



Metropolitan Waterworks Authority



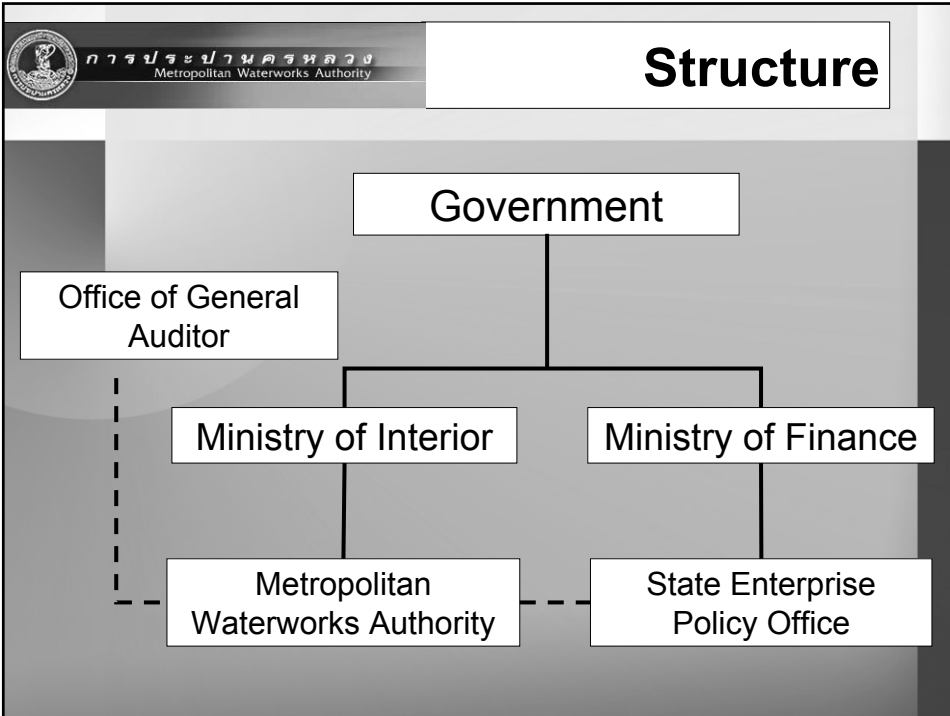
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การประปานครหลวง
Metropolitan Waterworks Authority





Background

- ✚ MWA is a state enterprise
- ✚ Established on August 16, 1967
- ✚ In accordance with
“Metropolitan Waterworks Authority
Act 1967 ”
- ✚ As stated in the motto
“**Water for People**”




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Obligations

- 
 Providing good quality water at the most affordable price
- 
 Water quality will be strictly complied with WHO standards
- 
 Supply to the residence, business and industries in Bangkok, Nontaburi and Samutprakarn provinces
- 
 We wish all the 8 million people we are serving have good health



Obligations

- ✚ Responsible Areas 3,192 Sq.km.
- ✚ Service Areas 1,540 Sq.km.

**we can serve 90% of population
in responsible area**

- ✚ MWA targets to reduce unaccounted for water down to 30% by the year 2006
- ✚ Average water pressure in water pipe network will be aimed at 6 meters by the year 2006



Serve The Poor

- ✚ Tariff : The most affordable price
- ✚ Provide water to remote areas under PSO basis
- ✚ Installation of Drinking Fountains around Bangkok
- ✚ PAPA : MWA's Bottled Water provide good quality bottled water with low price to people



Serve The Poor



Free Water

MWA also provides free water in order to lessen consumers' trouble in some cases namely:



scarce of water



Water distribution out of service



Natural disaster



Awards



Winning the Best Practice on Corporate Governance Award Contest in the year 2000.



Development of Thailand's First ISO/IEC 17025 Accreditation Laboratory



MWA has achieved ISO in several processes which can guarantee the quality in products, human resources development and services



Future Plan



MWA Strategic plan has defined its future outlook with the vision of “Strengthen the Organization and sustainable service provision with innovated technology”



Future Plan



Incorporate with the mission of “Improvement of efficient management and implementing proactive marketing through exploiting advanced technology” in achieving speedy and accurate services under the national costs optimization.



Future Plan



Owing to this direction MWA has developed the first Strategic Business Plan for the enterprise framework in medium term plan Between 2005-2007.
“The Strategic Business Plan”



Six Strategies



Manpower & HR management :
Applying Performance Based Management (PBM) in human resources management



Information Technology : Business Process Development equipped with IT will be exploited all over MWA



Marketing & Customer service :
Focusing on pro-active marketing, improving customer service



Six Strategies

- ✚ Production & Distribution : Focusing on Plant Maintenance
- ✚ Investment : Planning water supply improvement project to increase production capacity, pipeline installation for service areas expansion
- ✚ Financial : Three-year Financial management Plan with clear financial projection



Regulation and Future Corporatization

Due to MWA is one of the state enterprises listed in the track of being corporatized to :

- ✚ relieve the government burden on creating public debts
- ✚ enhance the national economic growth as a whole.



Regulation and Future Corporatization

After corporatization

- ✦ MWA's role will be only as a water supply operator
- ✦ Water Regulator will take responsibility of services standards, pricing and so on.



Regulation and Future Corporatization

The effects of corporatization will be on the pricing of water tariff due to the following reasons :

1. To reflect the real costs of capital, investment and maintenance.
2. To cover future expansion projects.
3. To cover the investment of reasonable return.



Regulation and Future Corporatization

4. To cover the cost of higher acceptable standards required.
5. To cover the cost of environmental friendly concerned.



Regulation and Future Corporatization

It is necessary to have Water regulator after Corporatization as far as the free Regulatory Body can freely perform their tasks under the following expectations:

- ✿ Both operators and customers are fairly protected
- ✿ Eliminate political intervention



Regulation and Future Corporatization

- ❁ Enhance competition by market mechanism
- ❁ Enable the operators to improve efficiency and provide sustainable services
- ❁ Enable the operators to make reasonable profit on the basis of customers' willingness to pay

The End