

# Customer and Performance Oriented Drinking Water and Sanitation Services

Capacity Development for the Albanian Water Sector

## Forward to a better functioning of Water supply and Sanitation

Despite the ongoing reform processes the Albanian Water sector is still fragmented, ten Ministries and subordinated authorities are responsible for strategy development, planning, programming, coordination, budgeting, financing and monitoring of water issues. With regard to harmonisation with EU standards, the Albanian Government is focusing on the legal framework, but the implementation of the sector reform to develop a clear structure with defined responsibilities and duties of the responsible authorities on national, regional and local level will last for some time. The reform process and missing cooperation and communication automatisms between authorities cause information gaps, blockades and generates sometimes competition for authority among several agencies.

Under the territorial and administrative reform of 2015, the national territory was divided into 61 local government units, with over 300 local authorities being dissolved. The municipal administrations are now responsible for water supply and sanitation services in urban areas, as well as in local communities, without the necessary institutional capacity and sufficient financial resources.

So, the water sector is facing institutional, organisational and technical challenges at all levels in the current reform processes:

- inadequate procedures and inefficient processes
- lack of performance orientation and accountability
- insufficient skilled personnel
- imprecise quantitative data due to inappropriate or missing equipment
- high level of water losses (non-revenue for water)
- low cost recovery rates

Therefore, inconsistent data on performance and reports from water utilities to the ministry and the regulator are the consequences. Additionally, water supply and sanitation services for the population are volatile.



<b>Project name</b>	Customer and Performance Oriented Drinking Water and Sanitation Services (CPWS)
<b>Commissioned by</b>	Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ)
<b>Project region</b>	Albania
<b>Lead executing agency</b>	Ministry of Infrastructure and Energy (MIE)
<b>Duration</b>	10/2016 – 09/2019

## What the CPWS programme is all about

Promoting transparent and performance-oriented services by water utilities and environmentally-friendly treatment of all waste water is the overarching objective of the CPWS programme. Funded by the German Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), the programme works closely with partners at central and local level to implement reforms particularly with regard to reliability, transparency, and accountability for a better and more sustainable provision of the water supply and sanitation services for the population.

In this context support and technical assistance is given for:

- the conduct of baseline analyses of the current situation of water utilities within the framework of the sector reform and utility restructuring
- the approval of performance agreements between the ministry, the municipalities and water utilities within the legal and regulatory framework of Albania
- quality standards: valid data collection and performance indicators



L. to r.: Peqin: private cisterns on the roof - Water supply dam in Banja near Cerrik

- the development and implementation of business plans for water utilities
- the operational planning, budgeting, implementation, monitoring and reporting
- the application of performance-oriented procedures in 3 pilot cities (Cerrik, Peqin, Himare) as examples for best practices on operational and energy efficiency, improvement of wastewater management, tariff setting, cost recovery, customer orientation
- the capacity development: human resources and organisational development

## The benefits

The institutionalised exchanges between central national and local key institutions strengthen the information flow and consolidate the organisational setting.

- Due to the implementation of adapted performance agreements between the Ministry, Municipalities and Water Utilities the latter have clear guidelines for better water supply and sanitation services.
- The development of a national directive for the introduction of public relations and customer focus on local level by means of customer portals, hotlines and allow Water Utilities an improvement complaint management and transparency.
- The improvement of data collection, verification and delivery by water utilities to superior institutions increases the reliability of annual reporting.
- The improvement of processing, operation and maintenance contributes to efficiency and cost-coverage and to a better and more reliable drinking water supply and sanitation services for the population.
- The water supply and sanitation development plans for the three partner municipalities and the development of Water Utility business plans contribute to integrated planning and realisation of investments as well as to cost reduction (energy efficiency).
- The urban – rural merger within municipalities is one of the advantages of the territorial reform.
- An agenda for gender promotion in the water sector will raise awareness.



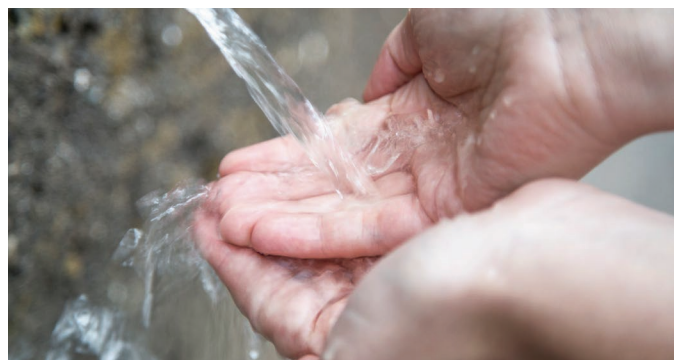
## Expected Results

Exchange and communication, transparency of service provision to customers and higher authorities and the improvement in the quality and reliability of sector data (performance indicators) are essential foundations:

- for the development of the water sector
- the broad-based improvement of water supply and sanitation
- the environmental protection of the country.

The improved water supply and sanitation is making a pro-ductive contribution to general economic conditions and the quality of the Albanian population living conditions, which in turn affects the social stability of the country.

The project contributes essentially to the 6th Sustainable Development Goal: ensuring the availability of drinking water, sustainable management of water resources and improvement of sanitation.



L. to r.: World Water Day 2017 Awareness campaign in Cerrik, Elbasan -Water is life!

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