| | | Total population covered by wastewater treatment services | S.2.A.03 | No. | *1,562* | 1,559 |
| | | Population covered by wastewater treatment services | S.2.A.04 | % of total household consumers | *0.29%* | 0.29% |
| | New connections | New connections (household consumers) | S.2.A.05 | No. | *7,489* | 8,902 |
| | | New connections (commercial and institutional consumers) | S.2.A.06 | No. | *1,151* | 1,502 |
| Complaints | Complaints | Complaints received (technical) | S.2.B.01 | No. | *3,668* | 3,966 |
| | | Complaints received (commercial) | S.2.B.02 | No. | *0%* | 0% |
| ***Financial*** | | | | | | |
| Sales | Values | Value of sales to household consumers | S.3.A.01 | EUR | *1,152,502* | 1,564,501 |
| | | Value of sales to household consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *101.30%* | 92.45% |
| | | Value of sales to commercial and institutional consumers | S.3.A.01 | EUR | *661,384* | 917,823 |
| | | Value of sales to commercial and institutional consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *95%* | 94% |
| Cost per unit | Treatment and discharge | Operating cost per unit of treatment and discharge per m3 | S.3.B.01 | EUR/m3 | *N/A* | *N/A* |
| | | Total cost of treatment and discharge per m3 | S.3.B.02 | EUR/m3 | *N/A* | *N/A* |
| | | Operating cost per unit of treatment and discharge per household consumer | S.3.B.03 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of treatment and discharge per household consumer | S.3.B.04 | EUR/household consumer | *N/A* | *N/A* |
| | Collection | Operating cost per unit of wastewater collection per household consumer | S.3.B.05 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of wastewater collection per household consumer | S.3.B.06 | EUR/household consumer | *N/A* | *N/A* |
| | | Operating cost per unit of wastewater collection per household consumer | S.3.B.07 | EUR/household consumer | *13.9* | 15.29 |
| | | Total cost of wastewater services per household consumer | S.3.B.08 | EUR/household consumer | *14.0* | 15.42 |
| Capital expenditure | Capital maintenance | Total capital maintenance expenditure | S.3.C.01 | EUR | *15,634* | 5,834 |
| | | Total capital maintenance expenditure relative to plan | S.3.C.02 | % of plan estimate | *3%* | 2% |
| | | Total capital maintenance expenditure relative to RAB | S.3.C.03 | % of RAB | *0.2%* | 5.61 |
| | Capital growth | Total capital growth expenditure | S.3.C.04 | EUR | *60,263* | 128,659 |
| | | Total capital growth expenditure relative to plan | S.3.C.05 | % of plan estimate | *0.1%* | 43.5% |
| **F – Financial** | | | | | | |
| ***Sales and revenue collection*** | | | | | | |
| Sales | | Total sales | F.1.A.01 | EUR | *16,507,673* | 17,153,188 |
| | | Total sales relative to plan | F.1.A.02 | % of plan estimate | *97%* | 93% |
| Collection efficiency | | Total revenues collected | F.1.B.01 | EUR | *17,701,045* | 17,908,011 |
| | | Total revenue collection surplus | F.1.B.02 | EUR | *1,627,857* | 128,663 |
| | | Total revenue collection surplus (relative) | F.1.B.03 | % of plan estimate | *110%* | 101% |
| | | Total cleared revenues | F.1.B.04 | EUR | *-834,036* | -1,193,372 |
| | | Total cleared revenues relative to total billing | F.1.B.05 | % of billing | *-5%* | *-7%* |
| | | Revenue collection relative to billing | F.1.B.06 | % of billing | *107%* | *104%* |
| | | Accounts receivable | F.1.B.07 | EUR | *N/A* | *N/A* |
| | | Accounts receivable relative to turnover | F.1.B.08 | Turnover in days | *N/A* | *N/A* |
| ***Key financial values and ratios*** | | | | | | |
| Values | | Free cash flow | F.2.A.01 | EUR | *N/A* | N/A |
| Ratios | Returns | Return on capital | F.2.B.01 | % | *4.27%* | 1.89% |
| | | Cost of debt | F.2.B.02 | % | *N/A* | *N/A* |
| | Ratios | Financial leverage | F.2.B.03 | ratio | *N/A* | *N/A* |
| | | Cash interest coverage | 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/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **W – Water supply** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality | Water quality (bacteriological) | W.1.A.01 | % of tests passed | *100%* | 99.0% |
| | | Water quality (physical and chemical) | W.1.A.02 | % of tests passed | *100%* | 99.3% |
| | Pressure | Properties affected by low pressure | W.1.A.03 | No. | *650* | 1,063 |
| | | Properties affected by low pressure | W.1.A.04 | % of properties | *1.22%* | 1.90% |
| | Reliability | Properties supplied 24 hours with water | W.1.A.05 | No. | *53,199* | 50,688 |
| | | Properties supplied 24 hours with water | W.1.A.06 | % of properties | *100%* | 91% |
| | | Properties supplied 18–24 hours with water | W.1.A.07 | No. | *0* | 1,080 |
| | | Properties supplied 18–24 hours with water | W.1.A.08 | % of properties | *0%* | 2% |
| | | Properties supplied less than 18 hours with water | W.1.A.09 | No. | *0* | 4,130 |
| | | Properties supplied less than 18 hours with water | W.1.A.10 | % of properties | *0%* | 7% |
| Infrastructure serviceability | Unbilled water | Unbilled water (total) | W.1.B.01 | m3 per day | *22,658,352* | 26,732,788 |
| | | Unbilled water (per connection) | W.1.B.02 | litres per consumer per day | *1,030* | 1,158 |
| | | Unbilled water (per connection) – adjusted | W.1.B.03 | litres per consumer per day | *1,030* | 1,182 |
| | | Unbilled water (as a percentage of production) | W.1.B.04 | % of production | *73%* | 76% |
| | Pipe bursts | Frequency of pipe bursts in the network | W.1.B.05 | bursts per month | *299* | 187 |
| | | Network pipe bursts per 100 km of pipe | W.1.B.06 | No./100 km | *336* | 210 |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by water supply services | W.2.A.01 | No. | *187,383* | 182,045 |
| | | Population covered by water supply services | W.2.A.02 | % of total household consumers | *72.16%* | 70.24% |
| | New connections | New connections (household consumers) | W.2.A.03 | No. | *2,327* | 3,072 |
| | | New connections (commercial and institutional consumers) | W.2.A.04 | No. | *291* | 297 |
| Water metering | Metering rate | Household consumers with meters relative to total household consumers | W.2.B.01 | % of total household consumers | *100%* | 100% |
| | | Commercial and institutional consumers with meters relative to total commercial and institutional consumers | W.2.B.02 | % commercial and institutional | *100%* | 99% |
| | Water meters installed | Water meters installed (household) | W.2.B.03 | No. | *2,434* | 3,189 |
| | | Water meters installed (commercial and institutional) | W.2.B.04 | No. | *328* | 358 |
| Complaints | Complaints | Complaints received (technical) | W.2.C.01 | No. | *3,474* | 2,745 |
| | | Complaints received (commercial) | W.2.C.02 | No. | *895* | 0 |
| ***Financial*** | | | | | | |
| Sales | Volumes | Sales volume for household consumers (metered) | W.3.A.01 | m3 | *7,144,635* | 7,049,539 |
| | | Sales volume for household consumers (metered) relative to plan estimates | W.3.A.02 | % of plan estimate | *81%* | 85% |
| | | Sales volume for household consumers (unmetered) | W.3.A.03 | m3 | *56,198* | 46,753 |
| | | Sales volume for household consumers (unmetered) relative to plan estimates | W.3.A.04 | % of plan estimate | *0%* | 863% |
| | | Sales volume for commercial and institutional consumers (metered) | W.3.A.05 | % of plan estimate | *1,235,586* | 1,270,578 |
| | | Sales volume for commercial and institutional consumers (metered) relative to plan estimates | W.3.A.06 | % of plan estimate | *98%* | 91% |
| | | Sales volume for commercial and institutional consumers (unmetered) | W.3.A.07 | % of plan estimate | *33,087* | 29,922 |
| | | Sales volume for commercial and institutional consumers (unmetered) relative to plan estimates | W.3.A.08 | % of plan estimate | *0%* | 140% |
| | Values | Value of water sold to household consumers | W.3.A.09 | EUR | *3,368,858* | 3,508,376 |
| | | Value of water sold to household consumers relative to plan estimates | W.3.A.10 | % of plan estimate | *84.30%* | 88.27% |
| | | Value of water sold to commercial and institutional consumers | W.3.A.11 | EUR | *892,839* | 937,828 |
| | | Value of water sold to commercial and institutional consumers relative to plan estimates | W.3.A.12 | % of plan estimate | *102.36%* | 96.46% |
| Cost per unit | Production | Operating cost per unit of water produced | W.3.B.01 | EUR/m3 | *0.0693* | 0.0638 |
| | | Total cost per unit of water produced | W.3.B.02 | EUR/m3 | *0.071* | 0.0655 |
| | Total cost | Cost per unit of water sold | W.3.B.03 | EUR/m3 | *0.488* | 0.6565 |
| | | Cost per unit 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 | *210,391* | 831,321 |
| | | Total capital maintenance expenditure relative to plan | W.3.C.02 | % of plan estimate | *5%* | 241% |
| | | Total capital maintenance expenditure relative to RAB | W.3.C.03 | % of RAB | *1.8%* | 6.6% |
| | Capital growth | Total capital growth expenditure | W.3.C.04 | EUR | *637,401* | 906,361 |
| | | Total capital growth expenditure relative to plan | W.3.C.05 | % of plan estimate | *8.3%* | 245.0% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **S – Wastewater** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality of discharged wastewater | Quality of discharged wastewater | S.1.A.01 | % of tests passed | *99%* | 99.99% |
| Reliability | Sewerage network flooding | Sewerage network flooding | S.1.B.01 | No. | *692* | 1524 |
| | | Sewerage network flooding per 100 km of pipe | S.1.B.02 | No. per 100 km | *256* | 561 |
| Serviceability | Sewerage network breakdowns/collapses | Sewerage network breakdowns/collapses | S.1.C.01 | No. | *0* | 5 |
| | | Sewerage network breakdowns/collapses per 100 km of pipe | S.1.C.02 | No. per 100 km | *0* | 1.84 |
| | Wastewater treatment plant overloads | Wastewater treatment plant overloads | S.1.C.03 | No. | *N/A* | N/A |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by wastewater services | S.2.A.01 | No. | *178,356* | 175,353 |
| | | Population covered by wastewater services | S.2.A.02 | % of total household consumers | *68.69%* | 67.66% |
| | | Total population covered by wastewater treatment services | S.2.A.03 | No. | *76,850* | 30,145 |
| | | Population covered by wastewater treatment services | S.2.A.04 | % of total household consumers | *29.60%* | 11.63% |
| | New connections | New connections (household consumers) | S.2.A.05 | No. | *2,936* | 4,203 |
| | | New connections (commercial and institutional consumers) | S.2.A.06 | No. | *340* | 574 |
| Complaints | Complaints | Complaints received (technical) | S.2.B.01 | No. | *557* | 612 |
| | | Complaints received (commercial) | S.2.B.02 | No. | *32* | 27 |
| ***Financial*** | | | | | | |
| Sales | Values | Value of sales to household consumers | S.3.A.01 | EUR | *1,006,995* | 1,080,792 |
| | | Value of sales to household consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *89.99%* | 89.63% |
| | | Value of sales to commercial and institutional consumers | S.3.A.01 | EUR | *439,378* | 467,810 |
| | | Value of sales to commercial and institutional consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *115.68%* | 106% |
| Cost per unit | Treatment and discharge | Operating cost per unit of treatment and discharge per m3 | S.3.B.01 | EUR/m3 | *N/A* | *N/A* |
| | | Total cost of treatment and discharge per m3 | S.3.B.02 | EUR/m3 | *N/A* | *N/A* |
| | | Operating cost per unit of treatment and discharge per household consumer | S.3.B.03 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of treatment and discharge per household consumer | S.3.B.04 | EUR/household consumer | *N/A* | *N/A* |
| | Collection | Operating cost per unit of wastewater collection per household consumer | S.3.B.05 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of wastewater collection per household consumer | S.3.B.06 | EUR/household consumer | *N/A* | *N/A* |
| | | Operating cost per unit of wastewater collection per household consumer | S.3.B.07 | EUR/household consumer | *17.29* | 13.50 |
| | | Total cost of wastewater services per household consumer | S.3.B.08 | EUR/household consumer | *17.37* | 13.59 |
| Capital expenditure | Capital maintenance | Total capital maintenance expenditure | S.3.C.01 | EUR | *1,220* | 41,258 |
| | | Total capital maintenance expenditure relative to plan | S.3.C.02 | % of plan estimate | *1%* | 34% |
| | | Total capital maintenance expenditure relative to RAB | S.3.C.03 | % of RAB | *0%* | 1.2% |
| | Capital growth | Total capital growth expenditure | S.3.C.04 | EUR | *4,315,208* | 18,443,506 |
| | | Total capital growth expenditure relative to plan | S.3.C.05 | % of plan estimate | *33.6%* | 16,037.8% |
| **F – Financial** | | | | | | |
| ***Sales and revenue collection*** | | | | | | |
| Sales | | Total sales | F.1.A.01 | EUR | *5,708,070* | 5,994,805 |
| | | Total sales relative to plan | F.1.A.02 | % of plan estimate | *90%* | 91% |
| Collection efficiency | | Total revenues collected | F.1.B.01 | EUR | *6,058,115* | 6,255,203 |
| | | Total revenue collection surplus | F.1.B.02 | EUR | *99,771* | -79,943 |
| | | Total revenue collection surplus (relative) | F.1.B.03 | % of plan estimate | *102%* | 99% |
| | | Total cleared revenues | F.1.B.04 | EUR | *-9,626* | -350,045 |
| | | Total cleared revenues relative to total billing | F.1.B.05 | % of billing | *0%* | -6% |
| | | Revenue collection relative to billing | F.1.B.06 | % of billing | *106%* | 104% |
| | | Accounts receivable | F.1.B.07 | EUR | *N/A* | *N/A* |
| | | Accounts receivable relative to turnover | F.1.B.08 | Turnover in days | *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 | % | *3.56%* | -0.24% |
| | | Cost of debt | F.2.B.02 | % | *N/A* | *N/A* |
| | Ratios | Financial leverage | F.2.B.03 | ratio | *N/A* | *N/A* |
| | | Cash interest coverage | 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/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **W – Water supply** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality | Water quality (bacteriological) | W.1.A.01 | % of tests passed | *97.3%* | 99.9% |
| | | Water quality (physical and chemical) | W.1.A.02 | % of tests passed | *94.8%* | 97.2% |
| | Pressure | Properties affected by low pressure | W.1.A.03 | No. | *0* | 0 |
| | | Properties affected by low pressure | W.1.A.04 | % of properties | *0%* | 0% |
| | Reliability | Properties supplied 24 hours with water | W.1.A.05 | No. | *52,164* | 54,379 |
| | | Properties supplied 24 hours with water | W.1.A.06 | % of properties | *100%* | 100% |
| | | Properties supplied 18–24 hours with water | W.1.A.07 | No. | *0* | *0* |
| | | Properties supplied 18–24 hours with water | W.1.A.08 | % of properties | *0%* | *0%* |
| | | Properties supplied less than 18 hours with water | W.1.A.09 | No. | *0* | *0* |
| | | Properties supplied less than 18 hours with water | W.1.A.10 | % of properties | *0%* | *0%* |
| Infrastructure serviceability | Unbilled water | Unbilled water (total) | W.1.B.01 | m3 per day | *38,356,443* | 36,283,801 |
| | | Unbilled water (per connection) | W.1.B.02 | litres per consumer per day | *1,803* | 1,636 |
| | | Unbilled water (per connection) – adjusted | W.1.B.03 | litres per consumer per day | *1,803* | 1,636 |
| | | Unbilled water (as a percentage of production) | W.1.B.04 | % of production | *80%* | 78% |
| | Pipe bursts | Frequency of pipe bursts in the network | W.1.B.05 | bursts per month | *269* | 293 |
| | | Network pipe bursts per 100 km of pipe | W.1.B.06 | No./100 km | *260* | 272 |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by water supply services | W.2.A.01 | No. | *154,321* | 155,223 |
| | | Population covered by water supply services | W.2.A.02 | % of total household consumers | *86.7%* | 87.38% |
| | New connections | New connections (household consumers) | W.2.A.03 | No. | *2,199* | 2232 |
| | | New connections (commercial and institutional consumers) | W.2.A.04 | No. | *258* | 239 |
| Water metering | Metering rate | Household consumers with meters relative to total household consumers | W.2.B.01 | % of total household consumers | *100%* | *100%* |
| | | Commercial and institutional consumers with meters relative to total commercial and institutional consumers | W.2.B.02 | % commercial and institutional | *100%* | *100%* |
| | Water meters installed | Water meters installed (household) | W.2.B.03 | No. | *2,102* | 2,421 |
| | | Water meters installed (commercial and institutional) | W.2.B.04 | No. | *231* | 260 |
| Complaints | Complaints | Complaints received (technical) | W.2.C.01 | No. | *3,335* | 3,516 |
| | | Complaints received (commercial) | W.2.C.02 | No. | *132* | 73 |
| ***Financial*** | | | | | | |
| Sales | Volumes | Sales volume for household consumers (metered) | W.3.A.01 | m3 | *7,393,577* | 7,960,102 |
| | | Sales volume for household consumers (metered) relative to plan estimates | W.3.A.02 | % of plan estimate | *85%* | 101% |
| | | Sales volume for household consumers (unmetered) | W.3.A.03 | m3 | *36,692* | 34,792 |
| | | Sales volume for household consumers (unmetered) relative to plan estimates | W.3.A.04 | % of plan estimate | *3669200%* | 3479200% |
| | | Sales volume for commercial and institutional consumers (metered) | W.3.A.05 | % of plan estimate | *2,449,608* | 2,277,469 |
| | | Sales volume for commercial and institutional consumers (metered) relative to plan estimates | W.3.A.06 | % of plan estimate | *100%* | 79% |
| | | Sales volume for commercial and institutional consumers (unmetered) | W.3.A.07 | % of plan estimate | *1,801* | 103 |
| | | Sales volume for commercial and institutional consumers (unmetered) relative to plan estimates | W.3.A.08 | % of plan estimate | *90050%* | 5150% |
| | Values | Value of water sold to household consumers | W.3.A.09 | EUR | *2,482,613* | 2,830,369 |
| | | Value of water sold to household consumers relative to plan estimates | W.3.A.10 | % of plan estimate | *88.88%* | 99.36% |
| | | Value of water sold to commercial and institutional consumers | W.3.A.11 | EUR | *974,901* | 988,087 |
| | | Value of water sold to commercial and institutional consumers relative to plan estimates | W.3.A.12 | % of plan estimate | *93.58%* | 77.11% |
| Cost per unit | Production | Operating cost per unit of water produced | W.3.B.01 | EUR/m3 | *0.0043* | 0.0025 |
| | | Total cost per unit of water produced | W.3.B.02 | EUR/m3 | *0.015* | 0.004 |
| | Total cost | Cost per unit of water sold | W.3.B.03 | EUR/m3 | *0.411* | 0.322 |
| | | Cost per unit 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 | *949,270* | 52,885 |
| | | Total capital maintenance expenditure relative to plan | W.3.C.02 | % of plan estimate | *177%* | 7% |
| | | Total capital maintenance expenditure relative to RAB | W.3.C.03 | % of RAB | *8.2%* | 0.4% |
| | Capital growth | Total capital growth expenditure | W.3.C.04 | EUR | *369,847* | 2,182,707 |
| | | Total capital growth expenditure relative to plan | W.3.C.05 | % of plan estimate | *112.8%* | 0% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **S – Wastewater** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality of discharged wastewater | Quality of discharged wastewater | S.1.A.01 | % of tests passed | *99.4%* | 99.98% |
| Reliability | Sewerage network flooding | Sewerage network flooding | S.1.B.01 | No. | *3,315* | 2533 |
| | | Sewerage network flooding per 100 km of pipe | S.1.B.02 | No. per 100 km | *827* | 496 |
| Serviceability | Sewerage network breakdowns/collapses | Sewerage network breakdowns/collapses | S.1.C.01 | No. | *200* | 158 |
| | | Sewerage network breakdowns/collapses per 100 km of pipe | S.1.C.02 | No. per 100 km | *50* | 31 |
| | Wastewater treatment plant overloads | Wastewater treatment plant overloads | S.1.C.03 | No. | *N/A* | N/A |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by wastewater services | S.2.A.01 | No. | *92,946* | 93,085 |
| | | Population covered by wastewater services | S.2.A.02 | % of total household consumers | *52%* | 52.40% |
| | | Total population covered by wastewater treatment services | S.2.A.03 | No. | *42,246* | 42,167 |
| | | Population covered by wastewater treatment services | S.2.A.04 | % of total household consumers | *23.74%* | 23.74% |
| | New connections | New connections (household consumers) | S.2.A.05 | No. | *6,229* | 1,759 |
| | | New connections (commercial and institutional consumers) | S.2.A.06 | No. | *744* | 186 |
| Complaints | Complaints | Complaints received (technical) | S.2.B.01 | No. | *3,484* | 3,066 |
| | | Complaints received (commercial) | S.2.B.02 | No. | *132* | 0 |
| ***Financial*** | | | | | | |
| Sales | Values | Value of sales to household consumers | S.3.A.01 | EUR | *600,053* | 661,144 |
| | | Value of sales to household consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *100.30%* | 70.4% |
| | | Value of sales to commercial and institutional consumers | S.3.A.01 | EUR | *494,082* | 493,746 |
| | | Value of sales to commercial and institutional consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *100.04%* | 84.91% |
| Cost per unit | Treatment and discharge | Operating cost per unit of treatment and discharge per m3 | S.3.B.01 | EUR/m3 | *N/A* | *N/A* |
| | | Total cost of treatment and discharge per m3 | S.3.B.02 | EUR/m3 | *N/A* | *N/A* |
| | | Operating cost per unit of treatment and discharge per household consumer | S.3.B.03 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of treatment and discharge per household consumer | S.3.B.04 | EUR/household consumer | *N/A* | *N/A* |
| | Collection | Operating cost per unit of wastewater collection per household consumer | S.3.B.05 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of wastewater collection per household consumer | S.3.B.06 | EUR/household consumer | *N/A* | *N/A* |
| | | Operating cost per unit of wastewater collection per household consumer | S.3.B.07 | EUR/household consumer | *7.91* | 21.82 |
| | | Total cost of wastewater services per household consumer | S.3.B.08 | EUR/household consumer | *8.35* | 22.18 |
| Capital expenditure | Capital maintenance | Total capital maintenance expenditure | S.3.C.01 | EUR | *19,027* | 1,037,297 |
| | | Total capital maintenance expenditure relative to plan | S.3.C.02 | % of plan estimate | *38%* | 471% |
| | | Total capital maintenance expenditure relative to RAB | S.3.C.03 | % of RAB | *0.9%* | 42.4% |
| | Capital growth | Total capital growth expenditure | S.3.C.04 | EUR | *273,305* | 18,363,306 |
| | | Total capital growth expenditure relative to plan | S.3.C.05 | % of plan estimate | *0%* | 6121.10% |
| **F – Financial** | | | | | | |
| ***Sales and revenue collection*** | | | | | | |
| Sales | | Total sales | F.1.A.01 | EUR | *4,551,650* | 4,973,345 |
| | | Total sales relative to plan | F.1.A.02 | % of plan estimate | *92%* | 88% |
| Collection efficiency | | Total revenues collected | F.1.B.01 | EUR | *4,081,829* | 4,476,138 |
| | | Total revenue collection surplus | F.1.B.02 | EUR | *-573,829* | -985,327 |
| | | Total revenue collection surplus (relative) | F.1.B.03 | % of plan estimate | *88%* | 82% |
| | | Total cleared revenues | F.1.B.04 | EUR | *689,057* | 469,821 |
| | | Total cleared revenues relative to total billing | F.1.B.05 | % of billing | *15%* | 9% |
| | | Revenue collection relative to billing | F.1.B.06 | % of billing | *90%* | 90% |
| | | Accounts receivable | F.1.B.07 | EUR | *N/A* | *N/A* |
| | | Accounts receivable relative to turnover | F.1.B.08 | Turnover in days | *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 | % | *-3.91%* | *1.44%* |
| | | Cost of debt | F.2.B.02 | % | *N/A* | *N/A* |
| | Ratios | Financial leverage | F.2.B.03 | ratio | *N/A* | *N/A* |
| | | Cash interest coverage | 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 Mitrovica (Mitrovica)

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **W – Water supply** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality | Water quality (bacteriological) | W.1.A.01 | % of tests passed | *99.5%* | 99.5% |
| | | Water quality (physical and chemical) | W.1.A.02 | % of tests passed | *99.8%* | 95.9% |
| | Pressure | Properties affected by low pressure | W.1.A.03 | No. | *0* | 15 |
| | | Properties affected by low pressure | W.1.A.04 | % of properties | *0%* | 0.03% |
| | Reliability | Properties supplied 24 hours with water | W.1.A.05 | No. | *46,672* | 49,742 |
| | | Properties supplied 24 hours with water | W.1.A.06 | % of properties | *100%* | 100% |
| | | Properties supplied 18–24 hours with water | W.1.A.07 | No. | *0* | *0* |
| | | Properties supplied 18–24 hours with water | W.1.A.08 | % of properties | *0%* | *0%* |
| | | Properties supplied less than 18 hours with water | W.1.A.09 | No. | *0* | *0* |
| | | Properties supplied less than 18 hours with water | W.1.A.10 | % of properties | *0%* | *0%* |
| Infrastructure serviceability | Unbilled water | Unbilled water (total) | W.1.B.01 | m3 per day | *14,908,888* | 12,983,016 |
| | | Unbilled water (per connection) | W.1.B.02 | litres per consumer per day | *805* | 657 |
| | | Unbilled water (per connection) – adjusted | W.1.B.03 | litres per consumer per day | *805* | 657 |
| | | Unbilled water (as a percentage of production) | W.1.B.04 | % of production | *53%* | 48% |
| | Pipe bursts | Frequency of pipe bursts in the network | W.1.B.05 | bursts per month | *66* | 170 |
| | | Network pipe bursts per 100 km of pipe | W.1.B.06 | No./100 km | *48* | 123 |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by water supply services | W.2.A.01 | No. | *140,289* | 140,916 |
| | | Population covered by water supply services | W.2.A.02 | % of total household consumers | *84.5%* | 85.01% |
| | New connections | New connections (household consumers) | W.2.A.03 | No. | *1,993* | 4,147 |
| | | New connections (commercial and institutional consumers) | W.2.A.04 | No. | *181* | 582 |
| Water metering | Metering rate | Household consumers with meters relative to total household consumers | W.2.B.01 | % of total household consumers | *96%* | 98% |
| | | Commercial and institutional consumers with meters relative to total commercial and institutional consumers | W.2.B.02 | % commercial and institutional | *99%* | 100% |
| | Water meters installed | Water meters installed (household) | W.2.B.03 | No. | *2,672* | 3,914 |
| | | Water meters installed (commercial and institutional) | W.2.B.04 | No. | *222* | 439 |
| Complaints | Complaints | Complaints received (technical) | W.2.C.01 | No. | *1,751* | 513 |
| | | Complaints received (commercial) | W.2.C.02 | No. | *174* | 226 |
| ***Financial*** | | | | | | |
| Sales | Volumes | Sales volume for household consumers (metered) | W.3.A.01 | m3 | *5,592,819* | 6,467,649 |
| | | Sales volume for household consumers (metered) relative to plan estimates | W.3.A.02 | % of plan estimate | *80%* | 101% |
| | | Sales volume for household consumers (unmetered) | W.3.A.03 | m3 | *626,504* | 426,003 |
| | | Sales volume for household consumers (unmetered) relative to plan estimates | W.3.A.04 | % of plan estimate | *273%* | 0% |
| | | Sales volume for commercial and institutional consumers (metered) | W.3.A.05 | % of plan estimate | *1,425,053* | 1,702,909 |
| | | Sales volume for commercial and institutional consumers (metered) relative to plan estimates | W.3.A.06 | % of plan estimate | *112%* | 125% |
| | | Sales volume for commercial and institutional consumers (unmetered) | W.3.A.07 | % of plan estimate | *105,509* | 1,563 |
| | | Sales volume for commercial and institutional consumers (unmetered) relative to plan estimates | W.3.A.08 | % of plan estimate | *6586%* | 0% |
| | Values | Value of water sold to household consumers | W.3.A.09 | EUR | *2,813,958* | 3,291,452 |
| | | Value of water sold to household consumers relative to plan estimates | W.3.A.10 | % of plan estimate | *91.28%* | 107.79% |
| | | Value of water sold to commercial and institutional consumers | W.3.A.11 | EUR | *880,435* | 986,319 |
| | | Value of water sold to commercial and institutional consumers relative to plan estimates | W.3.A.12 | % of plan estimate | *114.25%* | 116.26% |
| Cost per unit | Production | Operating cost per unit of water produced | W.3.B.01 | EUR/m3 | *0.0664* | 0.0854 |
| | | Total cost per unit of water produced | W.3.B.02 | EUR/m3 | *0.067* | 0.086 |
| | Total cost | Cost per unit of water sold | W.3.B.03 | EUR/m3 | *0.500* | 0.544 |
| | | Cost per unit 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 | *40,055* | 5,703 |
| | | Total capital maintenance expenditure relative to plan | W.3.C.02 | % of plan estimate | *10%* | 1% |
| | | Total capital maintenance expenditure relative to RAB | W.3.C.03 | % of RAB | *0.6%* | 0.1% |
| | Capital growth | Total capital growth expenditure | W.3.C.04 | EUR | *116,181* | 84,471 |
| | | Total capital growth expenditure relative to plan | W.3.C.05 | % of plan estimate | *0%* | 84.5% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **S – Wastewater** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality of discharged wastewater | Quality of discharged wastewater | S.1.A.01 | % of tests passed | *100%* | 100% |
| Reliability | Sewerage network flooding | Sewerage network flooding | S.1.B.01 | No. | *1,282* | 1,685 |
| | | Sewerage network flooding per 100 km of pipe | S.1.B.02 | No. per 100 km | *464* | 585 |
| Serviceability | Sewerage network breakdowns/collapses | Sewerage network breakdowns/collapses | S.1.C.01 | No. | *15* | 17 |
| | | Sewerage network breakdowns/collapses per 100 km of pipe | S.1.C.02 | No. per 100 km | *5.42* | 5.91 |
| | Wastewater treatment plant overloads | Wastewater treatment plant overloads | S.1.C.03 | No. | *N/A* | N/A |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by wastewater services | S.2.A.01 | No. | *89,336* | 89,169 |
| | | Population covered by wastewater services | S.2.A.02 | % of total household consumers | *53.8%* | 53.79% |
| | | Total population covered by wastewater treatment services | S.2.A.03 | No. | *12,515* | 12,491 |
| | | Population covered by wastewater treatment services | S.2.A.04 | % of total household consumers | *7.54%* | 7.54% |
| | New connections | New connections (household consumers) | S.2.A.05 | No. | *1,721* | 6,841 |
| | | New connections (commercial and institutional consumers) | S.2.A.06 | No. | *163* | 629 |
| Complaints | Complaints | Complaints received (technical) | S.2.B.01 | No. | *1,320* | 3 |
| | | Complaints received (commercial) | S.2.B.02 | No. | *0* | 0 |
| ***Financial*** | | | | | | |
| Sales | Values | Value of sales to household consumers | S.3.A.01 | EUR | *384,069* | 524,598 |
| | | Value of sales to household consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *88.8%* | 122.86% |
| | | Value of sales to commercial and institutional consumers | S.3.A.01 | EUR | *201,741* | 295,389 |
| | | Value of sales to commercial and institutional consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *95%* | 106% |
| Cost per unit | Treatment and discharge | Operating cost per unit of treatment and discharge per m3 | S.3.B.01 | EUR/m3 | *N/A* | *N/A* |
| | | Total cost of treatment and discharge per m3 | S.3.B.02 | EUR/m3 | *N/A* | *N/A* |
| | | Operating cost per unit of treatment and discharge per household consumer | S.3.B.03 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of treatment and discharge per household consumer | S.3.B.04 | EUR/household consumer | *N/A* | *N/A* |
| | Collection | Operating cost per unit of wastewater collection per household consumer | S.3.B.05 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of wastewater collection per household consumer | S.3.B.06 | EUR/household consumer | *N/A* | *N/A* |
| | | Operating cost per unit of wastewater collection per household consumer | S.3.B.07 | EUR/household consumer | *9.39* | 8.87 |
| | | Total cost of wastewater services per household consumer | S.3.B.08 | EUR/household consumer | *9.42* | 8.90 |
| 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 growth | Total capital growth expenditure | S.3.C.04 | EUR | *12,250* | 1,966 |
| | | Total capital growth expenditure relative to plan | S.3.C.05 | % of plan estimate | *0%* | 0% |
| **F – Financial** | | | | | | |
| ***Sales and revenue collection*** | | | | | | |
| Sales | | Total sales | F.1.A.01 | EUR | *4,280,203.00* | 5,097,757 |
| | | Total sales relative to plan | F.1.A.02 | % of plan estimate | *95%* | 111% |
| Collection efficiency | | Total revenues collected | F.1.B.01 | EUR | *4,284,362.00* | 5,078,173 |
| | | Total revenue collection surplus | F.1.B.02 | EUR | *337,968* | 644,148 |
| | | Total revenue collection surplus (relative) | F.1.B.03 | % of plan estimate | *109%* | 115% |
| | | Total cleared revenues | F.1.B.04 | EUR | *-227,321* | -4,159 |
| | | Total cleared revenues relative to total billing | F.1.B.05 | % of billing | *-5%* | 0% |
| | | Revenue collection relative to billing | F.1.B.06 | % of billing | *100%* | 100% |
| | | Accounts receivable | F.1.B.07 | EUR | *N/A* | *N/A* |
| | | Accounts receivable relative to turnover | F.1.B.08 | Turnover in days | *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 | % | *2.65%* | *-0.11%* |
| | | Cost of debt | F.2.B.02 | % | *N/A* | *N/A* |
| | Ratios | Financial leverage | F.2.B.03 | ratio | *N/A* | *N/A* |
| | | Cash interest coverage | 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/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **W – Water supply** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality | Water quality (bacteriological) | W.1.A.01 | % of tests | *100.0%* | 100% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| | | | | passed | | |
| | | Water quality (physical and chemical) | W.1.A.02 | % of tests passed | *100%* | 100% |
| | Pressure | Properties affected by low pressure | W.1.A.03 | No. | *0* | *0* |
| | | Properties affected by low pressure | W.1.A.04 | % of properties | *0%* | *0%* |
| | Reliability | Properties supplied 24 hours with water | W.1.A.05 | No. | *43,538* | 45285 |
| | | Properties supplied 24 hours with water | W.1.A.06 | % of properties | *100%* | *100%* |
| | | Properties supplied 18–24 hours with water | W.1.A.07 | No. | *0* | *0* |
| | | Properties supplied 18–24 hours with water | W.1.A.08 | % of properties | *0%* | *0%* |
| | | Properties supplied less than 18 hours with water | W.1.A.09 | No. | *0* | *0* |
| | | Properties supplied less than 18 hours with water | W.1.A.10 | % of properties | *0%* | *0%* |
| Infrastructure serviceability | Unbilled water | Unbilled water (total) | W.1.B.01 | m3 per day | *7,848,117* | 7,933,137 |
| | | Unbilled water (per connection) | W.1.B.02 | litres per consumer per day | *442* | 429 |
| | | Unbilled water (per connection) – adjusted | W.1.B.03 | litres per consumer per day | *442* | 429 |
| | | Unbilled water (as a percentage of production) | W.1.B.04 | % of production | *48%* | 49% |
| | Pipe bursts | Frequency of pipe bursts in the network | W.1.B.05 | bursts per month | *243* | 237 |
| | | Network pipe bursts per 100 km of pipe | W.1.B.06 | No./100 km | *225* | 211 |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by water supply services | W.2.A.01 | No. | *131,305* | 130,363 |
| | | Population covered by water supply services | W.2.A.02 | % of total household consumers | *99%* | 98.79% |
| | New connections | New connections (household consumers) | W.2.A.03 | No. | *1,931* | 1,562 |
| | | New connections (commercial and institutional consumers) | W.2.A.04 | No. | *168* | 255 |
| Water metering | Metering rate | Household consumers with meters relative to total household consumers | W.2.B.01 | % of total household consumers | *100%* | *100%* |
| | | Commercial and institutional consumers with meters relative to total commercial and institutional consumers | W.2.B.02 | % commercial and institutional | *100%* | *100%* |
| | Water meters installed | Water meters installed (household) | W.2.B.03 | No. | *1,885* | 1,572 |
| | | Water meters installed (commercial and institutional) | W.2.B.04 | No. | *182* | 354 |
| Complaints | Complaints | Complaints received (technical) | W.2.C.01 | No. | *1,064* | 1,482 |
| | | Complaints received (commercial) | W.2.C.02 | No. | *1,185* | 537 |
| ***Financial*** | | | | | | |
| Sales | Volumes | Sales volume for household consumers (metered) | W.3.A.01 | m3 | *7,191,880* | 7,175,092 |
| | | Sales volume for household consumers (metered) relative to plan estimates | W.3.A.02 | % of plan estimate | *93%* | 96% |
| | | Sales volume for household consumers (unmetered) | W.3.A.03 | m3 | *34,052* | 29,410 |
| | | Sales volume for household consumers (unmetered) relative to plan estimates | W.3.A.04 | % of plan estimate | *57%* | 2941000% |
| | | Sales volume for commercial and institutional consumers (metered) | W.3.A.05 | % of plan estimate | *1,128,826* | 1,077,404 |
| | | Sales volume for commercial and institutional consumers (metered) relative to plan estimates | W.3.A.06 | % of plan estimate | *44%* | 86% |
| | | Sales volume for commercial and institutional consumers (unmetered) | W.3.A.07 | % of plan estimate | *0* | *0* |
| | | Sales volume for commercial and institutional consumers (unmetered) relative to plan estimates | W.3.A.08 | % of plan estimate | *0%* | *0%* |
| | Values | Value of water sold to household consumers | W.3.A.09 | EUR | *3,163,791* | 3,359,793 |
| | | Value of water sold to household consumers relative to plan estimates | W.3.A.10 | % of plan estimate | *93.35%* | 96.82% |
| | | Value of water sold to commercial and institutional consumers | W.3.A.11 | EUR | *761,336* | 671,761 |
| | | Value of water sold to commercial and institutional consumers relative to plan estimates | W.3.A.12 | % of plan estimate | *48.56%* | 82.12% |
| Cost per unit | Production | Operating cost per unit of water produced | W.3.B.01 | EUR/m3 | *0.0262* | 0.0326 |
| | | Total cost per unit of water produced | W.3.B.02 | EUR/m3 | *0.035* | 0.041 |
| | Total cost | Cost per unit of water sold | W.3.B.03 | EUR/m3 | *0.504* | 0.487 |
| | | Cost per unit 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 | *466,264* | 269,683 |
| | | Total capital maintenance expenditure relative to plan | W.3.C.02 | % of plan estimate | *7%* | 62% |
| | | Total capital maintenance expenditure relative to RAB | W.3.C.03 | % of RAB | *3.3%* | 1.8% |
| | Capital growth | Total capital growth expenditure | W.3.C.04 | EUR | *212,330* | 2,797,640 |
| | | Total capital growth expenditure relative to plan | W.3.C.05 | % of plan estimate | *2.3%* | 507% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **S – Wastewater** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality of discharged wastewater | Quality of discharged wastewater | S.1.A.01 | % of tests passed | *100%* | 100% |

| | | | | | | |
|---|---|---|---|---|---|---|
| Reliability | Sewerage network flooding | Sewerage network flooding | S.1.B.01 | No. | *711* | 683 |
| | | Sewerage network flooding per 100 km of pipe | S.1.B.02 | No. per 100 km | *749* | 710 |
| Serviceability | Sewerage network breakdowns/collapses | Sewerage network breakdowns/collapses | S.1.C.01 | No. | *2* | 3 |
| | | Sewerage network breakdowns/collapses per 100 km of pipe | S.1.C.02 | No. per 100 km | *2.11* | 3 |
| | Wastewater treatment plant overloads | Wastewater treatment plant overloads | S.1.C.03 | No. | *N/A* | N/A |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by wastewater services | S.2.A.01 | No. | *97,764* | 97,436 |
| | | Population covered by wastewater services | S.2.A.02 | % of total household consumers | *73.94%* | 73.83% |
| | | Total population covered by wastewater treatment services | S.2.A.03 | No. | *41,809* | 23,887 |
| | | Population covered by wastewater treatment services | S.2.A.04 | % of total household consumers | *31.62%* | 18.10% |
| | New connections | New connections (household consumers) | S.2.A.05 | No. | *5,580* | 825 |
| | | New connections (commercial and institutional consumers) | S.2.A.06 | No. | *354* | 210 |
| Complaints | Complaints | Complaints received (technical) | S.2.B.01 | No. | *229* | 390 |
| | | Complaints received (commercial) | S.2.B.02 | No. | *901* | 347 |
| ***Financial*** | | | | | | |
| Sales | Values | Value of sales to household consumers | S.3.A.01 | EUR | *788,337* | 799,828 |
| | | Value of sales to household consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *111.8%* | 90.77% |
| | | Value of sales to commercial and institutional consumers | S.3.A.01 | EUR | *289,221* | 256,519 |
| | | Value of sales to commercial and institutional consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *66%* | 80% |
| Cost per unit | Treatment and discharge | Operating cost per unit of treatment and discharge per m3 | S.3.B.01 | EUR/m3 | *N/A* | *N/A* |
| | | Total cost of treatment and discharge per m3 | S.3.B.02 | EUR/m3 | *N/A* | *N/A* |
| | | Operating cost per unit of treatment and discharge per household consumer | S.3.B.03 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of treatment and discharge per household consumer | S.3.B.04 | EUR/household consumer | *N/A* | *N/A* |
| | Collection | Operating cost per unit of wastewater collection per household consumer | S.3.B.05 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of wastewater collection per household consumer | S.3.B.06 | EUR/household consumer | *N/A* | *N/A* |
| | | Operating cost per unit of wastewater collection per household consumer | S.3.B.07 | EUR/household consumer | *10.15* | 28.56 |
| | | Total cost of wastewater services per household consumer | S.3.B.08 | EUR/household consumer | *10.52* | 29.00 |
| Capital expenditure | Capital maintenance | Total capital maintenance expenditure | S.3.C.01 | EUR | *1,251* | 5,455 |
| | | Total capital maintenance expenditure relative to plan | S.3.C.02 | % of plan estimate | *1%* | 9% |
| | | Total capital maintenance expenditure relative to RAB | S.3.C.03 | % of RAB | *0* | 0.3% |
| | Capital growth | Total capital growth expenditure | S.3.C.04 | EUR | *10,684* | 842 |
| | | Total capital growth expenditure relative to plan | S.3.C.05 | % of plan estimate | *17.2%* | 0.84% |
| **F – Financial** | | | | | | |
| ***Sales and revenue collection*** | | | | | | |
| Sales | | Total sales | F.1.A.01 | EUR | *5,002,685.00* | 5,087,901 |
| | | Total sales relative to plan | F.1.A.02 | % of plan estimate | *82%* | 93% |
| Collection efficiency | | Total revenues collected | F.1.B.01 | EUR | *5,288,231.00* | 5,234,334 |
| | | Total revenue collection surplus | F.1.B.02 | EUR | *-484,173.89* | -38,126 |
| | | Total revenue collection surplus (relative) | F.1.B.03 | % of plan estimate | *92%* | 99% |
| | | Total cleared revenues | F.1.B.04 | EUR | *-168,625* | -285,546 |
| | | Total cleared revenues relative to total billing | F.1.B.05 | % of billing | *-3%* | -6% |
| | | Revenue collection relative to billing | F.1.B.06 | % of billing | *106%* | 103% |
| | | Accounts receivable | F.1.B.07 | EUR | *N/A* | *N/A* |
| | | Accounts receivable relative to turnover | F.1.B.08 | Turnover in days | *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 | % | *3.32%* | *0.84%* |
| | | Cost of debt | F.2.B.02 | % | *N/A* | *N/A* |
| | Ratios | Financial leverage | F.2.B.03 | ratio | *N/A* | *N/A* |
| | | Cash interest coverage | 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/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **W – Water supply** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality | Water quality (bacteriological) | W.1.A.01 | % of tests passed | *95.8%* | 94.3% |
| | | Water quality (physical and chemical) | W.1.A.02 | % of tests passed | *96.7%* | 97.2% |
| | Pressure | Properties affected by low pressure | W.1.A.03 | No. | *0* | 1,000 |
| | | Properties affected by low pressure | W.1.A.04 | % of properties | *0%* | 2.56% |
| | Reliability | Properties supplied 24 hours with water | W.1.A.05 | No. | *36,827* | 24,264 |
| | | Properties supplied 24 hours with water | W.1.A.06 | % of properties | *99%* | 62% |
| | | Properties supplied 18–24 hours with water | W.1.A.07 | No. | *366* | 14,866 |
| | | Properties supplied 18–24 hours with water | W.1.A.08 | % of properties | *1%* | 38% |
| | | Properties supplied less than 18 hours with water | W.1.A.09 | No. | *0* | *0* |
| | | Properties supplied less than 18 hours with water | W.1.A.10 | % of properties | *0%* | *0%* |
| Infrastructure serviceability | Unbilled water | Unbilled water (total) | W.1.B.01 | m3 per day | *3,941,924* | 3,844,693 |
| | | Unbilled water (per connection) | W.1.B.02 | litres per consumer per day | *263* | 243 |
| | | Unbilled water (per connection) – adjusted | W.1.B.03 | litres per consumer per day | *263* | 255 |
| | | Unbilled water (as a percentage of production) | W.1.B.04 | % of production | *46%* | 45% |
| | Pipe bursts | Frequency of pipe bursts in the network | W.1.B.05 | bursts per month | *79%* | 69 |
| | | Network pipe bursts per 100 km of pipe | W.1.B.06 | No./100 km | *130* | 98 |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by water supply services | W.2.A.01 | No. | *124,531* | 117,141 |
| | | Population covered by water supply services | W.2.A.02 | % of total household consumers | *79.69%* | 75.10% |
| | New connections | New connections (household consumers) | W.2.A.03 | No. | *1631* | 2,243 |
| | | New connections (commercial and institutional consumers) | W.2.A.04 | No. | *305* | 273 |
| Water metering | Metering rate | Household consumers with meters relative to total household consumers | W.2.B.01 | % of total household consumers | *100%* | 100% |
| | | Commercial and institutional consumers with meters relative to total commercial and institutional consumers | W.2.B.02 | % commercial and institutional | *100%* | 100% |
| | Water meters installed | Water meters installed (household) | W.2.B.03 | No. | *1,840* | 2,243 |
| | | Water meters installed (commercial and institutional) | W.2.B.04 | No. | *219* | 275 |
| Complaints | Complaints | Complaints received (technical) | W.2.C.01 | No. | *361* | 284 |
| | | Complaints received (commercial) | W.2.C.02 | No. | *286* | 275 |
| ***Financial*** | | | | | | |
| Sales | Volumes | Sales volume for household consumers (metered) | W.3.A.01 | m3 | *3,948,606* | 4,105,758 |
| | | Sales volume for household consumers (metered) relative to plan estimates | W.3.A.02 | % of plan estimate | *97%* | 96% |
| | | Sales volume for household consumers (unmetered) | W.3.A.03 | m3 | *0* | 0 |
| | | Sales volume for household consumers (unmetered) relative to plan estimates | W.3.A.04 | % of plan estimate | *0%* | 0% |
| | | Sales volume for commercial and institutional consumers (metered) | W.3.A.05 | % of plan estimate | *587,350* | 607,857 |
| | | Sales volume for commercial and institutional consumers (metered) relative to plan estimates | W.3.A.06 | % of plan estimate | *116%* | 110% |
| | | Sales volume for commercial and institutional consumers (unmetered) | W.3.A.07 | % of plan estimate | *0* | 0 |
| | | Sales volume for commercial and institutional consumers (unmetered) relative to plan estimates | W.3.A.08 | % of plan estimate | *0%* | 0% |
| | Values | Value of water sold to household consumers | W.3.A.09 | EUR | *1,932,388* | 2,065,797 |
| | | Value of water sold to household consumers relative to plan estimates | W.3.A.10 | % of plan estimate | *100.34%* | 97.43% |
| | | Value of water sold to commercial and institutional consumers | W.3.A.11 | EUR | *436,353* | 434,693 |
| | | Value of water sold to commercial and institutional consumers relative to plan estimates | W.3.A.12 | % of plan estimate | *119.44%* | 110.42% |
| Cost per unit | Production | Operating cost per unit of water produced | W.3.B.01 | EUR/m3 | *0.0448* | 0.0527 |
| | | Total cost per unit of water produced | W.3.B.02 | EUR/m3 | *0.048* | 0.055 |
| | Total cost | Cost per unit of water sold | W.3.B.03 | EUR/m3 | *0.420* | 0.493 |
| | | Cost per unit 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 | *180,166* | 163,898 |
| | | Total capital maintenance expenditure relative to plan | W.3.C.02 | % of plan estimate | *31%* | 56% |
| | | Total capital maintenance expenditure relative to RAB | W.3.C.03 | % of RAB | *3.9%* | 3.2% |
| | Capital growth | Total capital growth expenditure | W.3.C.04 | EUR | *609,611* | 334,972 |
| | | Total capital growth expenditure relative to plan | W.3.C.05 | % of plan estimate | *937.9%* | 216.1% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **S – Wastewater** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality of discharged wastewater | Quality of discharged wastewater | S.1.A.01 | % of tests passed | *N/A* | N/A |
| Reliability | Sewerage network flooding | Sewerage network flooding | S.1.B.01 | No. | *861* | 1,043 |
| | | Sewerage network flooding per 100 km of pipe | S.1.B.02 | No. per 100 km | *180* | 192 |
| Serviceability | Sewerage network breakdowns/collapses | Sewerage network breakdowns/collapses | S.1.C.01 | No. | *0* | 3 |
| | | Sewerage network breakdowns/collapses per 100 km of pipe | S.1.C.02 | No. per 100 km | *0* | 1 |
| | Wastewater treatment plant overloads | Wastewater treatment plant overloads | S.1.C.03 | No. | *N/A* | N/A |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by wastewater services | S.2.A.01 | No. | *106,942* | 106,741 |
| | | Population covered by wastewater services | S.2.A.02 | % of total household consumers | *68.43%* | 68.43% |
| | | Total population covered by wastewater treatment services | S.2.A.03 | No. | *0* | *0* |
| | | Population covered by wastewater treatment services | S.2.A.04 | % of total household consumers | *0%* | *0%* |
| | New connections | New connections (household consumers) | S.2.A.05 | No. | *1,630* | 2,258 |
| | | New connections (commercial and institutional consumers) | S.2.A.06 | No. | *317* | 311 |
| Complaints | Complaints | Complaints received (technical) | S.2.B.01 | No. | *1* | 3 |
| | | Complaints received (commercial) | S.2.B.02 | No. | *96* | 99 |
| ***Financial*** | | | | | | |
| Sales | Values | Value of sales to household consumers | S.3.A.01 | EUR | *365,693* | 434,048 |
| | | Value of sales to household consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *104.7%* | 97.5% |
| | | Value of sales to commercial and institutional consumers | S.3.A.01 | EUR | *121,296* | 143,050 |
| | | Value of sales to commercial and institutional consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *126%* | 112% |
| Cost per unit | Treatment and discharge | Operating cost per unit of treatment and discharge per m3 | S.3.B.01 | EUR/m3 | *N/A* | *N/A* |
| | | Total cost of treatment and discharge per m3 | S.3.B.02 | EUR/m3 | *N/A* | *N/A* |
| | | Operating cost per unit of treatment and discharge per household consumer | S.3.B.03 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of treatment and discharge per household consumer | S.3.B.04 | EUR/household consumer | *N/A* | *N/A* |
| | Collection | Operating cost per unit of wastewater collection per household consumer | S.3.B.05 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of wastewater collection per household consumer | S.3.B.06 | EUR/household consumer | *N/A* | *N/A* |
| | | Operating cost per unit of wastewater collection per household consumer | S.3.B.07 | EUR/household consumer | *8.5* | 8.3 |
| | | Total cost of wastewater services per household consumer | S.3.B.08 | EUR/household consumer | *8.7* | 8.7 |
| Capital expenditure | Capital maintenance | Total capital maintenance expenditure | S.3.C.01 | EUR | *5,156* | 0 |
| | | Total capital maintenance expenditure relative to plan | S.3.C.02 | % of plan estimate | *5%* | 0 |
| | | Total capital maintenance expenditure relative to RAB | S.3.C.03 | % of RAB | *0.5%* | 0 |
| | Capital growth | Total capital growth expenditure | S.3.C.04 | EUR | *213,184* | 106,851 |
| | | Total capital growth expenditure relative to plan | S.3.C.05 | % of plan estimate | *71.06%* | 47.5% |
| **F – Financial** | | | | | | |
| ***Sales and revenue collection*** | | | | | | |
| Sales | | Total sales | F.1.A.01 | EUR | *2,855,730* | 3,077,588 |
| | | Total sales relative to plan | F.1.A.02 | % of plan estimate | *104%* | 100% |
| Collection efficiency | | Total revenues collected | F.1.B.01 | EUR | *2,798,389* | 3,087,971 |
| | | Total revenue collection surplus | F.1.B.02 | EUR | *243,493* | 129,718 |
| | | Total revenue collection surplus (relative) | F.1.B.03 | % of plan estimate | *110%* | 104% |
| | | Total cleared revenues | F.1.B.04 | EUR | *-129,957* | 57,341 |
| | | Total cleared revenues relative to total billing | F.1.B.05 | % of billing | *-5%* | 2% |
| | | Revenue collection relative to billing | F.1.B.06 | % of billing | *98%* | 100% |
| | | Accounts receivable | F.1.B.07 | EUR | *N/A* | *N/A* |
| | | Accounts receivable relative to turnover | F.1.B.08 | Turnover in days | *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 | % | *12.32%* | *5.42%* |
| | | Cost of debt | F.2.B.02 | % | *N/A* | *N/A* |
| | Ratios | Financial leverage | F.2.B.03 | ratio | *N/A* | *N/A* |
| | | Cash interest coverage | 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/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **W – Water supply** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality | Water quality (bacteriological) | W.1.A.01 | % of tests passed | *99.7%* | 100% |
| | | Water quality (physical and chemical) | W.1.A.02 | % of tests passed | *99%* | 100% |
| | Pressure | Properties affected by low pressure | W.1.A.03 | No. | *345* | 345 |
| | | Properties affected by low pressure | W.1.A.04 | % of properties | *0.98%* | 0.92% |
| | Reliability | Properties supplied 24 hours with water | W.1.A.05 | No. | *34,879* | 37,134 |
| | | Properties supplied 24 hours with water | W.1.A.06 | % of properties | *99%* | 99% |
| | | Properties supplied 18–24 hours with water | W.1.A.07 | No. | *285* | 285 |
| | | Properties supplied 18–24 hours with water | W.1.A.08 | % of properties | *1%* | 1% |
| | | Properties supplied less than 18 hours with water | W.1.A.09 | No. | *60* | 60 |
| | | Properties supplied less than 18 hours with water | W.1.A.10 | % of properties | *0%* | 0% |
| Infrastructure serviceability | Unbilled water | Unbilled water (total) | W.1.B.01 | m3 per day | *4,722,284* | 5,039,224 |
| | | Unbilled water (per connection) | W.1.B.02 | litres per consumer per day | *335* | 337 |
| | | Unbilled water (per connection) – adjusted | W.1.B.03 | litres per consumer per day | *335* | 337 |
| | | Unbilled water (as a percentage of production) | W.1.B.04 | % of production | *52%* | 54% |
| | Pipe bursts | Frequency of pipe bursts in the network | W.1.B.05 | bursts per month | *65* | 104 |
| | | Network pipe bursts per 100 km of pipe | W.1.B.06 | No./100 km | *88* | 134 |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by water supply services | W.2.A.01 | No. | *101,535* | 106,375 |
| | | Population covered by water supply services | W.2.A.02 | % of total household consumers | *65.8%* | 69.02% |
| | New connections | New connections (household consumers) | W.2.A.03 | No. | *1,431* | 3,078 |
| | | New connections (commercial and institutional consumers) | W.2.A.04 | No. | *109* | 145 |
| Water metering | Metering rate | Household consumers with meters relative to total household consumers | W.2.B.01 | % of total household consumers | *100%* | *100%* |
| | | Commercial and institutional consumers with meters relative to total commercial and institutional consumers | W.2.B.02 | % commercial and institutional | *100%* | *100%* |
| | Water meters installed | Water meters installed (household) | W.2.B.03 | No. | *1,669* | 3,176 |
| | | Water meters installed (commercial and institutional) | W.2.B.04 | No. | *148* | 172 |
| Complaints | Complaints | Complaints received (technical) | W.2.C.01 | No. | *94* | 207 |
| | | Complaints received (commercial) | W.2.C.02 | No. | *190* | 265 |
| ***Financial*** | | | | | | |
| Sales | Volumes | Sales volume for household consumers (metered) | W.3.A.01 | m3 | *3,655,544* | 3,582,668 |
| | | Sales volume for household consumers (metered) relative to plan estimates | W.3.A.02 | % of plan estimate | *89%* | 80% |
| | | Sales volume for household consumers (unmetered) | W.3.A.03 | m3 | *69,834* | 38,235 |
| | | Sales volume for household consumers (unmetered) relative to plan estimates | W.3.A.04 | % of plan estimate | *41,079%* | 637,250% |
| | | Sales volume for commercial and institutional consumers (metered) | W.3.A.05 | % of plan estimate | *636,070* | 592,521 |
| | | Sales volume for commercial and institutional consumers (metered) relative to plan estimates | W.3.A.06 | % of plan estimate | *83%* | 88% |
| | | Sales volume for commercial and institutional consumers (unmetered) | W.3.A.07 | % of plan estimate | *3,642* | 17,709 |
| | | Sales volume for commercial and institutional consumers (unmetered) relative to plan estimates | W.3.A.08 | % of plan estimate | *3,281%* | 862% |
| | Values | Value of water sold to household consumers | W.3.A.09 | EUR | *1,725,549* | 1,814,228 |
| | | Value of water sold to household consumers relative to plan estimates | W.3.A.10 | % of plan estimate | *92.03%* | 82.48% |
| | | Value of water sold to commercial and institutional consumers | W.3.A.11 | EUR | *409,004* | 410,127 |
| | | Value of water sold to commercial and institutional consumers relative to plan estimates | W.3.A.12 | % of plan estimate | *84.86%* | 88.93% |
| Cost per unit | Production | Operating cost per unit of water produced | W.3.B.01 | EUR/m3 | *0.0718* | 0.0778 |
| | | Total cost per unit of water produced | W.3.B.02 | EUR/m3 | *0.075* | 0.081 |
| | Total cost | Cost per unit of water sold | W.3.B.03 | EUR/m3 | *0.478* | 0.570 |
| | | Cost per unit 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 | *429,169* | 99,632 |
| | | Total capital maintenance expenditure relative to plan | W.3.C.02 | % of plan estimate | *7%* | 28% |
| | | Total capital maintenance expenditure relative to RAB | W.3.C.03 | % of RAB | *10.7%* | 2.3% |
| | Capital growth | Total capital growth expenditure | W.3.C.04 | EUR | *599,041* | 161,720 |
| | | Total capital growth expenditure relative to plan | W.3.C.05 | % of plan estimate | *0.0%* | 107.8% |

| Category/subcategory | Sub-subcategory | Indicator | Ref | Unit | 2024 | 2025 |
|---|---|---|---|---|---|---|
| **S – Wastewater** | | | | | | |
| ***Non-financial (technical)*** | | | | | | |
| Service standards | Quality of discharged wastewater | Quality of discharged wastewater | S.1.A.01 | % of tests passed | *N/A* | N/A |
| Reliability | Sewerage network flooding | Sewerage network flooding | S.1.B.01 | No. | *1,087* | 1,368 |
| | | Sewerage network flooding per 100 km of pipe | S.1.B.02 | No. per 100 km | *356* | 497 |
| Serviceability | Sewerage network breakdowns/collapses | Sewerage network breakdowns/collapses | S.1.C.01 | No. | *0* | 0 |
| | | Sewerage network breakdowns/collapses per 100 km of pipe | S.1.C.02 | No. per 100 km | *0* | 0 |
| | Wastewater treatment plant overloads | Wastewater treatment plant overloads | S.1.C.03 | No. | *N/A* | N/A |
| ***Non-financial (commercial)*** | | | | | | |
| Service coverage | Household | Total population covered by wastewater services | S.2.A.01 | No. | *87,262* | 92,129 |
| | | Population covered by wastewater services | S.2.A.02 | % of total household consumers | *56.5%* | 59.78% |
| | | Total population covered by wastewater treatment services | S.2.A.03 | No. | *0* | 0 |
| | | Population covered by wastewater treatment services | S.2.A.04 | % of total household consumers | *0%* | 0% |
| | New connections | New connections (household consumers) | S.2.A.05 | No. | *1,329* | 4,798 |
| | | New connections (commercial and institutional consumers) | S.2.A.06 | No. | *114* | 182 |
| Complaints | Complaints | Complaints received (technical) | S.2.B.01 | No. | *3* | 0 |
| | | Complaints received (commercial) | S.2.B.02 | No. | *100%* | 0% |
| ***Financial*** | | | | | | |
| Sales | Values | Value of sales to household consumers | S.3.A.01 | EUR | *257,250* | 373,247 |
| | | Value of sales to household consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *92%* | 82.7% |
| | | Value of sales to commercial and institutional consumers | S.3.A.01 | EUR | *96,885* | 146,148 |
| | | Value of sales to commercial and institutional consumers relative to plan estimates | S.3.A.02 | % of plan estimate | *96%* | 96% |
| Cost per unit | Treatment and discharge | Operating cost per unit of treatment and discharge per m3 | S.3.B.01 | EUR/m3 | *N/A* | *N/A* |
| | | Total cost of treatment and discharge per m3 | S.3.B.02 | EUR/m3 | *N/A* | *N/A* |
| | | Operating cost per unit of treatment and discharge per household consumer | S.3.B.03 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of treatment and discharge per household consumer | S.3.B.04 | EUR/household consumer | *N/A* | *N/A* |
| | Collection | Operating cost per unit of wastewater collection per household consumer | S.3.B.05 | EUR/household consumer | *N/A* | *N/A* |
| | | Total cost per unit of wastewater collection per household consumer | S.3.B.06 | EUR/household consumer | *N/A* | *N/A* |
| | | Operating cost per unit of wastewater collection per household consumer | S.3.B.07 | EUR/household consumer | *4.86* | 4.77 |
| | | Total cost of wastewater services per household consumer | S.3.B.08 | EUR/household consumer | *5.28* | 5.16 |
| 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 growth | Total capital growth expenditure | S.3.C.04 | EUR | *53,866* | 5,084 |
| | | Total capital growth expenditure relative to plan | S.3.C.05 | % of plan estimate | *0%* | 0% |
| **F – Financial** | | | | | | |
| ***Sales and revenue collection*** | | | | | | |
| Sales | | Total sales | F.1.A.01 | EUR | *2,488,687* | 2,743,749 |
| | | Total sales relative to plan | F.1.A.02 | % of plan estimate | *91%* | 84% |
| Collection efficiency | | Total revenues collected | F.1.B.01 | EUR | *2,835,623* | 2,938,239 |
| | | Total revenue collection surplus | F.1.B.02 | EUR | *270,632.94* | -211,673 |
| | | Total revenue collection surplus (relative) | F.1.B.03 | % of plan estimate | *111%* | 93% |
| | | Total cleared revenues | F.1.B.04 | EUR | *-245,163* | -346,935 |
| | | Total cleared revenues relative to total billing | F.1.B.05 | % of billing | *-10%* | -13% |
| | | Revenue collection relative to billing | F.1.B.06 | % of billing | *114%* | 107% |
| | | Accounts receivable | F.1.B.07 | EUR | *N/A* | *N/A* |
| | | Accounts receivable relative to turnover | F.1.B.08 | Turnover in days | *N/A* | *N/A* |
| ***Key financial values and ratios*** | | | | | | |
| Ratios | Returns | Return on capital | F.2.B.01 | % | *8.25%* | *8.5%* |

# ANNEX 2: SUMMARY OF WATER SERVICE PROVIDER INDICATORS

| Indicators | PR | PZ | PE | MIT | GJA | FE | GJI |
|---|---|---|---|---|---|---|---|
| Water service coverage (%) | 88% | 70% | 87% | 85% | 99% | 75% | 69% |
| Sewerage service coverage (%) | 84% | 68% | 52% | 54% | 74% | 68% | 60% |
| Number of inhabitants | 530,975 | 259,182 | 177,640 | 165,770 | 131,966 | 155,982 | 154,113 |
| Population covered by Water Supply services | 469,335 | 182,045 | 155,223 | 140,916 | 130,363 | 117,141 | 106,375 |
| Population covered by Wastewater services | 446,746 | 175,353 | 93,085 | 89,169 | 97,436 | 106,741 | 92,129 |
| No. of water supply consumers | 187,733 | 64,950 | 61,991 | 56,538 | 51,547 | 44,626 | 42,632 |
| Consumers with water meters | 187,536 | 64,676 | 61,913 | 55,833 | 51,490 | 44,626 | 42,487 |
| No. of wastewater consumers | 185,252 | 65,319 | 38,836 | 44,116 | 40,338 | 43,625 | 38,980 |
| Water produced (m3) | 59,531,854 | 35,129,580 | 46,556,267 | 26,930,306 | 16,215,043 | 8,558,308 | 9,270,357 |
| Water production (l/p/d) | 348 | 529 | 822 | 420 | 341 | 200 | 239 |
| Water sales (m3) | 25,680,227 | 8,396,792 | 10,272,466 | 8,598,124<br>5,349,166 | 8,281,906 | 4,713,615 | 4,231,133 |
| Water sales (l/p/d) | 150 | 126 | 181 | 167 | 174 | 110 | 109 |
| Water sales to household consumers (l/d) | 331 | 339 | 395 | 365 | 428 | 279 | 254 |
| Water sales to household consumers (%) | 78% | 85% | 78% | 80% | 87% | 87% | 86% |
| Water sales to industrial-commercial consumers (%) | 14% | 10% | 13% | 9% | 10% | 10% | 9% |
| Water sales to institutional consumers (%) | 8% | 6% | 10% | 11% | 3% | 3% | 5% |
| Unbilled water (m3) | 33,851,627 | 26,732,788 | 36,283,801 | 12,983,016 | 7,933,137 | 3,844,693 | 5,039,224 |
| Unbilled water (%) | 57% | 76% | 78% | 48% | 49% | 45% | 54% |
| Percentage of consumption read (%) | 100% | 99.1% | 99.7% | 96.9% | 99.6% | 100% | 98.7% |
| Total staff efficiency ('000 consumers) | 3.75 | 5.14 | 4.36 | 4.46 | 5.80 | 4.55 | 4.18 |
| No. of service complaints ('000 consumers) | 23.5 | 54.8 | 57.9 | 13.1 | 39.2 | 12.5 | 11.1 |
| Collection rate (%) | 104% | 104% | 90% | 100% | 103% | 100% | 107% |
| Collection rate for household consumers (%) | 108% | 107% | 91% | 107% | 103% | 104% | 113% |
| Collection rate for business-industrial consumers | 94% | 105% | 90% | 95% | 100% | 88% | 86% |
| Collection rate for institutional consumers | 102% | 81% | 85% | 56% | 123% | 79% | 77% |
| Working cost coverage ratio | 1.11 | 1.02 | 1.09 | 1.00 | 1.10 | 1.23 | 1.21 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Water supply network length (km) | 2,328 | 1,068 | 1,302 | 1,666 | 1,364 | 765 | 932 |
| Sewerage network length (km) | 1,351 | 270 | 511 | 282 | 97 | 542 | 245 |
| Total staff employed | 704 | 334 | 270 | 252 | 299 | 203 | 178 |

# ANNEX 3: SUMMARY INCOME STATEMENTS OF SERVICE PROVIDERS

## RWC Prishtina (Prishtina)

| | 2024 | 2025 |
|---|---|---|
| Turnover | 16,622,645 | 17,417,566 |
| Operating expenses | **13,503,281** | **16,372,675** |
| **Net operating income (excluding capital maintenance)** | 3,119,363 | 1,044,891 |
| Capital maintenance (infrastructure renewal + current cost depreciation) | 738,601 | 758,466 |
| **Net operating income (including capital maintenance)** | **2,380,762** | **286,425** |
| Provision for bad debts | -834,036 | -1,193,372 |
| **Net operating income (after bad debts)** | **3,214,799** | **1,479,797** |
| Interest on long-term loans | 0 | 0 |
| **Profit before tax** | **3,214,799** | **1,479,797** |

## RWC Hidroregjioni Jugor (Prizren)

| | 2024 | 2025 |
|---|---|---|
| Turnover | 5,761,417 | 6,043,766 |
| Operating expenses | **4,972,704** | **6,152,598** |
| **Net operating income (excluding capital maintenance)** | 788,713 | -108,832 |
| Capital maintenance (infrastructure renewal + current cost depreciation) | 251,934 | 281,499 |
| **Net operating income (including capital maintenance)** | **536,779** | **-390,331** |
| Provision for bad debts | -9,626 | -350,045 |
| **Net operating income (after bad debts)** | **546,405** | **-40,286** |
| Interest on long-term loans | 0 | 0 |
| **Profit before tax** | **546,405** | **-40,286** |

## RWC Hidrodrini (Peja)

| | 2024 | 2025 |
|---|---|---|
| Turnover | 4,608,328 | 5,078,653 |
| Operating expenses | 3,852,279 | 4,193,450 |
| **Net operating income (excluding capital maintenance)** | **756,049** | **885,203** |
| Capital maintenance (infrastructure renewal + current cost depreciation) | 613,962 | 197,855 |
| **Net operating income (including capital maintenance)** | **142,087** | **687,348** |
| Provision for bad debts | 689,057 | 469,821 |
| **Net operating income (after bad debts)** | **-546,971** | **217,527** |
| Interest on long-term loans | 0 | 0 |
| **Profit before tax** | **-546,971** | **217,527** |

## RWC Mitrovica (Mitrovica)

| | 2024 | 2025 |
|---|---|---|
| Turnover | 4,295,425 | 5,125,266 |
| Operating expenses | 4,254,878 | 5,101,707 |
| **Net operating income (excluding capital maintenance)** | **40,547** | 23,559 |
| Capital maintenance (infrastructure renewal + current cost depreciation) | 35,498 | **38,119** |
| **Net operating income (including capital maintenance)** | **5,049** | -14,560 |
| Provision for bad debts | -227,321 | **-4,159** |
| **Net operating income (after bad debts)** | **232,370** | -10,401 |
| Interest on long-term loans | 0 | 0 |
| **Profit before tax** | **232,370** | **-10,401** |

## RWC Gjakova (Gjakova)

| | 2024 | 2025 |
|---|---|---|
| Turnover | 5,027,075 | 5,122,642 |
| Operating expenses | 3,982,481 | 4,794,766 |
| **Net operating income (excluding capital maintenance)** | **1,044,594** | **327,876** |
| Capital maintenance (infrastructure renewal + current cost depreciation) | 662,734 | 461,929 |
| **Net operating income (including capital maintenance)** | **381,860** | **-134,053** |
| Provision for bad debts | -168,625 | -285,546 |
| **Net operating income (after bad debts)** | **550,486** | **151,493** |
| Interest on long-term loans | 0 | 0 |
| **Profit before tax** | **550,486** | **151,493** |

## RWC Bifurkacioni (Ferizaj)

| | 2024 | 2025 |
|---|---|---|
| Turnover | 2,894,896 | 3,134,207 |
| Operating expenses | 2,212,876 | 2,560,783 |
| **Net operating income (excluding capital maintenance)** | **682,019** | **573,424** |
| Capital maintenance (infrastructure renewal + current cost depreciation) | 64,444 | 153,027 |
| **Net operating income (including capital maintenance)** | **617,575** | **420,397** |
| Provision for bad debts | -129,957 | 57,341 |
| **Net operating income (after bad debts)** | **747,532** | **363,056** |
| Interest on long-term loans | 0 | 0 |
| **Profit before tax** | **747,532** | **363,056** |
| Income tax | 0 | 0 |
| **Profit before tax** | **747,532** | **363,056** |

## RWC Hidromorava (Gjilan)

| | 2024 | 2025 |
|---|---|---|
| Turnover | 2,510,107 | 2,797,641 |
| Operating expenses | 2,074,094 | 2,464,976 |
| **Net operating income (excluding capital maintenance)** | **436,013** | **332,665** |
| Capital maintenance (infrastructure renewal + current cost depreciation) | 205,634 | 161,571 |
| **Net operating income (including capital maintenance)** | **230,379** | **171,094** |
| Provision for bad debts | -245,163 | -346,935 |
| **Net operating income (after bad debts)** | **475,542** | **518,030** |
| Interest on long-term loans | 0 | 0 |
| **Profit before tax** | **475,542** | **518,030** |
| Income tax | 0 | 0 |
| **Profit before tax** | **475,542** | **518,030** |

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