



European Bank
for Reconstruction and Development

Guidelines for companies undertaking public services

Elizabeth Smith

smithe@ebrd.com

Senior Stakeholder Engagement Advisor

7 June 2012



Definitions

2. “Public authority” means:

- (a) Government at national, regional and other level;
- (b) Natural or legal persons performing public administrative functions...in relation to the environment;
- (c) Any other natural or legal persons having public responsibilities or functions, or providing public services, in relation to the environment, under the control of a body or person falling within subparagraphs (a) or (b) above;

What does this mean?



European Bank
for Reconstruction and Development

Private Companies and Public-Private Partnerships

- Drinking water
- Wastewater treatment
- Municipal solid waste
- What about public transport (buses, trams, metro)?
- Other sectors?

Assumption: Disclosure of information

Municipal water/wastewater investments



European Bank
for Reconstruction and Development

- EBRD has financed over 50 water and sanitation projects in the last decade
- This amounts to a total investment portfolio of €870 million
- These investments benefit 30 million people, almost 10% of the population of the EBRD region



Context: a legacy of under-investment



European Bank
for Reconstruction and Development

- Water services were free in planned economies but State subsidies removed
- Decades of serious under-investment – old and deteriorating infrastructure
- Human health affected by poor services
- Major source of surface water pollution
- Users not accustomed to paying for services – so water use not efficient
- Tariff reform for reduced wastage and sustainable service levels



Water supply and wastewater treatment



European Bank
for Reconstruction and Development

Investment challenges

- Meeting national and EU water and effluent standards
- Need to increase investments in maintenance and asset renewal
- Improve water supply and quality standards
- Improve collection and treatment of sewage
- Improve operational and financial performance of municipal water and sewerage companies



Water Companies

- Provide routine information to public
- Provide information on works/disruption
- Provide clarity on information in emergency situation
- Provide clarity on terminology used
- Respond to requests for information
- Grievance/Complaint procedure



Home

Your bill & account

Got a problem?

Moving home

Water meters

Your water

Get in touch

Current incidents 

No water - SE12
We are sorry to customers in the SE12 areas who currently have no water.

[Read more](#)

What's happening in your area? 

Get the latest information on major repairs, reported leaks and planned work across our network.

[Go](#)



Whatever the weather...
Rain or shine, please use water wisely as we still have a serious water shortage.

[▶ More about the hosepipe ban](#)

- [Water shortage](#)
- [Freebies for you](#)
- [Waterwisely](#)
- [Paying your bill](#)

Want to...

- [Pay my bill](#)
- [Set up a Direct Debit](#)
- [Tell you I'm moving](#)
- [Set up a new account](#)

Hosepipe ban still in place

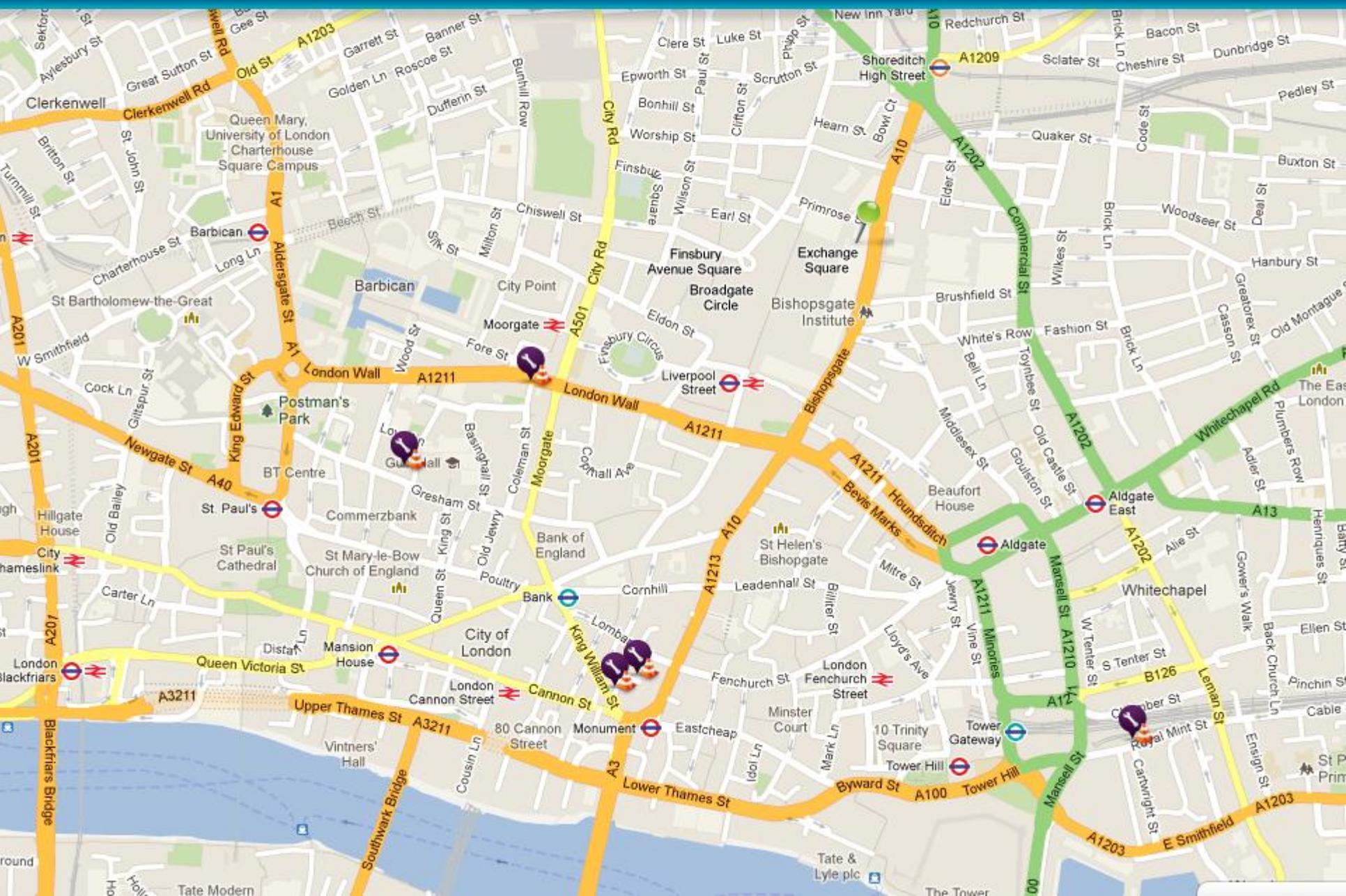
Read the answers to some of the frequently asked questions about the hosepipe ban.



Report a leak or burst pipe

If you see a leak or burst pipe, please let us know by using our online form, calling our 24-hour leakline or tweeting us, so we can







Planned improvements (updated every Monday)

With potential traffic disruption



EC3: Coleman Street

What we are doing

We are replacing Victorian water mains on Coleman Street as part of our Victorian mains replacement programme.

Start date

24 October 2011

End date



Key



About Thames Water LIVE



Text-only version



Thames Water

Your water



> All about your water

> Saving water and money

> Drought

> Reservoir levels and rainfall figures

> How we treat your water and sewage

What would you like to find out about?

> The water in your area

By entering your postcode, you can get a full report on the water in your area.



> How we treat your water

Find out how we make your water top notch and tasty.



> How we treat your sewage

Learn what happens to your water after you flush the loo or empty the sink.



> How much water you use

Visit our town, 'Waterwisely', to work out how much water you use and could save.



> Reservoir levels and rainfall in our area

Find out how full our reservoirs are and how much rain we've had in the last month.



Most popular questions

- > Would I pay less if I had a water meter?
- > How much can I expect to pay on a meter?
- > How is my water bill worked out?
- > What can I do if I think my bill is too high?
- > Who does the Temporary Use Ban affect?
- > Can I use a pressure washer?
- > Can I pay to use my hosepipe or sprinkler?

Freebies for you

Reduce the amount of water you use at home and in the garden with our free water-saving devices.



Water quality search - results



Water quality in your area

The table below shows the water quality information in your area:

Water supply zone	Total hardness (various measurements)					Fluoride
	mg/l CaCO ₃ (ppm)	Degrees Clarke	Degrees German(DH)	Degrees French	Detergent rating	
CITY	275.0	19.3	15.4	27.5	HARD	0.127

The data above was obtained from samples collected in 2010.

 [Full water quality report \(0.039Mb\)](#)

 [Your water quality report explained \(0.070Mb\)](#)

[▶ Learn more about drinking water standards](#)

Key to abbreviations used in hardness figures

p.p.m. **Parts per million (also equivalent to milligrams per litre)**

mg/l **Milligrams per litre (also known as parts per million)**

Soft	<100 parts per million
Medium	100 - 200 parts per million
Hard	>200 parts per million

[▶ Read our frequently asked questions](#)

Further information

If you haven't found the information you need, you can contact us in the following ways:

Email us

Use our online form to send us an enquiry.

[Online enquiry form](#)

We aim to respond to these emails within 10 days.

Call us

Please call our 24-hour Customer Centre on 0845 9200 800 (Textphone: 0845 7200 89).

If you are trying to contact us from outside the UK, please call +44 1793 366011.

To help us continually improve the quality of our service we record all calls.

Write to us

Water Quality
Thames Water
PO BOX 286
Swindon

Reporting

THAMES WATER UTILITIES WATER QUALITY REPORT - 2010 DATA

Water Supply Zone NLE 7 : CITY			Zone No. : 0007 Population: 51,801					
Time Period: 01/01/2010 to 31/12/2010 Data extracted on :04/03/2011			Concentration or value (all samples)			No. of Samples		
Parameter	Units	PCV	Min	Mean	Max	Total	Contra-vening	% of samples contravening PCV
Coliform bacteria	no/100ml	0	0	0.045	6	132	1	0.8
E. coli	no/100ml	0	0	0	0	132	0	0
Enterococci	no/100ml	0	0	0	0	8	0	0
Clostridium perfringens	no/100ml	0	0	0	0	52	0	0
Colony count 22C	no/ml	-	0	9.9	168	52	0	0
Colony count 37C	no/ml	-	0	8.7	148	52	0	0
Residual Disinfectant	mg/l	-	0.1	0.51	0.71	132	0	0
Colour (Pt/Co scale)	mg/lPt/Co	20	< 0.5	2.1	4.3	52	0	0
Hydrogen Ion	pH	6.5 to 9.5	7.6	7.9	8.2	52	0	0
Turbidity	FTU	4	< 0.07	0.086	0.17	52	0	0
Conductivity at 20C	uS/cm	2500	588	609	649	52	0	0
Ammonium as NH4	mg/l	0.5	< 0.05	0.14	0.18	52	0	0
Chloride as Cl	mg/l	250	39	45.7	51.13	8	0	0
Sodium as Na	mg/l	200	28	46.4	155.2	8	0	0
Sulphate as SO4	mg/l	250	45.7	48.9	51.8	8	0	0
Nitrate as NO3	mg/l	50	21.3	25.1	30.5	52	0	0
Nitrite as NO2	mg/l	0.5	0.01	0.024	0.16	52	0	0
Nitrate/Nitrite calculation	mg/l	1	0.43	0.51	0.61	52	0	0
Total Organic Carbon as C	mg/l	-	1.1	2.6	3.7	99	0	0
Total Hardness as CaCO3	mg/l	-	273	275	277	2	0	0
Odour (quantitative)	dilution no.	0	0	0	0	24	0	0
Taste (quantitative)	dilution no.	0	0	0	0	24	0	0
Iron as Fe	ug/l	200	< 1	4	52.5	52	0	0
Manganese as Mn	ug/l	50	< 0.7	< 1.4	< 1.5	52	0	0
Aluminium as Al	ug/l	200	< 6.3	9.7	18.1	52	0	0

Data reports
posted on web
and available on
request

For companies that provide a public service and are subject to the Convention directly under 2c: guidance

- Introducing Aarhus Convention and obligations
- Clarifying expectations
- Reporting/information disclosure
 - Routinely
 - On request
 - In an emergency situation
 - Handling grievances



EBRD is financing significant numbers of public service projects. We want to ensure that our companies meet obligations, including under international law.

Investment challenges

- Will help draft guidance note/fact sheet that can be handed out to water/wastewater treatment companies
- Circulate draft to Secretariat and whomever else wants to be in a discussion group (contact: smithe@ebrd.com)
- Provide English and Russian language translations
- Circulate to other MDBs/IFIs