

Country's relevant data

- Losses and leakages of one form or another (non-revenue water), account for over 60% of the water that is used by communal services. This is a high value (30% is a reasonable EU benchmark).
- 7 out of 17 surveyed public communal utilities (PUCs) of the Central Water Sector Reform Project do not measure the water losses regularly and in standardized way. Only one PUC has a Non-revenue Water below 30%, NR water of 4PUCs is between 31 – 50% and for additional 4 PUCs between 51 – 70%. Almost none of the 17 surveyed PUCs fully recovers the costs for delivery of the water services. The NR water of additional 12 pilot PUCs of the Local Water Sector Reform project varies between 45 – 81 %.
- 83% of the interviewed respondents on a survey conducted in 2014, consider paying regularly a bill for improved sewerage system that includes wastewater treatment as justified.



Country's relevant data

- Low tariffs, insufficient collection rates, and liability of utility companies to pay VAT for provided services which have not been paid by the users, lead to lack of revenue, which results in failure to attend to maintenance and repairs, and no possibility for infrastructure extension and improvement. As a consequence, the water infrastructure at present is in poor condition.
- In the long term, the new tariff system will improve the situation with the collection of the waste water. 92.5% of interviewed households are using the same system for discharge of wastewater from bathing, washing and cooking and waste water from the toilets. Only 6% (4% in medium and 10% in large municipalities) are using different system for discharge.

The way forward - TOP Priorities for the successful reform

- ✓ Reduction of Non Revenue Water
- ✓ GIS mapping of (underground) assets and harmonisation of technical and accounting inventories
- ✓ Modernisation of the network zoning and operational monitoring, management and control
- ✓ Regular customer satisfaction and willingness to pay surveys
- ✓ Introduction of Cost Center based accounting
- ✓ Establishing of water services costs recovering system by enforcing the new water services tariffs legislation
- ✓ Financial and organisational restructuring of the public communal utilities that provide water services
- ✓ Intensified resource mobilization for rehabilitation of drinking water supply and sewerage systems and construction of waste water treatment plants and related infrastructure



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World Water Day 2017



Reform in Water Sector on Central Level

EVENT TO MARK WORLD WATER DAY

March 22, 2017



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"Despite its paramount importance, water as a sector generally does not receive the attention it deserves. Water is central to human survival, the environment and the economy", **Ban Ki-moon, UN Secretary General**

World Water Day, on 22nd March every year, is about taking action on water issues. In 2017, the theme is wastewater and the campaign, 'Why waste water?', is about reducing and reusing wastewater. Sustainable Development Goal (SDG) target 6.3 requires us by 2030 to "improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally."



The Water – Why we should care?

UN Data

- 663 million people still lack improved drinking water sources.
- By 2050, close to 70% of the world's population will live in cities, compared to 50% today⁵. Currently, most cities in developing countries do not have adequate infrastructure and resources to address wastewater management in an efficient and sustainable way
- Globally, over 80% of the wastewater generated by society flows back into the ecosystem without being treated or reused.
- 1.8 billion people use a source of drinking water contaminated with faeces, putting them at risk of contracting cholera, dysentery, typhoid and polio. Unsafe water, poor sanitation and hygiene cause around 842,000 deaths each year

"Sound water management is often regarded as a cost. But in reality it is always an excellent investment... Currently about 1 billion cubic metres of treated urban wastewater is reused annually. But this volume represents less than 0.5% of annual EU freshwater withdrawals. EU potential, mainly in Southern Europe, is in the order of 6 billion cubic metres – that's six times the current rate", **Karmenu Vella, EU Commissioner for Environment, Maritime affairs, and Fisheries**

What EU does in the country?

The EU supports the water sector in the country by providing assistance for improved and integrated water management and development of waste water treatment infrastructure. Numerous activities for creation of enabling legal and institutional environment, preparation of technical documentation, construction works, supplies, capacity building at local and central level and programming of future assistance are underway. The main objective is to have clean underground water, rivers and lakes and good water services provided to the citizens by improving municipal wastewater collection and treatment and reducing the negative impact on water quality, nature and health. With the EU assistance delivered through three mutually reinforcing projects, new system for economic regulation and tariffs and pricing system for water services have been established. Large number of public utilities (29) are supported in their multiannual business and tariffs adjustment planning, organizational and financial restructuring, and improved delivery of the water service. Preparation of the National Water Study and Investment Plan is progressing with an aim to help the country achieve European water standards. One of the main goals is to protect the environment from the negative impact of the urban wastewater and provide safe drinking water to all citizens at affordable price.

