

Water Utility: Vinh Long Water Supply Company (Vinh Long WSC)

Vinh Long Town, Vinh Long, Vietnam

Contact Details: Vice Director: Doan, Ngoc, Thien
 02 Hung Dao Vuong St, Ward 1, Vinh Long Town, Vinh Long Province, Vietnam
 Tel 1: 070-832975 Tel 2: 0913-889369
 Fax: 070-832975 Email: thiencndl@hotmail.com

Services Provided: Piped water, , , ,

Utility Type: , , , State Owned Enterprise, , ,

Private Sector Involvement: , Service Contract, , , , BOOT, BOT Contract,

Source of Raw Water: , , Direct river abstraction, ,

Treatment Method: , Disinfection, Filtration, Flocculation and sedimentation, , ,

Water Supply System description:

Production capacity = 22,400 m3/day		Distribution network = 224 km		Storage capacity = 4,500 m3
Area of Responsibility		Present Service Area		
Area (sq km)	68	59		
Population	149,650	143,500		
No. of Towns = 5		Population served = 91,615		
<u>No. of connections:</u>	Domestic (Households) = 17,548	Non Domestic = 1,347	Total Connections = 18,895	
Typical service connection length = 7 m		Connections with operating meter = 18,895		
System input volumes:	Produced by W.U. = 8.2 million m3/year	Bulk water imported = zero		
Water consumption:	Metered cons. = 5.8 million m3/year	% Unmetered cons. = 29% of metered cons.	Ave. meter inaccuracy = 4% of metered cons.	
Water Sales:	Domestic = 3.8 million m3/year	Non Domestic = 2.0 million m3/year	Bulk Water sales = zero	
<u>System Performance:</u>	No. of connections with intermittent supply = N/A		Typical duration of supply = 24.0 hours / day	
No. of pipe breaks in distribution system = 178 / year		Typical water pressure in mains = 15 m.		
Chlorine Residuals:	Tests required = 1,080 / year	Tests carried out = 1,080 / year	Tests passed = 1,046 / year	

Human Resources (Staff)

<u>Type of employment:</u>	Permanent staff: salaried Government employees, Permanent staff: with contract, , , ,			
<u>No. of staff (FTE):</u>	Corporate Services = 50	Water Supply = 150	Other = zero	Total = 200
<u>Staff Training:</u>	No. Trained = 42 / year	Training days = 210 / year	Training costs = 0.33% of total operating budget	

Customer information

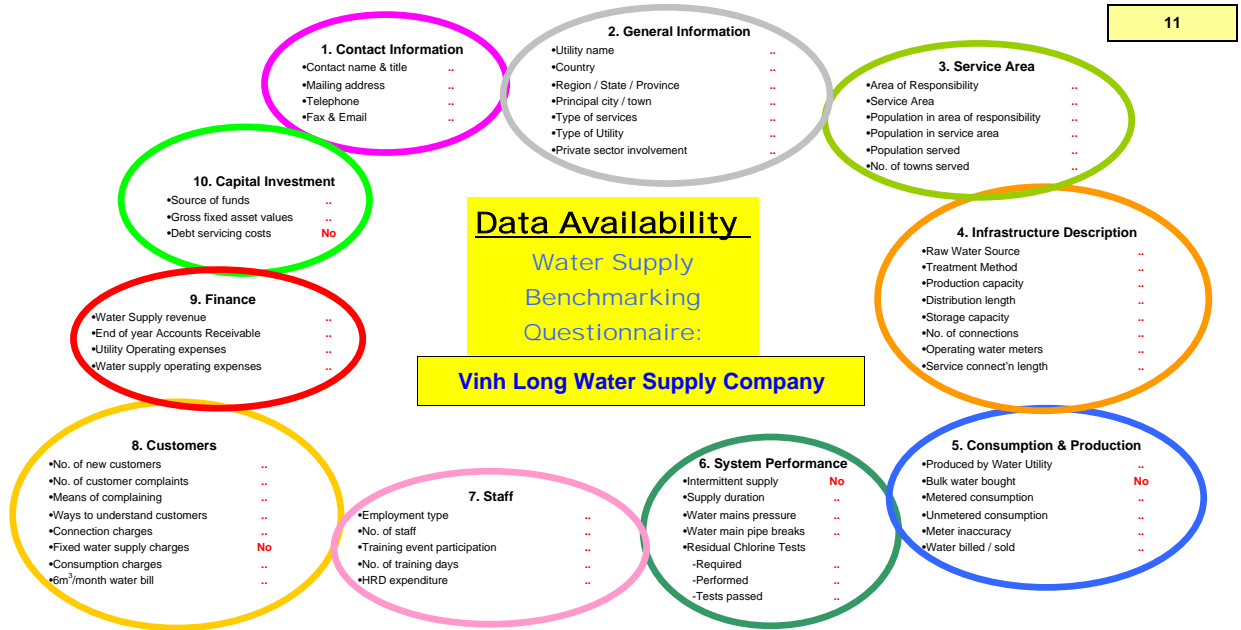
Customer interaction:	New connections = 1,482 / year	Customer complaints = 25 / year
Complaint method:	In person, By telephone, , , ,	
Understanding customers by:	Customer interactions, Responding to complaints, Surveys, questionnaires, etc., ,	

Charges & Fees

<u>Typical connection charge:</u>	Domestic = 1,000,000VND / conn. (63 US\$ / conn.)	Non Domestic = 10,500,000VND / conn. (666 US\$ / conn.)		
<u>Fixed water charge:</u>	Domestic = N/A	Non Domestic = N/A	Bulk water sales = N/A	
	N/A	N/A	N/A	
<u>Water consumption tariff</u> (typical of all towns and in each category):	Tariff Block 1	Tariff Block 2	Tariff Block 3	Tariff Block 4
Domestic	From - To (m ³)			
	Price (VND / m3) (US\$ / m ³)	2,700 \$0.17		
Non Domestic	From - To (m ³)			
	Price (VND / m3) (US\$ / m ³)	3,900 \$0.25		
Bulk Water	From - To (m ³)			
	Price (VND / m3) (US\$ / m ³)			
Water bill for household consuming 6 m ³ /month =			16,200 VND / month	(1.03 US\$ / month)

Finances

<u>Revenue:</u>	Water Sales	Other water related	Subsidies & grants	Total	Year end Accounts Receivable	
	VND / year	13,702,000,000	5,922,000,000	zero	19,624,000,000	41,700,000
	US\$ / year	\$868,920	\$375,547	zero	\$1,244,467	\$2,644
<u>Operating Expenses:</u>	Water supply	Other services	Company Overhead	Total		
	VND / year	12,339,000,000	4,728,000,000	830,000,000	17,897,000,000	
	US\$ / year	\$782,485	\$299,829	\$52,635	\$1,134,948	
<u>Water Supply Operating breakup:</u>	Labor	Electricity	Chemicals & materials	Contracted out	Other expenses	
	VND / year	4,246,000,000	2,071,000,000	392,000,000	93,000,000	5,537,000,000
	US\$ / year	\$269,262	\$131,334	\$24,859	\$5,898	\$351,132
<u>Investment funds source:</u> Own internal funds, Grant from Government or ODA project, , , ,						
<u>Fixed Assets value:</u>	Water supply	Other services	Company Overhead	Total	Debt Servicing Costs	
	VND	86,907,000,000	zero	1,640,000,000	88,547,000,000	zero
	US\$	\$5,511,256	zero	\$104,002	\$5,615,258	zero



Calculation of Overall Performance Indicator (OPI)

11

Customer Indicators	Value	Rank
Service Coverage in existing service area (%)	63.8%	(30 / 45)
Meter coverage (% with operating water meter)	100.0%	(1 / 46)
Customer complaints / 1000 connections	1.3	(37 / 41)

Water Supply Systems O&M	Value	Rank
Supply Continuity (% of time water available)	100.0%	(1 / 47)
Residual Chlorine tests passed (%)	96.9%	(17 / 34)
Total Unmetered Consumption (% of metered cons.)		
Infrastructure Leakage Index [ILI]	5.8	(5 / 26)



Human Resource Indicators	Value	Rank
Total water related staff / 1000 connections	10.6	(32 / 38)
Investment in staff training (days / staff)	1.1	(14 / 33)
Ave. cost of employment / staff (% of per capita GNI)	281%	(14 / 37)

Financial Indicators	Value	Rank
Operating Cost Coverage (water sales only)	1.04	(28 / 43)
Unit water cost (US\$ / m ³ of system input)	\$0.10	(20 / 43)
Water system asset value / Prod'n capacity (US\$ / m ³ /day)	\$246	(29 / 35)
Debt servicing ratio (% of total operating revenue)		

Financial Indicators: Annual expenses & revenue

Operating Cost Coverage		Expenses	
Operating Cost Coverage (water sales only)	1.04	Overhead expenses / Total Operating expenses ratio	0.05
Operating Cost Coverage (total revenue)	1.49	Labour costs / Water operating expenses	0.34
		Electricity costs / Water operating expenses	0.17
		Chemical & other materials costs / Water operating expenses	0.03
		Contracted out services costs / Water operating expenses	0.01
Revenue		Unit water cost	(US\$ / m ³ of metered cons.) 0.14
Water sales revenue / Total revenue ratio	0.70		(US\$ / m ³ of system input) 0.10
Subsidies & Grants / Total revenue ratio	0.00		
Revenue Collection period (months)	0.04	Debt servicing ratio (% of total operating revenue)	0.0%
Unit water price - ave. (US\$ / m ³ of metered cons.)	0.15		

Fixed Assets

Corporate Fixed Assets / Total Fixed Assets	0.02
Water system asset values	
Asset value / Total water related assets	0.98
Asset value / Prod'n capacity (US\$ / m ³ /day)	246
Asset value / pipe length (US\$ / m. pipe)	25
Asset value / Customer (US\$ / conn.)	292

System Input

Production capacity utilization (%)	100%
Bulk water imported (% of total system input)	0%
System Input Rate (litres/person/day)	245
(m ³ /connection/month)	36.0
System Input / Distribution ratio (m ³ /day per km pipe)	100.0
System Input / Storage ratio (m ³ /day per m ³ storage)	5.0
Supply Continuity (% customers with continuous supply)	100%
Supply Continuity (% of time water available)	100%

Vinh Long Town Vietnam Water Supply

Vinh Long Water Supply Company (Vinh Long WSC)

OPI Ranking = 34 / 47

Human Resource Indicators

Human Resource Utilisation		Human Resource Development	
Overhead staff ratio (% of total FTE staff)	25%	Staff Training participation rate (% staff)	21%
Water supply staff ratio (% of total FTE staff)	75%	Staff Training duration rate (days / staff)	1.1
Total water related staff / 1000 connections	10.60	Investment in staff training (% of direct labour costs)	0.96%
Direct water supply staff		Investment in staff training (% of total operating costs)	0.33%
Staff / 1000 connections	7.90	Human Resources Costs	
Staff / 1000 m ³ /day system input	6.70	Ave. cost of employment / staff (% of per capita GNI)	2.81
Staff / 100 km of pipework	67.00	Contracting out services / in-house Labour costs ratio	0.00

Distribution

Distribution / customer (m. pipe per connection)	11.9
Storage / customer (m ³ per connection)	0.20
Residual Chlorine	
Sampling compliance (%)	100%
Tests passed (%)	97%
Non Revenue Water (UFW)	
% of System Input	29%
m ³ / km / day	29.4
m ³ / connection / day	0.35
NRW adjusted for continuous supply (% of System Input)	29%
Unbilled Authorized & Unauthorized Cons. (% of metered cons.)	25%
Unmetered cons. due to meter inaccuracies (% of metered cons.)	4%
Total Unmetered Consumption (% of metered cons.)	29%
Infrastructure Leakage Index [ILI]	5.80
Mains failures ratio (breaks / km pipe / year)	0.80

Water consumption

Bulk water exported (% of total metered cons.)	0%
Average domestic water charges (% of per capita GNI)	2%
Metered consumption rate	
- Domestic (litres/person/day)	114
- Total Cons. (litres/person/day)	173
	(m ³ /conn/month) 26
Total consumption - metered & unmetered	
	(litres/person/day) 224.00
	(m ³ /conn/month) 33.00
Domestic share of total metered consumption (%)	66%
Non Domestic share of total metered consumption (%)	35%

Demography

Average town / city size (persons / town)	29,930
Population density in area of responsibility (persons/sq.km)	2,217
Population density in existing service area (persons/sq.km)	2,440
Average Household size (persons / domestic connection)	5

Customer Interactions

Customer complaints / 1000 connections	1
--	---

Connections

Service Coverage in area of responsibility (%)	61%
Service Coverage in existing service area (%)	64%
Domestic / Non-Domestic connections ratio	13.0
Domestic / Non-Domestic consumption rate ratio	1.9
New connection growth rate (% / year)	8%
New domestic connection cost (US\$ / connection)	63
New domestic connections (% of per capita GNI)	3%
Meter coverage (% with operating water meter)	100%
Billed unmetered consumption (% of metered cons.)	0%

Water Sales & Production Information

Vinh Long Water Supply Company

