

## CHENNAI WATER SUPPLY

Population: 5,320,000 <sup>1</sup>

### Production/Distribution

Average Daily Production	623,836 m <sup>3</sup>
Groundwater	9%
Surface Water	91%
Treatment Type <sup>2</sup>	Filtration
Storage	355,480 m <sup>3</sup>
Service Area <sup>3</sup>	183.1 sq km
Distribution length	2,600 km

### Service Connections

House (13.8 persons/HC)	284,965
Public Tap (87 persons/PT)	9,399
Commercial	48,958
Industrial	56
Institutional	693
Bulk	8
Other	Nil
<b>Total</b>	<b>344,079</b>

### Service Indicators

Service Coverage <sup>4</sup>	89.3%
Water Availability <sup>5</sup>	5 hours/day
Per Capita Consumption	87 l/c/d
Average Tariff	Rs10.87/m <sup>3</sup>

### Efficiency Indicators

Unaccounted Water <sup>6</sup>	17.0%
Unit Production Cost	Rs6.09/m <sup>3</sup>
Operating Ratio	0.44
Accounts Receivable	1.1 months
Staff/1,000 Connections	13.3

#### Notes:

- <sup>1</sup> The population is for the present area served by the utility.
- <sup>2</sup> About 99% of 28,086 samples taken passed the residual chlorine test.
- <sup>3</sup> This is also the total area of responsibility.
- <sup>4</sup> This is the percentage of population served by house connections and public taps. About 1% of the population are served by tankers. The urban poor comprise 10% of the population.
- <sup>5</sup> About 156,984 consumer complaints were registered in 2005-06.
- <sup>6</sup> While production is fully metered only 3.5% of total connections is metered. There were 494 pipe breaks and 3,538 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.

