

MUMBAI WATER SUPPLY

Population: 13,000,000 ¹

Production/Distribution

Average Daily Production	3,200,000 m ³
Groundwater	Nil
Surface Water	100%
Treatment Type ²	Conventional
Storage	997,180 m ³
Service Area ³	439 sq km
Distribution length	4,000 km

Service Connections

House (37 persons/HC)	255,897
Public Tap	Nil
Commercial	48,113
Industrial	5,216
Institutional	Nil
Bulk	Nil
Other (unmetered)	90,774
Total	400,000

Service Indicators

Service Coverage ⁴	100.0%
Water Availability ⁵	4 hours/day
Per Capita Consumption ⁶	191 l/c/d
Average Tariff	Rs4.60/m ³

Efficiency Indicators

Unaccounted Water ⁷	13.6%
Unit Production Cost	Rs3.67/m ³
Operating Ratio	0.49
Accounts Receivable	11.8 months
Staff/1,000 Connections	17.2

Notes:

- ¹ The population is for the present area served by the utility.
- ² About 90% of 64,000 samples taken passed the residual chlorine test.
- ³ This is also the total area of responsibility.
- ⁴ The city is totally covered by the utility. The urban poor comprise 35% of the population.
- ⁵ There were about 100,000 consumer complaints registered in 2005-06.
- ⁶ Production is metered and 75% of service connections have working meters.
- ⁷ There were about 680 pipe breaks and 650 leaks repaired during the year.
- ⁸ Other cost includes transport and chemicals expenses and purchase of raw water.

Data as of 2005-2006.

