



Republika e Kosovës - Republika Kosova - Republic of Kosova

ZYRA RREGULLATORE PËR UJËSJELLËS DHE KANALIZIM
REGULATORNI URED ZA VODU I KANALIZACIJU
WATER AND WASTEWATER REGULATORY OFFICE



PERIODIC EVALUATION REPORT

ON TARGETS FULLFILLMET OF THE FIRST 6 MONTHLY PERIOD 2015 DETERMINED WITH TARIFF PROCESS 2015-2017

Reporting period: January – June 2015

DFTR/WWRO

Prishtina, September 2015

Vision

“Water quality, safe and efficient services for all customers throughout Kosovo”.

Mission

“Effective and transparent regulation of water and wastewater services, in accordance with the best European practices, which ensure quantitative and qualitative services, sustainable with affordable prices throughout Kosovo, taking into account the preservation of the environment and public health protection.”

TABLE OF CONTENT

1	Introduction.....	5
2	CHALLENGING OF REGULATORY BUSSINESS PLANS.....	6
3	INFLATION APPLICATION.....	7
4	EVALUATION Metodology OF TARGETS.....	8
5.	PRODUCTION ANALYSIS, BILLING AND CUSTOMERS	9
5.1	Graphical presentation of water produced, water losses, water billed in m ³ and the customers' number	10
6.	ANALYSIS OF OPERATING EXPENSES.....	12
6. 1	Water and Wastewater Operating Expenses	13
6.2	Graphical presentation of water and wastewater operating expenses.....	14
6.2	Salary costs	15
6.3	The coverage of operating costs and own capital investments with amount of collection.....	16
7.	BILLING AND COLLECTION AMOUNT IN MONETARY VALUE.....	17
7.1.	Water and Wastewater Services Billing Amount	18
7.2	Water and Wastewater billing graphical presentation	19
7.3.	Water and Wastewater service collection amount.....	20
7.4.	Water and Wastewater billing graphical presentation	21
8.	CAPITAL INVESTMENTS	22
8.1.	Capital Investment amounts by own funding	23
8.2.	Graphical presentation of data on own capital investment of the companies.....	26
8.3.	Capital investment amounts financed by donors	27
8.4.	Data Graphical Presentation on capital investments by donors.....	30
9.	RWC ranking By target fulfilment.....	31
10.	Conclusions.....	36

Acronyms and Abbreviations

BRP	Business Regulatory Plans
RWC	Regional Water Company
FE	Regional Water Company “Bifurkacioni” j.s.c - Ferizaj
GJA	Regional Water Company “Radoniqi” j.s.c – Gjakova
GJI	Regional Water Company “Hidromorava” j.s.c –Gjilan
MIT	Regional Water Company “Mitrovica” j.s.c – Mitrovica
PE	Regional Water Company “Hidrodrini” j.s.c – Peja
PR	Regional Water Company “Prishtina” j.s.c – Prishtina
PZ	Regional Water Company “Hidroregjioni-Jugor” j.s.c – Prizren
MEPS	Ministry of Environment and Spatial Planning
MPUPE	Monitoring and Policy Unit of Public Enterprises
WWRO	Water and Wastewater Regulatory Office
SAK	Statistical Agency of Kosovo
CPIK	Consumption Price Index in Kosovo
RAB	Regulatory Asset Base

1 INTRODUCTION

It is our pleasure to present to you the first periodic working report for the first six monthly period of 2015, with the targets ratio fulfilment evaluation of medium term tariff regulatory process 2015-2017. This report provides the performance specific data of seven (7) Regional Water and Wastewater Companies, by which is evaluated the targets fulfilment level determined with tariff regulatory process during the first six monthly period of 2015 and gives also an overview of the sector for the reviewed period.

In order to compile this report, initially were obtained the data approved by tariff process 2015-2017 for the first six monthly period of 2015, which also represent the data base through which is evaluated all business of RWCs in Kosovo. Afterwards, are presented the data carried out by RWCs for the first six-monthly period of 2015, in order to compare these data with those approved by WWRO. To get a clearer picture of developments in the sector, in this report are also presented historical data which occurred during the first six monthly period of 2014.

The purpose of this report is:

- (i) To provide an information on trends of financial and operating indicators of RWCs, and in particular for capital investments carried out for the reviewed period.
- (ii) To compare work indicators of RWCs with the objectives (targets) determined with tariff process of the reviewed period, and on the occasion of deviations in this plan, to enable the companies to undertake actions timely, and in order to change or correct such trends during the last part of tariff process 2015 of regulatory process 2015-2017.

Given that the RWC "Mitrovica", j.s.c. Mitrovica acts on specific operating conditions, as it provides bulk treated water to the northern part of the city, the company's data are reflected for the entire region with all services offered by this company, including the supply services of bulk water treated to the Northern part of their town.

2 CHALLENGING OF REGULATORY BUSSINESS PLANS

Although in the tariff closing report 2015-2017 is described in details the manner how WWRO has challenged Business Regulatory Plans (BRP) of companies during the tariff determination process, we have considered reasonable in this report to make a brief description of how WWRO asked from RWCs to be more efficient in the provision of their services to its customers.

The basic principle of the regulatory process has been the financial sustainability of the companies, that means the best services for served customers, which hopefully will be achieved with reasonable tariff's that are affordable for all categories of customers served, as we have set challenging targets for the improvement of their overall performance, and that:

1. WWRO believes that operating costs are much higher than they should be, and their role is raised due to the direct impact on tariffs. During our discussions with some of the representatives of the companies, we have asked from them to approximate the higher costs with the sector average costs.
2. We believe that RWCs have a high ratio of commercial losses, many illegal connections and unsatisfactory billing, which should be as a management focus in order to minimize them, or to bring them in optimal relations.
3. Although the performance in revenue collection is being improved, we firmly believe that the improvements are very low compared that they should be, even though we have been very careful not to be too ambitious to this main indicators with regulatory process 2015-2017.

Therefore, WWRO will carry out the regular monitoring in order to assess the level of objectives fulfilment determined by the current regulatory process (as we are doing in this report).

3 INFLATION APPLICATION

While the purpose of this report mainly deals with the assessment of the degree of target fulfilment determined with the tariff process 2015-2017 for the first six (6) monthly period 2015, and in order this report to be more real, the financial data approved by WWRO presented in the following tables are adjusted with the Consumption Price Index published by the Kosovo Statistical Agency for the specified time period.

It should be noted that the financial data approved for the first six (6) monthly period of 2014 have been taken as a price base for the mid-2014 (June 2014 = when CPIK 127.3), because the BRP of tariff process 2015-2017 has been submitted during that time. Which during the determined tariff process of 2015 were indexed to Consumption Price of Statistical Agency of Kosovo explained in the paragraph four of this section.

Therefore, the financial information approved by WWRO varies from the financial data that exist in BPR, to each RWC, but the same are provided in details, such as financial amounts after indexing, since all companies individually have received final reports of the 2015-2017.

Approved financial data in this report have been based on the BRP data, multiplying with CIPK 0.99869. This index is obtained by dividing the average of CPIK for six months period of 2015 (127.133) with CPIK in the middle of 2014 (127.3).

As was noted above, the main purpose of this report is concerned with assessing the target's ratio with tariff process 2015-2017 for six monthly period of 2015.

4 EVALUATION METODOLOGY OF TARGETS

Evaluation methodology for target fulfilment determined by tariff process 2015-2017 for the first six (6) monthly period of 2015, will be uniform for all categories of data generated by RWCs for reviewed period of time. This methodology will be reflected in the respective tables for all data categories, as follows:

- historical data carried out from RWCs for first six (6) monthly period of 2014,
- data approved by WWRO for first six (6) monthly period of 2015,
- data carried out by RWCs for first six (6) monthly period of 2015,
- comparative percentage for first six monthly period of 2015 for first six monthly period of with 2014,
- the percentage of target realization for six (6) monthly period of 2015, and
- the final evaluation.

Comparative percentage comparison of six (6) monthly period of 2015 with the same period of 2014 is the ratio of the data derived from the reached indicators of viewed years, and multiplied by 100. Percentage of target realization for the first six (6) monthly period of 2015 comes as a result of the report data set as a target for each company separately, and the sector in general with data derived from RWCs and multiplied by 100. The final assessment for the first six (6) monthly period of 2015 is presented in the last column is the regulatory evaluation, identifying as:

Individual target evaluation for operational costs data and water losses in m³.

Limits	Abbreviation	Description	Evaluation
< 98.00 %	PE	Positively exceeded	Positive +
98.00% - 102.00%	R	Realized	Positive
102.01%- 106.00%	A	Approximated	Negative
> 106.00%	Not-R	Not realised	Negative -
	NC	Not – Comparable	Without comparative data

Individual target evaluation for other data

Limits	Abbreviation	Description	Evaluation
> 102.00 %	PE	Positively exceeded	Positive +
98.01% – 102.00%	R	Realized	Positive
94.00% – 98.00%	A	Approximated	Negative
<94.00%	Not-R	Not realised	Negative -
	NC	Not – Comparable	Without comparative data

5. PRODUCTION ANALYSIS, BILLING AND CUSTOMERS

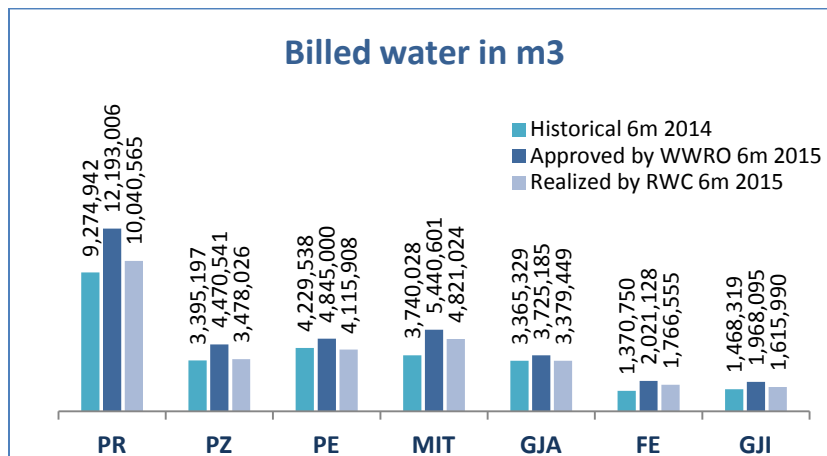
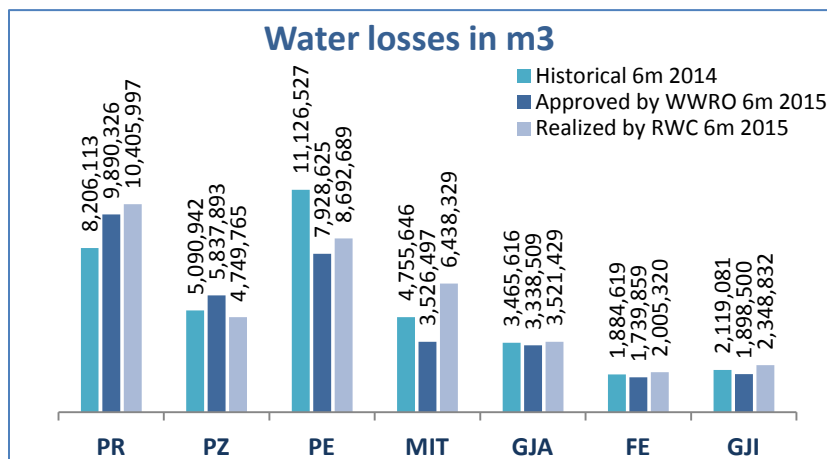
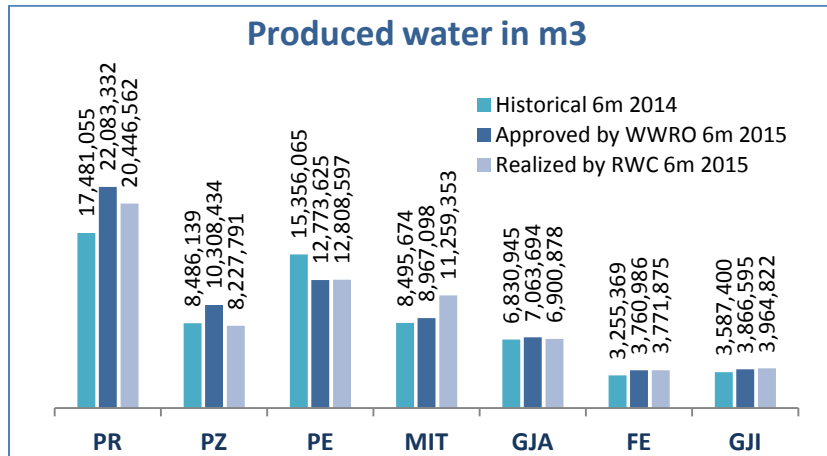
The following analysis provides data for these operating categories of water services expressed in cubic meters (m³): (i) produced water, (ii) water losses, (iii) water billed, (iv) and number of customers.

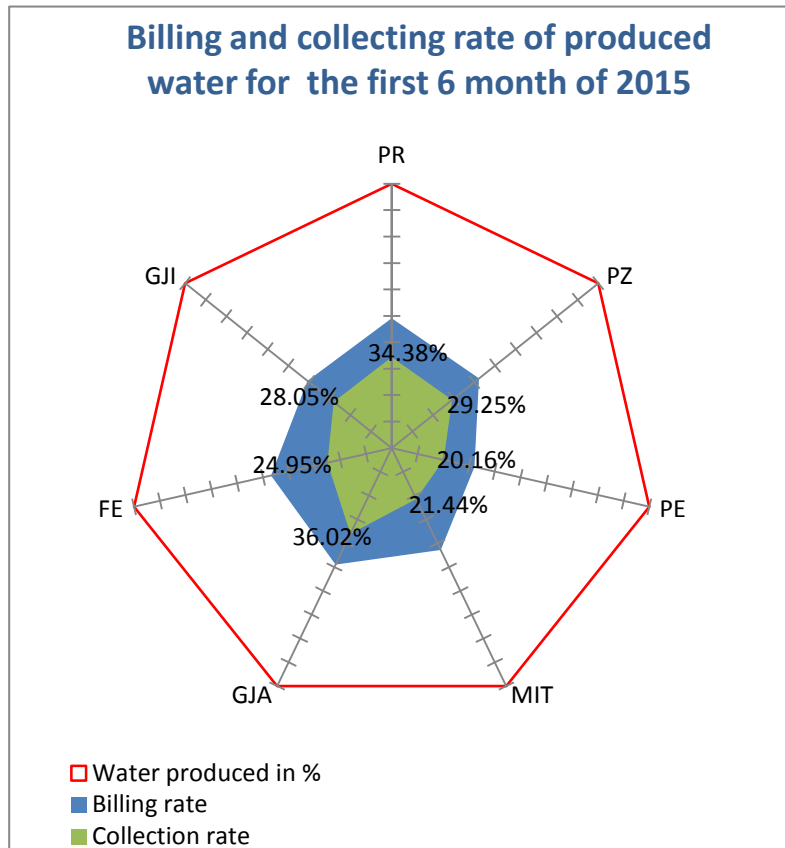
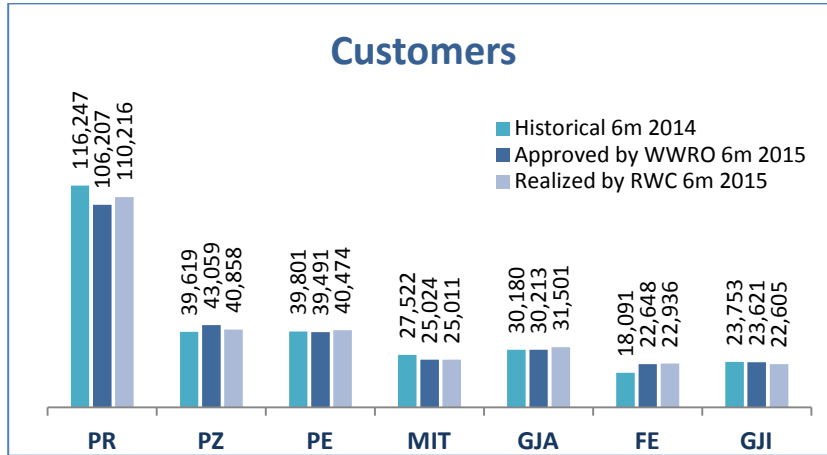
Table No. 1. Statement of quantitative data of water produced, water wasted, water billed and customer numbers served in 2015 compared with 6 monthly 2014 data and set and approved targets for the first 6 monthly period of 2014 with comparative percentage 2015

Name of Company	Operational data	Unit	Historic 6m 2014	Approved 6m 2015	Realized by WRC 6m 2015	% comparative 6m2015/6m2014	% realized of targeted 6m 2015	Assessment for 6 months in 2015
Prishtina (PR)	Produced water	m ³	17,481,055	22,083,332	20,446,562	116.96%	92.59%	Not R
	Water losses	m ³	8,206,113	9,890,326	10,405,997	126.81%	105.21%	A
	Billed water	m ³	9,274,942	12,193,006	10,040,565	108.25%	82.35%	PE
	Customers	Nr	116,247	106,207	110,216	94.81%	103.77%	PE
Hidroregjio ni Jugor (PZ)	Produced water	m ³	8,486,139	10,308,434	8,227,791	96.96%	79.82%	Not R
	Water losses	m ³	5,090,942	5,837,893	4,749,765	93.30%	81.36%	PE
	Billed water	m ³	3,395,197	4,470,541	3,478,026	102.44%	77.80%	Not R
	Customers	Nr	39,619	43,059	41,609	105.03%	96.63%	A
Hidrodriini (PE)	Produced water	m ³	15,356,065	12,773,625	12,808,597	83.41%	100.27%	R
	Water losses	m ³	11,126,527	7,928,625	8,692,689	78.13%	109.64%	Not R
	Billed water	m ³	4,229,538	4,845,000	4,115,908	97.31%	84.95%	Not R
	Customers	Nr	39,801	39,491	41,494	104.26%	105.07%	PE
Mitrovica (MIT)	Produced water	m ³	8,495,674	8,967,098	11,259,353	132.53%	125.56%	R
	Water losses	m ³	4,755,646	3,526,497	6,438,329	135.38%	182.57%	Not R
	Billed water	m ³	3,740,028	5,440,601	4,821,024	128.90%	88.61%	Not R
	Billed-south	m ³	2,103,012	3,090,601	2,300,819	109.41%	74.45%	Not R
	Billed-north	m ³	1,637,016	2,350,000	2,520,205	153.95%	107.24%	PE
	Customers	Nr	27,522	25,024	25,011	90.88%	99.95%	R
Radoniqi (GJA)	Produced water	m ³	6,830,945	7,063,694	6,900,878	101.02%	97.70%	A
	Water losses	m ³	3,465,616	3,338,509	3,521,429	101.61%	105.48%	A
	Billed water	m ³	3,365,329	3,725,185	3,379,449	100.42%	90.72%	Not R
	Customers	Nr	30,180	30,213	31,501	104.38%	104.26%	PE
Bifurkacioni (FE)	Produced water	m ³	3,255,369	3,760,986	3,771,875	115.87%	100.29%	R
	Water losses	m ³	1,884,619	1,739,859	2,005,320	106.40%	115.26%	Not R
	Billed water	m ³	1,370,750	2,021,128	1,766,555	128.88%	87.40%	Not R
	Customers	Nr	18,091	22,648	22,936	126.78%	101.27%	R
Hidromorava (GJI)	Produced water	m ³	3,587,400	3,866,595	3,964,822	110.52%	102.54%	PE
	Water losses	m ³	2,119,081	1,898,500	2,348,832	110.84%	123.72%	Not R
	Billed water	m ³	1,468,319	1,968,095	1,615,990	110.06%	82.11%	Not R
	Customers	Nr	23,753	23,621	22,605	95.17%	95.70%	A
SECTOR	Produced water	m ³	63,492,647	68,823,763	67,379,878	106.12%	97.90%	A
	Water losses	m ³	36,648,544	34,160,208	38,162,361	104.13%	111.72%	Not R
	Billed water	m ³	26,844,103	34,663,555	29,217,517	108.84%	84.29%	Not R
	Customers	Nr	295,211	290,262	293,601	99.45%	101.15%	R

5.1 Graphical presentation of water produced, water losses, water billed in m³ and the customers' number

The data in Table No 1 are presented graphically through graphs, that enable easier visual comparison of historical data for the first six monthly period of 2014, and data approved by WWRO, and those data carried out by RWCs during the first six monthly period of 2015.





Septagram (curve) red (seven angles) presents the amount of water produced from all RWCs in Kosovo expressed in percentage. Blue space shows what percentage of produced water is billed. Meanwhile, green space presents the percentage of how much of produced water is collected.

Gray space shows water losses for each company separately. Blue space shows accounts receivable-consumer debts to companies for the reviewed period of 2015. Green space figuratively shows that percentage of produced is turned in revenue.

For the RWCs to be in good financial condition and at satisfied levels of service to their customers, companies need to raise their performance compared to what is currently.

6. ANALYSIS OF OPERATING EXPENSES

As noted above, during the tariff process 2015-2017, WWRO has requested from RWCs to be more careful with their direct operating costs, and also has required to reduce the same ones to reasonable optimum.

In order to be more consistent in approving of operating expenses, which have a direct impact on tariffs, we have used the regression method for those companies that had operating expenses above the optimal average costs of some of the companies evaluated as reasonable costs, and for this reason we have considered that it is the most reasonable and transparent method for reducing of operating costs by RWCs which are considered not very rational expenses.

Data of operating cost presented in this report are categorized according to regulatory accounting guidelines, initially by dividing the operating costs for water and wastewater.

According to RWCs, water operating costs are presented divided into three categories:

- operating costs in resources and treatment
- operating costs in the distribution, and
- operating costs in business activities

Meanwhile, the wastewater operating costs are divided into 4 categories, as follows:

- operating costs in the wastewater collection
- operating costs in wastewater treatment
- operating costs in sludge treatment
- operating costs in business activities

For further details, respectively what voices of operating expenses are included in respective categories, you can be consulted by Regulatory Accounting Guidelines, which can be found published on the official website of WWRO (www.wwro-ks.org).

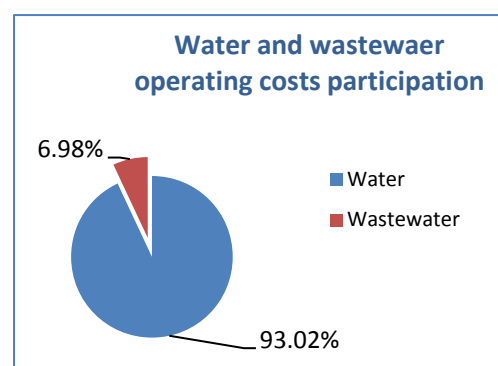
6.1 Water and Wastewater Operating Expenses

In this table are presented water and wastewater operating costs for each RWC and sector, presenting historical operating expenses for the first six monthly period of 2014, those approved by WWRO, as well as those carried out by RWCs during the first six monthly of 2015, the target fulfilment ratio in %, and final assessment for this period.

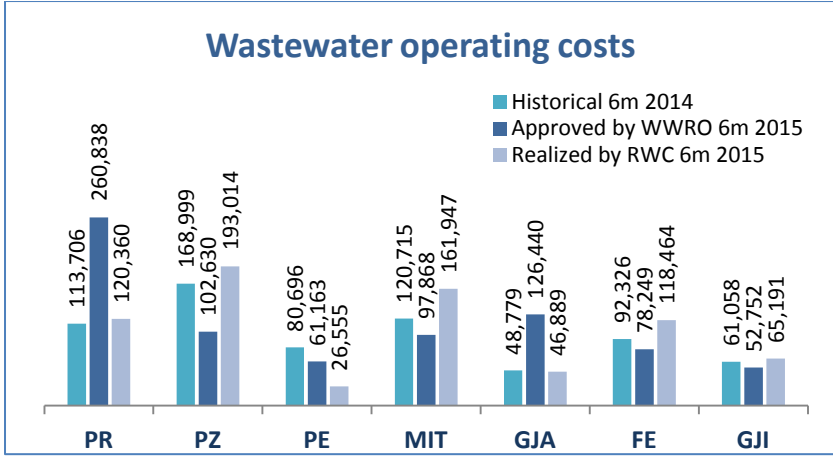
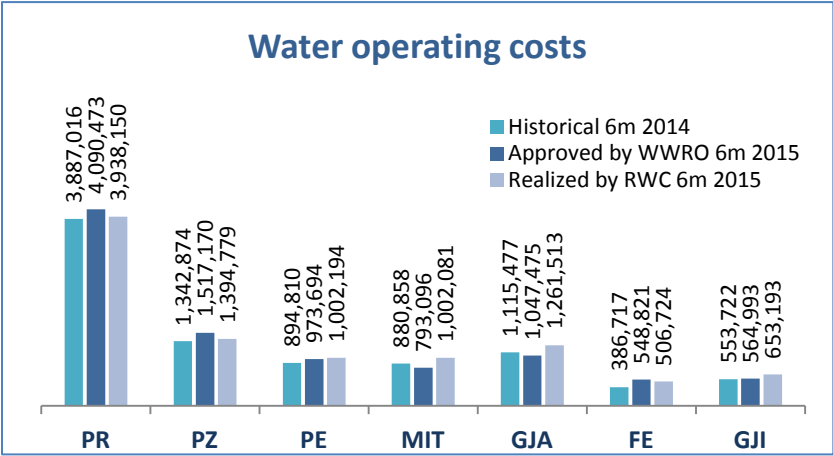
Table no. 2 Overview of operating expenses data for water and wastewater in €

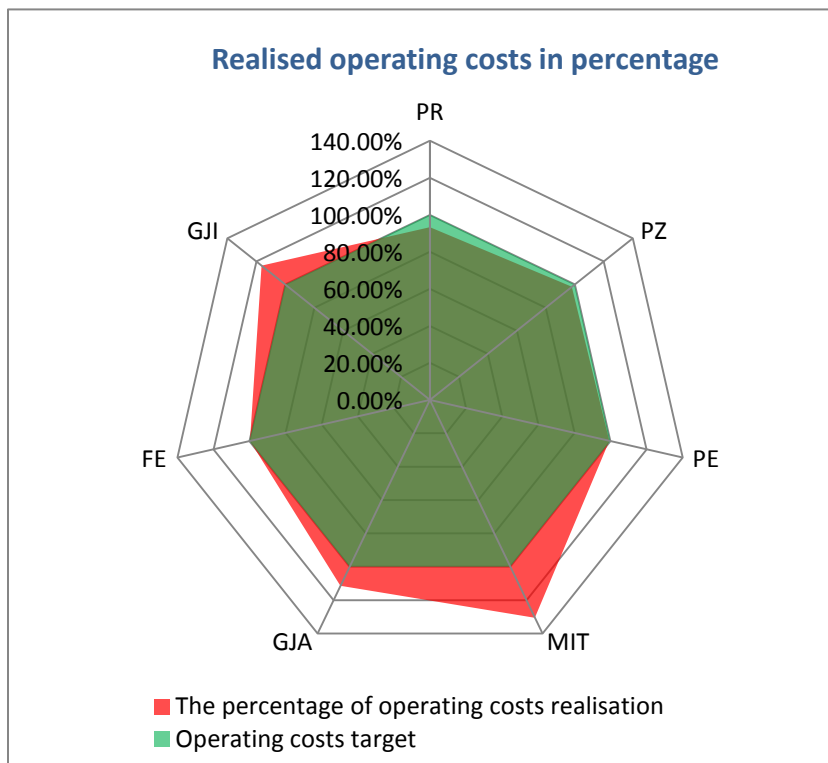
Name of Company	Voices of operating expenses	Unit	Historic 6m 2014	Approved by WRC 6m 2014	Comparative WRC 6m 2015	% Comparative 6m2015 / 2014	% real. targeted 6m 2015	Final assessment for 6 months in 2014
Prishtina (PR)	Water	€	3,887,016	4,090,473	3,938,150	101.32%	96.28%	R
	Wastewater	€	113,706	260,838	120,360	105.85%	46.14%	R
	Total	€	4,000,722	4,351,311	4,058,510	101.44%	93.27%	R
Hidroregjioni jugor (PZ)	Water	€	1,342,874	1,517,170	1,394,779	103.87%	91.93%	R
	Wastewater	€	168,999	102,630	193,014	114.21%	188.07%	Not R
	Total	€	1,511,873	1,619,800	1,587,793	105.02%	98.02%	R
Hidrodrini (PE)	Water	€	894,810	973,694	1,002,194	112.00%	102.93%	A
	Wastewater	€	80,696	61,163	26,555	32.91%	43.42%	R
	Total	€	975,506	1,034,857	1,028,749	105.46%	99.41%	R
Mitrovica (MIT)	Water	€	880,858	793,096	1,002,081	113.76%	126.35%	Not R
	Wastewater	€	120,715	97,868	161,947	134.16%	165.48%	Not R
	Total	€	1,001,573	890,964	1,164,028	116.22%	130.65%	Not R
Radoniqi (GJA)	Water	€	1,115,477	1,047,475	1,261,513	113.09%	120.43%	Not R
	Wastewater	€	48,779	126,440	46,889	96.13%	37.08%	R
	Total	€	1,164,255	1,173,915	1,308,402	112.38%	111.46%	Not R
Bifurkacioni (FE)	Water	€	386,717	548,821	506,724	131.03%	92.33%	R
	Wastewater	€	92,326	78,249	118,464	128.31%	151.39%	Not R
	Total	€	479,043	627,070	625,188	130.51%	99.70%	R
Hidromorava (GJI)	Water	€	553,722	564,993	653,193	117.96%	115.61%	Not R
	Wastewater	€	61,058	52,752	65,191	106.77%	123.58%	Not R
	Total	€	614,780	617,745	718,384	116.85%	116.29%	Not R
Sector data	Water	€	9,061,472	9,535,722	9,758,634	107.69%	102.34%	A
	Wastewater	€	686,280	779,940	732,420	106.72%	93.91%	R
Total sector data		€	9,747,752	10,315,661	10,491,054	107.63%	101.70%	R

From the total of operating expenses incurred during the first six monthly period of 2015, 93.02% of expenses incurred in the water services, while 6.98% are wastewater expenses. The total operating expenses amount carried out for both services by RWCs during the first six monthly period of 2015 was 10,491,054€, which as such are exceeded the amount approved by WWRO for this period for 1.70%.



6.2 Graphical presentation of water and wastewater operating expenses





By this graph it can be seen that the amount of approved costs for the viewed period in 2015, RWC 2015, RWC “Prishtina”, “Hidroregjioni Jugor”, “Hidrodrini” and “Bifurkacioni” have managed to get within limits set by regulator’s costs.

6.2 Salary costs

It is known that the salary costs for all employees of RWCs represent their highest participation in total operating costs, and in order to reflect the same one in relation to other costs, we will present in the table below, where we can understand easily which company manages better with this category of costs. The salary costs is most influential, as we present the average salaries for each company and sector.

Table No. 3 Salary costs relative to total costs and average salaries for the first six monthly period of 2015

Name of Company	Total of realized operational expenses	Total of realized salaries expenses	Number of staff	Percentage of salaries in relation to expenses	Average monthly salary
	€	€	No	%	€/month
PRISHTINA	4,058,510	2,384,081	549	58.74%	742.42
HIDROREGJIONI-JUGOR	1,587,793	889,747	313	56.04%	473.77
HIDRODRINI	1,028,749	661,010	213	64.25%	518.44
MITROVICA	1,164,028	664,135	227	57.05%	487.62
RADONIQI	1,308,402	963,364	260	73.63%	617.54
BIFURKACIONI	625,188	491,268	177	78.58%	462.15
HIDROMORAVA	718,384	495,958	152	69.04%	542.62
SECTOR	10,491,054	6,549,563	1,891	62.43%	577.41

6.3 The coverage of operating costs and own capital investments with amount of collection

In the table below is presented the capital investment amount of expenses incurred for each company separately and amount of collection for the first six months of 2015, in which appears the coverage rate of operating expenses without depreciation with collection, and the rate of coverage of operating expenses without depreciation and capital investment, with collection. The same displays indication of the efficiency of each company and sector over the viewed period.

Table No. 4 Statement of data revenues coverage with total operating expenses without depreciation and own capital investments during first half of the 2015.

No	Company	Billing €	Operating expenses without depreciation €	Financial balance €	Own capital Investment €	Coverage degree of operating expenses without depreciation with collection €	Coverage degree of operating expenses and investments with collection €
		A	B	C=(A-B)	D	E=A/B	F=A/(B+D)
1	Prishtina	4,424,192	4,058,510	365,682	299,108	1.09	1.02
2	Hidroregjioni Jugor	1,363,012	1,587,793	-224,781	9,071	0.86	0.85
3	Hidrodrini	1,036,258	1,028,749	7,510	0	1.01	1.01
4	Mitrovica	640,792	1,164,028	-523,235	0	0.55	0.55
5	Radoniqi	1,325,792	1,308,402	17,390	270,354	1.01	0.84
6	Bifurkacioni	589,301	625,188	-35,887	25,170	0.94	0.91
7	Hidromorava	610,281	718,384	-108,103	2,556	0.85	0.85
	Sector	9,989,628	10,491,054	-501,425	606,258	0.95	0.90

7. BILLING AND COLLECTION AMOUNT IN MONETARY VALUE

Billing and collection data in monetary value will be presented also in tabular form, in order to compare easily the results achieved by the companies and sector during the first six monthly period of 2014, then data approved by WWRO and implemented by RWCs during the first six months period of 2015, according to the regulatory process of determining the tariffs of 2015-2017.

Also, these data will be presented according to the services provided; separately for water services and wastewater services, and then summarized will be presented for each company separately and for the sector as a whole during the viewed period of six monthly period 2015, while for comparisons will be reflected such data implemented for the first 6 monthly period of 2015 with historical for the same period of time of 2014.

According to tariff policies which are published in March 2014 by WWRO, billing and collection from fixed and volumetric tariff is attributed to water supply services, while wastewater volumetric tariff is attributed as only for wastewater service.

Given that not all RWCs have been able to make the allocation of water and wastewater collection, WWRO has been obligated to do this division according to the judgement which we have considered as a reasonable option for conditions in which we are. This allocation is based on the planned billing by BRP approved by WWRO, and those carried out by RWCs and the sector to which they belong.

Note:

It should be noted that for RWC "Mitrovica" j.s.c. Mitrovica, the Government of the Republic of Kosovo allocates the budget of the Republic of Kosovo every year since after the war, to cover a certain amount of operating expenses that are created in the case when the Northern part of the City of Mitrovica is supplied with water. In order the assessment of WWRO to be more real, the following data is attributable to both service areas (North and South), and as a such will be identified where possible (billing and collection) for the viewed periods.

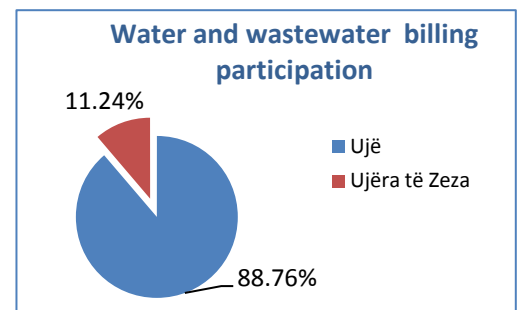
7.1. Water and Wastewater Services Billing Amount

In this table is presented the billing of water and wastewater services in monetary value for historical data of 2014, those approved by WWRO and carried out by RWCs and sector during 2015.

Table No. 5 Statement of water and wastewater billing data in monetary value

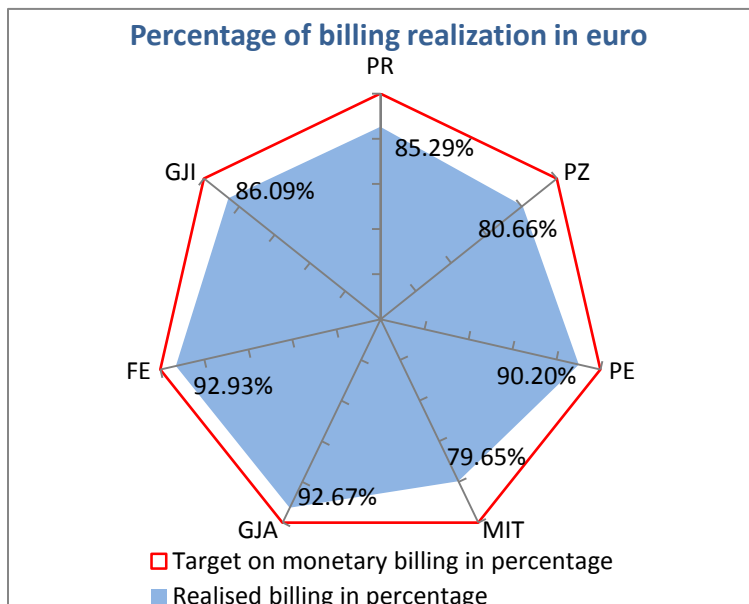
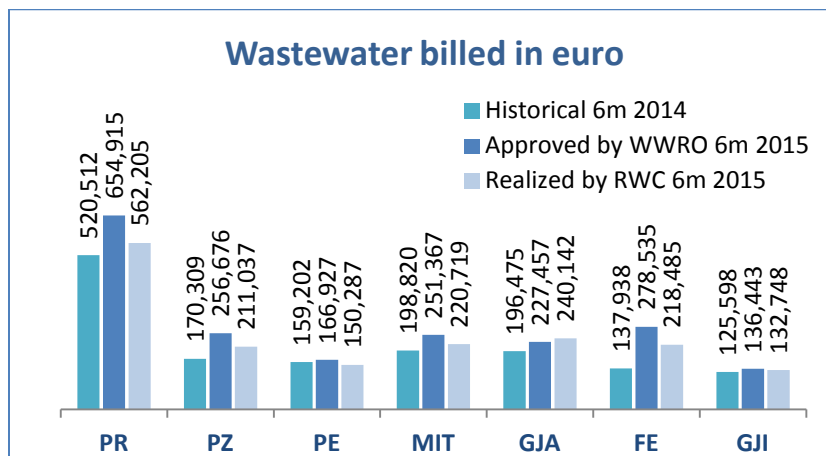
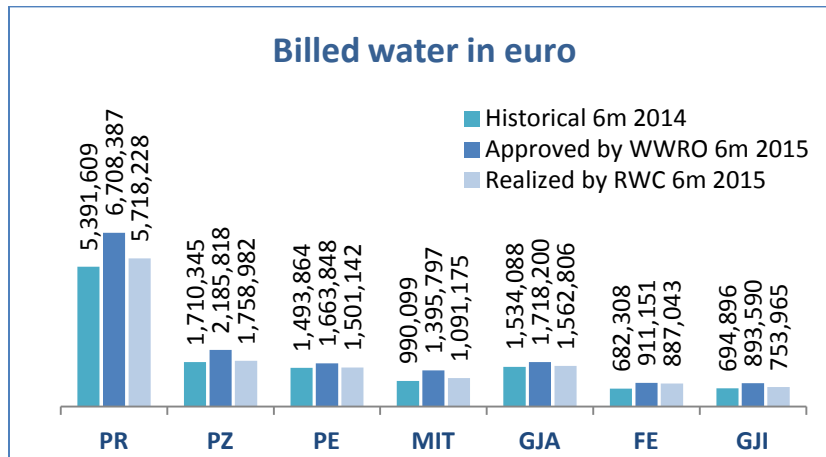
Name of Company	Data of billing for:	Unit	Historic 6m 2014	Approved by WWRO 6m 2015	Realized by WRC 6m 2014	% Comparative 6m2015/ 6m2014	% real. target 6m 2015	Final assessment
Prishtina (PR)	Water	€	5,391,609	6,708,387	5,718,228	106.06%	85.24%	Not R
	Wastewater	€	520,512	654,915	562,205	108.01%	85.84%	Not R
	Total	€	5,912,121	7,363,301	6,280,433	106.23%	85.29%	Not R
Hidroregjioni jugor (PZ)	Water	€	1,710,345	2,185,818	1,758,982	102.84%	80.47%	Not R
	Wastewater	€	170,309	256,676	211,037	123.91%	82.22%	Not R
	Total	€	1,880,654	2,442,494	1,970,019	104.75%	80.66%	Not R
Hidrodrini (PE)	Water	€	1,493,864	1,663,848	1,501,142	100.49%	90.22%	Not R
	Wastewater	€	159,202	166,927	150,287	94.40%	90.03%	Not R
	Total	€	1,653,066	1,830,775	1,651,428	99.90%	90.20%	Not R
Mitrovica (MIT)	Water –south	€	990,099	1,395,797	1,091,175	110.21%	78.18%	Not R
	Water –north	€	278,293	399,572	428,557	153.99%	107.25%	Not R
	Wastewater	€	198,820	251,367	220,719	111.01%	87.81%	Not R
	Total ¹	€	1,188,919	1,647,164	1,311,894	110.34%	79.65%	Not R
Radoniqi (GJA)	Water	€	1,534,088	1,718,200	1,562,806	101.87%	90.96%	Not R
	Wastewater	€	196,475	227,457	240,142	122.23%	105.58%	Not R
	Total	€	1,730,563	1,945,657	1,802,948	104.18%	92.67%	Not R
Bifurkacioni (FE)	Water	€	682,308	911,151	887,043	130.01%	97.35%	A
	Wastewater	€	137,938	278,535	218,485	158.39%	78.44%	Not R
	Total	€	820,246	1,189,686	1,105,528	134.78%	92.93%	Not R
Hidromorava (GJI)	Water	€	694,896	893,590	753,965	108.50%	84.37%	Not R
	Wastewater	€	125,598	136,443	132,748	105.69%	97.29%	A
	Total	€	820,494	1,030,033	886,713	108.07%	86.09%	Not R
Sector data	Water	€	12,775,502	15,876,363	13,701,898	107.25%	86.30%	Not R
	Wastewater	€	1,508,854	1,972,320	1,735,622	115.03%	88.00%	Not R
Total sector data		€	14,284,357	17,848,683	15,437,520	108.07%	86.49%	Not R

It is important to note that in the water sector in Kosovo, 88.76 % of the billing amount is carried out from water service, and 11.24% is derived from wastewater service. In total, for the sector during the first six monthly period of 2015 was carried billing in the amount of 15,437,520€, which represents 86.49% of the amount approved by the regulatory process for the first six monthly period of 2015.



¹ At this point, the total does not include the quantity of billing for the northern part of Mitrovica. But, stakeholders to be informed about quantity of unbilled water for that part, we have put it only as an illustrative figure.

7.2 Water and Wastewater billing graphical presentation



The chart shows that none of RWCs has achieved to perform billing in Euro, as approved by WWRO in tariff process 2015-2017, for the first six monthly period of 2017. As a result of this there are sectoral data for this indicator which we consider not good.

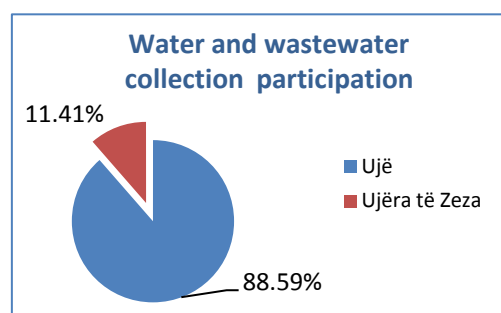
7.3. Water and Wastewater service collection amount

In this table is presented the water and wastewater collection in monetary value for historical data of 2014, those approved by WWRO and carried out by RWCs during the first six monthly period of 2015,

Table No. 6 Statement of water and wastewater billing data in monetary value

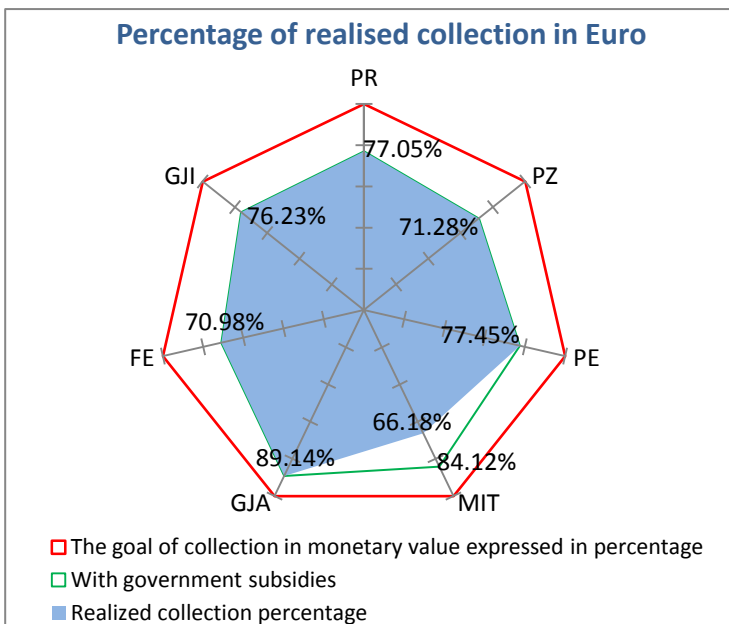
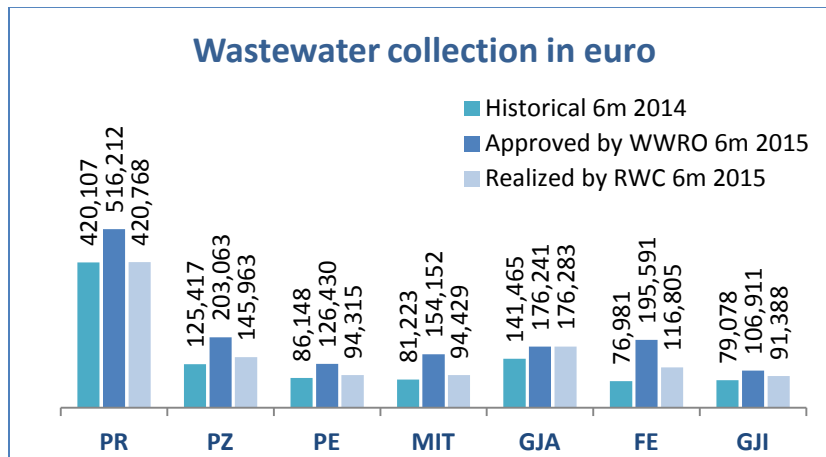
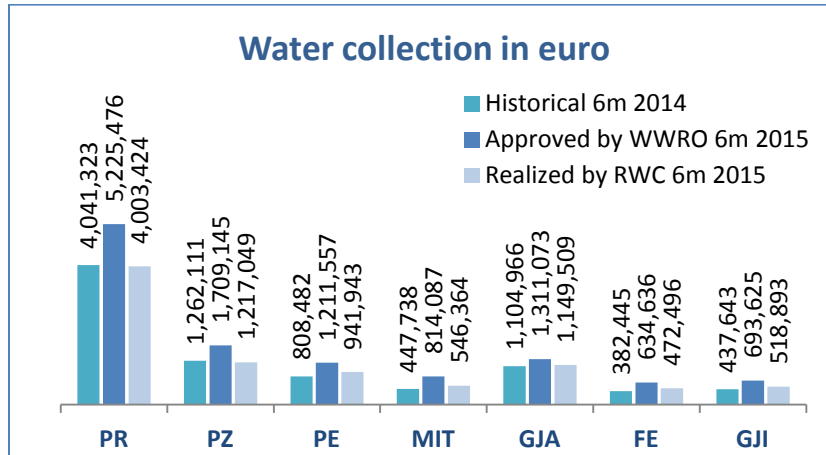
Company	Billing for related services	Unit monetar	Historic 6m 2014	Approved by WWRO 6m 2015	Realized by RWC 6m 2015	% comparative 6m 2015/ 2014	% real. The targets 6m 2015	Final Assessment
Prishtina (PR)	Water	€	4,041,323	5,225,476	4,003,424	99.06%	76.61%	Not R
	Wastewater	€	420,107	516,212	420,768	100.16%	81.51%	Not R
	Total	€	4,461,431	5,741,688	4,424,192	99.17%	77.05%	Not R
Hidroregjioni jugor (PZ)	Water	€	1,262,111	1,709,145	1,217,049	96.43%	71.21%	Not R
	Wastewater	€	125,417	203,063	145,963	116.38%	71.88%	Not R
	Total	€	1,387,528	1,912,208	1,363,012	98.23%	71.28%	Not R
Hidrodrini (PE)	Water	€	808,482	1,211,557	941,943	116.51%	77.75%	Not R
	Wastewater	€	86,148	126,430	94,315	109.48%	74.60%	Not R
	Total	€	894,630	1,337,988	1,036,258	115.83%	77.45%	Not R
Mitrovica (MIT)	Water	€	447,738	814,087	546,364	122.03%	67.11%	Not R
	Subsidies	€	183,427	260,000	173,698	94.70%	66.81%	Not R
	Wastewater	€	81,223	154,152	94,429	116.26%	61.26%	Not R
	Total ²	€	528,960	968,239	640,792	121.14%	66.18%	Not R
Radoniqi (GJA)	Water	€	1,104,966	1,311,073	1,149,509	104.03%	87.68%	Not R
	Wastewater	€	141,465	176,241	176,283	124.61%	100.02%	R
	Total	€	1,246,431	1,487,313	1,325,792	106.37%	89.14%	Not R
Bifurkacioni (FE)	Water	€	382,445	634,636	472,496	123.55%	74.45%	Not R
	Wastewater	€	76,981	195,591	116,805	151.73%	59.72%	Not R
	Total	€	459,426	830,227	589,301	128.27%	70.98%	Not R
Hidromorava (GJI)	Water	€	437,643	693,625	518,893	118.57%	74.81%	Not R
	Wastewater	€	79,078	106,911	91,388	115.57%	85.48%	Not R
	Total	€	516,721	800,536	610,281	118.11%	76.23%	Not R
Sectoral data	Water	€	8,484,708	11,599,599	8,849,677	104.30%	76.29%	Not R
	Wastewater	€	1,010,418	1,478,599	1,139,952	112.82%	77.10%	Not R
Total sectoral data		€	9,495,126	13,078,198	9,989,628	105.21%	76.38%	Not R

For the water sector in Kosovo, according to evaluation of WWRO for the first six monthly period of 2014, 88.59% of the collection is derived from water service, while the remaining part of 11.41% is derived from waster service. In total, for the sector, during the first six monthly period is realised the collection in the amount of 9,989,628€, which represents 76.38% of the approved amount during the first six monthly period of 2015.



² Subsidies provided by the Government of Republic of Kosovo to cover the costs of bulk treated water to the northern part of Mitrovica, do not represent the total at this point, but they are determined only as illustrative figure to inform stakeholders.

7.4. Water and Wastewater billing graphical presentation



The spider chart shows that none of the RWC managed to carry out collection as was approved by WWRO in tariff process 2015-2017, during first six monthly period of 2015.

The revenues from subsidies to cover operating costs at RWC "Mitrovica" j.a.c. Mitrovica for viewed are € 173,698, and this additional is presented with green line in the graph, described as other revenues for companies.

8. CAPITAL INVESTMENTS

WWRO with the approval of new tariffs for the medium term 2015-2017 has foreseen to undertake significant capital investment by all water companies, these investments are necessary in water and wastewater systems, which if are implemented will enable more quality services for customers.

Following the RAG, capital investments are classified as investments **in water services and wastewater services**. investments, which are further classified:

I. Investment in water services are then divided into:

- Investment in resources and water treatment,
- Investment in distribution
- Investment in business activities

II. Investments in wastewater services are divided into:

- Investment in wastewater collection,
- Investment in wastewater treatment,
- Investment in the treatment and discharge of sludge
- Investment in business activities

Then, investment in water and wastewater assets are divided into: **infrastructure and non-infrastructure assets**.

Capital investments in **Infrastructure Assets** are divided into investments *(i)* that are made for the purposes of infrastructure renewal, *(ii)* and in investments infrastructure growth. These investments are categorized as investment in underground assets such as: pipes, manholes, dams, underground reservoirs, water channels etc.

Capital investments in **Non-infrastructure Assets** includes all above ground assets such as: *(i)* water treatment plants, *(ii)* administrative buildings, *(iii)* transport equipment, *(iv)* office equipment, etc. This investment group then is categorized into capital maintenance investment and non-infrastructure growth.

In order to be informed in more details about these categorizations can be found explanations in RAG which are published on the official website of WWRO.

8.1. Capital Investment amounts by own funding

In the table below is presented the capital investment amounts financed by own sources of companies for water services category during six months of 2015. By this is made comparison of capital investments amount approved by WWRO, with those carried out by RWCs in 2015, percentage of realization of planned investments and our final assessment.

Table No. 7. Water capital Investment amounts financed by own sources of the companies according to the categories outlined as above in 6 first six monthly period of 2015 in €

Company	Investments category	Approved 6m 2015	Realized 6m 2015	% e real. the targets 2015	Final Assessments
PRISHTINA	Resources and water	489,358	0	0.00%	Not R
	Distribution	540,541	66,198	12.25%	Not R
	Business activities	446,190	225,922	50.63%	Not R
	Total	1,476,089	292,120	19.79%	Not R
Hidroregjioni-Jugor	Resources and water	47,438	0	0.00%	Not R
	Distribution	56,426	0	0.00%	Not R
	Business activities	7,949	8,104	101.96%	R
	Total	111,812	8,104	7.25%	Not R
Hidrodrini	Resources and water	7,490	0	0.00%	Not R
	Distribution	272,393	0	0.00%	Not R
	Business activities	72,405	0	0.00%	Not R
	Total	352,288	0	0.00%	Not R
Mitrovica	Resources and water	0	0	!	Not C
	Distribution	0	0	!	Not C
	Business activities	0	0	!	Not C
	Total	0	0	!	Not C
Radoniqi	Resources and water	149,804	42,425	28.32%	Not R
	Distribution	49,935	88,646	177.52%	R
	Business activities	32,208	139,283	432.45%	R
	Total	231,946	270,354	116.56%	R
Bifurkacioni	Resources and water	69,409	0	0.00%	Not R
	Distribution	59,921	25,170	42.00%	Not R
	Business activities	1,498	0	0.00%	Not R
	Total	130,828	25,170	19.24%	Not R
Hidromorava	Resources and water	44,941	2,175	4.84%	Not R
	Distribution	124,836	0	0.00%	Not R
	Business activities	0	381	!	Not C
	Total	169,777	2,556	1.51%	Not R
Sector	Resources and water	808,440	44,600	5.52%	Not R
	Distribution	1,104,052	180,014	16.30%	Not R
	Business activities	560,250	373,690	66.70%	Not R
	Total	2,472,742	598,304	24.20%	Not R

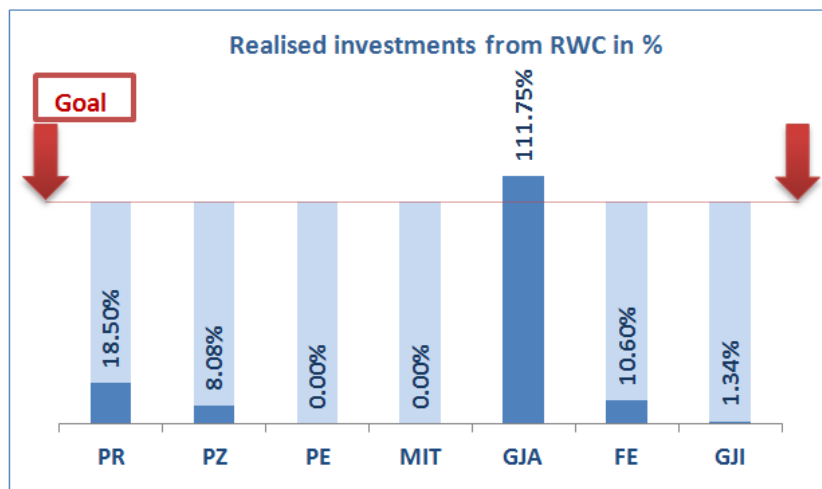
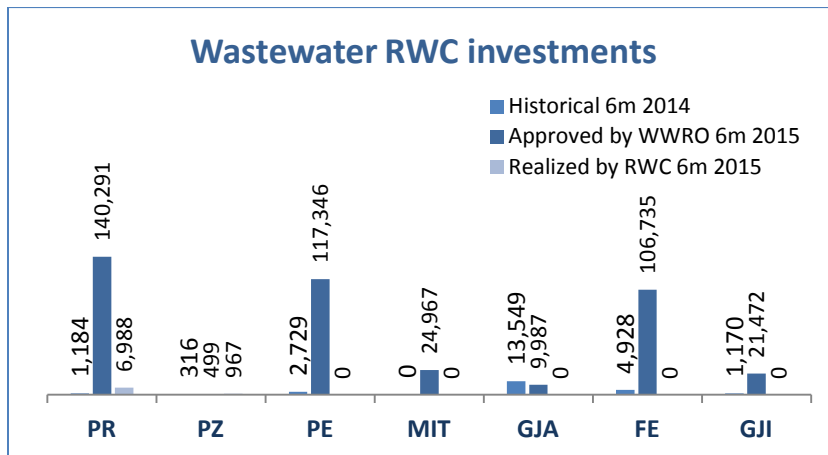
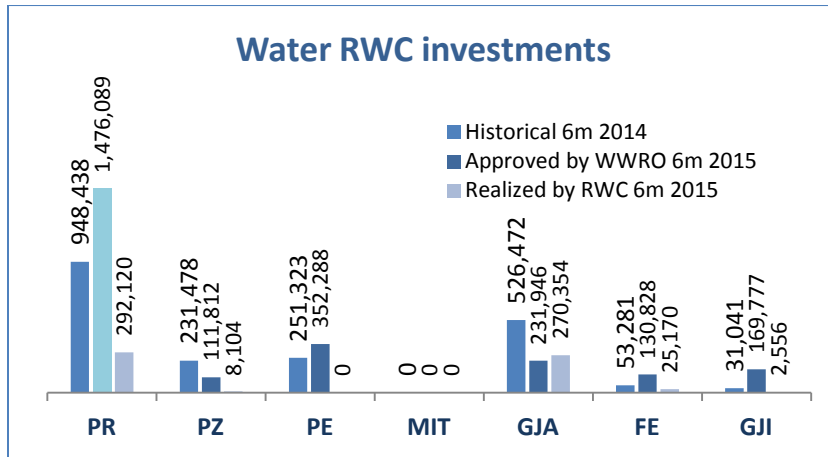
Table No. 8. Wastewater capital Investment amounts financed by own sources of the companies according to the categories outlined as above in 6 first six monthly period of 2015 in €

Company	Investments category	Approved 6m 2015	Realized 6m 2015	% e real. targets 6m 2015	Final Assessment
Prishtina	Collection of	112,353	0	0.00%	Not R
	Wastewater Treatment	0	0	!	Not C
	Sludge Treatment	0	0	!	Not C
	Business Activities	27,938	6,988	25.01%	Not R
	Total	140,291	6,988	4.98%	Not R
Hidroregjioni-Jugor	Collection of	499	0	0.00%	Not R
	Wastewater Treatment	0	0	!	Not C
	Sludge Treatment	0	0	!	Not C
	Business Activities	0	967	!	Not C
	Total	499	967	193.65%	Not R
Hidrodrini	Collection of	42,444	0	0.00%	Not R
	Wastewater Treatment	0	0	!	Not R
	Sludge Treatment	0	0	!	Not C
	Business Activities	74,902	0	0.00%	Not C
	Total	117,346	0	0.00%	Not R
Mitrovica	Collection of	24,967	0	0.00%	Not R
	Wastewater Treatment	0	0	!	Not C
	Sludge Treatment	0	0	!	Not C
	Business Activities	0	0	!	Not C
	Total	24,967	0	0.00%	Jo e R
Radoniqi	Collection of	9,987	0	0.00%	Jo e R
	Wastewater Treatment	0	0	!	Not C
	Sludge Treatment	0	0	!	Not C
	Business Activities	0	0	!	Not C
	Total	9,987	0	0.00%	Not R
Bifurkacioni	Collection of	106,361	0	0.00%	Not R
	Wastewater Treatment	0	0	!	Not C
	Sludge Treatment	0	0	!	Not C
	Business Activities	375	0	0.00%	Not R
	Total	106,735	0	0.00%	Not R
Hidromorava	Collection of	21,472	0	0.00%	Not R
	Wastewater Treatment	0	0	!	Not C
	Sludge Treatment	0	0	!	Not C
	Business Activities	0	0	!	Not C
	Total	21,472	0	0.00%	Not R
SECTOR	Collection of	318,083	0	0.00%	Not R
	Wastewater Treatment	0	0	!	Not C
	Sludge Treatment	0	0	!	Not C
	Business Activities	103,215	7,955	7.71%	Not R
	Total	421,298	7,955	1.89%	Not R

Table No. 9. Capital Investment amounts financed by own sources of the companies for water and waste water services in first six monthly period of 2015.

Company	Investments in relevant services	Unit monetary	Historic 2014	Approved 6m 2015	Realized 6m 2015	% comparative 6m2015/ 6m 2015	% real. of targets 6m 2015	Final Assessment of 6 m 2015
Prishtina	Water	€	948,438	1,476,089	292,120	30.80%	19.79%	Not R
	Wastewater	€	1,184	140,291	6,988	590.18%	4.98%	Not R
	Total	€	949,622	1,616,380	299,108	31.50%	18.50%	Not R
Hidroregjioni jugor (PZ)	Water	€	231,478	111,812	8,104	3.50%	7.25%	Not R
	Wastewater	€	316	499	967	306.01%	193.65%	PC
	Total	€	231,794	112,312	9,071	3.91%	8.08%	Not R
Hidrodrini (PE)	Water	€	251,323	352,288	0	0.00%	0.00%	Not R
	Wastewater	€	2,729	117,346	0	0.00%	0.00%	Not R
	Total	€	254,052	469,634	0	0.00%	0.00%	Not R
Mitrovica (MIT)	Water	€	0	0	0	!	!	Not C
	Wastewater	€	0	24,967	0	!	0.00%	Not R
	Total	€	0	24,967	0	!	0.00%	Not R
Radoniqi (GJA)	Water	€	526,472	231,946	270,354	51.35%	116.56%	PC
	Wastewater	€	13,549	9,987	0	0.00%	0.00%	Not R
	Total	€	540,021	241,933	270,354	50.06%	111.75%	PC
Bifurkacioni (FE)	Water	€	53,281	130,828	25,170	47.24%	19.24%	Not R
	Wastewater	€	4,928	106,735	0	0.00%	0.00%	Not R
	Total	€	58,209	237,564	25,170	43.24%	10.60%	Not R
Hidromorava (GJI)	Water	€	31,041	169,777	2,556	8.23%	1.51%	Not R
	Wastewater	€	1,170	21,472	0	0.00%	0.00%	Not R
	Total	€	32,211	191,249	2,556	7.93%	1.34%	Not R
Sector data	Water	€	2,042,033	2,472,742	598,304	29.30%	24.20%	Not R
	Wastewater	€	23,876	421,298	7,955	33.32%	1.89%	Not R
Total sectorial data		€	2,065,909	2,894,040	606,258	29.35%	20.95%	Not R

8.2. Graphical presentation of data on own capital investment of the companies



8.3. Capital investment amounts financed by donors

In this table are presented amounts data approved and carried out by donors' funding, that have been as a part of project planning for capital investments realization for water services during the first six monthly period of 2015. Comparison of these data reflects the ratio of objectives fulfilment set for this period of time, which are given in % with final evaluation.

Table No. 10. Water capital investment amounts financed according to the outlined categories above for the six monthly period of 2015 in €.

Company	Investments Category	Approved 6m 2015	Realized 6m 2015	% e real. targets 6m 2015	Final Assessments
PRISHTINA	Resources and water	2,496,727	356	0.01%	Not R
	Distribution	4,535,720	0	0.00%	Not R
	Business Activities	0	0	!	Not C
	Total	7,032,447	356	0.01%	Not R
Hidroregjioni-Jugor	Resources and water	2,154,675	9,710	0.45%	Not R
	Distribution	778,979	0	0.00%	Not R
	Business Activities	29,961	0	0.00%	Not R
	Total	2,963,615	9,710	0.33%	Not R
Hidrodrini	Resources and water	0	0	!	Not C
	Distribution	204,732	0	0.00%	Not R
	Business Activities	0	0	!	Not
	Total	204,732	0	0.00%	Not R
Mitrovica	Resources and water	0	0	!	Not C
	Distribution	1,816,868	0	0.00%	Not R
	Business Activities	127,982	0	0.00%	Not R
	Total	1,944,851	0	0.00%	Not R
Radoniqi	Resources and water	649,149	0	0.00%	Not R
	Distribution	1,248,363	147,118	11.78%	Not R
	Business Activities	0	3,534	!	Not C
	Total	1,897,512	150,652	7.94%	Not R
Bifurkacioni	Resources and water	0	0	!	Not C
	Distribution	0	0	!	Not C
	Business Activities	2,497	0	0.00%	Not R
	Total	2,497	0	0.00%	Not R
Hidromorava	Resources and water	122,340	0	0.00%	Not R
	Distribution	99,869	0	0.00%	Not R
	Business Activities	0	0	!	Not C
	Total	222,209	0	0.00%	Not R
Sector	Resources and water	5,422,891	10,066	0.19%	Not R
	Distribution	8,684,531	147,118	1.69%	Not R
	Business Activities	160,440	3,534	2.20%	Not R
	Total	14,267,862	160,718	1.13%	Not R

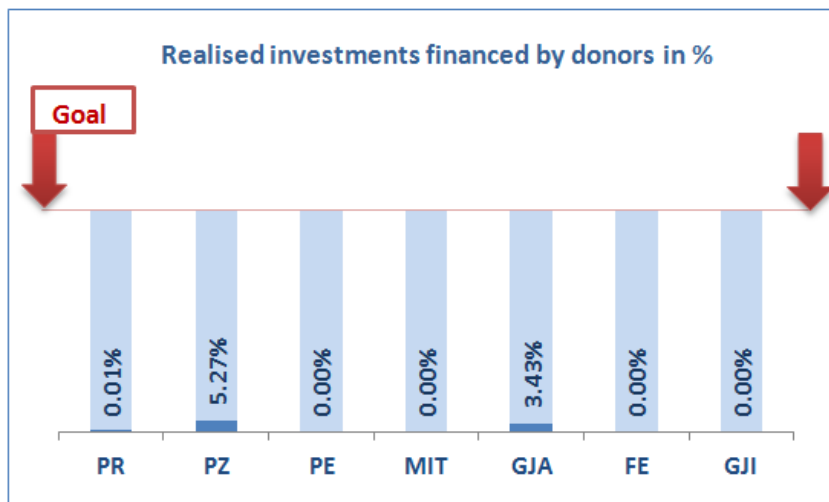
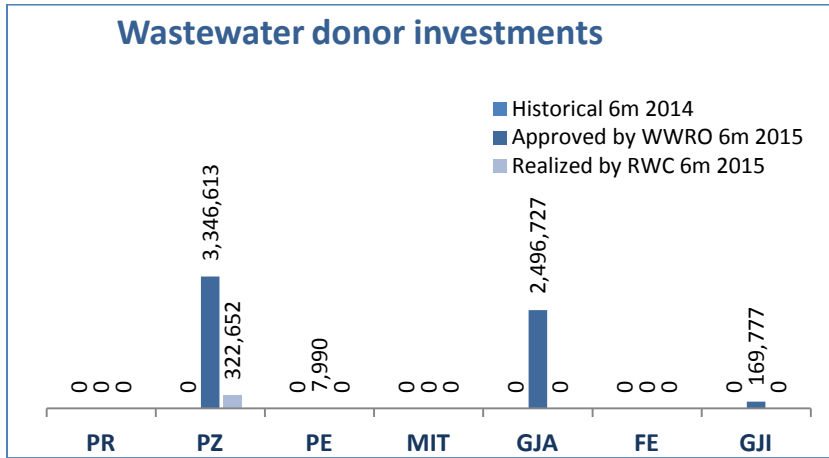
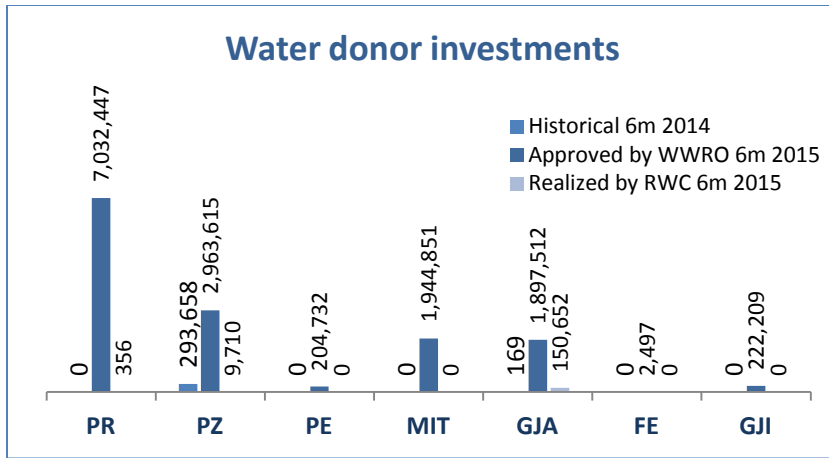
Table No. 11. Wastewater capital investment amount financed by donor under the categories outlined above for the six monthly period of 2015 in €.

Company	Investments Category	Approved 6m 2015	Realized 6m 2015	% e real. targets 6m 2015	Final Assessment
Prishtina	Collection of	0	0	!	Not C
	Treatment of	0	0	!	Not C
	Treatment of sludge	0	0	!	Not C
	Business activities	0	0	!	Not C
	Total	0	0	!	Not C
Hidroregjioni-Jugor	Collection of	3,051,999	0	0.00%	Not R
	Treatment of	169,777	322,652	190.04%	OK
	Treatment of sludge	74,902	0	0.00%	Not R
	Business activities	49,935	0	0.00%	Not R
	Total	3,346,613	322,652	9.64%	Not R
Hidrodrini	Collection of	7,990	0	0.00%	Not R
	Treatment of	0	0	!	Not C
	Treatment of sludge	0	0	!	Not C
	Business activities	0	0	!	Not C
	Total	7,990	0	0.00%	Not R
Mitrovica	Collection of	0	0	!	Not C
	Treatment of	0	0	!	Not C
	Treatment of sludge	0	0	!	Not C
	Business activities	0	0	!	Not C
	Total	0	0	!	Not C
Radoniqi	Collection of	2,496,727	0	0.00%	Not R
	Treatment of	0	0	!	Not C
	Treatment of sludge	0	0	!	Not C
	Business activities	0	0	!	Not C
	Totali	2,496,727	0	0.00%	Not R
Bifurkacioni	Collection of	0	0	!	Not C
	Treatment of	0	0	!	Not C
	Treatment of sludge	0	0	!	Not C
	Business activities	0	0	!	Not C
	Total	0	0	!	Not C
Hidromorava	Collection of	169,777	0	0.00%	Not R
	Treatment of	0	0	!	Not C
	Treatment of sludge	0	0	!	Not C
	Business activities	0	0	!	Not C
	Total	169,777	0	0.00%	Not R
SECTOR	Collection of	5,726,493	0	0.00%	Not R
	Treatment of	169,777	322,652	190.04%	OK
	Treatment of sludge	74,902	0	0.00%	Not R
	Business activities	49,935	0	0.00%	Not R
	Total	6,021,107	322,652	5.36%	Not R

Table No. 12. Capital investment amounts approved and carried out by donors for water and wastewater services during the first six monthly period of 2015

Company	Investments in relevant services	Monetary unit	Historic 6m 2014	Approved by WWRO 6m 2015	Realized by RWC 6m 2015	% comparative 2015/2014	% real. of targets 6m 2015	Final Assessments
Prishtina (PR)	Water	€	0	7,032,447	356	!	0.01%	Not R
	Wastewater	€	0	0	0	!	!	Not C
	Total	€	0	7,032,447	356	!	0.01%	Not R
Hidroregjioni jugor (PZ)	Water	€	293,658	2,963,615	9,710	3.31%	0.33%	Not R
	Wastewater	€	0	3,346,613	322,652	!	9.64%	Not R
	Total	€	293,658	6,310,228	332,362	113.18%	5.27%	Not R
Hidrodrini (PE)	Water	€	0	204,732	0	!	0.00%	Not R
	Wastewater	€	0	7,990	0	!	0.00%	Not R
	Total	€	0	212,721	0	!	0.00%	Not R
Mitrovica (MIT)	Water	€	0	1,944,851	0	!	0.00%	Not R
	Wastewater	€	0	0	0	!	!	Not C
	Total	€	0	1,944,851	0	!	0.00%	Not R
Radoniqi (GJA)	Water	€	169	1,897,512	150,652	89143.07%	7.94%	Not R
	Wastewater	€	0	2,496,727	0	!	0.00%	Not R
	Total	€	169	4,394,239	150,652	89143.07%	3.43%	Not R
Bifurkacioni (FE)	Water	€	0	2,497	0	!	0.00%	Not R
	Wastewater	€	0	0	0	!	!	Not C
	Total	€	0	2,497	0	!	0.00%	Not R
Hidromorava (GJI)	Water	€	0	222,209	0	!	0.00%	Not R
	Wastewater	€	0	169,777	0	!	0.00%	Not R
	Total	€	0	391,986	0	!	0.00%	Not R
Sectoral data	Water	€	293,827	14,267,862	160,718	54.70%	1.13%	Not R
	Wastewater	€	0	6,021,107	322,652	!	5.36%	Not R
Total sectoral data		€	293,827	20,288,96	483,370	164.51%	2.38%	Not R

8.4. Data Graphical Presentation on capital investments by donors



9. RWC RANKING BY TARGET FULFILMENT

From the report of target fulfilment, which is compiled by RFTD/WWRO, it is noticed that for each RWC is assigned a respective target through which is monitored their compliance rate. The report presented a range of data set as target, and each of them has its own importance which enables RWCs to provide water supply and wastewater services at satisfactory level. But we want to have an overall overview of which of the RWC has achieved best approaches to fulfilling the targets in comparison with other RWCs, RFTD/WWRO will present a ranking methodology which considers as the most reasonable in the circumstances in which is the water sector in Kosovo.

This ranking methodology of RWC consists of the data presented in the targets fulfilment report, where for this category of the data is also set their importance of evaluation. The data were divided in two groups and each group has its own significance. Also the data within the group have their respective importance. This methodology can be best illustrated through the following explanatory table. Criteria for ranking comparative companies for achieved performance have remained the same in this report and to change the weight of the component comparative importance will discuss at the next meeting which we plan to hold during the next meeting which we plan to hold during the next 10 days what would give information in time.

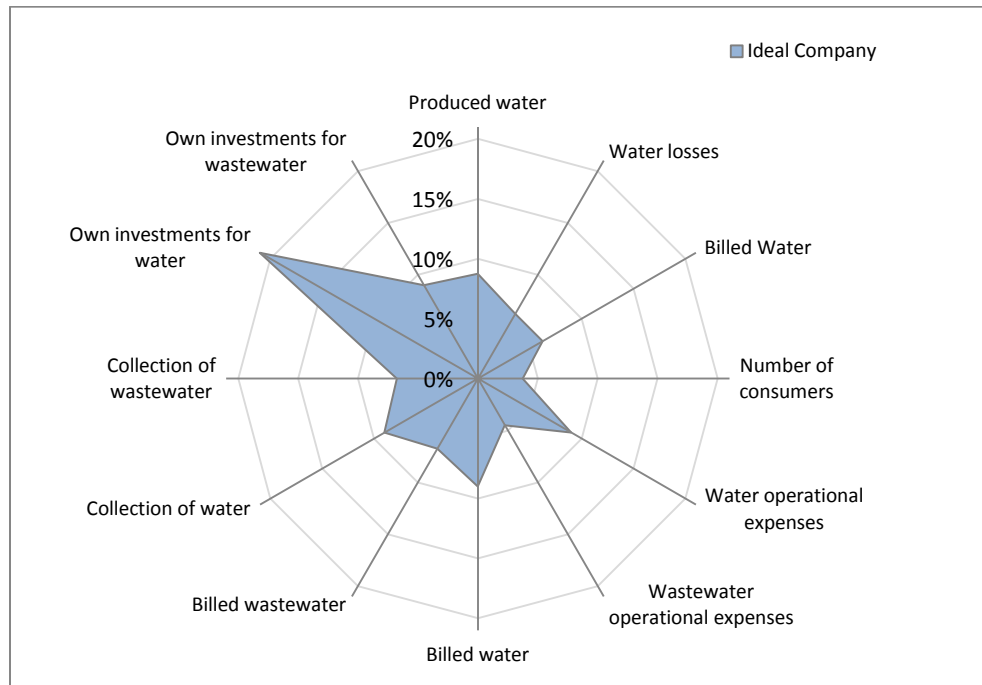
Table No. 13. RWC Ranking methodology

The data group	Components of performance measuring	Weight of components	Weight of group	Individual impact
Technical data	Produced water	35%	25%	8.75%
	Water losses	25%		6.25%
	Billed water (m3)	25%		6.25%
	No of customers	15%		3.75%
Financial data	Operating expenses for water	20%	45%	9.00%
	Operating expenses for W.W	10%		4.5%
	Billed water (€)	20%		9.00%
	Billed W.WZ (€)	15%		6.75%
	Water collection (€)	20%		9.00%
	W.W. collection (€)	15%		6.75%
Own Investments	Own investments for water	70%	30%	21.00%
	Own investments for W.W	30%		9.00%
Overall performance			100%	100%

An ideal company should at all these measured targets to get close to their performance near 100% value. It is understood that the WWRO during all tariff processes has paid a special attention to the realization of investments from own resources of the companies, because they affect the amount of the tariffs as well as in improving the level of services. Therefore, according to the table above it can be seen that the largest share has categories of data “own investments for water” and the role of this category in the overall performance of the company is 21% (70% x 30% = 21%). In this way any

given weight of components has its own value which individually identify their impact on the overall performance, getting a total of 100%.

Graphically this methodology would best be presented through the following diagram, which also represents all the data as a target by DFTR/WWRO, along with their respective weight. This implies that a company should as much as possible to reach filling the space within the zone of targets. Therefore, we can say that the company that has achieved the greatest area within the targets area, will be one of the companies that performed best during the certain year.



And, all the calculations for each company are presented in the following table with the data of how much is the percentage of targets fulfilment and their impact on the weight of that fact. If we say that a target company in the production of water has managed to realize for 90 %, then the according to the methodology calculations would be as follows:

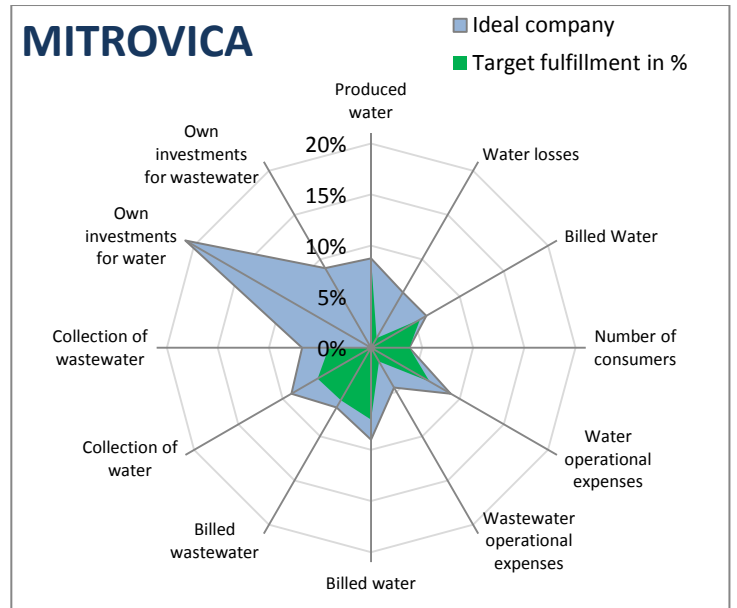
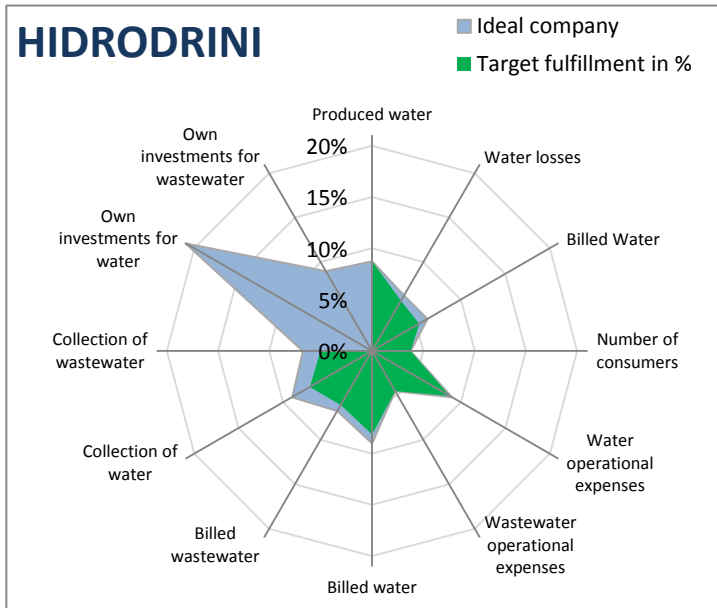
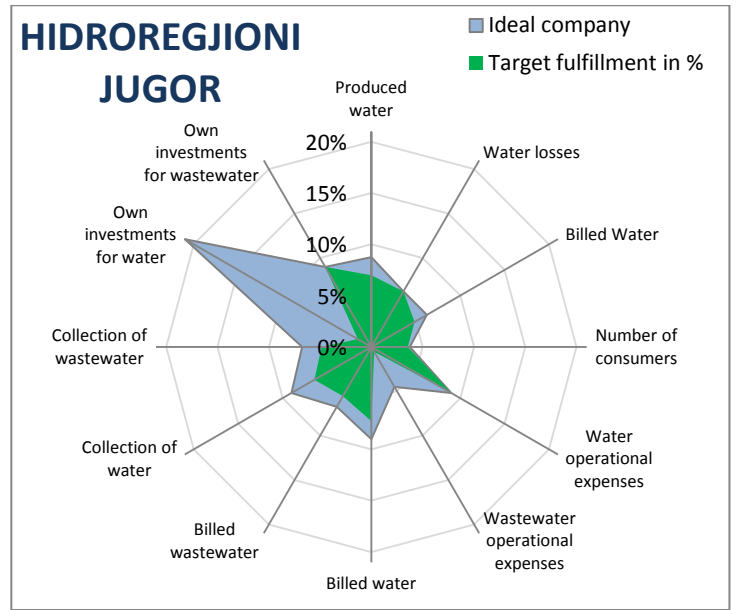
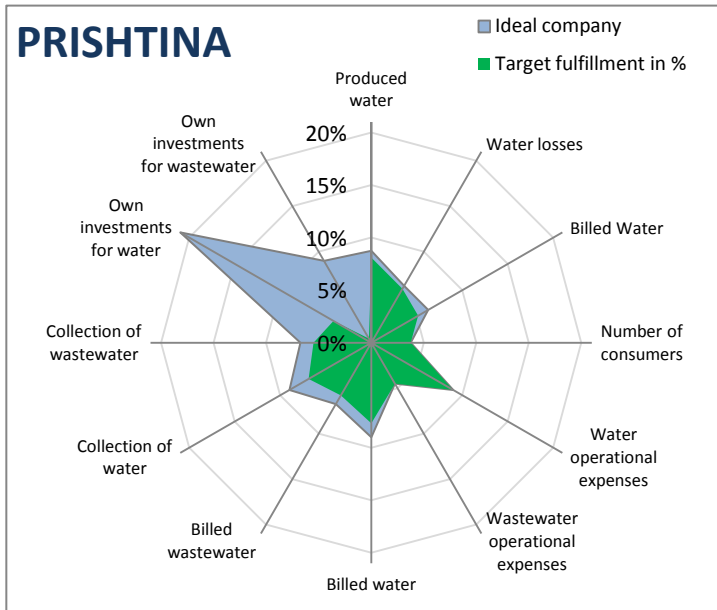
$$90\% \times 35\% \times 25\% = 7.875\%$$

And this way to all other data the targets fulfilment analysis are carried out under the weight of the respective component by getting at the end an overall evaluation of targets fulfilment set by the WWRO.

Table No. 14. Calculations of overall performance of the RWC by the weight data.

Components	PR		PZ		PE		MIT		GJA		FE		GJI	
	% target	Weight of comp.	% e target	Weight of comp	% target	Weight of comp	% target	Weight of comp.	% target	Weight of comp	% target	Weight of comp	% target	Weight of comp
Water produced	92.59%	8.101%	79.82%	6.984%	100.27%	8.750%	125.56%	8.750%	97.70%	8.548%	100.29%	8.750%	102.54%	8.750%
Water losses	105.21%	5.924%	81.36%	6.250%	109.64%	5.648%	182.57%	1.089%	105.48%	5.908%	115.26%	5.296%	123.72%	4.767%
Water billed	82.35%	5.147%	77.80%	4.862%	84.95%	5.309%	88.61%	5.538%	90.72%	5.670%	87.40%	5.463%	82.11%	5.132%
No customers	103.77%	3.750%	94.89%	3.558%	102.49%	3.750%	99.95%	3.748%	104.26%	3.750%	101.27%	3.750%	95.70%	3.589%
Operational expenses for water	96.28%	9.000%	91.93%	9.000%	102.93%	8.737%	126.35%	6.628%	120.43%	7.161%	92.33%	9.000%	115.61%	7.595%
Operational expenses for W.W.	46.14%	4.500%	188.07%	0.537%	43.42%	4.500%	165.48%	1.554%	37.08%	4.500%	151.39%	2.187%	123.58%	3.439%
Billing for water	85.24%	7.672%	80.47%	7.243%	90.22%	8.120%	78.18%	7.036%	90.96%	8.186%	97.35%	8.762%	84.37%	7.594%
Billing for W.W	85.84%	5.794%	82.22%	5.550%	90.03%	6.077%	87.81%	5.927%	105.58%	6.750%	78.44%	5.295%	97.29%	6.567%
Water collection	76.61%	6.895%	71.21%	6.409%	77.75%	6.997%	67.11%	6.040%	87.68%	7.891%	74.45%	6.701%	74.81%	6.733%
W.W. collection	81.51%	5.502%	71.88%	4.852%	74.60%	5.035%	61.26%	4.135%	100.02%	6.750%	59.72%	4.031%	85.48%	5.770%
Own investments for water	19.79%	4.156%	7.25%	1.522%	0.00%	0.000%	0.00%	0.000%	116.56%	21.000%	19.24%	4.040%	1.51%	0.316%
Own investments for W.W	4.98%	0.448%	193.65%	9.000%	0.00%	0.000%	0.00%	0.000%	0.00%	0.000%	0.00%	0.000%	0.00%	0.000%
Overall assessment		66.89%		65.77%		62.92%		50.45%		86.11%		63.27%		60.25%

From the data obtained in the above table we can already produce diagrams individually for each RWC, what can be seen graphically which of them has achieved more to fill the space with yellow, which DFTR/WWRO considers as a zone of ideal company in case of targets fulfilment.



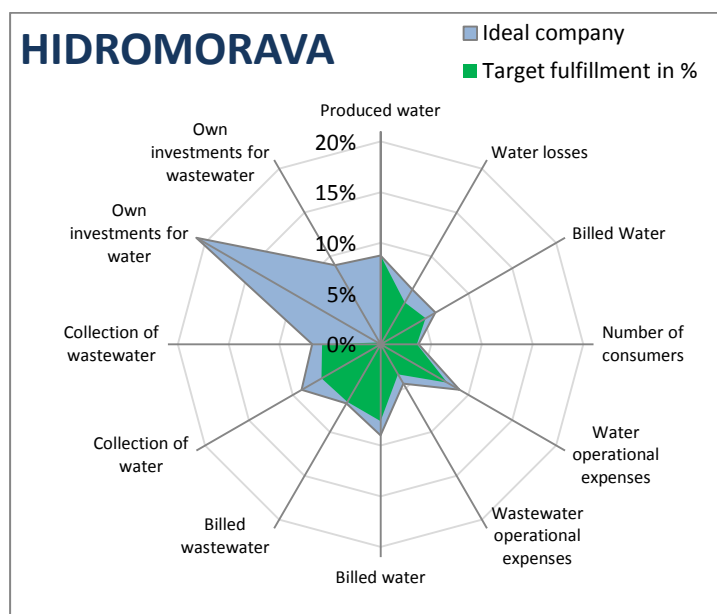
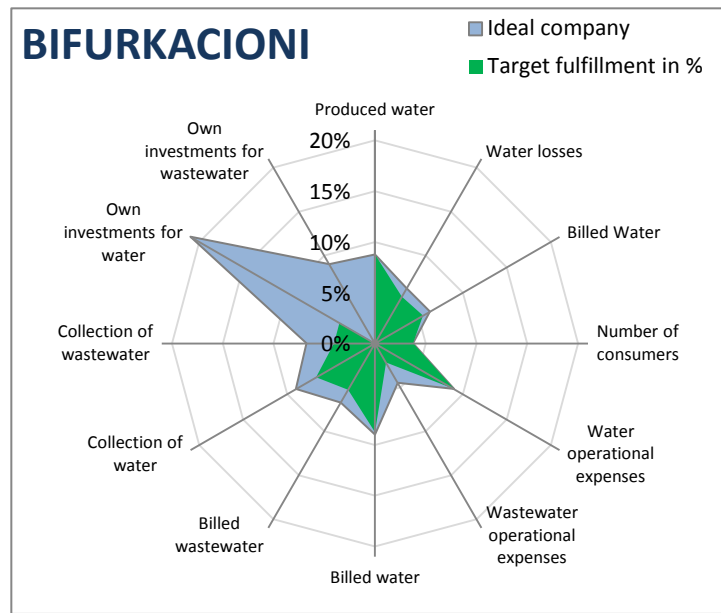
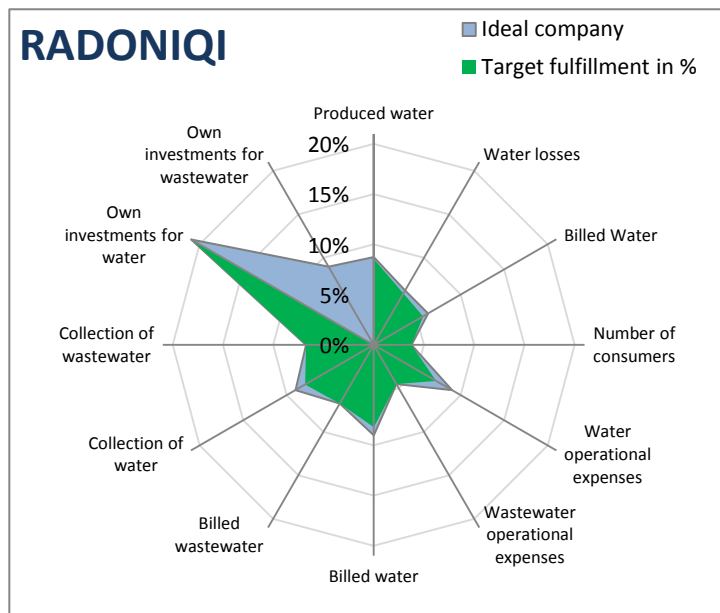


Table No. 15. RWC Ranking for the best performance in targets fulfilment in 2015

No	Company	Targets fulfilment total percentage
1	RWC "RADONIQI" SH.A - GJAKOVË	86.11%
2	RWC "PRISHTINA" sh.a - PRISHTINË	66.89%
3	RWC "HIDROREGJIONI JUGOR" SH.A - PRIZREN	65.77%
4	RWC "BIFURKACIONI" SH.A - FERIZAJ	63.27%
5	RWC "HIDRODRINI" SH.A - PEJË	62.92%
6	RWC "HIDROMORAVA" SH.A - GJILAN	60.25%
7	RWC "MITROVICA" SH.A - MITROVICË	50.45%

10. CONCLUSIONS

As stated above the key indicators, in which group are also included indicators that are related to **monetary sphere, the capital investments approved by the regulatory tariff process for the viewed period**, except for RWC “Radoniqi” j.s.c. Gjakovë and RWC “Hidroregjioni Jugor” j.s.c. Prizren, which fulfilment is questionable.

The purpose of this report is to alert management of companies to stage the data derived from their business of the first six months of this year and to sensitize all stakeholders in the water sector on the progress of fulfilment/non-fulfilment of targets defined in the 2015 tariff process o the viewed period. As is known, the objectives set by WWRO with RWCs represent “Contractual Agreement” which RWCs are obliged to work to meet them as they charged the same applied tariffs. The conclusions of this report describe any specific sectoral data for RWCs.

Operating Data

Based on the methodology of rating scale targets fulfilment for these data and other information it can be concluded that the operational data for this group of four indicators in table no. 1. We have evaluated them positively and two negatively and this has to do with the amount of produced water which is aligned performance, while the number of customers supplied with water is fully realized. Two other indicators, NRW and revenue water amounts are not carried out with a significant degree and which have affected other indicators, which contribute to assess the trend as not the best in the sector for this period.

Operational expenses

Regarding these indicators it should be noted that RWC: “Prishtina”, Hidroregjioni Jugor”, “Hidrodrini” and Bifurkacioni” have been responsive to this group of costs by keeping them under control and the RWC “Prishtina” j.s.c. Prishtina is to be praised, for the first time after some viewed periods. In the group of companies that exceeded the approved cost amounts are included: “Mitrovica”, “Radoniqi” and “Hidromorava”. Sector data are good as they are within the limits of approved amounts.

Billing in monetary value

None of the companies achieved to carry out the collection ratio approved for the viewed period of time, and this situation reflects the state of sector which is significantly below the planned indicators.

Collection in monetary value

Also the amount of planned collection for the period is failed and it was significantly below forecast, which concerns the WWRO that expected performance is not achieved and its trends are not good. Some of the companies are in a bad position according to our conviction and should make efforts to improve their trend without exception.

Capital Investments

The issue of own capital investment remains one of the weak points to be implemented by RWCs in Kosovo. Although it should be noted that the amount has not been planned so as

to be appraised the RWC “Radoniqi” j.s.c. Gjakova. But, nevertheless it deserves to mention as a positive example in this case it is this indicator has the impact that ranked first in the overall rate of achievement of objectives in comparison with other companies for the viewed period. Whereas all other RWCs are in a very weak position to realize the investments from own resources. RWCs are recommended to efficiently manage and realize investments which the Regulator has approved on the regulatory process.

The report data show that even though we have some positive indicators, the companies and the sector are still far from meeting the objectives set for, that should be additional commitments to their management, which in the following will be assessed according to the methodology assessment that without affected except the height of tariffs.