Corporate Development and Stakeholder Participation Programme

S.A. Apă-Canal Chişinău

Project Presentation

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Outline of the presentation

1. Project background
2. Presentation of the project
3. Potential impact
4. Questions
Project Background

Framework: Chisinau Water Development Programme

Priority Investment Program (59m euro)
Long term investment program (221m euro)
Corporate Development and Stakeholder Participation Programme.

Client: S.A. Apa-Canal Chisinau (ACC)

Funded by: European Bank for Reconstruction and Development

External environment ACC

National policy and legislation

Municipal requirements

Economic Regulation

Financiers

Tariff application

PSC

ACC

Loan agreement
Public Service Contract

Municipality

ACC

PSC
- Institutional
- Financial
- Operational
- Environmental
- Social

Stakeholders: Households (current and future customers), Institutions, Enterprises, Municipality, Regulator, Donors, Financiers

KPIs
- Water quality
- Treated ww q
- Cont. service
- Losses
- Collection rate
- Staff efficiency
- Energy efficiency

Units
- % legl.
- % legl.
- h/24h
- m³/km
- %
- Staff/km
- kWh/m³

Resources
- Organisation
- Staff (nr, qualifications)
- Tools, equipment, network
- MIS, ERP
- Customer relationship
- Certification (ISO, CIPS)
- Financing capacity
Objectives and Activities

1. Public Service Contract
2. Stakeholder PP
3. Regionalisation
4. Legislative framework

I. Corporate Development Prg.
II. Stakeholder Participation
III. Regionalisation

PSC  CDPlan  Capacity
Dialogue  Awareness
Public Service Contract and Corporate Development Plan

Financial Performance Improvement
- Billing, collection, tariff, accounting and IFRS

Operational Performance Improvement
- O&M concepts, energy saving, water losses

Capital Investment Planning

Environmental Management
- Implementing the Environmental and Social Action Plan

Public and Customer Relations
Capacity Building

- On the job assistance and close collaboration with ACC
- Training needs assessment and program development
- Formal training
- Learning by doing (ERP, MIS, integrated business planning)
- Working groups
SPP: Facilitation dialogue with customer

- Water Users Committees and Forum
- Creation and support of Advisory Committee
- Encourage transparency and sustainability of dialogue
- Awareness and education campaigns
- Annual customer satisfaction survey
Regionalisation

Analysis of the current situation
- Assessment of legal, institutional, operational and financial framework
- Timetable for becoming a regional operator

Facilitation of the regionalisation process
- Regionalisation strategy, association agreement, delegated service contract including appropriate service levels
Deliverables

Part I Corporate Development
1. Monitoring Template for Covenant Reporting
2. Capacity Building Programme Plan
3. Corporate Development Plan
4. PSC implementation

Part II Stakeholder Participation
1. Creation of WUCs and Forum
2. Creation of Advisory Committee comprising all major stakeholders
3. Information campaign plan and implementation

Part III Regionalization support
1. Creation of regionalisation strategy, association agreement, delegated service contract including appropriate service levels
Potential impact

Costs
• Public Service Contract provides limit on staff per km network
• Cost savings with respect to Non Revenue Water and energy consumption

Tariffs
• Loan covenant (sets floor)
• Economic regulation by ANRE

Service quality
• Improvements expected through, capacity building, customer service improvement, asset management, transparency, stakeholder participation (in addition to capital expenditure program)
Further questions

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