

SEAWUN Water Supply Benchmark Survey

Background

Within the World water supply service provider community, there have been many benchmark surveys undertaken including within individual water supply companies over a period of years, between sister water supply companies in relatively close proximity, a number of regional initiatives and on a more global scale such as the recent IBNET initiative.

Benchmarking is a recognised method of explicitly documenting performance of individual companies and promoting not only comparative awareness between companies but also indirect competition as companies seek to improve their service delivery, their financial viability and achieve sustainable management of their resources and infrastructure.

As the regional association for water supply and wastewater organisations in South East Asia, SEAWUN is committed to encouraging sharing of information, experiences and development of its member companies and organisations. Benchmarking of water supply companies is seen as a key aspect of this mutual support.

The attached survey is SEAWUN's first survey of a selection of water supply companies in South East Asia. We would be very grateful for a few moments of your time to complete the attached survey with information that is available and where not available to indicate accordingly. The survey form is mostly based on the IBNET survey instrument (see <http://www.ib-net.org>) with several additional questions. It is intended to enter the information into the IBNET system that is currently being revised and updated by WRc in the U.K. as well as the benchmarking page of the SEAWUN Internet site (<http://seawun.org>) and the preparation of a 'data book' of the results of the survey. The latter will be available to participants and key stakeholders in the survey.

Objective

The attached survey form collects 'base data' from participating water supply companies. This data will then be processed and a range of Key Performance Indicators (KPIs) calculated and analysed. In addition to 'metric' benchmarking (comparative assessment), is intended that some of these performance indicators will also look at some key issues in managing water supply companies such as:

- The commitment of the company to developing its human resources;
- The impact of revenue collection practices on income;
- The relative size of different sources of unaccounted for water and related factors such as pipe network condition, management of meter accuracy, etc.;
- Impact of system reliability on service delivery;
- Impact on company finances of service coverage expansion
- Overall relative performance compared to 'good practice' criteria

A key objective of the SEAWUN benchmark survey is to give useful results back to the participants as well generally raise the awareness in South East Asia of the usefulness of benchmarking water supply companies and encouraging others to participate in coming years. In addition to providing the results of the survey on the SEAWUN internet site, it is intended to provide a data entry page for other SEA water supply companies to participate and pages for query and review of selected data. The intention is make this facility not only user friendly but also flexible and useful to SEAWUN members.

SEAWUN

Water Supply Benchmarking Questionnaire

Introduction

Thank you for taking the time to undertaking this questionnaire. When completed, please return as soon as possible to the SEAWUN office in Hanoi, Vietnam. The information provided will be processed and we will send back to you the calculated performance indicators for your information. Following further analysis of other participant water supply companies, a data book shall be prepared and forwarded to your company. It is anticipated that this survey will continue and be extended next year and following years to become more useful and include a wider group of participating water supply and wastewater companies.

Instructions for completing the survey

- All information provide should be for the year 2003
- Please ensure that all information is provided for the same period (e.g. financial year)
- For all financial information, please specify in the local currency
- When the answer to a question is not known, please leave blank. Blank cells will be treated as 'not available' data.
- When a value is zero, please enter '0'

Section 1. Contact Information – for further information (if necessary) and feedback

1.1	<i>Contact Name:</i>		
	<i>Given Name:</i>	<i>Middle Name:</i>	<i>Family Name:</i>
1.2	<i>Title:</i>		
1.3	<i>Mailing Address:</i>		
1.4	<i>Telephone:</i>	<i>1)</i>	<i>2)</i>
1.5	<i>Fax:</i>		
1.6	<i>Email:</i>		

Section 2. Water Supply Utility General Information

2.1	<i>Utility Full Name:</i>
2.2	<i>Utility short name or acronym:</i>
2.3	<i>Country:</i>
2.4	<i>Region / State / Province:</i>
2.5	<i>Principal city / town where services are provided:</i>

- 2.6** Type of services provided by your utility (*please tick relevant boxes*)
- | | |
|--|--|
| <input type="checkbox"/> piped water supply services | <input type="checkbox"/> solid waste services |
| <input type="checkbox"/> waste water services | <input type="checkbox"/> other, please specify _____ |
| <input type="checkbox"/> storm water drainage | |
- 2.7** Type of water utility (*please tick relevant boxes*)
- Government department with no separate financial reporting for water supply
 - Government department with separate financial reporting for water supply
 - Statutory organisation following State requirements
 - State owned enterprise operating under commercial law
 - Jointly (Government & Private) owned company operating under commercial law
 - Privately owned company operating under commercial law
 - 'Not for Profit' organisation (e.g. Cooperative) operating under commercial law
- 2.8** Extent of private sector involvement in your utility (*please tick relevant boxes*)
- none
 - service contract(s)
 - management contract(s)
 - lease contract(s)
 - concession contract(s)
 - build, (own,) operate & transfer (BOOT, BOT) contract(s)
 - full private asset ownership and operation

Section 3. Service Area

- 3.1** Size of Utility's area of Responsibility: _____ sq. km
- 3.2** Size of Utility's present service area: _____ sq. km
- 3.3** Population of Utility's area of responsibility: _____
- 3.4** Population of Utility's present service area: _____
- 3.5** Population served by the Utility with piped water supply: _____
- 3.6** Number of towns served with piped water: _____

Section 4. Infrastructure Description

- 4.1** Source of raw water (*please tick relevant boxes*)
- bulk water from another utility / company
 - storage reservoir / impoundment
 - direct river abstraction
 - groundwater
 - other, please specify _____
- 4.2** What are the main methods of treatment used (*please tick relevant boxes*)
- none
 - disinfection
 - filtration
 - flocculation and sedimentation
 - aeration
 - desalination
 - other, please specify _____
- 4.3** Capacity of production systems: _____ m³ / day
- 4.4** Length of water distribution network: _____ km
- 4.5** Capacity of storage in network _____ m³

4.6 Piped water supply connections: *please specify how many in each category*

Domestic (Households)	Non Domestic (Industrial, commercial, Institutional, other)	TOTAL

4.7 Number of connections with operating water meters: _____ km

4.8 Typical length of service connection from water main to water meter: _____ metres

Section 5. Water Consumption & Production

5.1 Volume of water produced by the Utility: _____ million m³ / year

5.2 Volume of water bought in bulk from other utility / company: _____ million m³ / year

5.3 Volume of water metered: _____ million m³ / year

5.4 Estimated un-metered consumption: _____ % of metered consumption

5.5 Estimate of average meter inaccuracy at typical flows rates: _____ % of metered consumption

5.6 Volume of water billed / sold: *please specify how much (million m3 / year) in each category*

Domestic (Households)	Non Domestic (Industrial, commercial, Institutional, other)	Bulk water sales	TOTAL

Section 6. Water Supply System Performance

6.1 Number of customers who received intermittent supply: _____ connections

6.2 Typical duration of supply (planned and unplanned supply interruptions): _____ hours / day

6.3 Typical mains water pressure in your pipe network: _____ metres

6.4 Number of water pipe breaks in the distribution network: _____ # / year

6.5 Required number of tests of treated water for residual chlorine: _____ # / year

6.6 Number of tests of treated water for residual chlorine carried out: _____ # / year

6.7 Number of tests of treated water for residual chlorine passed: _____ # / year

Section 7. Staff

7.1 Who does the work in your company: *(please tick relevant boxes)*

- permanent staff – salaried Government employees
- permanent staff – with contract
- casual / part-time – contract staff
- casual / part-time – wages
- contracted out to outside company / agency
- other, please specify

7.2 Number of FTE* staff in the company: *please specify how many in each category*

Corporate Services (Management, Admin, Finance, Technical, etc.)	Water Supply (O&M, Customer Services, Support Services, etc)	Other non water supply (e.g. wastewater, drainage, environment services)	TOTAL

* FTE = Full Time Equivalent staff (i.e. convert part-time and casual staff to equivalent full time staff)

7.3 Number of staff that participated in at least one training event during the year:
_____ staff

7.4 Total number of training days (\sum (participants x training event duration)) in the year:
_____ days

7.5 Proportion of total operating budget used for Human Resource Development (HRD):
_____ %

Section 8. Customers

8.1 Number of new customers connected to water supply system during the year:
_____ # / year

8.2 Number of customer complaints recorded during the year: _____ # / year

8.3 Means by which customer can make a recorded complaint (please tick relevant boxes)

- in person
- by telephone
- by email
- by letter
- other method, please specify

8.4 How does the Utility find out the views of its customers (please tick relevant boxes)

- from customer interactions (letters, telephone calls, enquiry counter, etc.)
- by responding to customer complaints
- from customer surveys, questionnaires, etc.
- by market research
- other method

8.5 Typically* what is the connection charge for new customers: please specify how much in each category

Domestic (Households)	Non Domestic (Industrial, commercial, Institutional, other)	Bulk water sales	AVERAGE of all categories

8.6 Typically* what is the fixed water supply charge / month: please specify how much in each category

Domestic (Households)	Non Domestic (Industrial, commercial, Institutional, other)	Bulk water sales	AVERAGE of all categories

8.7 Typically* what is the water tariff for metered consumption: *please specify how much in each category*

Tariff Block	Domestic			Non Domestic			Bulk water sales		
	From	To	Cost/m ³	From	To	Cost/m ³	From	To	Cost/m ³
1.	0			0			0		
2.									
3.**									

Notes:

* Where the Water Utility supplies multiple towns each with their own water charge schedules, please specify the typical tariff schedule nominally for the principal town supplied by the company

** Where there are more than 3 blocks in the tariff schedule please specify the approximate average tariff rates for consumptions above tariff block 2.

8.8 What would be the monthly water bill for a household consuming 6 m³ of water / month:

Section 9. Finance

9.1 Other water supply revenue (e.g. materials sales, construction, etc.):

9.2 Total water supply revenue (i.e. Water consumption revenue + Other):

9.3 Year end Accounts Receivable (water billings & all other outstanding invoices):

9.4 Operating (recurrent) expenses of the company: *please specify how much in each category*

Water Supply Operating Expenses	Other services (e.g. drainage, wastewater)	Company Overhead (Corporate Expenses)	TOTAL

9.5 Water supply operating expenses of the company: *please specify how much in each category*

Labour Costs	Electricity	Chemicals & other Materials	Contracted out services

Section 10. Capital Investment

10.1 Principal source of funds for investment in the last 5 years: *(please tick relevant boxes)*

- own internal sources of funding
- grant from Government or ODA project
- loan from Government Bank.
- loan from ODA sources
- loan from Commercial Bank
- private sector investment / equity
- other method, please specify

10.2 Gross fixed asset value including works in progress: *please specify how much in each category*

Water Supply Assets	Other services (e.g. drainage, wastewater)	Company Assets	TOTAL

10.3 Total debt servicing cost (including interest and repayment of capital): _____