

## AMRITSAR WATER SUPPLY

Population: 804,455 <sup>1</sup>

### Production/Distribution

Average Daily Production	171,005 m <sup>3</sup>
Groundwater	100%
Surface Water	Nil
Treatment Type <sup>2</sup>	Disinfection
Storage	24,000 m <sup>3</sup>
Service Area <sup>3</sup>	103 sq km
Distribution length	952 km

### Service Connections

House (6-7 persons/HC)	115,275
Public Tap (100 persons/PT)	747
Commercial	10,834
Industrial	930
Institutional	Nil
Bulk	Nil
Other	Nil
<b>Total</b>	<b>127,786</b>

### Service Indicators

Service Coverage <sup>4</sup>	75.7%
Water Availability <sup>5</sup>	11 hours/day
Per Capita Consumption	86 l/c/d
Average Tariff	Rs9.34/m <sup>3</sup>

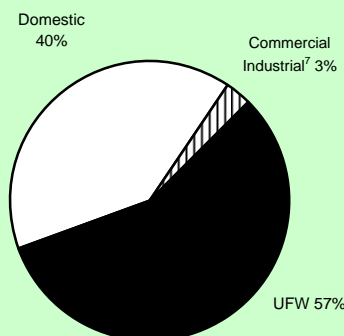
### Efficiency Indicators

Unaccounted Water <sup>6</sup>	57.4%
Unit Production Cost	Rs3.74/m <sup>3</sup>
Operating Ratio	1.36
Accounts Receivable	5.6 months
Staff/1,000 Connections	4.8

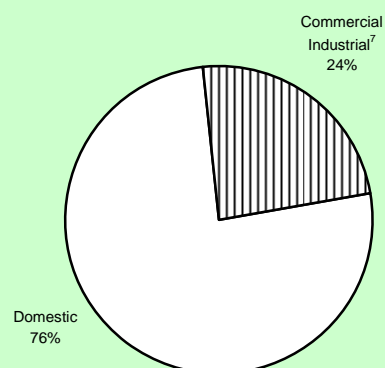
**Notes:**

- <sup>1</sup> The population is for the present area served by the utility.
- <sup>2</sup> About 92% of 125 samples taken passed the residual chlorine test.
- <sup>3</sup> The total area of responsibility is 136 sq m.
- <sup>4</sup> This is the percentage of population served by house connections and public taps. Those not served by the utility use tube wells and tankers. The urban poor comprise 36% of the population.
- <sup>5</sup> About 1,000 consumer complaints were registered in 2005-06.
- <sup>6</sup> Production is not metered and only 45% of the total commercial and industrial connections are metered. About 550 leaks were repaired during the year.
- <sup>7</sup> Commercial and industrial include institutional use and billing.
- <sup>8</sup> Other cost includes transport and chemicals.

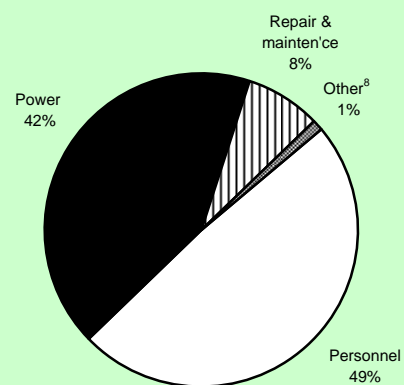
Data as of 2005-2006.



**Annual Water Use**  
62,416,685 m<sup>3</sup>



**Annual Water Billings**  
Rs 248,270,000



**Annual O&M Costs**  
Rs 233,666,000