CHENNAI *Utility Profile*

Water Utility

CHENNAI METROPOLITAN WATER SUPPLY & SEWERAGE BOARD

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Chennai Metropolitan Water Supply & Sewerage Board (CMWSSB) is a city board established in 1978. It provides water supply and sewerage services for the city of Chennai which has a total population of 5,320,000 people. The present service area of CMWSSB has a population density of 29,062 persons/km^2. The utility is responsible for water production, distribution and source development and draws water from Viranam Lake and Krishna River as well as from 11 tubewells. The private sector is involved in water production and distribution through service, management, and build-operate-transfer (BOT) contracts. The utility is following a development plan covering up to 2021. CMWSSB has an annual report for 2005-2006 that is available to the public. Billing and accounting are computerized as well as three water treatment plants and transmission system. The utility has a partly-developed management information system.

Mission Statement

"Our mission is to enhance the health and quality of life for the citizen in Chennai City by providing them adequate supply of clean and good quality of water and safe disposal of sewage/waste water at reasonable price."

General Data About Water Utility

Connections : 344,079
Staff : 4,578
Annual O&M Costs : Rs 1,387,623,200
Annual Revenue : Rs 3,127,162,600
Annual Billings : Rs 2,053,389,600
Total Capital Expenditure (Over the last 5 years) : Rs 17,342,500,000 Average capital expenditure/connection/year: Rs 10,080.53
Source of Investment Funds : Government grants and loans

Tariff Structure

METERED* (Rs/m^3)			UNMETERED (Rs/month)	
Consumption (m^3)	**Domestic**	**Partly Commercial**	**Domestic**	**Partly commercial**
0 - 10	2.50	5.00	Rs50.00	Rs150.00
11 - 15	10.00	15.00	**Commercial**	**Institutional**
16 - 25	15.00	25.00	Others - Rs400.00	Gov't hospital - Rs200.00
Above 25	25.00	25.00	Pvt hospital-Rs800.	Private school - Rs400.00
Commercial (Rs/m^3)		**Institutional (Rs/m^3)**	**Public TW Supply**	**w/ Sewerage charge**
Others – Rs35 up to 500 m^3, Rs60 beyond 500 m^3		Govt hospital - Rs20.00	Rs40.00	Rs10.00
Private hospital – Rs50 up to 500 m^3, Rs80 beyond 500 m^3		Private school – Rs40.00		

*Minimum charges/month including sewerage charges: Domestic – Rs 50/dwelling or flat; Commercial – Rs 400 (non water intensive), Rs800 (water intensive); Partly commercial – Rs150; Institutional – Rs200 (gov't hospital), Rs400 (private school)

Notes:

1. Industrial and bulk consumers are metered and are billed monthly. Unmetered consumers are billed half yearly. Water bills are paid at the water utility office, banks and through bill collectors.

2. There were 8,279 new connections in 2005-2006. Price of new domestic water connection is Rs1,930 payable prior to connection. Sewerage connection charge is Rs3,395.

Priority Need of Utility

1. Water conservation. 2. Safe disposal of sewage. 3. Source identification and development.

Consumer Service

Average monthly consumption is about 42.8 m^3 per house connection. The water bill averages Rs85.55 per month per house connection. Water is available on an average of 4-6 hours a day to most users with an average pressure of 2 meters. Applicants have to wait for about a month for a new connection to be made. Water quality is good with 99% of 28,086 water samples taken during the year passing the chlorine residual test. There were 156,984 consumers complaints recorded in 2005-06. Consumers can complain in person at the water utility office or by telephone, letter and e-mail. The urban poor are provided with free water from sintex tanks and public fountains. They pay minimal sewerage connection charge of Rs100.

Performance Highlights

CMWWSB provides water at 87 lpcd to its consumers at an average of 5 hours per day to 89.3% of the population in its service area. It has the fifth lowest UFW at 17.0%. However, while production is fully metered only 3.5% of total connections are metered making the UFW figure an estimate at best. Financial management is good with the lowest operating ratio at 0.44 and accounts receivable equivalent of 1.1 months, the third lowest. Average tariff of Rs10.87/m^3 can easily cover production cost. Staff/1000 connections ratio is high at 13.3, the fifth highest. CMWSSB needs to increase water availability and staff productivity. It should also improve metering of service connections to account for use.