

Water Regulatory Authority of Albania

Report on the Performance on the Water Supply and Sewerage Utilities

2020

(English short version)



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Performance Report as an instrument of analysis, information and transparency in the framework of WSS sector reform

The Performance Report of the water supply and sewerage sector for 2020 drafted by WRA for 10th consecutive year, aims to inform and give transparency to public and all stakeholders at the central and local level involved in the water sector. It is not just a statistic document compared with the previous year but reflects the analysis of performance trend for each WWS company, and highlighting the sector issues for the year 2020. The report gives also the recommendations for improvement of the sector performance in accordance to current stage of sector reform that the central government initiated 3 years ago.

WRA through this Report fulfills the obligation imposed by law to estimate from an impartial positions the performance of the sector, as an independent institution.

Financial Balance of WWS

The financial performance of the sector for 2019 and 2020 is given in the Table 1.

Table 1. Financial performance of the sector for 2018 and 2019

NO	Financial Results	Year 2019 (in 000 ALL)	Year 2020 (in 000 ALL)	Difference 2020-2019 (in 000 ALL)	Difference 2020-2019 (in %)
1	O&M Costs	9,113875	9,542489	428,614	5%
2	Capital Costs	3,480,569	3606.628	126,059	4%
3	Total Costs	12,594,444	13,149,117	554,673	4%
4	Revenues from WS Activity	9,763,452	9,850,414	86,962	1%
5	Revenues from Subsidies	700,000	720,000	-20000	3%
6	Total Revenues	10,463,452	10570414	106,962	1%
7	O&M Cost Coverage	115%	111%		-4%
8	Total Cost Coverage	83%	80%		-3%

Referring the table above, the financial situation of the WSS sector for 2020 has deteriorated compared to 2019 in terms of O&M and total costs coverage. The financial situation for most utilities is still unsustainable, where 10 out of 57 of them across the country fail to cover with revenues the Direct O&M Costs.

During 2020, are realized 9 850 million ALL revenues, compared to the previous year, they are increased by 86.9 million ALL. The revenues are increased as well from subsidies granted by the central government for about 20 million ALL or 3%. The revenue are increased by big utilities (Group I-st) in total by 17.5 million ALL. In the II-nd Group of the utilites the revenues are increased by 94.1 Million ALL, mainly by the utilites of Peqin, Miredite, Kruje and Kukes, while the revenues in the III-rd Group are increased by 13.9 million ALL. In maim time the subsidies from the central government are for the year 2020 increased by 106,9 million ALL.

Nevertheless the revenues and subsidies comparing with the previous year are

increases the performance indicator of Costs Coverage it is not improved because the during the 2020 the costs are increased by 575 million ALL more than the year 2019.

In order to cover the differences between O&M costs and revenues, the need for subsidies for the Sector is estimated to be about 1,344 million ALL (about 10.8 million euro), while the fund allocated to the utilities as a subsidy was about 720 million ALL or 5.8 million euro.

The Key Performance Indicators that WRA uses to estimate the performance of utilities are summarized in Table 2.

Table 2. WS Sector Performance Indicators (KPIs)

Performance Indicators	2019	2020	Tendency	Good Performance (by WRA)
Non-Revenue Water (%)	63.7	65.4	↘	30
OPEX Cost Coverage (%)	103.2	103.2	↘	100
Total Cost Coverage (%)	74.9	74.9	↘	80
General Collection Rate (%)	89.8	89.8	↘	82
Current Collection Rate(%)	76.6	76.6	↘	82
Metering Ratio (%)	77.3	79.6	↗	85
Staff Efficiency (staff/1000 connections)	5.33	5.32	↗	4/6/10
Continuity of Water Supply (hours/day)	13.3	13.8	↗	18
Wastewater Sewerage Coverage (%)	51	51.5	↗	75
Water Supply Coverage (%)	76.8	76.1	↘	n/a

Source: WRA

The table shows that the KPIs for the sector for 2019 had a negative trend for 6 indicators, while other 4 indicators have improved.

Quality of service provided to customers in terms of indicators of water supply average (13.8 hours /day), of Level of Metering (79.6%), Current Collection Rate (79.8%) compared to 2019, although with some improvements, they are not at the levels that WRA considers a good performance. The Staff Efficiency performance (average 5.32 staff /1000 connections) has a slight improvement even though the sector is overloaded during this year with 213 additional staff.

O&M Cost Coverage Indicator, according to the WRA reference, is at a good level of performance, but its trend is negative compared to 2019. However, the sector still needs to be subsidized by the central government through AKUM because about 48 UK companies are not covering 100% of O&M costs. The final result seems to positive for the whole sector because many of the big utilities starting from WSS Tirana manage to cover O&M costs over 100%.

The Total Cost Coverage Indicator has not reached the level of good performance and has deteriorated for 2020, from 77.5% to 74.9%. Also the indicators Non-Revenue Water, Current and General Collection Rate, as well as, Coverage with Water Supply had a negative trend compared with 2019.

Government Reform in the Water Sector and the Need for Aggregation

Reform in the WWS Sector initiated in January 2016, according to DCM no. 63, dated 27.01.2016 "On the reorganization of the WWS sector" is still in the process of implementation. As a result by the end of 2019, only 39 WWS companies from 57 companies have completed their reorganization and are licensed by the WRA according to the reform.

The reform is followed by AKUM in the implementation of performance contracts signed between the Ministry of Infrastructure and Energy (MIE) and the Municipalities based on performance indicators that determine the distribution of subsidies and incentives for physical investments.

At the end of 2019, in order to accelerate and achieve the improvement of the situation in the sector, MIE drafted an approach that is included in the Draft-Law on the Water Supply and Sewerage Sector, but which is still at the Council of Ministers for approval. In principle, the approach proposes the forced aggregation of poorly performing companies by managing them through the Subject Joint Competencies (SJC). Also in April 2020, as a request of MEI, a study was conducted on the aggregation of the sector funded by (SECO) which, as in the feasibility study on "Aggregation of the Water Supply and Sewerage Sector in Albania in 2009" compiled by PADECO Co. Ltd and Value-Added have concluded that: "Aggregation should be carried out on a voluntary basis with incentives from the central government." Aggregation is complicated and delicate process, where many objective and subjective factors have to be taken into consideration, but can be organized aggressively aggregating the sector into 3-4 water utilities, or gradually by one or more successful pilots aggregations as positive experiences for further aggregation of the whole sector.

Difficulties of WS Companies to be Licensed by WRA

At the end of 2020, there are 8 unlicensed companies out of 57 operating in the WS, therefore the licensing issue remains evident in the sector. The reasons for non-licensing are various, but are mainly due to the difficulties to appoint the qualified technical managers with the appropriate diploma according to legal requirements and the provision of the Hygienic and Sanitary Approval Act by the State Health Inspectorate. Obtaining this act is difficult because the procedures are facing unclarities to fill the technical requirements, which cannot be met especially by small companies operating in the sector.

5 Year Business Plans as an Instrument for Improving the Management of

The 5 Year Business Plans are a very important document for UK companies as they help to improve their management by planning the necessary actions to be taken by the company to improve their performance . It should be noted that some companies, mainly large and medium-sized ones, have 5-year business plans, but it is required to update them with new areas added according to the reform. The lack of 5-year Business

WS Companies Plans is evident mainly for small companies, which do not have the necessary capacities and financial means to implement them. The drafting of 5 year Plans for this category of companies should be supported by the state budget and/or donors.

Reliability and Accuracy of Data Reported by Water Companies For the second year consecutively, the WSS sector performance report has been compiled on the basis of data collected by the monitoring unit at the WRA. Reliability and accuracy of technical-economic data remains a challenge for the WS sector as it is often found that the data reported by companies to the WRA do not match with Financial Balances sheets and Water Balances, in particular when they apply for the new tariffs. WRA is focused on improving the reliability of the database, and is including in the new tariff methodology a chapter regarding the assessment the accuracy of the data reported by companies when applying for new tariffs. The methodology also provides ways and means of increasing the accuracy of the data to be implemented by the staff of the companies to increase their responsibility in this regard.

WS Companies are Overloaded With Staff The overloading with staff in the sector continues for 2020, which results in an increase of 213 employees. However, the staff efficiency indicator is almost at the same level 5.32 staff/1000 WS connections, as the number of connections has also increased. The security with guardianship of the water supply systems components has effected the need to increase the number of employees for the utilities. WRA in the applications of WS companies for tariffs, analyzes in detail this indicator which is directly related to labor costs as an item with significant weight in O&M costs.

Investments at the WS and their Impact. During the year 2020 in the sector are financed about 6.5 billion ALL or 53 million euros. Part of the financing was allocated from the state budget through National Agency for Water Supply and Sewerage and Waste Infrastructure (AKUM), in the amount of 4.4 billion ALL or 36 million euros (plus the value of VAT) and the rest from foreign donors through KfW & SECO in the amount of 2.1 billion ALL or 17 million euros. Funding from the state budget is planned for the period 2020-2023. Table no.3 present their realization for 2020.

Table No 3 Planned investments in the UK sector financed by AKUM and foreign sources for the period 2020-2023.

Source of Funding	Total investment amount 2020-2030 (ALL)	Finances amount for 2020 ALL)
Investment for AKUM	18.531.262.514	3.706.252.502
Foreign Investment	1.744.917.279	1.744.917.279
Tvsh	4.055.235.959	1.090.233.955
Total	24.331.415.752 euro (196	6.541.403.736

Foreign funding from KfW and SECO has been mainly through the Municipal

Infrastructure III-IV program that includes the companies Librazhd, Lushnje, Gjirokaster and Kamez.

A detailed list of all projects planned and implemented during 2020 by the state and foreign funds is given in Table 40, Annex 7. The short-term objective of the central government with investments from the state budget through AKUM is to provide water supply service 24 hours within 2023 to 58 out of total of 66 agglomerations (urban centers) in the country by the project that has started to be implemented in 2018. Until the end In 2019, water supply was realized to 14 urban centers Fushe Arrez, Lezhe, Tropoje, Cërrik, Korce, Pogradec, Maliq, Bilisht, Kolonje, Fier, Konispol, Tepelena, Memaliaj and Përmet. At the end of 2020, as a result of the investments made through AKUM, additional 8 other urban centers have 24/7 hours water supply, respectively Puke, Vau Dejës, Koplík, Rreshen, Kruje, Peqin, Poliçan and Kercyre bringing into 22 the total number of cities that at the end of 2020 have high quality of water supply service. During 2020 are made investments with a value of 4.4 billion ALL (about 36 million euros) improving the quality of services for about 654,000 inhabitants. Referring to the Master Plan of Water Supply and KUN, the needs for investments in the projected sector by 2040 are estimated at around 5 billion euros. The current funding in the sector still does not respond the real needs of the water sector to fulfil the requirements of the European Drinking Water and Wastewater Directive. The financial model designed in 2016 to cover the financing needs in the sector identified the 3 Ts system to finance the physical investments needs of to improve the performance of the sector, respectively through Taxes (budget), Transfers (donors), as well as from Tariffs for the Customer.

Conclusions and recommendations

- Accuracy and reliability of data is an essential issue in water sector, which requires the attention and the responsibility of the management staff to report the accurate and reliable data. WRA must compile and approve a methodological regulation for a control and classification of the real accuracy of the data base.
- The high level of Non-Revenue Water of 65.4%, remains a serious problem for Water sector. The utilities which cannot afford the financing of meter installation should be financially supported by AKUM in order to design accurate water balances as a basis for action plans to reduce losses.
- The labor costs of the utilities compounds 45% of the O&M costs of the sector, shows the needs for a better management of human resources. The number of employed staff must be in accordance with the real needs required by the development of the normal activity of the utility.
- Utilities should draft a 5 Year Business Plans as an management tool to improve performance of their activity. For small companies with limited financial

resources it needs the support of AKUM or donors to unable drafting for them.

- Companies should pay attention to asset management Plans that enable efficient planning of investments in the sector and improve the full life cycle of assets.
- Referring to the DCM No. 63 on the reform, there are still 18 unlicensed companies in the sector. This requires a serious engagement of the Municipalities and utilities to complete the licensing process as reorganized companies by completing and registering the assets in National Center of the Business, as well as getting the Hygienic Sanitary Approved Act.
- It is necessary to analyze the basic elements of the new approach as a strategy for the aggregation of the sector in terms of practical-legal aspects and the activity of the Last Alternative Operator and the Subjects of Joint Competencies, as well as the estimate for the aggregation of the sector with some examples of successful aggregation.

Overall Sector Performance

Analysis of Key Performance Indicators for the Sector

The overall performance of the Water Supply and Sewerage sector for 2020 is presented in Table 4. It also gives the performance trend to the achievements of 2020, as well as the objectives of "Good Performance" set by the WRA.

Table 4. WSS Sector Performance Indicators

Nr.	Performance indicators	2019	2020	Tendence	Good Performance (WRA)
1	Non-Revenue Water (%)	63.7	65.4	↘	30
2	O&M Costs Coverage (%)	107.1	103.2	↘	100
3	Total Costs Coverage (%)	77.5	74.9	↘	80
4	General Collection Rate (%)	95.8	89.8	↘	82
5	Current Collection Rate (%)	79.8	76.6	↘	82
6	Metering ratio (%)	77.3	79.6	↗	85
7	Staff Efficiency (staff/1000 connections)	5.33	5.32	↗	4/6/10
8	Hours of supply (hours/day)	13.3	13.8	↗	18
9	Wastewater Sewerage Coverage (%)	51	51.5	↗	75
10	Water Supply Coverage (%)	76.8	76.1	↘	n/a

Note: Source WRA

The table shows that the levels of KPI for the sector for 2020 have a negative trend for 6 indicators, while 4 indicators have positive trend compared with 2019.

Quality of service provided to customers in terms of water supply (average 13.8 hours /day), indicator of Metering Ratio (79.6%), has improved, but they still are far of the levels considered as a good performance by WRA.

Staff Efficiency performance indicator (average 5.32 staff/1000 connections) is almost at the same levels, the sector continues to be overloaded with staff and its increase continued during the 2020. A slight improvement is also noticed for Sewerage Coverage indicator.

O&M Cost Coverage Indicator, according to the WRA reference, is at a good level of performance, but had a negative trend compared to 2019. However, the sector still needs to be subsidized by the central government through AKUM because about 47 out of 57 utilities do not reach to cover 100% O&M costs. The total result for the sector seems to be positive because many of the large utilities starting from Tirana utility manage to cover O&M costs over 100%.

Total Cost Coverage Indicator has not reached the level of good performance and it was deteriorated for 2020, from 77.5% to 74.9%. Also the indicators of Non-Revenue Water, Current and General Collection Rate as well as Water Supply Coverage are revealed with decrease compared to 2019.

In general, the performance of the sector for 2020 was deteriorated due to Covid-19, which has affected all variables calculated by performance indicators, especially in reducing the revenues collection.

1.1.1 Non-Revenue Water (NRW)

During 2020, all Utilities in the sector, produced 303.8 million m³ water, 60% by pumping and 40% by gravity. Compared to 2019, while the variable " Water Produced " increased by +18.1 million m³, the variable volume billed decreased by 2.15 million m³ despite the fact that utilities increase the number of new water connections by +15,667. The fact that due to the lack of bulk meters in the sources the volume of water produced it is not fully measured, but estimated, and not all household customers are equipped with meter, this indicator has a large margin of inaccuracy.

Non-Revenue Water for the year 2020 was estimated at 65.4%, i.e. was deteriorated by 1.7% comparing with 2019, continues to remain at high and unacceptable levels. Factors such as "illegal connections", "flat billing", "inaccuracy readings", as well as the presence of old pipeline systems in large scale are some of the factors that still hold this indicator in such high levels.

The high level of NRW in the sector remains one of the biggest concerns for the regulator. In this context, WRA requires every year drafting of the Water Balance, which is an important instrument for identifying, assessing technical and administrative losses and orienting utilities towards improving the "Non-Revenue Water" indicator. Many utilities still face difficulties in compiling it, mainly in calculating the sub-items of the water balance in IWA format because of lack of the specific data for them. Increasing human capacity through training, appropriate hiring, especially for technical staff, has to be a priority, especially for the second and third group of the utilities.

The sector challenge for improvement of the Non-Revenue Water indicator remains the reduction of administrative and physical losses which directly affect the financial sustainability of the utility, as well as the increase of the Continuity of the Water Supply indicator (objective of water supply 24/7).

The reduction of losses is directly related to the management of loss control especially in particular by illegal connections which for this year are estimated to be about 20% of the annual water production. In the other hand it is necessary the Distribution Networks to be designed in DMAs in accordance with their hydraulic models that allow the assessment and control of losses.

Installation of water meters in all key points of production and for all categories of consumers remains a necessity in order to plan water resources according to water demand and billing the real consumption for each category of the customers.

During the analysis of the applications for the new tariff level, WRA pays a particular attention of the NRW indicator based on Water Balance, in order to present as realistically as possible the state of water production in systems, as well as in its other sub-components.

1.1.2 O&M Direct Cost and Total Cost Coverage

The year 2020 compared to 2019 marked a deterioration of the O&M and Total Cost Coverage indicators respectively by 3.9% and 2.6%. This deterioration is a result of the increase of O&M Costs by 428.6 Mio ALL and Capital Costs by 126.1 Mio ALL. Revenues from the activity are almost at the same level of 2019, with an increase of 87 Mio ALL, however this has not effected in the improvement of this indicator because the increase in the level of costs has been significant.

Table 5 gives details O&M costs and Total Costs for 2019 and 2020 and the differences for each of them in absolute value in ALL and in percentage.

Table 5. Items of O&M Costs and Total Costs for the years 2019 and 2020 (000 ALL)

Nr.	Items	Year 2019 (in 000 ALL)	Year 2020			Difference 2020-2019 (in 000 ALL)	Difference 2020/2019 (in %)
			(in 000 ALL)	O&M Costs (in %)	Total Costs (in %)		
1	Labor Costs	3,824,243	4,300,480	45%	33%	476,237	12%
2	Energy Costs	2,678,804	2,592,311	27%	20%	(86,494)	-3%
3	Repair Costs	374,373	499,668	5%	4%	125,295	33%
4	Services form Subcontractor	930,163	1,001,599	10%	8%	71,436	8%
5	Costs of Material and Chemicals	489,380	233,679	2%	2%	(255,701)	-52%
6	Other Costs	816,912	914,753	10%	7%	97,841	12%
	O&M Costs	9,113,875	9,542,489	100%	73%	428,614	5%
7	Depreciation Costs	2,592,402	2,595,284		20%	2,882	0%
8	Other Taxes, Loans	888,167	1,011,344		7%	123,177	14%
	Capital Costs	3,480,569	3,606,628		27%	126,059	4%
	Total Costs	12,594,444	13,149,117		100%	554,673	4%

It is noted that increase of O&M costs for 2020 is lower compared to the increase of costs for 2019, which was 11%. For 2020, O&M costs have increased by about 5%, or in the amount of 428,614 Mio ALL.

The most significant part of the increase of O&M costs belongs to Tirana utility with about 91 Mio ALL, Shkodra with about 62.5 Mio ALL, Durres with 53.9 Mio ALL and Berat-Kuçova with 53.8 Mio ALL.

The Energy costs were decreased by 3% and the Cost of Materials & Chemicals, were decreased by 52%. Significant increase has noted the item "Labor Costs" by +476.2 Mio ALL, "Maintenance Costs" by +125.3 Mio ALL and "Costs of Contracted Services" by +71.4 Mio ALL.

Increase noted the item "Other Costs" (+97.8 Mio ALL) in which companies include costs which are not reflected in other items quoted above, such as costs for regulatory fees for WRA, SHUKALB, Board of Directors, the Ministry of Environment for the quantity of the water extracted from the basins, accounting experts, costs for decommissioning, court decisions, etc.

Detailed analysis for each cost item presented in Table 5 is given below:

Labor Costs During 2020 the sector has performed its activity with a total staff of 8,425 employees (its own employees plus subcontractors) from 8,212 employees that were reported in 2019 with an increase by 213 employees. The utilities that have increased considerably the number of the employees are the Vlore with 65 employees, Kamez with 50 employees, Sarande with 48 employees, Kavaje with 26 employees and so forth.

The need to increase employees number was due to the reorganization of utilities in line with the reform, because rural areas were previously administered by the former municipality. The increase in their number is also due to the specifics of operation and service delivery, expansion of service areas, implementation of various Utility projects or even due to guaranteeing the safety of works with guardianship. On the other hand, there are many utilities that have reduced operating staff such as Kruja with 16 employees, Cerrik with 14 employees, Diber with 10 employees, etc.

In general the sector continues to be overloaded with unjustified staff. Regarding this indicator, for each utility it is required to analyze in detail the number of employees and positions in the organization chart, job descriptions and real workload for each job position. WRA analyzes this indicator especially in cases when utilities apply for a new tariff level. In total, the reported increase of staff number, but also the review of salaries level has led the increase of Labor Costs by about 476.2Mio ALL per year.

Human resource management should be a priority for the staff management of utilities as labor costs account in average about 43% of operating costs in the sector. The number of staff employed must be in accordance with the real needs required for the operation of the normal activity of the utility.

Cost of Subcontracted Services Includes other costs for contracted services performed by third parties, but the costs of subcontracting services count most of them. Utilities are obliged to be responsible for the safety of water supply components, such as tanks, pumping stations, wells, etc., which are considered as objects with a strategic importance for the health safety of the population. Th guardianship by the third parties has started to be implemented increasing the costs of this service from year to year.

In 2020, subcontracted services cost for the WSS sector has increased by 71.4 Mio ALL compared to 2019. The highest costs for this service are occupied by Tirana utility with 66% of the total, while the highest value of the increase in costs for subcontracted services are provided by Lushnje utility increasing them by 23.7 Mio ALL compared to 2019.

As noted in previous reports, legislation to ensure the security of special importance objects should be reviewed in order to provide alternative technical or logistical solutions.

Other costs. In “other costs” the utilities report fees to WRA, SHUKALB, Management boards, to the Ministry of Environment for water extraction from the Basins, accounting experts, costs for penalties and fines, costs for consulting and other costs that are not categorized into other synthetic cost items. Other costs have increased by about 97.8 Mio ALL compared to the 2019. Significant increase compared to 2019 has been recorded by Tirana utility (59 Mio ALL), Berat-Kuçova utility (14.8 Mio ALL), Fier utility (12.3 Mio ALL) ect..

Energy Costs The Energy Costs occupy about 27% in the total of O&M costs. About 78% of energy costs came from 14 utilities of the Group I, where Durres utility occupies about 33% of costs in this group or about 26% of the total costs of energy in the sector.

Energy costs for utilities for 2020 are reported to be about 86.5 Mio ALL lower than 2019, mainly due to investments made in the installation of new pumps with high-efficiency or meters in production and individual ones, which have affected cost reduction per m³ of water produced. In absolute amount, with a significant decrease in energy costs are Tepelena (30 Mio ALL), Tirana (27.4 Mio ALL), Kavaja (24.6 Mio ALL), Libohova (18 Mio ALL), Elbasan (12.4 Mio ALL), Korça (11.2 Mio ALL) etc.

The utilities that have increased energy costs are Lezha (8.3 Mio ALL), Selenica (8.2 Mio ALL), Cerrik and Kelcyre with (5.7 Mio ALL). ect..

The reduction of energy costs for the whole sector has come as a result of the reduction of energy consumption by 9.3 million kwh for the all of three services or by 4.1% of the total for the sector. The main impact from the water supply service has been given by Tirana utility, which has reduced energy consumption by 7.7 Mio kwh.

It is find out that the volume of water produced by pumping in the sector has increased by 14.5 Mio m³ which represents about 8.7% of the total water produced by mechanical lifting.

Although the above performance seems optimistic, where the amount of pumped water has increased and at the same time the consumption of energy has decreased, this conclusion should be taken with relative caution given the incorrect billing some times made by OSHEE to the utilities.

The sewerage service has also decreased the amount of energy consumed by about 4.4 Mio kwh and WWTP by 2.5 Mio kwh. About 54% of energy costs for treated water are from Durres utility which provides this service for about 200 thousand inhabitants. For 2020, Durres has reduced energy consumption by 1.8 Mio kwh for this service, while for the sewerage service, Saranda has reduced energy by 3.6 Mio kwh.

Problem for the Sector remains the arrears that utilities have towards OSHEE, where the accumulated amount over the years exceeds the value of 168 Mio euros were about 70 Mio euros are the principal of arrears, and the rest are the interests rate for the payment delay. The solution of the debt problem toward OSHEE must be addressed by the central government for a final solution.

Repair Costs during 2020 compared to those of 2019 have increased by 33% or 125.3 Mio ALL.

The increase comes as a result of the increase in the number of defects in the transmission and distribution network compared to 2019. The increase of those costs has been especially evident for the 1st group of the utilities, which accounts 80% of these costs. The main impact on the increase of these costs was given by the increase of repair costs for Tirana by 55.2 Mio ALL, Durres by 33.6 Mio ALL and Elbasan by 33.2 Mio ALL.

Capital Costs. Capital costs include depreciation and Credit Interest costs. Referring to Table 5 it is noted that these costs occupy about 27% of the total costs of the sector. Depreciation costs for 2020 result in 2.9 Mio ALL higher than in 2019. The difference comes from the assets value of the utilities re-estimated and/or transfers of the assets to the re-organized utilities.

With a significant increase of 123.2 Mio ALL were the financial costs, which include interest costs, taxes and fees, provisions and financial costs. Mainly has affected the increase of costs for taxes by 150.8 Mio ALL and the increase of costs for provisions by 236.2 Mio ALL. Interest costs for 2020 are 357 Mio ALL, but the real obligation are much bigger that long-term loan beneficiaries have toward Credit Institutions. It is a fact that in general the utilities do not have the financial capacity to cover these costs.

Total Costs of the company consist of O&M Direct Costs plus the value of Capital Costs. It is emphasized that the sector continues to be far from covering 100% of Total Costs. Currently there are only 2 utilities, Tirana and Lezha, that manage to cover the total costs close to the level of 100%.

Although the financial situation of WSS utilities is such that the generated revenues cover only 75% of total expenditures, compared to 2019, the growth rate of total costs for the sector has significantly dropped from 18% to 4%.

1.1.1 Collection Rate

The collection rate is one of the most important indicators of the utilities performance, linked with their financial sustainability. The report has considered two indicators in relation to the Collection Rate, namely the General Collection Rate (GCR) and the Current Collection Rate (CCR). GCR includes all revenues made by the utility, even old debits, while CCR excludes the GCR. Table 35, Annex 2 gives for each utility GCR and CCR of 2020 compared with 2019.

The Current Collection Rate for the WSS sector for 2020 is reported at 76.6%, with a decrease of 3.2% compared to 2019. This indicator may not be realistic as many companies in current collection accounting exclude late receipts, but which are collected within the year and reported as debit collection. GCR represents more realistic the financial performance situation, as it is correcting somehow the “error” found in CCR.

Positive examples that perform with high current collection rate are the Utilities Vlora, Kamza, Malesi e Madhe, Gramsh, Lezha, Berat-Kuçove, Pogradec, Tirana, Delvine, Polican, Vora ect..

Some of the utilities that operate with low current collection rates are respectively, Lushnje, Durres, Elbasan, Shkoder, Kukes, Diber, Mirdite, Roskovec, Has, Finiq, etc. It is found that most of these utilities have a negative trend compared to 2019.

The General Collection Rate for 2020 is reported 89.8% from 95.8% that was in 2019. During 2020, utilities have collected about 1.3 Mio ALL from arrears, i.e. about 300 Mio ALL less than the previous year. This indicator is declining, although utilities have tried to improve it with agreements between the utility and the debt customers, according to which old debits are collected in addition to current bills.

In the decline of this indicator has also influenced the difficult economic situation of the population, due to the Pandemic Covid 19, as well as the consequences of the earthquake of November 2019, a period in which consumer finances suffered a significant decline. The closure of businesses increased unemployment affecting the non-payment of contractual obligations by them.

The absolute value of the accumulated debt at the end of 2020 is about 15 billion ALL, about 80% of which belongs to the household customers category.

1.1.2 Metering Ratio

Metering Ratio for 2020 was 79.6%, but although its improvement by 2.3%, it is still far from the target set by the WRA. After the utilities reorganization with the new administrative division, this indicator has had a small deterioration by the organization of utilities, as most consumers in rural areas have not installed individual meters.

In the sector, some utilities have a very good level of this indicator such as Korça, Lushnja, Durres, Saranda, Librazhd, Peqin, Divjaka and some other utilities. About 8 utilities have this indicator below the level of 40%, as Klos, Fushë Arrez, Dropull, Kurbin, Bulqiza and Kavaja.

Consumers who do not have meters are billed at a flat rate of 150 liters/day/inhabitant, may consume below this estimated rate or may abuse, especially in rural areas for irrigation.

Utilities for 2020 have reported the installation of 32,349 new meters, so the number of metered connections has gone to 717,725 connections from 902,142 existing connections in total in all utilities.

The sector still continues to bill flat rates approximately 7,447 private clients and institutions, while pursuant to Decision no. 236, dated 10.5.1993 and DCM no.96, dated 21.2.2007, they are obligated by to install the meter by their own sources.

The utilities with the highest number of meters installed for 2020 are Kamëz, (6,582), Tirana (4,305), Kavaje (2,341) and Vlore (2,206).

WRA constantly emphasizes the need to install meters in all individual customers, but obviously it is required the financial support from the central government through AKUM.

Consumers have to pay for the real amount of water consumed by them, therefore equipping the entire system with water meters remains one of the main objectives of utilities as an instrument to improve the management water demand and reducing abuses of its over-consumption.

1.1.3 Staff Efficiency

Staff efficiency indicator represents the utility number of staff per 1000 WS connections. This indicator is directly related to labor costs, which occupy a significant part of total costs. During 2020 the total number of employees in the WSS sector has increased by 213 employees.

The Staff Efficiency Indicator for 2020 is on averages 5.32 staff/1000 WS connections. This indicator is almost at the same level as the previous year being still far from the good performance required by the WRA. Given the number of WS connections during 2020 has increased by 15 668 for water supply and 29 019 for sewerage service, the increase of staff number has not affected the deterioration of this indicator. Utilities generally operate with a high number of employees, which in some cases artificially increases with employees who do not meet the requirements and job descriptions.

Only a few utilities, as Korça, Tirana, Kamza, Lezha, Vlora, Elbasan, etc., meet the conditions for staff efficiency to be at the levels of a good performance. Taking into consideration of the complex and relative character of this indicator, a more in-depth analysis is required because not all of the above utilities can be considered successful in achieving this indicator.

In the election period, correspond with the employment of the additional staff mainly by the militants of the party in power, remaining a permanent problem for the sector. In some cases, the need to increase the number of employees of utilities has come from the extension of service to rural areas that were not previously covered by service.

In some cases the Staff Efficiency indicator is artificially high because the utilities are obliged to take responsibility for the safety of the components of the water supply and sewerage systems, so in those service areas where the water supply systems have a large number of tanks, wells, etc., utilities present in their organization chart a large number of employees to cover the security service in these objects.

WRA during the process of the tariffs analysis of the utilities applications pay a special attention of this indicator, which is directly related to labor costs, accepting only the justified costs to be covered by the tariff.

1.1.4 Continuity of Water Supply

For 2020, the Water Supply Continuity indicator for the sector is at the level of 13.8 hours/day with an improvement of 0.5 hours/day. During 2020, in the sector, successful physical investments have been made, by the Central Government through AKUM which are expected to improve the quality of this indicator. Currently 10 utilities are reported to have a regime of water supply 24/7. Anyway some utilities are presented with an unacceptable level of this indicator and offer water less than 6 hours/day,

such as Kamza, Lushnja, Roskovec, Divjaka and Kurbin. The low level of this indicator is also related to the risk for the health of the population from the possibility of intrusion of the groundwater pipes during the time when the pipes are empty and often subject of a negative pressure.

The central government through AKUM has in its short-term objective that 52 out of 66 urban centers in the country, will have uninterrupted water supply by the end of 2021 and 58 by the end of 2023. At the end of 2020, there are 22 urban centers that have benefited from the uninterrupted water supply service.

It is emphasized that with the new reorganization of the utilities, no one of the utilities provides uninterrupted water supply and with the right pressure as the average calculated for the whole service area includes the rural areas, which do not operate with a 24/7 water supply regime.

Referring to the 2020 data compared to those before the start of the reform, the population of the rural area served by utilities has increased, but the continuity of drinking water supply for these areas is generally low compared to the urban area. This is why this indicator has decreased for many utilities.

1.1.5 Water Supply and Sewerage Coverage

The indicators "Water Supply Coverage" and "Sewerage Coverage" for 2020 are almost at the same levels as in 2019 with a decrease of 0.7% for water supply service, while there is an increase of 0.5% for sewerage service.

Water supply service is provided to 76.1% of the population in the jurisdiction. This indicator has a slight decrease because the population in the jurisdiction area has increased by about 70 thousand inhabitants, while that covered by the water supply service is reported to have increased by about 19 thousand inhabitants.

Compared to the objectives set by the WRA, the low level of this indicator is especially affected by some utilities of Group II and III such as Dibër, Fushë Arrëz, Klos, Librazhd, Puka, which require physical investments to expand water supply services in whole their service area.

Sewerage service is provided for 58 thousand inhabitants more than in 2019. The main problem continues to be the Rural Area, in which there is generally no sewerage network and wastewater discharges are carried out individually with septic tanks, which needs to be build up respecting the technical standards of their implementation.

Annexes: Key Sector Data

Table 34, Annex 1. Reorganized and licensed companies under the reform by 2020.

No.	Licensed Companies under reform				
	Year 2016	Year 2017	Year 2018	Year 2019	Year 2020
1	JSC WSS Kukës	JSC WSS Gjirokastër	JSC WSS Libohovë	JSC WSS Pukë	JSC WSS Fier
2	JSC WSS Vorë	JSC WS Gramsh	JSC WSS Dropull	JSC WSS Elbasan	JSC WSS Bulqizë
3	JSC WSS Belsh	JSC WSS Korçë	JSC WSS Konispol		
4	JSC WSS Malësi e Madhe	JSC WSS Krujë	JSC WSS Tropojë		
5		JSC WSS Mirditë	JSC WSS Vlorë		
6		JSC WS Poliçan	JSC WSS Rrogozhinë		
7		JSC WSS Berat Kuçovë	JSC WSS Kavajë		
8		JSC WSS Devoll	JSC WSS Sarandë		
9		JSC WSS Maliq	JSC WSS Ura Vajgurore		
10		JSC WSS Patos			
11		JSC WSS Skrapar			
12		JSC WSS Vau Dejës			
13		JSC WSS Tepelenë			
14		JSC WSS Delvinë			
15		JSC WSS Lezhë			
16		JSC WSS Pogradec			
17		JSC WSS Shkodër			
18		JSC WSS Cërrik			
19		JSC WSS Roskovec			
20		JSC WSS Mat			
21		JSC WSS Lushnje			
22		JSC WSS Librazhd			
		Subtotals			
	4	22	9	2	2
		Total 39			

Table 35, Annex 2. Current and General Collection Rate, Years 2019 -2020

No.	Activity	Companies	Current Collection Rate		General Collection Rate	
			Year 2019	Year 2020	Year 2019	Year 2020
1	WSS	Tiranë	84.90%	81.06%	96.10%	85.16%
2	WSS	Durrës	70.20%	59.28%	88.00%	73.35%
3	WSS	Vlore	78.20%	95.95%	107.80%	117.11%
4	WSS	Elbasan	78.90%	66.26%	101.20%	92.72%
5	WSS	Fier	62.80%	75.43%	92.30%	102.21%
6	WSS	Shkodër	79.40%	67.87%	100.80%	92.12%
7	WSS	Korçë	78.80%	80.41%	92.50%	93.54%
8	WSS	Berat Kuçovë	89.50%	88.60%	100.70%	100.46%
9	WSS	Kavajë	78.60%	74.70%	105.70%	92.11%
10	WSS	Lushnje	64.80%	54.84%	85.70%	81.50%
11	WSS	Kamëz	74.50%	93.29%	105.80%	120.95%
12	WSS	Sarandë	78.00%	72.29%	90.60%	91.13%
13	WSS	Lezhë	90.70%	89.52%	92.90%	92.92%
14	WSS	Pogradec	87.80%	87.98%	106.20%	95.15%
15	WSS	Maliq	83.00%	84.03%	96.70%	93.64%
16	WSS	Gjrokastër	75.90%	73.29%	103.50%	105.77%
17	WSS	Devoll	66.60%	73.91%	116.70%	119.19%
18	WSS	Dibër	48.60%	49.13%	81.10%	83.86%
19	WSS	Cërrik	60.70%	82.06%	78.70%	117.24%
20	WSS	Belsh	91.20%	73.42%	100.50%	88.60%
21	WSS	Kurbini	83.20%	72.41%	85.90%	78.16%
22	WSS	Kukës	60.70%	34.69%	80.10%	91.11%
23	WSS	Librazhd	84.20%	88.13%	114.80%	120.79%
24	WSS	Mat	59.80%	84.84%	86.20%	92.21%
25	WSS	Divjakë	60.20%	69.98%	73.70%	85.59%
26	WSS	Krujë	93.10%	60.00%	110.10%	107.31%
27	WSS	Himarë	91.80%	79.94%	101.20%	125.43%
28	WS	Patos	76.50%	88.65%	104.60%	123.90%
29	WSS	Mallakastër	73.30%	67.75%	98.70%	91.60%
30	WS	Gramsh	84.60%	94.85%	100.90%	104.76%
31	WSS	Rrogozhinë	63.00%	77.84%	100.90%	98.74%
32	WS	Bulqizë	70.80%	77.77%	88.30%	99.92%
33	WSS	Malësi e Madhe	88.20%	96.56%	96.20%	101.89%
34	WSS	Tepelenë	88.90%	85.08%	125.40%	109.14%
35	WS	Përmet	72.50%	69.06%	94.00%	78.24%
36	WSS	Dropull	87.00%	90.68%	106.40%	113.29%
37	WSS	Vorë	90.10%	90.82%	101.00%	104.68%
38	WS	Selenicë	71.30%	60.00%	89.40%	77.49%
39	WSS	Kolonjë	75.50%	70.82%	76.60%	75.06%
40	WSS	Ura-Vajgurore	90.50%	79.75%	103.50%	105.35%
41	WSS	Peqin	72.10%	84.11%	88.90%	99.15%
42	WSS	Tropojë	73.90%	61.12%	93.40%	72.69%
43	WSS	Vau Dejës	75.50%	70.23%	91.90%	103.71%
44	WS	Skrapar	92.60%	79.46%	104.50%	97.77%
45	WSS	Roskovec	60.80%	52.74%	63.50%	82.28%
46	WSS	Delvinë	64.50%	91.74%	77.40%	94.09%
47	WSS	Mirditë	82.00%	52.63%	107.30%	61.28%
48	WSS	Poliçan	99.70%	90.92%	109.10%	97.50%
49	WSS	Finiq	64.40%	48.78%	77.00%	73.88%
50	WS	Konispol	92.90%	98.52%	99.10%	143.70%
51	WS	Klos	59.50%	60.67%	79.20%	76.13%
52	WSS	Pukë	83.60%	85.38%	105.40%	103.46%
53	WSS	Këlcyrë	73.50%	63.05%	96.40%	94.98%
54	WS	Has	58.70%	53.52%	91.20%	84.84%
55	WSS	Libohovë	71.00%	66.10%	78.60%	74.20%
56	WSS	Fushë Arrëz	68.10%	67.15%	98.20%	72.21%
57	WSS	Pustec	49.90%	70.17%	52.10%	78.24%
Total			79.80%	76.62%	95.80%	89.78%

Table 36, Annex 3. Financial Results 2020 for WSS Operators (000 all)

No.	ACTIVITY	OPERATORS	Revenue from WS Activity	O&M Costs	TOTAL Costs	Year 2020				Yearly Financial Results 2020			
						Necessity for Subsidies to cover O&M costs	In % of total O&M costs	Subsidies received	Subsidized		Losses	Income	Losses in % to the Total
									Under the need for O&M costs	Over the need for O&M Costs			
			1	2	3	4 (2-1)	5 (4/2)	6	7 (6-4)	8 (1-3)	9 (1-3)	10	
1	WSS	Tiranë	4,063,228	2,705,671	3,725,658								
2	WSS	Durrës	1,355,041	1,362,464	1,537,709	7,423	1%	30,175		22,752	(182,668)	337,570	5%
3	WSS	Vlorë	419,932	574,154	873,200	154,222	27%	30,849	(123,373)		(453,268)		12%
4	WSS	Elbasan	342,768	390,177	511,807	47,409	12%	3,925	(43,484)		(169,039)		5%
5	WSS	Fier	320,920	409,217	482,645	88,297	22%		(88,297)		(161,725)		4%
6	WSS	Shkodër	289,866	344,609	596,688	54,743	16%	82,749		28,006	(306,822)		8%
7	WSS	Korçë	350,286	163,004	448,439						(98,154)		3%
8	WSS	Berat-Kuçovë	242,405	216,672	306,589						(64,184)		2%
9	WSS	Kavajë	109,487	265,364	358,216	155,877	59%	20,357	(135,520)		(248,729)		7%
10	WSS	Lushnje	168,285	225,527	316,881	57,242	25%	5,698	(51,544)		(148,596)		4%
11	WSS	Kamëz	225,605	265,088	388,389	39,483	15%	5,999	(33,484)		(162,784)		4%
12	WSS	Sarandë	172,492	183,779	305,548	11,287	6%		(11,287)		(133,056)		4%
13	WSS	Lezhë	193,405	146,871	378,166						(184,761)		5%
14	WSS	Pogradec	158,976	145,919	336,602						(177,626)		5%
Subtotal			8,412,695	7,398,514	10,566,539	615,983	13%	179,752	(486,989)	50,758	(2,491,413)	337,570	68%
1	WSS	Maliq	41,590	59,943	66,077	18,353	31%	1,040	(17,312)		(24,487)		1%
2	WSS	Gjrokastrë	98,715	104,997	130,956	6,282	6%	10,411		4,129	(32,241)		1%
3	WSS	Devoll	38,508	37,045	40,241			1,200		1,200	(1,733)		0%
4	WSS	Dibër	53,000	57,593	63,578	4,593	8%	13,309		8,716	(10,578)		0%
5	WSS	Cërrik	49,341	73,878	74,365	24,537	33%	6,766	(17,771)		(25,024)		1%
6	WSS	Belsh	52,018	75,566	79,876	23,548	31%	6,963	(16,586)		(27,858)		1%
7	WSS	Kurbín	44,199	111,183	120,825	66,984	60%	19,700	(47,284)		(76,626)		2%
8	WSS	Kukës	65,434	57,685	84,340			87,349		87,349	(18,906)		1%
9	WSS	Librazhd	56,141	50,557	59,457						(3,316)		0%
10	WSS	Mat	42,047	59,690	68,355	17,643	30%	3,198	(14,445)		(26,308)		1%
11	WSS	Divjakë	31,059	66,236	69,056	35,177	53%	6,385	(28,792)		(37,997)		1%
12	WSS	Krujë	57,134	84,593	94,739	27,459	32%	15,472	(11,987)		(37,605)		1%
13	WSS	Himarë	50,131	55,197	67,231	5,067	9%		(5,067)		(17,101)		0%
14	WS	Patos	39,651	173,310	186,019	133,659	77%	65,986	(67,673)		(146,368)		4%
15	WSS	Mallakastër	48,945	87,012	106,198	38,067	44%	14,054	(24,013)		(57,253)		2%
16	WS	Gramsh	33,809	36,915	44,207	3,106	8%	2,000	(1,106)		(10,398)		0%
17	WSS	Rrogozhinë	23,727	44,048	49,973	20,321	46%	8,934	(11,387)		(26,246)		1%
18	WS	Bulqizë	33,201	34,811	40,636	1,610	5%	15,865		14,255	(7,435)		0%
19	WSS	Malësi e Madhe	42,436	47,837	58,075	5,401	11%	8,341		2,940	(15,639)		0%
20	WSS	Tepelenë	30,254	67,611	89,432	37,357	55%	24,374	(12,982)		(59,178)		2%
21	WSS	Përmet	29,644	34,347	43,320	4,703	14%	1,000	(3,703)		(13,676)		0%
22	WSS	Dropull	14,151	28,501	44,185	14,350	50%	20	(14,330)		(30,034)		1%
23	WSS	Vorë	66,996	75,019	75,339	8,023	11%	6,686	(1,337)		(8,343)		0%
24	WS	Selenicë	23,330	49,654	49,845	26,324	53%	5,662	(20,661)		(26,515)		1%
25	WSS	Kolonjë	17,822	12,686	12,954			3,000		3,000		4,868	0%
26	WS	Ura Vajgurore	22,055	50,486	60,387	28,431	56%	7,209	(21,222)		(38,332)		1%
27	WSS	Peqin	39,890	78,949	87,112	39,059	49%	13,585	(25,474)		(47,222)		1%
28	WSS	Tropojë	24,512	22,793	30,584			49,532		49,532	(6,072)		0%
29	WSS	Vau Dejës	27,520	42,067	72,904	14,547	35%	8,824	(5,723)		(45,384)		1%
30	WSS	Skrapar	17,644	38,981	42,881	21,337	55%	8,839	(12,498)		(25,237)		1%
31	WSS	Roskovec	32,315	32,689	66,978	374	1%	1,227		853	(34,664)		1%
32	WSS	Delvinë	24,536	32,262	50,127	7,726	24%	5,161	(2,565)		(25,591)		1%
33	WSS	Mirditë	35,202	39,086	65,870	3,884	10%	14,098		10,214	(30,668)		1%
34	WSS	Poličan	25,547	36,723	39,868	11,176	30%	36,811		25,635	(14,321)		0%
Subtotal			1,332,503	1,959,948	2,335,990	649,096	41%	473,003	(383,916)	207,823	(1,008,354)	4,868	28%
1	WSS	Finiq	17,706	23,267	26,246	5,562	24%	325	(5,237)		(8,541)		0%
2	WS	Konispol	20,543	31,372	62,472	10,829	35%	2,027	(8,803)		(41,929)		1%
3	WS	Klos	12,084	18,341	28,531	6,257	34%		(6,257)		(16,447)		0%
4	WSS	Pukë	13,089	15,417	21,230	2,328	15%	5,490		3,162	(8,141)		0%
5	WSS	Këlcyrë	10,947	34,101	22,899	23,154	68%	12,922	(10,232)		(11,952)		0%
6	WS	Has	10,726	21,952	36,037	11,226	51%	30,798		19,572	(25,311)		1%
7	WSS	Libohovë	11,824	22,087	23,447	10,263	46%	5,329	(4,934)		(11,623)		0%
8	WSS	Fushë Arrëz	4,581	6,497	12,881	1,916	29%	5,354		3,437	(8,300)		0%
9	WSS	Pustec	3,716	10,992	12,845	7,276	66%	5,002	(2,274)		(9,129)		0%
Subtotal			105,215	184,026	246,588	78,811	43%	67,245	(37,736)	26,171	(141,373)	0	4%
TOTAL			9,850,414	9,542,489	13,149,117	1,343,890		720,000	(908,641)	284,752	(3,641,140)	342,437	100%

Table 42, Annex 4. Incomes for 2019 and 2020

No.	Activity	Companies in Groups by No.of Connections	Revenue from WSS Activity		(000 all)
			2019	2020	Difference (2020-2019)
1	WSS	Tiranë	4,193,119	4,063,228	(129,891)
2	WSS	Durrës	1,136,611	1,355,041	218,429
3	WSS	Vlorë	340,634	419,932	79,298
4	WSS	Elbasan	339,432	342,768	3,336
5	WSS	Fier	390,080	320,920	(69,160)
6	WSS	Shkodër	299,397	289,866	(9,531)
7	WSS	Korçë	360,243	350,286	(9,958)
8	WSS	Berat-Kuçovë	249,923	242,405	(7,518)
9	WSS	Kavajë	177,559	109,487	(68,072)
10	WSS	Lushnje	156,886	168,285	11,399
11	WSS	Kamëz	198,890	225,605	26,715
12	WSS	Sarandë	201,938	172,492	(29,446)
13	WSS	Lezhë	195,612	193,405	(2,207)
14	WSS	Pogradec	154,816	158,976	4,160
Total Group I			8,395,140	8,412,695	17,555
1	WSS	Maliq	42,458	41,590	(868)
2	WSS	Gjirokastër	102,648	98,715	(3,933)
3	WSS	Devoll	34,817	38,508	3,691
4	WSS	Dibër	53,811	53,000	(811)
5	WSS	Cërrik	49,079	49,341	262
6	WSS	Belsh	50,654	52,018	1,364
7	WSS	Kurbín	43,667	44,199	533
8	WSS	Kukës	54,649	65,434	10,785
9	WSS	Librazhd	57,319	56,141	(1,178)
10	WSS	Mat	45,834	42,047	(3,787)
11	WSS	Divjakë	36,077	31,059	(5,018)
12	WSS	Krujë	44,406	57,134	12,728
13	WSS	Himarë	59,916	50,131	(9,785)
14	WSS	Patos	40,227	39,651	(576)
15	WSS	Mallakastër	44,832	48,945	4,113
16	WS	Gramsh	33,836	33,809	(27)
17	WSS	Rrogozhinë	22,886	23,727	841
18	WSS	Bulqizë	29,095	33,201	4,106
19	WSS	Malësi e Madhe	42,087	42,436	349
20	WSS	Tepelenë	24,367	30,254	5,887
21	WSS	Përmet	27,988	29,644	1,656
22	WSS	Dropull	17,588	14,151	(3,437)
23	WSS	Vorë	61,473	66,996	5,523
24	WS	Selenicë	22,557	23,330	773
25	WSS	Kolonjë	17,538	17,822	284
26	WSS	Ura Vajgurore	26,103	22,055	(4,048)
27	WSS	Peqin	21,532	39,890	18,358
28	WSS	Tropojë	20,789	24,512	3,723
29	WSS	Vau Dejës	35,662	27,520	(8,142)
30	WSS	Skrapar	21,335	17,644	(3,691)
31	WSS	Roskovec	28,274	32,315	4,040
32	WSS	Delvinë	25,308	24,536	(772)
33	WSS	Mirditë	20,383	35,202	14,819
34	WSS	Poliçan	17,827	25,547	7,720
Total Group II			1,277,022	1,332,503	55,481
1	WSS	Finiq	16,617	17,706	1,089
2	WS	Konispol	17,393	20,543	3,150
3	WS	Klos	7,329	12,084	4,754
4	WSS	Pukë	13,797	13,089	(708)
5	WSS	Këlcyrë	9,778	10,947	1,169
6	WS	Has	9,710	10,726	1,016
7	WSS	Libohovë	9,486	11,824	2,338
8	WSS	Fushë Arrëz	2,844	4,581	1,737
9	WSS	Pustec	4,335	3,716	(619)
Total Group III			91,290	105,215	13,926
Total			9,763,452	9,850,414	86,961

Table 43, Annex 5. Current Tariffs for Water Supply and Wastewater Removal Service

No.	Type of Utility	Denomination	Decision's date of entry into force	Drinking water supply service			Wastewater disposal service			Fixed tariff		
				Variable tariff			Variable tariff			Household	Public	Private
				Household	Public	Private	Household	Public	Private			
1	JSC WSS Belsh	Belsh										
2	JSC WSS Berat-Kuçovë	Berat-Kuçovë	01.11.2019	50	130	130	14	24	24	100	200	200
		Roshnik		40	130	130	14	24	24	100	200	200
3	JSC WSS Bulqizë	Bulqizë	01.01.2013	17	55	75				100	100	100
		Krastë		30	80	100	7	10	15			
4	JSC WSS Cërrik	Cërrik										
5	JSC WSS Delvine	Delvinë	01.05.2019	58	120	120	18	35	35	167	200	200
6	JSC WSS Devoll	Devoll	01.01.2012	38	100	110				50	50	50
7	JSC WSS Dibër	Dibër	01.01.2010	27	65	85						
8	JSC WSS Divjake	Divjakë										
9	JSC WSS Dropull	Dropull										
10	JSC WSS Durrës	Durrës	01.09.2017	70	120	130	50	60	60	150	150	150
11	JSC WSS Elbasan	Elbasan	01.01.2006	38	115	130	8	25	30			
		Elbasan Fshat	01.06.2015	38	120	120				120	120	120
12	JSC WSS Fier	Fier	01.01.2021	52	105	125	13	18	20	200	200	200
13	JSC WSS Finiq	Finiq										
14	JSC WSS Fushe Arrëz	Fushë Arrëz										
15	JSC WSS Gjirokastrë	Gjirokastrë	01.04.2019	46	133	138	11	18	18	100	100	100
		Cepo, Antigonë, Lazarat, Lunxhëri, Odrie, Picar		25	60	60	-	-	-	80	-	-
16	JSC WS Gramsh	Gramsh	01.06.2018	32	90	90				60	150	180
17	JSC WSS Has	Has										
18	JSC WSS Himare	Himarë	01.12.2019	55	100	100	30	50	50	200	200	300
19	JSC WSS Kamëz	Kamëz										
20	JSC WSS Kavajë	Kavajë	01.07.2010	38	80	100	15	20	20			
21	JSC WS Këlcyrë	Këlcyrë										
22	JSC WSS Klos	Klos										
23	JSC WSS Kolonjë	Kolonjë	01.04.2015	38	100	110	10	13	18	100	100	100
24	JSC WSS Konispol	Konispol										
25	JSC WSS Korçë	Korçë	01.01.2018	72	117	140	42	64	64	140	140	140
		Mollaj, Bulgarec		38	110	100				100	100	100
		Voskop, Komuna Vithkuq, Bulgarec (të tjera)		28	110	100				100	100	100
		Drenovë		28	110	100				100	100	100
		Voskopojë		28	110	100				100	100	100
26	JSC WSS Krujë	Krujë	01.12.2019	35	80	100	8	12	12	100	200	200
27	JSC WSS Kukës	Kukës										
28	JSC WSS Kurbin	Kurbin	01.01.2011	30	80	120				50	50	50
29	JSC WSS Lezhë	Lezhë	01.01.2014	58	135	145	18	22	27	200	200	200
30	JSC WSS Libohovë	Libohovë										
31	JSC WSS Librazhd-Përrenjas	Librazhd-Përrenjas	01.12.2018	42	100	100	15	25	26	100	100	100
		Kukës, Rrajcë, Stravaj, Stebleve, Hotolishit, Lunik, Orenjë, Polis, Qendër Librazhd		26	60	60	-	-	-	100	100	100
32	JSC WSS Lushnjë	Lushnjë, Kolonjë, Fier-Shegan, Dushk	01.10.2019	62	130	130	17	21	24	100	200	200
		Bubullme, Allkaj, Krutje, Golem, Ballagat, Ysgjojaj, Karbunarë		62	110	110	17	21	24	100	100	100
33	JSC WSS Malësi e Madhe	Malësi e Madhe	01.03.2018/01.08.2019	50	120	120	12	15	15	167	167	167
34	JSC WSS Maliq	Maliq, Libonik, Pojan, Vreshtas, Pirg (Zona fushore)	01.03.2018	45	100	105				54/50 *	54/50 *	54/50 *
		Maliq, Libonik, Pirg, Gore, oglicë ona (Malore)		22.5	100	105				27	54	54
35	JSC WSS	Mallakastër										
36	JSC WSS	Mat	01.01.2006	23	60	80	2	4	6			
37	JSC WSS Mirditë	Mirditë	01.01.2012	30	100	115	10	15	15			
		Rubik	01.10.2008	30	70	100	7	10	15			
38	JSC WS Patos	Patos										
39	JSC WSS Peqin	Peqin	01.12.2020	48	120	120	12	16	16	100	200	200
40	JSC WS Përmet	Përmet	01.01.2013	40	110	120				100	100	200
		Pogradec Buçimas		60	111	111	30	40	40	200	300	300
41	JSC WSS Pogradec	Udenisht Cërrave Proptisht Velcan Trebinje Dardhas	01.10.2020	30	100	100	15	30	30	100	100	100
42	JSC WSS Poliçan	Poliçan	01.04.2019	50	100	110	12	15	15	100	100	100
43	JSC WSS Puke	Pukë	01.01.2014	35	130	140	8	16	16	100	100	100
44	JSC WSS Pustec	Pustec										
45	JSC WSS Roskovec	Roskovec	01.02.2020	52	105	125	15	20	20	100/50*	100/50*	100/50*
46	JSC WSS Rrogozhinë	Rrogozhinë	01.01.2013	48	90	100	10	12	12	50	100	100
47	JSC WSS Sarandë	Sarandë	01.05.2015	52	138	138	20	31	31	150	150	150
48	JSC WS Selenicë	Selenicë	01.07.2010	30	80	100						
49	JSC WSS Shkodër	Shkodër	01.01.2012	40	110	110	15	20	20	100	100	100
50	JSC WSS Skrapar	Skrapar	01.06.2018	35	100	110	10	10	10	100	100	100
51	JSC WSS Tepelene	Tepelenë	01.01.2014	33	100	120	12	20	20	90	400	250
52	JSC WSS Tirane	Tiranë	01.01.2018	65	140	155	11	30	35	200	200	200
		Bajram Curri		40	80	80	13	22	22	100	100	100
53	JSC WSS Tropojë	Bujan, Bytyc Fierzë, Llugaj, Margega, Tropojë, Lekbibaj	01.08.2019	30	80	80	-	-	-	100	100	100
54	JSC WS Ura Vajgurore	Ura Vajgurore	10.01.2007	40	90	100						
55	JSC WSS Vau Dejës	Vau i Dejës	01.12.2018	42	120	120	7	20	20	83	167	167
56	JSC WSS Vlorë	Vlorë	01.12.2019	45	100	100	15	25	25	100	150	150
57	JSC WSS Vorë	Vorë	01.02.2020	65	140	155	15	30	35	200	200	200

* Utilities that do not have tariffs approved by the WRA
There are fixed tariffs for water and sewerage

**Table 45, Annex 6. Projections of hours Water Supply for Urban Areas
(According to Strategic Plan of AKUM)**

Country	66 Urban Zone (ZU) - 61 Municipalities	2013 – Service Hour/day	2018 - Service Hour/day	2019 - Service Hour/day	2020 - Service Hour/day	2021 - Service Hour/day	2022-3 - Service Hour/day
Shkodër	Shkodër	-	-	-	-	-	24
	Fushë Arrëz	-	24	24	24	24	24
	Pukë	-	-	-	24	24	24
	Vau i Dejës	-	-	-	24	24	24
Lezhë	Koplik	-	-	-	24	24	24
	Lezhë	-	24	24	24	24	24
	Rrëshen	-	-	-	24	24	24
	Rubik	-	-	-	-	24	24
	Laç	-	-	-	-	24	24
	Mamurras	-	-	-	-	-	-
Kukës	Kokës	-	-	-	-	-	24
	Tropojë	-	24	24	24	24	24
	Krumë	-	-	-	-	-	-
Tiranë	Tiranë	-	-	-	-	-	-
	Kamëz	-	-	-	-	24	24
	Kavajë	-	-	-	-	24	24
	Rrogozhinë	-	-	-	-	24	24
Durrës	Vorë	-	-	-	-	-	-
	Durrës	-	-	-	-	-	24
	Krujë	-	-	-	24	24	24
	Fushë - Krujë	-	-	-	-	24	24
Dibër	Shijak	-	-	-	-	24	24
	Peshkopi	-	-	-	-	24	24
	Bulqizë	-	-	-	-	24	24
	Burrel	-	-	-	-	24	24
Elbasan	Klos	-	-	-	-	24	24
	Elbasan	-	-	-	-	-	24
	Librazhd	-	-	-	-	24	24
	Përrenjas	-	-	-	-	24	24
	Gramsh	-	-	-	-	24	24
	Cërrik	-	-	24	24	24	24
	Belsh	-	-	-	-	24	24
Korçë	Peqin	-	-	-	24	24	24
	Korçë	24	24	24	24	24	24
	Pogradec	-	24	24	24	24	24
	Maliq	-	24	24	24	24	24
	Pustec	-	-	-	-	-	-
	Bilisht	-	24	24	24	24	24
	Kolonjë	-	-	-	24	24	24
Berat	Leskovik	-	-	-	-	24	24
	Berat	-	-	-	-	24	24
	Kuçovë	-	-	-	-	24	24
	Ura vajgurore	-	-	-	-	24	24
	Poliçan	-	-	-	24	24	24
Fier	Çorovodë	-	-	-	-	24	24
	Fier	-	24	24	24	24	24
	Lushnje	-	-	-	-	24	24
	Divjakë	-	-	-	-	-	-
	Patos	-	-	-	-	24	24
Vlorë	Roskovec	-	-	-	-	24	24
	Ballsh	-	-	-	-	24	24
	Vlorë	-	-	-	-	-	24
	Selenicë	-	-	-	-	24	24
	Himarrë	-	-	-	-	-	24
	Delvinë	-	-	-	-	24	24
	Sarandë	-	-	-	-	-	-
	Ksamil	-	-	-	-	-	-
Gjirokastrë	Finiq	-	-	-	-	24	24
	Konispol	-	24	24	24	24	24
	Gjirokastrë	-	-	-	-	24	24
	Tepelenë	-	-	24	24	24	24
	Memaliaj	-	-	24	24	24	24
	Këlcyrë	-	-	-	24	24	24
	Përmet	-	-	24	24	24	24
	Libohovë	-	-	-	-	24	24
Dropull	-	-	-	-	24	24	
		1 ZU	9 ZU	13 ZU	22 ZU	52 ZU	58 ZU

Table 40, Annex 7. Realized investments from Government budget in 2020

Municipality	Project	Financial Value (TVSH, in lekë)	Actual status	Impact (beneficiary residents)	Sector	DONATER
BERAT	Construction of the main and distribution line of the FU of the Velabisht	154,991,516	Finished	29,900	Water Supply	MIE & AKUM
URA VAJGÛRORE	External and internal network, Village Cuklat, Municipality Ura Vajgurore	238,203,283	In process	4,238	Water Supply	MIE & AKUM
SKRAPAR	Rehabilitation of the water supply network of the city Corovode and villages Cerenisht, Sharovë	525,174,365	In process	10,856	Water Supply	MIE & AKUM
POLIÇAN	Water supply line (U) to Poliçan, distribution network of villages Pronovik, Mbrakull,	299,504,000	In process	9,190	Water Supply	MIE & AKUM
DIBER	Construction of line of water supply Gurra Epërme -Luzni-Peshkopi	250,000,000	In process	45,774	Water Supply	MIE & AKUM
DIBER	Water supply from Gramë source to Water Utility of Peshkopi	780,000,000	In process			
BULOQIZË	Total reconstruction of FU network of municipality of Bulqizë and distribution line	342,945,307	In process	13,883	Water Supply	MIE & AKUM
BULOQIZË	Construction of distribution network of village Gorice and construction of water depot	229,381,015	In process	5,709	Water Supply	MIE & AKUM
MAT	Construction of water supply for Burrel city	673,624,853	In process	25,000	Water Supply	MIE & AKUM
MAT	Construction of sewerage network, Block Drita nr. 1 and nr.2	86,104,998	In process	5,000	Sewerage	MIE & AKUM
KLOS	Reconstruction of utility of Klos and surrounding area	99,109,604	In process	15,300	Water Supply	MIE & AKUM
DURRËS	Optimization of water supply, touristic area Hamallaj, Phase II	150,175,546	In process		Water Supply	
DURRËS	Installation of meters in the buildings with internal water supply columns. Lot II	38,646,999	Finished		Water Supply	
DURRËS	Optimization of water supply, Vadarh, Sukth	153,273,319	Finished	3,900	Water Supply	MIE & AKUM
DURRËS	Reconstruction including collector new coverings of ITUN, installation of machineries in existent stations as well as collector cleaning in the city	116,910,523	In process	104,029	Water Supply	MIE & AKUM
KRUJË	Rehabilitation of wells and construction of transmission line as well as distribution line in U Fushë-Krujë	588,869,490	In process	15,000	Water Supply	MIE & AKUM
ELBASAN	Reconstruction of network lines for water supply	26,968,676	Finished		Water Supply	
ELBASAN	Optimization of water supply for Kraste e Vogel, Harmes and Elbasan city	320,833,499	In process		Water Supply	
ELBASAN	Reconstruction of water supply :street Kongresi i Përmetit, Main Line STP -Byshkë-depo Mirë, Bujqes- depot of Mjeksje and partial construction of distribution network of Kotor, village of Bujqes	296,849,047	In process	116,560	Water Supply	MIE & AKUM
GRAMSH	Reconstruction of main line of water supply utility in the village of Mashan as well as installation of meters in the buildings with internal water supply columns of Gramsh city	35,743,067	Finished		Water Supply	
PEQIN	Rehabilitation of pumping station, city of Peqin	55,229,379	In process		Water Supply	
PEQIN	Construction of water supply utility for villages Gjocaj, Celhakaj and Hashmataj	97,446,844	In process	2,858	Water Supply	MIE & AKUM
PRERENIAS	Reconstruction of water network for water supply utility of Prensja	213,998,884	In process	8,014	Water Supply	MIE & AKUM
PRERENIAS	Object : Water supply utility of Dritaj -Fanjë-Karkavec	30,100,000	Finished	3,023	Water Supply	MIE & AKUM
LIBRAZHD	Water supply utility, Program for municipal infrastructure III-IV	733,080,000	In process	10,387	Water Supply	KFW & SECOD & AKUM
BELSH	Main line of FU and distribution network of city, phase I+II	818,147,091	Finished		Water Supply	
BELSH	Distribution network of water supply utility of the city -> Photovoltaic PLANTS Phase III	569,421,138	In process	33,000	Water Supply	MIE & AKUM
ÇËRRIK	Construction of water supply utility for villages Linas, Kamunah, Mollas dhe Desar	337,282,896	In process	7,651	Water Supply	MIE & AKUM
FIER	Water supply utility in DMA 6 and water supply utility of area Afrimi I Ri-	478,934,892	In process	4,000	Water Supply	MIE & AKUM
PATOS	Reconstruction of main line and internal network, in the city Loti I	1,253,342,613	In process	28,600	Water Supply	MIE & AKUM
KOSKOVËC	Improving of water supply for the city of Kosovëc	159,926,434	Finished	7,705	Water Supply	MIE & AKUM
LUSHNIE	Rehabilitation of main line of water supply from Rrotonde e Grabanit to STP Virove	290,955,309	In process		Water Supply	KFW & SECOD & AKUM
LUSHNIE	Utility of Lushnje, Municipal infrastructure program MIP III-IV	482,094,840	In process	52,000	Water Supply	
LUSHNIE	Construction of villages Stan Karburnarë and Kashtëbardhë, Municipality Lushnje	143,092,040	In process	1,263	Water Supply	
MALLAKASTËR	Reconstruction of distribution network of the city	504,702,103	In process	16,215	Water Supply	MIE & AKUM
GJIROKASTËR	Water supply utility Gjirokastër Municipal infrastructure MIP III-IV	943,921,581	In process	9,576	Water Supply	KFW & SECOD & AKUM
GJIROKASTËR	Water supply utility Lazarat	268,062,886	In process	3,220	Water Supply	MIE & AKUM
LIBOHOVË	Reconstruction of water supply network of the city	312,871,812	In process	1,400	Water Supply	MIE & AKUM
DROPULL	Water supply from well drilling of water utility of i Dropull i Poshtem as well as water distribution network of water utility of villages Gorane and Dervician,	92,783,559	In process	10,494	Water Supply	MIE & AKUM
DROPULL	Reconstruction of water supply of villages Selo Llovine, Krioner & Sotire, Phasell	393,039,116	In process		Water Supply	
PËRMET	Reconstruction of water supply in the villages of Kosine, Bodar, Kutal, Frashër Gjinkar	92,045,089	In process	2,530	Water Supply	MIE & AKUM
KELCYRË	Reconstruction of water supply in the village Rodenji-Fshati i Ri	32,701,027	Finished	761	Water Supply	MIE & AKUM
LEZHË	Construction of water supply villages Pllane, Zejmen, Markatomaç,Spiten, Tresh	295,856,875	In process	7,654	Water Supply	MIE & AKUM
KURBIN	Construction of internal and external network of the city, Phase I+ Phase II	933,902,749	In process	29,845	Water Supply	MIE & AKUM
KURBIN	Openings of well-drilling and transmission lines for water supply of the city	60,000,000	In process		Water Supply	
KORÇË	Construction of water supply for the villages Fioq, Dersnik, Vinçan, Porodine, Gjomath	31,416,784	In process	5,298	Water Supply	MIE & AKUM
POGRADEC	Water supply of Moker phase I, Pogradec Municipality	150,000,000	In process	4,770	Water Supply	MIE & AKUM
POGRADEC	Construction of water supply, Udevisht, Memelisht, e	215,541,141	In process	3,846	Water Supply	MIE & AKUM
POGRADEC	Sewerage network coverage for village of Gurrasit and Drilon area	71,739,473	In process	1,526	Water Supply	MIE & AKUM
KOLONJË	Construction of water supply of the city Ersekë and villages, Phase II	497,280,095	In process		Water Supply	
KOLONJË	Installation of meters in the buildings with internal water supply columns, Erseke city	19,904,451	Finished		Water Supply	
KOLONJË	Water supply distribution network in 14 villages of Kolonjë	390,875,958	In process	6,613	Water Supply	MIE & AKUM
KOLONJË	Construction of water supply network in some villages such as Taç Qendër, Kabash ect	250,000,000	In process	2,217	Water Supply	MIE & AKUM
KOLONJË	Reconstruction of external and internal lines of the water supply network of the villages of Borove, Taç and Mesicke, Kolonjë municipality.	39,360,240	In process	1,966	Water Supply	MIE & AKUM
KOLONJË	Reconstruction of internal and external water supply network of Leskovikut	274,456,182	In process	4,500	Water Supply	MIE & AKUM
MALIQË	Construction of water supply, Macurish-Pisave, Malijë Municipality	213,308,723	In process	17,000	Water Supply	MIE & AKUM
DEVOLL	Water supply for villages Hoçisht, Devoll municipality	79,541,080	In process	1,732	Water Supply	MIE & AKUM
DEVOLL	External and internal Water supply of village Sinice, Cete, Miras, Qyteze	117,590,445	In process	2,447	Water Supply	MIE & AKUM
HAS	Construction of regional water supply, for the administrative unit Golaj	298,847,798	In process	5,072	Water Supply	MIE & AKUM
TROPOJË	Water supply of Dragobi	69,309,522	In process	623	Water Supply	MIE & AKUM
TIRANË	Construction of transmission line from well of Yzberisht – tank of Katund & Construction of transmission line from well of Yzberisht-in Qytet Nënësive tank,	458,173,808	Finished	436,016	Water Supply	MIE & AKUM
KAMËZ	Construction of water supply and sewerage network.	484,000,000	In process		U+KUN	MIE & AKUM
KAMËZ	Water supply of Kamëz Phase I, Municipal infrastructure program MIP III-IV	125,903,845	In process	42,539	Water Supply	KFW & SECOD & AKUM
KAVAJË	Reconstruction of the distribution network for water supply of the city and construction of new water tank, Phase II	789,941,722	In process	42,960	Water Supply	MIE & AKUM
KAVAJË	Sewerage network, Luz, Kavaje,(continuing of Phase II)	147,030,370	Finished			
KAVAJË	Replacement of wastewater pumps at Golem-Kavaja station	36,000,000	Finished	8,527	Sewerage	
RROGOZHINË	Reconstruction of main line and water supply network , Lot III	246,446,031	In process	5,782	Water Supply	MIE & AKUM
MALËSIA MADHË	Water supply of Koplik	436,385,580	Finished	135,050	Water Supply	MIE & AKUM
MALËSIA MADHË	Water supply of villages Gradec, Pjetërshah	96,000,000	Finished	1,960	Water Supply	
MALËSIA MADHË	Construction of Bajza Water supply	387,446,102	In process	7,375	Water Supply	MIE & AKUM
VLDRË	Construction of Water supply-Zona e ujit te flohte & lungomares	642,013,108	In process		Water Supply	
VLDRË	Construction of water supply system on the trans-Balkan route	180,000,000	In process	49,000	Water Supply	MIE & AKUM
VLDRË	Improvement of wastewater infrastructure in the coastal area	462,629,496	Finished		Water Supply	
SELENICË	Reconstruction of Selenicë-kote distribution network	93,486,747	Finished	11,822	Water Supply	MIE & AKUM
HIMARË	Waste water plant and sewerage system, Dramidhe, Dhërmi	408,465,560	In process		Sewerage +ITUN	
HIMARË	Improvement of water supply system in Dhërmi, Gjilek, Kondraq and Palasë areas.	196,833,404	In process	4,500	Water Supply	MIE & AKUM
HIMARË	Water supply and network improvement for touristic area of Dramidhe, Dhërmi	271,191,129	In process		Water Supply	
HIMARË	Water supply of village Tërbaç, Himarë	93,939,392	Finished	1,208	Water Supply	MIE & AKUM
SARANDË	Improvement of sewerage network, Sarandë	15,495,690	Finished		Water Supply	
SARANDË	Construction of sewerage network street Nr.3, Sarandë	38,185,320	In process		Water Supply	
SARANDË	Reconstruction of Kasmi water supply	157,450,000	In process	5,555	Water Supply	MIE & AKUM
KONISPOL	Reconstruction of internal network of Xarre village	58,348,704	Finished	13,737	Water Supply	MIE & AKUM
FINIQ	Finij Water supply, External line of Merkos Source	555,176,607	In process	39,055	Water Supply	MIE & AKUM
DELVINË	Water supply Delvina 2, Municipal infrastructure program MIP III-IV	231,412,380	In process	9,155	Water Supply	MIE & AKUM
	TOTAL	24,331,415,752		1,516,386		

Table 41, Annex 8

Population and Families with Economic Assistance for 12 Counties

No.	County	Municipality	Population(Censusi 2011)	Population of families with EA	Population of families with EA (in %)	Current collection rate (in %)	Cost coverage O&M (në %)	Nr. Of families with EA
1	BERAT	Berat	60,031	3,312	5.5	89.5	136	895
2		Ura Vajgurore	27,295	836	3.1	90.5	51	226
3		Kuçovë	31,262	992	3.2	89.5	136	268
4		Polican	10,953	1,018	9.3	99.7	54	275
5		Skrapar	12,403	2,017	16.3	75.5	54	545
	Subtotals county Berat		141,944	8,173	5.8	89.2		
6	DIBËR	Dibër	61,619	23,173	37.6	48.6	182	6,263
7		Mat	27,600	7,037	25.5	59.8	91	1,902
8		Klos	16,618	5,780	34.8	59.5	47	1,562
9		Bulqizë	31,210	7,230	23.2	70.8	92	1,954
	Subtotals county Dibër		137,047	43,220	31.5	57.2		
10	DURRËS	Durrës	175,110	733	0.42	70.2	101	198
11		Shijak	27,861	300	1.1	70.2	101	81
12		Krujë	59,814	2,323	3.9	93.1	57	628
	Subtotals county Durrës		262,785	3,356	1.3	75.4		
13	ELBASAN	Elbasan	141,714	22,330	15.8	78.9	94	6,035
14		Cërrik	27,445	2,664	9.7	60.7	70	720
15		Belsh	19,503	2,671	13.7	91.2	66	722
16		Gramsh	23,572	9,047	38.4	84.6	93	2,445
17		Peqin	26,136	6,371	24.4	92.6	40	1,722
18		Librazhd	31,892	11,226	35.2	84.2	74	3,034
19		Përrenjas	24,906	9,894	39.7	84.2	74	2,674
	Subtotals county Elbasan		295,168	64,202	21.7	80.7		
20	FIER	Fier	120,655	2,338	1.9	92.8	113	632
21		Patos	22,959	825	3.6	76.5	23	223
22		Roskovec	21,742	1,106	5.1	60.8	114	299
23		Lushnjë	83,659	1,854	2.2	64.8	77	501
24		Divjakë	34,254	936	2.7	60.2	51	253
25		Mallakastër	27,062	2,524	9.3	73.3	41	682
	Subtotals county Fier		310,331	9,583	3.1	76.5		
26	GJIROKASTËR	Gjirokastrë	28,673	388	1.4	75.9	95	105
27		Libohovë	3,667	48	1.3	71	65	13
28		Dropull	3,503	63	1.8	87	69	17
29		Tepelenë	8,949	940	10.5	88.9	29	254
30		Memaliaj	10,657	1,458	13.7	88.9	29	394
31		Përmet	10,614	351	3.3	72.5	75	95
32		Këlcyre	6,113	814	13.3	73.5	35	220
	Subtotals county Gjirokastrë		72,176	4,063	5.6	79		
33	KORÇË	Korçë	75,994	2,623	3.5	78.8	181	709
34		Maliq	41,757	9,047	21.7	83	69	2,445
35		Kolonjë	11,070	1,269	11.5	75.5	121	343
36		Pogradec	61,530	17,512	28.5	87.8	118	4,733
37		Devoll	26,716	3,667	13.7	66.6	93	991
38	Pustec	3,290	174	5.3	49.9	46	47	
	Subtotals county Korçë		220,357	34,292	15.6	80		
39	KUKËS	Kukës	47,985	20,861	43.5	60.7	131	5,638
40		Has	16,790	7,096	42.3	58.7	48	1,918
41		Tropojë	20,517	6,590	32.1	73.9	91	1,781
	Subtotals county Kukës		85,292	34,547	40.5	63.5		
42	LEZHË	Lezhë	65,633	3,885	5.9	90.7	145	1,050
43		Mirditë	22,103	3,992	18.1	82	56	1,079
44		Kurbin	46,291	3,955	8.5	83.2	33	1,069
	Subtotals county Lezhe		134,027	11,833	8.8	86.6		
45	SHKODËR	Shkodër	135,612	7,703	5.7	79.4	86	2,082
46		Vau Dejës	30,438	4,507	14.8	72.1	96	1,218
47		Pukë	11,069	1,835	16.6	83.6	87	496
48		Fushë Arrëz	7,405	1,791	24.2	68.1	50	484
49		Malësi e Madhe	30,823	3,504	11.4	88.2	100	947
	Subtotals county Shkodër		215,347	19,340	9.0	79.4		
50	TIRANË	Tiranë	557,422	9,428	1.7	84.9	162	2,548
51		Kamëz	104,190	2,560	2.5	74.5	88	692
52		Vorë	25,511	463	1.8	90.1	83	125
53		Kavajë	40,094	1,428	3.6	78.6	44	386
54		Rrogozhinë	22,148	1,080	4.9	93	53	292
	Subtotals county Tiranë		749,365	14,959	2.0	83.5		
55	VLORË	Vlorë	104,827	3,626	3.5	78.2	52	980
56		Selenicë	16,396	1,806	11.0	71.3	58	488
57		Himarë	7,818	418	5.3	91.8	81	113
58		Delvinë	7,598	696	9.2	64.5	86	188
59		Sarandë	20,227	1,798	8.9	78	123	486
60		Konispol	8,245	544	6.6	92.9	54	147
61	Finiq	10,529	218	2.1	64.4	28	59	
	Subtotals county Vlorë		175,640	9,106	5.2	77.4		
	TOTAL		2,799,479	256,673	9.2	80		69,371

Table 47, Annex 9. Technical – Economic Data of WSS Companies, Year 2020

Group	Activity	Companies in Groups by Number of Connections	Total Water Connections	Total Sewerage Connections	Total Employees	Total Volume of Water Produced by Two Types of Systems	Total Volume of Billed Water	Total Amount of Billed Water	Total Amount of Billed Waste Water	Total Amount of Billed WS & S	Other WSS Operating Revenues
			No.	No.	No.	000/m ³	000/m ³	000/all	000/all	000/all	000/all
Group 1	WSS	Tiranë	254,796	254,478	1,884	93,218	35,569	3,641,379	421,849	4,016,155	47,073
	WSS	Durrës	89,129	54,888	743	42,163	8,729	891,327	463,714	1,306,596	48,445
	WSS	Vlorë	57,239	43,777	495	26,425	5,537	359,581	60,351	419,932	0
	WSS	Elbasan	39,878	32,285	334	16,809	4,327	307,663	35,105	342,768	0
	WSS	Fier	37,868	27,378	404	18,529	4,512	283,926	36,994	317,367	3,553
	WSS	Shkodër	32,038	26,064	347	13,122	3,959	236,738	53,128	281,057	8,809
	WSS	Korçë	29,091	22,756	128	4,036	2,792	251,671	98,615	344,137	6,148
	WSS	Berat-Kuçovë	29,088	22,822	252	9,870	2,828	208,041	34,364	230,142	12,263
	WSS	Kavajë	25,398	19,069	324	7,168	2,283	93,304	16,183	97,262	12,225
	WSS	Lushnje	22,989	11,770	195	6,555	1,850	151,704	16,581	163,097	5,187
	WSS	Kamëz	21,595	38,416	200	1,717	2,782	192,623	32,982	218,000	7,605
	WSS	Sarandë	20,075	15,121	175	4,172	1,958	151,231	21,261	168,310	4,182
	WSS	Lezhë	18,690	14,887	144	2,982	1,848	163,319	30,086	188,672	4,733
	Group 2	WSS	Pogradec	17,585	12,321	176	2,388	1,437	119,878	39,098	156,407
WSS		Maliq	10,233	3,943	80	1,179	736	39,245	2,345	41,117	473
WSS		Gjirokastrë	10,208	6,960	162	2,050	1,068	88,966	9,750	93,159	5,556
WSS		Devoll	9,088	0	48	1,227	897	38,508	0	36,382	2,126
WSS		Dibër	8,746	4,082	77	3,300	1,393	45,129	7,871	52,990	10
WSS		Cërrik	7,572	3,498	68	2,503	772	49,341	0	47,917	1,424
WSS		Belsh	7,220	1,304	83	1,153	887	51,015	1,003	51,200	818
WSS		Kurbini	7,127	5,965	120	2,393	1,097	42,483	1,717	43,999	200
WSS		Kukës	6,978	5,538	83	1,838	1,203	55,690	9,744	65,434	0
WSS		Librazhd	6,797	5,253	60	1,508	706	45,795	10,346	50,540	5,601
WSS		Mat	6,675	5,283	76	1,785	966	40,115	1,932	41,785	262
WSS		Divjakë	6,405	0	74	1,270	734	31,059	0	31,059	0
WSS		Krujë	6,331	5,592	82	2,661	807	49,526	7,608	55,910	1,224
WSS		Himarë	6,121	1,733	53	1,688	432	47,559	2,572	47,810	2,321
WS		Patos	5,830	2,642	145	2,826	1,313	39,651	0	39,651	0
WS		Mallakastër	5,798	1,952	121	545	665	46,244	2,701	47,348	1,597
WSS		Gramsh	5,638	0	50	1,178	723	33,809	0	32,838	971
WSS		Rrogozhinë	5,572	1,718	55	928	351	22,387	1,340	23,241	486
WS		Bulqizë	5,349	0	55	2,040	1,154	33,201	0	33,201	0
WSS		Malësi e Madhe	5,070	244	69	1,210	553	42,154	282	42,066	370
WSS		Tepelenë	4,801	3,588	71	715	469	25,760	4,494	29,841	413
WSS		Përmet	4,770	3,387	60	728	453	25,231	4,413	29,644	0
WSS		Dropull	4,652	46	33	1,221	626	14,151	0	14,133	18
WSS		Vorë	4,514	4,225	105	1,728	614	59,542	7,454	64,542	2,454
WS		Selenicë	4,243	0	49	2,808	480	23,330	0	23,330	0
WSS		Kolonjë	4,241	1,560	25	327	247	17,087	735	17,786	36
WSS		Ura Vajgurore	4,146	1,014	49	1,191	495	22,055	0	22,055	0
WSS		Peqin	3,991	0	91	2,206	813	39,890	0	39,614	276
WSS		Tropojë	3,928	1,807	58	641	456	20,404	4,108	23,483	1,029
WSS		Vau Dejës	3,764	1,167	49	829	345	26,397	1,123	25,676	1,844
WSS		Skrapar	3,459	2,328	53	523	252	15,371	2,273	17,514	130
WSS		Roskovec	3,151	2,771	55	932	333	25,351	6,964	32,315	0
WSS		Delvinë	3,122	1,662	35	461	262	22,541	1,995	24,465	71
WSS		Mirditë	3,117	2,192	59	742	388	32,320	2,882	35,202	0
WSS	Poliçan	3,002	2,921	48	464	250	23,182	2,365	25,547	0	
WSS	Finiq	2,746	0	31	1,083	244	17,706	0	17,646	60	
WS	Konispol	2,313	0	25	459	292	20,543	0	20,388	155	
WS	Klos	1,840	0	29	202	162	12,084	0	11,031	1,053	
WSS	Pukë	1,794	1,125	28	869	187	11,930	1,159	12,979	110	
WSS	Këlcyrë	1,743	0	35	856	199	10,947	0	10,796	151	
WSS	Has	1,580	0	32	863	355	10,726	0	10,726	0	
WSS	Libohovë	1,522	0	17	1,148	322	11,824	0	11,824	0	
WSS	Fushë Arrëz	750	620	12	252	121	3,944	637	4,581	0	
WSS	Pustec	736	359	14	124	51	3,504	212	3,699	17	
Total			902,142	682,511	8,425	303,806	105,284	8,390,079	1,460,335	9,656,366	194,047

Source ERRU

Table 48, Annex 10. Technical – Economic Data of WSS Companies, Year 2020 (continue)

Groups	Activity	Companies according No. Of Connections	Total Revenues from Activity	Direct and Operation Costs (DOC)- Water Supply	Direct and Operation Costs (DOC)- Sewerage	Direct and Operation Costs (DOC)- STP	Direct and Operation Costs (DOC)- WS-S-STP	Operation Total Costs Water Supply	Operation Total Cost Water Sewerage	Operation Total Costs STP	Total Cost WS-S-STP
			000/lekë	000/lekë	000/lekë	000/lekë	000/lekë	000/lekë	000/lekë	000/lekë	000/lekë
Group 1	WSS	Tiranë	4,063,228	2,626,273	79,398	0	2,705,671	3,646,261	79,398	0	3,725,658
	WSS	Durrës	1,355,041	1,168,792	135,598	58,073	1,362,464	1,285,709	171,308	80,692	1,537,709
	WSS	Vlorë	419,932	446,655	127,499	0	574,154	643,672	229,528	0	873,200
	WSS	Elbasan	342,768	384,231	5,946	0	390,177	499,477	12,330	0	511,807
	WSS	Fier	320,920	394,879	14,338	0	409,217	456,572	26,073	0	482,645
	WSS	Shkodër	289,866	266,340	51,571	26,697	344,609	417,264	125,143	54,281	596,688
	WSS	Korçë	350,286	116,080	48,013	-1,089	163,004	249,406	152,973	46,060	448,439
	WSS	Berat-Kuçovë	242,405	171,667	45,005	0	216,672	261,584	45,005	0	306,589
	WSS	Kavajë	109,487	250,010	5,942	9,412	265,364	317,443	14,384	26,389	358,216
	WSS	Lushnje	168,285	217,175	8,352	0	225,527	305,877	11,004	0	316,881
	WSS	Kamëz	225,605	239,080	26,008	0	265,088	265,706	122,683	0	388,389
	WSS	Sarandë	172,492	157,128	15,797	10,854	183,779	256,094	31,650	17,804	305,548
	WSS	Lezhë	193,405	123,755	13,208	9,908	146,871	292,957	40,321	44,888	378,166
WSS	Pogradec	158,976	104,196	25,522	16,200	145,919	198,814	105,107	32,682	336,602	
Group 2	WSS	Maliq	41,590	58,725	1,218	0	59,943	64,859	1,218	0	66,077
	WSS	Gjirokastrë	98,715	96,083	8,914	0	104,997	119,446	11,510	0	130,956
	WSS	Devoll	38,508	37,045	0	0	37,045	40,241	0	0	40,241
	WS	Dibër	53,000	54,653	2,940	0	57,593	60,638	2,940	0	63,578
	WSS	Cërrik	49,341	73,508	370	0	73,878	73,995	370	0	74,365
	WSS	Belsh	52,018	73,647	1,919	0	75,566	77,457	2,419	0	79,876
	WSS	Kurbin	44,199	107,490	3,693	0	111,183	113,340	7,485	0	120,825
	WSS	Kukës	65,434	53,343	4,342	0	57,685	78,498	5,842	0	84,340
	WSS	Librazhd	56,141	42,941	7,616	0	50,557	50,140	9,317	0	59,457
	WSS	Mat	42,047	57,145	2,545	0	59,690	65,415	2,940	0	68,355
	WSS	Divjakë	31,059	66,236	0	0	66,236	69,056	0	0	69,056
	WSS	Krujë	57,134	82,947	1,646	0	84,593	89,136	5,603	0	94,739
	WSS	Himarë	50,131	52,725	2,473	0	55,197	64,759	2,473	0	67,231
	WSS	Patos	39,651	173,310	0	0	173,310	186,019	0	0	186,019
	WSS	Mallakastër	48,945	84,993	2,019	0	87,012	103,149	3,049	0	106,198
	WSS	Gramsh	33,809	36,915	0	0	36,915	44,207	0	0	44,207
	WSS	Rrogozhinë	23,727	41,699	2,349	0	44,048	47,437	2,536	0	49,973
	WS	Bulqizë	33,201	34,811	0	0	34,811	40,636	0	0	40,636
	WSS	Malësi e Madhe	42,436	46,796	1,041	0	47,837	56,934	1,141	0	58,075
	WSS	Tepelenë	30,254	61,980	5,631	0	67,611	76,601	12,831	0	89,432
	WSS	Përmet	29,644	31,857	2,490	0	34,347	39,952	3,368	0	43,320
	WSS	Dropull	14,151	28,501	0	0	28,501	44,185	0	0	44,185
	WS	Vorë	66,996	73,387	1,632	0	75,019	73,707	1,632	0	75,339
	WSS	Selenicë	23,330	49,654	0	0	49,654	49,845	0	0	49,845
	WSS	Kolonjë	17,822	9,857	2,829	0	12,686	9,857	3,098	0	12,954
	WSS	Ura Vajgurore	22,055	50,486	0	0	50,486	60,387	0	0	60,387
	WSS	Peqin	39,890	78,949	0	0	78,949	87,112	0	0	87,112
	WSS	Tropojë	24,512	22,418	375	0	22,793	30,209	375	0	30,584
	WSS	Vau Dejës	27,520	42,067	0	0	42,067	72,904	0	0	72,904
	WSS	Skrapar	17,644	33,690	5,291	0	38,981	37,285	5,596	0	42,881
	WSS	Roskovec	32,315	26,769	5,920	0	32,689	55,916	11,063	0	66,978
	WSS	Delvinë	24,536	29,645	2,617	0	32,262	45,679	4,448	0	50,127
	WSS	Mirditë	35,202	34,003	5,083	0	39,086	58,543	7,327	0	65,870
WSS	Poliçan	25,547	34,545	2,178	0	36,723	37,474	2,394	0	39,868	
Group 3	WSS	Finiq	17,706	22,824	443	0	23,267	25,803	443	0	26,246
	WSS	Konispol	20,543	31,372	0	0	31,372	62,472	0	0	62,472
	WS	Klos	12,084	18,341	0	0	18,341	28,531	0	0	28,531
	WSS	Pukë	13,089	14,087	1,330	0	15,417	21,230	0	0	21,230
	WSS	Këlcyrë	10,947	34,101	0	0	34,101	19,751	3,148	0	22,899
	WSS	Has	10,726	21,952	0	0	21,952	36,037	0	0	36,037
	WSS	Libohovë	11,824	22,087	0	0	22,087	23,447	0	0	23,447
	WSS	Fushë Arrëz	4,581	5,561	936	0	6,497	11,015	1,866	0	12,881
WSS	Pustec	3,716	10,572	420	0	10,992	12,324	521	0	12,845	
Total			9,850,414	8,729,978	682,456	130,056	9,542,489	11,562,462	1,283,858	302,796	13,149,117

Source ERRU

To ensure for all Albanians
That water and sewerage
service producers deliver
the highest achievable quality
at a fair price and in a financially
sustainable manner

