



National observatory on public water and sanitation services

Overview of services and of their performance

Maria Salvetti

February 2013

National observatory on water & sanitation services

Shared definition of performance indicators among all water & sanitation stakeholders (local authorities, operators, central government...)

Production of data at local level + collection in national database for performance monitoring & reporting

Overview of performance through regulatory PIs

Water - 14 PIs

Technical (5)

Economic & financial (3)

Environmental (1)

Consumer service quality (5)

Collective sanitation - 15 PIs

Technical (8)

Economic & financial (3)

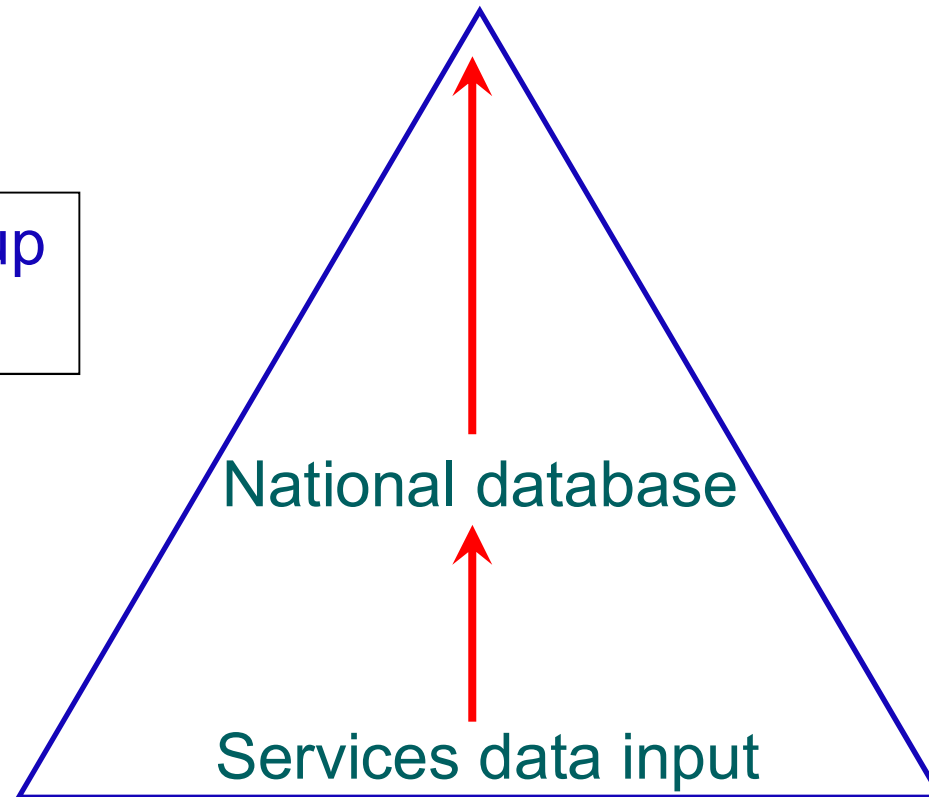
Environmental (2)

Consumer service quality (2)

Performance Indicators: monitoring & reporting system

National consolidated overview

Bottom-up
system



Performance Indicators: monitoring & reporting system

Indicateurs

Désignation	Valeur	Unité
Qualité de l'eau		
D101.0 - Nombre d'habitants desservis	154 000	hab
P101.1 - Conformité microbiologique de l'eau au robinet	99	%
P102.1 - Conformité physico-chimique de l'eau au robinet	98,5	%
P108.3 - Protection de la ressource en eau	20	%
Réseau		
P104.3 - Rendement du réseau de distribution	86,5	%
P105.3 - Volumes non comptés	2,3	m ³ /km/j
P106.3 - Pertes en réseau	2,2	m ³ /km/j
P107.2 - Renouvellement des réseaux d'eau potable	0,2	%
P103.2 - Connaissance et gestion patrimoniale des réseaux d'eau potable	70	unité
Tarifs		
D102.0 - Prix du service au m ³	1,85	€/m ³
Abonnés		
D101.0 - Nombre d'habitants desservis	154 000	hab
P151.1 - Fréquence des interruptions de service non programmées	1,5	nb/1000ab
P152.1 - Respect du délai contractuel de branchement des nouveaux abonnés	100	%
D151.0 - Délai maximal d'ouverture des branchements pour les nouveaux abonnés défini par le service		jo
P155.1 - Taux de réclamations	1,3	nb/1000ab
Gestion financière		
P109.0 - Montant des actions de solidarité	0,0011	€/m ³
P153.2 - Durée d'extinction de la dette de la collectivité	3,6	an
P154.0 - Taux d'impayés sur les factures d'eau	0,1	%

Overview of services and of their performance

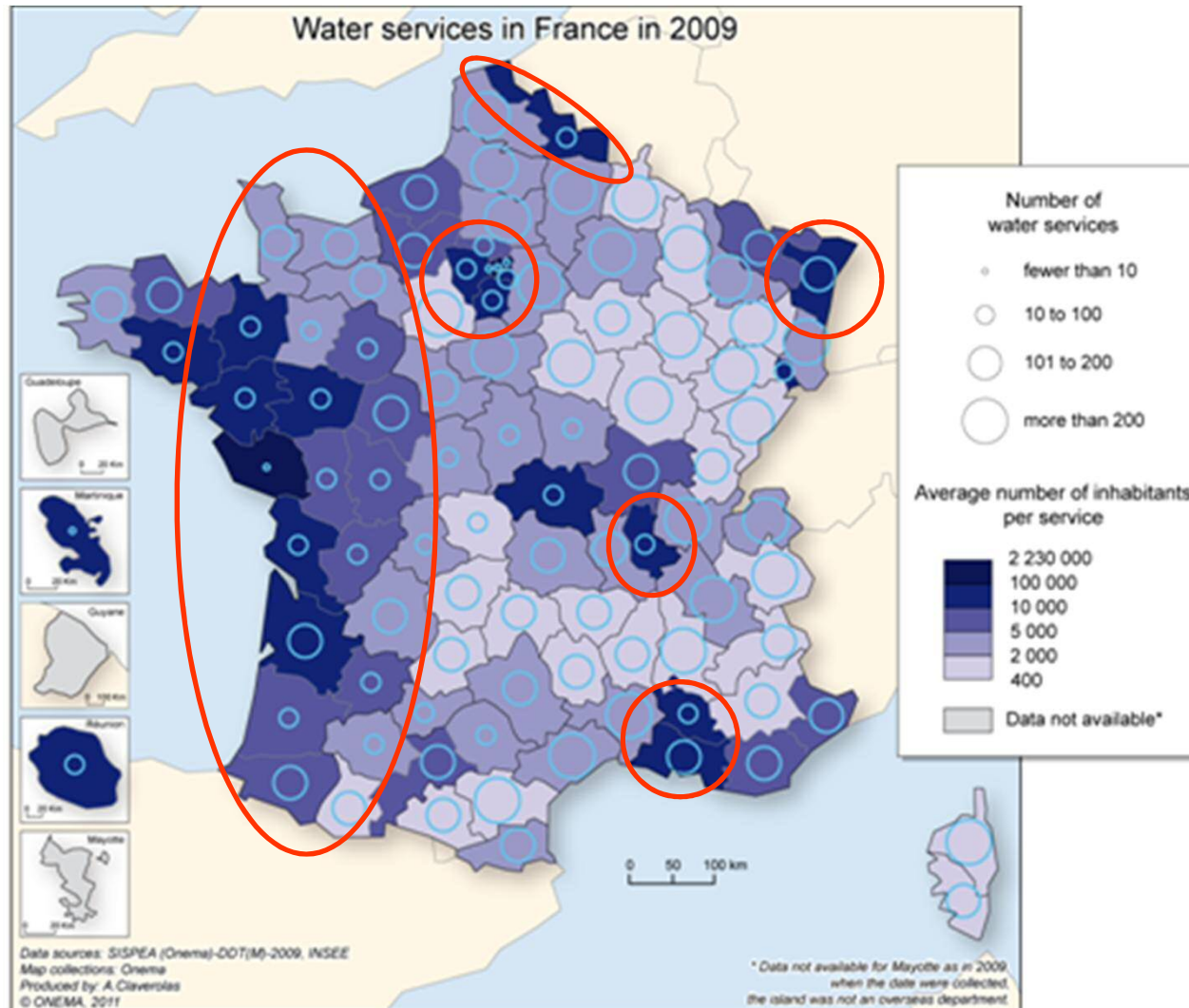
Limited functional fragmentation but major geographic fragmentation

		TOTAL
Drinking water	Number of services	14 217
	Population (M inhab.)	60,9
Collective sanitation	Number of services	17 228
	Population (M inhab.)	57,3

- 88% of water services (90% pop.) ensure entire drinking water process.
- 80% of collective sanitation services (70% pop.) ensure entire sanitation process.

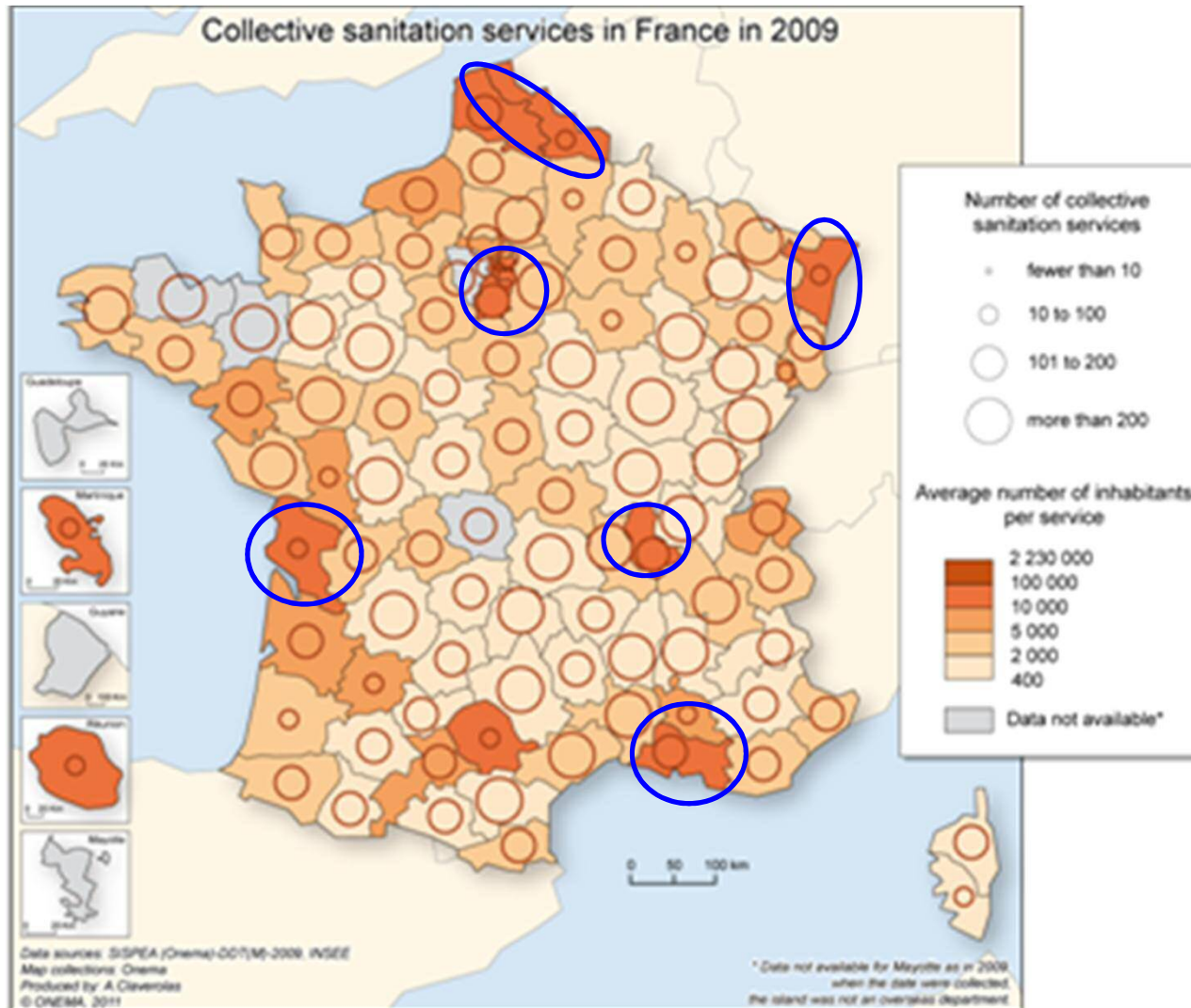
Overview of services and of their performance

Limited functional fragmentation but major geographic fragmentation



Overview of services and of their performance

Limited functional fragmentation but major geographic fragmentation



Overview of services and of their performance

More than 4 500 inter-municipal cooperation bodies (IMCB)

		TOTAL	EPCI à fiscalité propre	Other IMCB
Drinking water	Number of services	3 481	234 7%	3 247 93%
	Population (M inhab.)	40,2	14 <i>Soit 35%</i>	26,2 65%
Collective sanitation	Number of services	1 780	483 27%	1 297 73%
	Population (M inhab.)	33,9	20,5 60%	13,4 40%

- 85% of IMCBs (90% pop.) ensure entire drinking water process.
- 75% of IMCBs (74% pop.) ensure entire sanitation process.

Overview of services and of their performance

Management of W&S services

		TOTAL	Direct management	Delegated Management
Drinking water	Number of services	14 217	9 808 69%	4 409 31%
	Population (M inhab.)	60,9	24,8 41%	36,1 59%
Collective sanitation	Number of services	17 228	13 320 77%	3 908 23%
	Population (M inhab.)	57,3	33,2 58%	24,1 42%

Overview of services and of their performance

Delegated management of W&S services

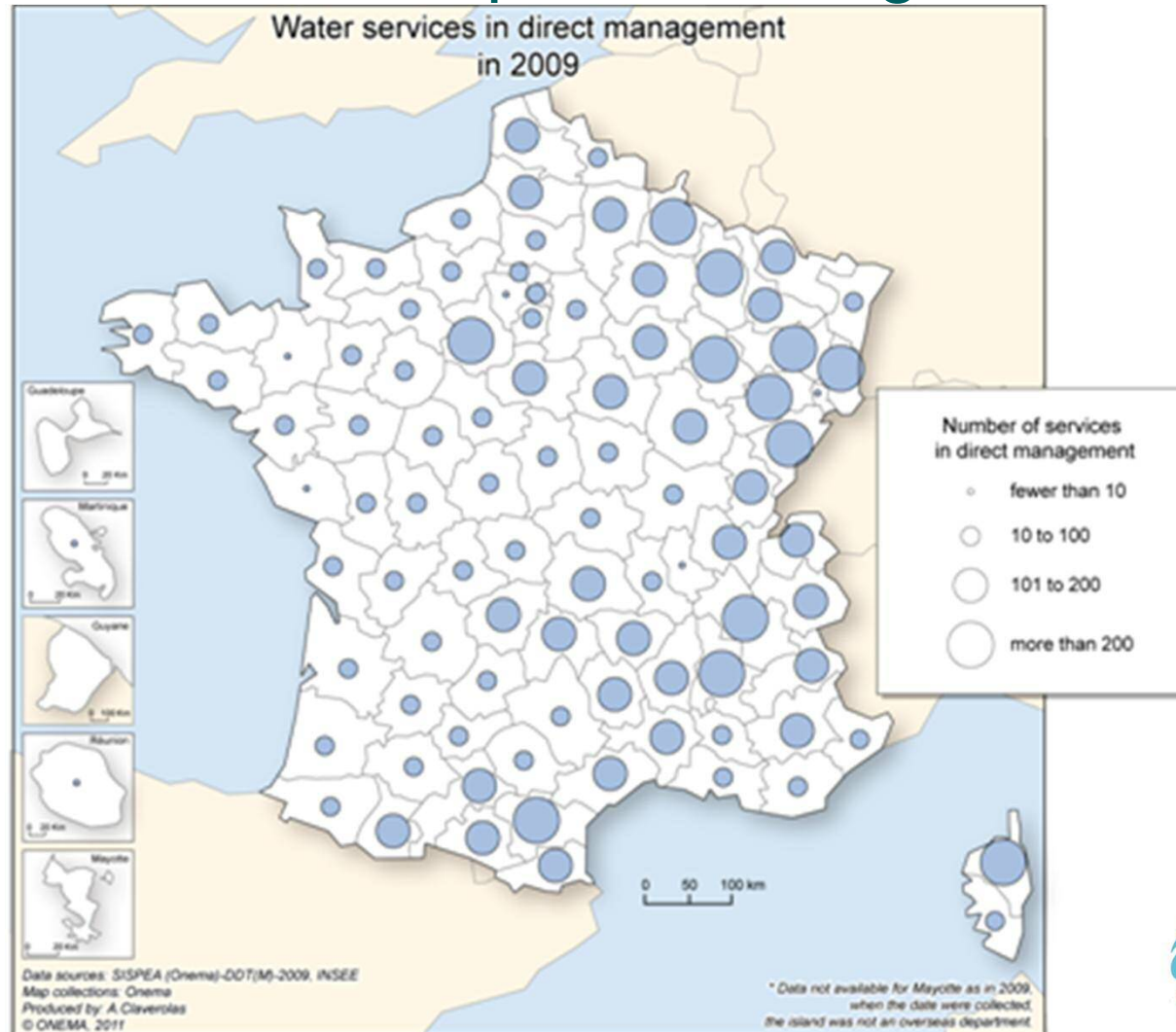
<i>Nb of services</i>	Farming out	Concession	Public service concession
Water	4 320	80	8
Collective sanitation	3 856	47	5

Direct management of W&S services

<i>Nb of services</i>	Public work contracting	Public work contracting with service provision	Stewardship
Water	9 259	415	135
Collective sanitation	12 686	552	82

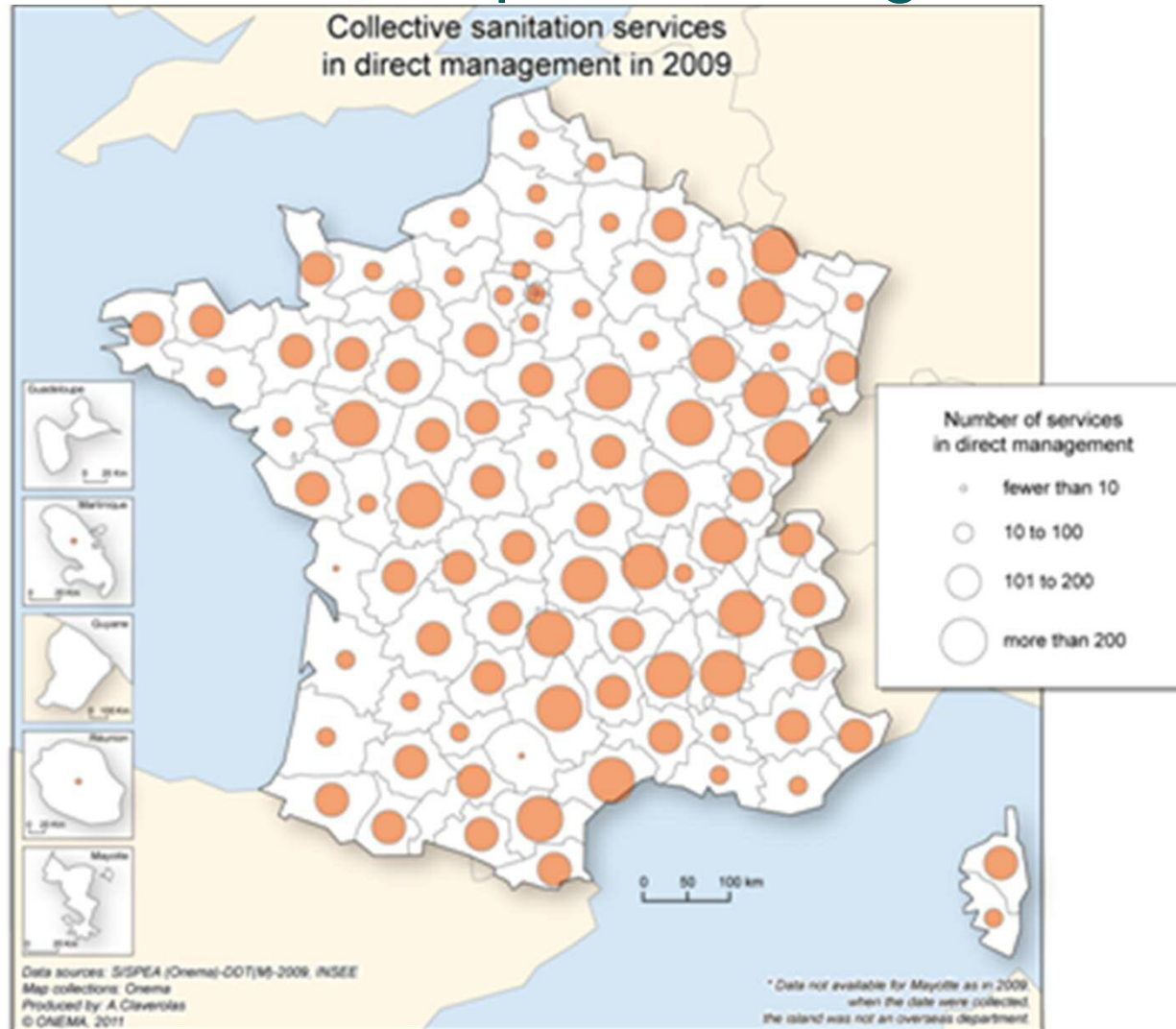
Overview of services and of their performance

Spatial distribution of public management - Water



Overview of services and of their performance

Spatial distribution of public management - Sanitation



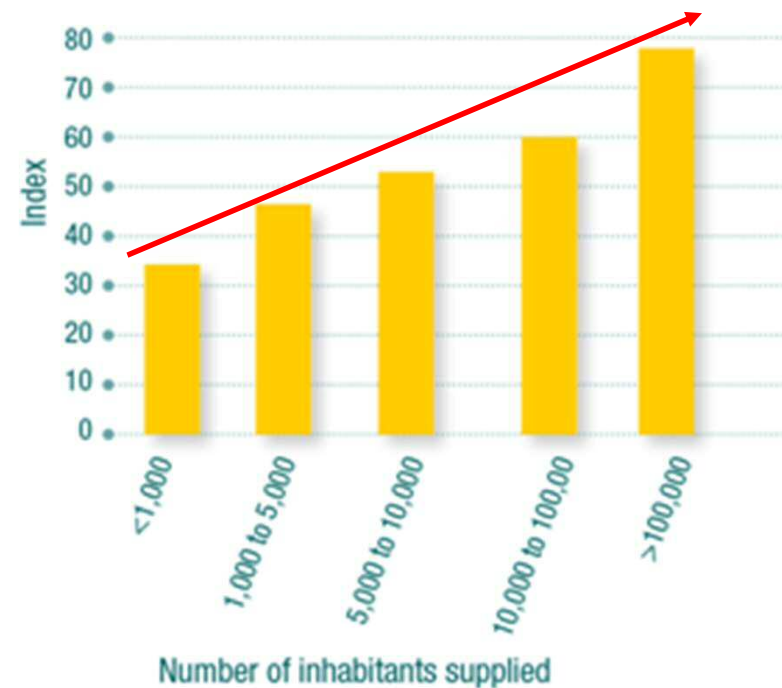
Overview of services and of their performance

Asset management

Asset knowledge & management index:

* Water 57

* Sanitation 56



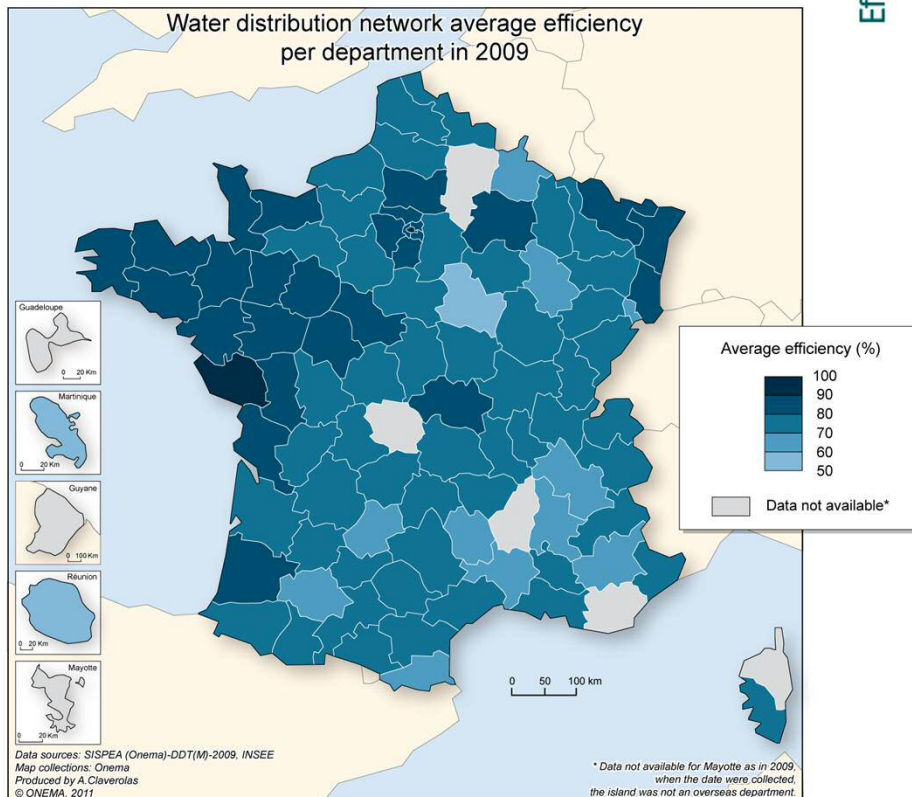
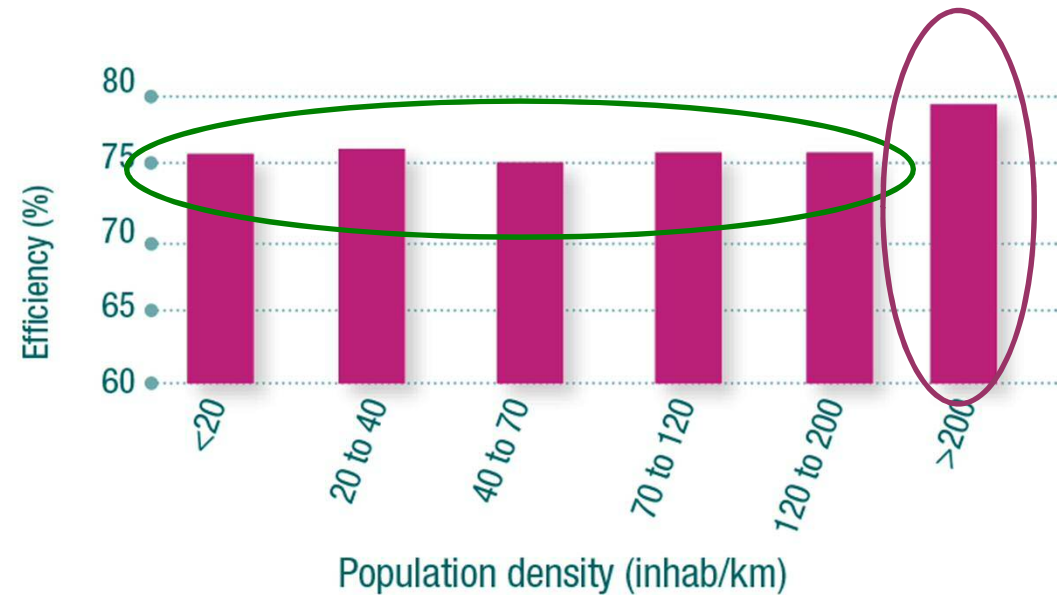
Water

Sanitation

Overview of services and of their performance

Asset management

- * Average network efficiency 76% i.e. 1 in 4 litres leaks out
- * Leakage index: 3,9 m³/km/d



Efficiency rate higher in western part of France where intakes from surface water imply higher cost to produce drinking water.

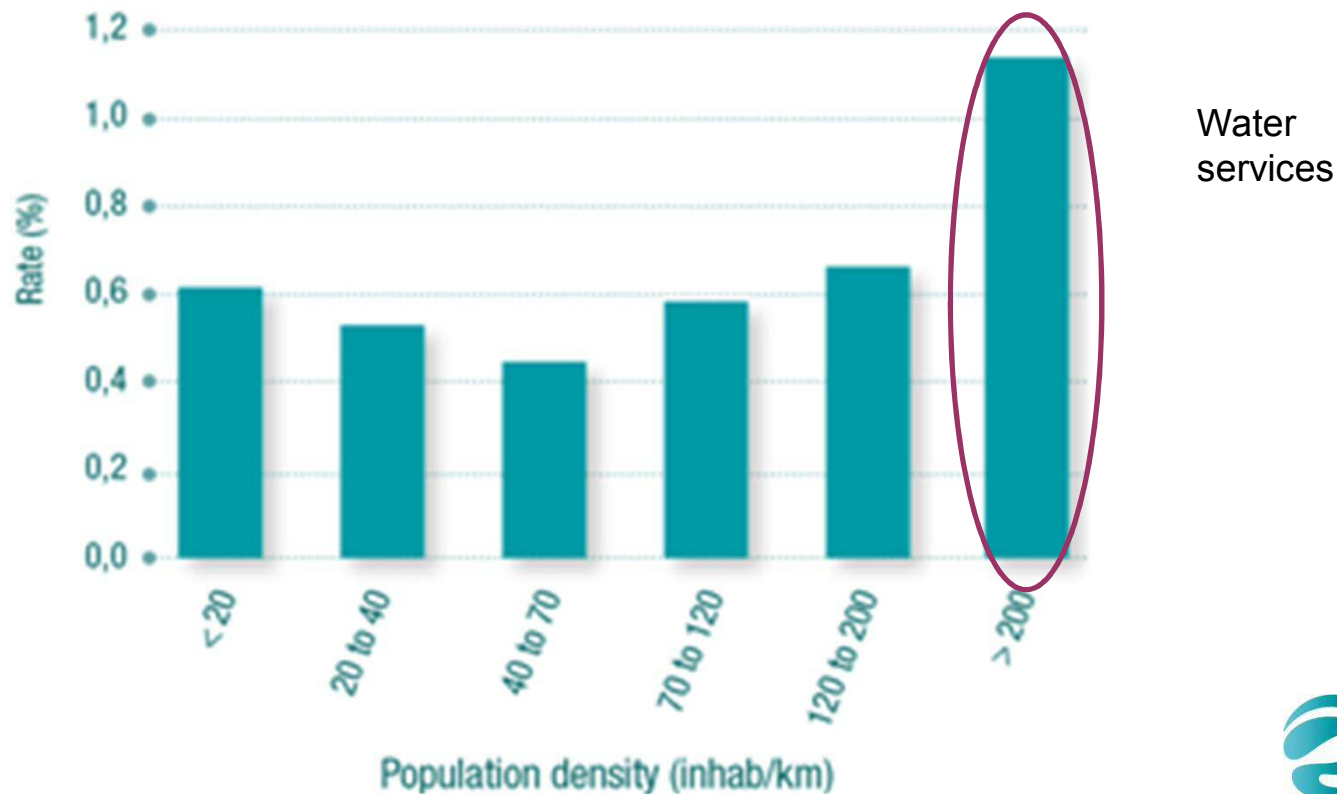
Overview of services and of their performance

Asset management

Network renewal rate

Water: 0,61% (but 1,13% for very dense services)

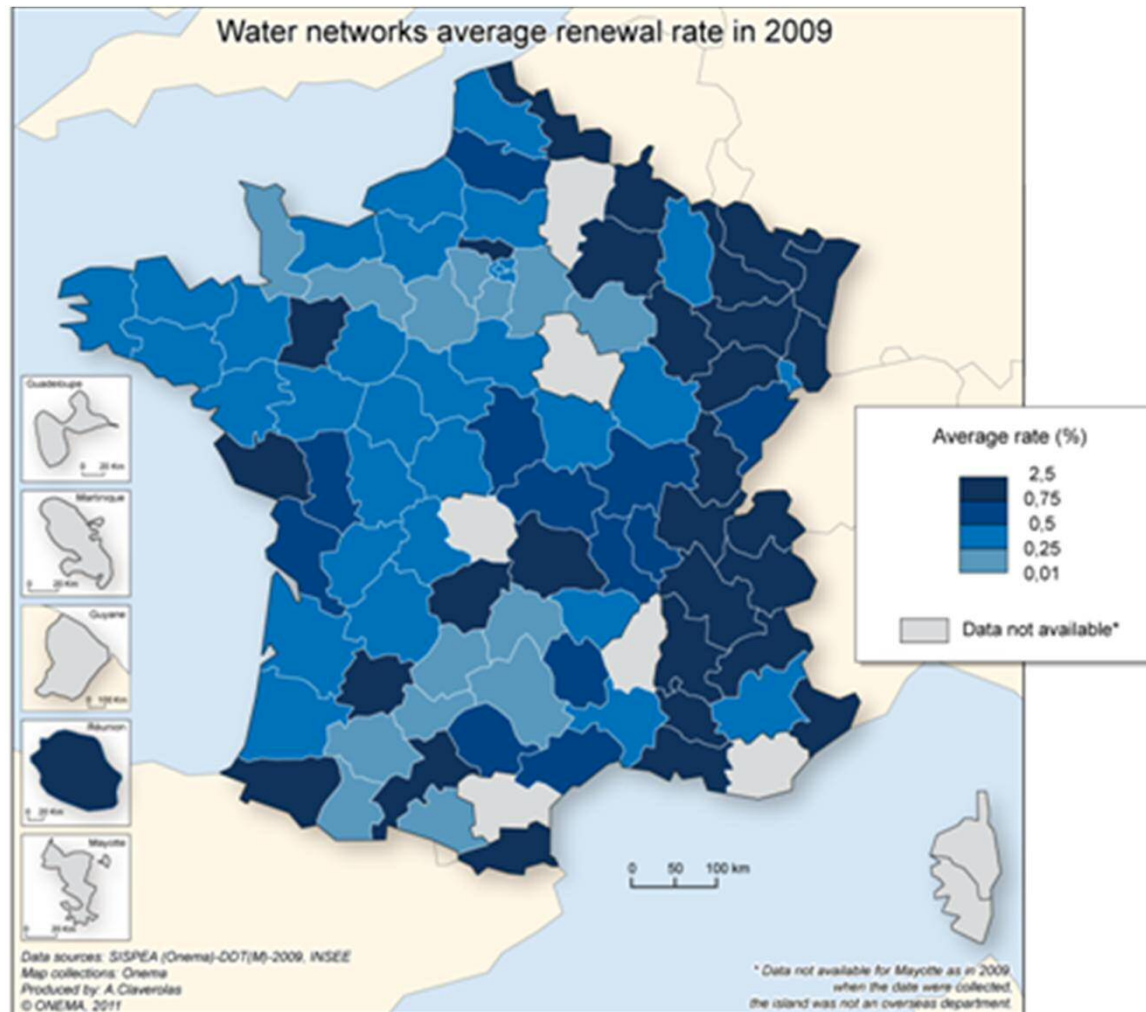
Sanitation: 0, 71%



Overview of services and of their performance

Asset management

Network renewal rate



Water services

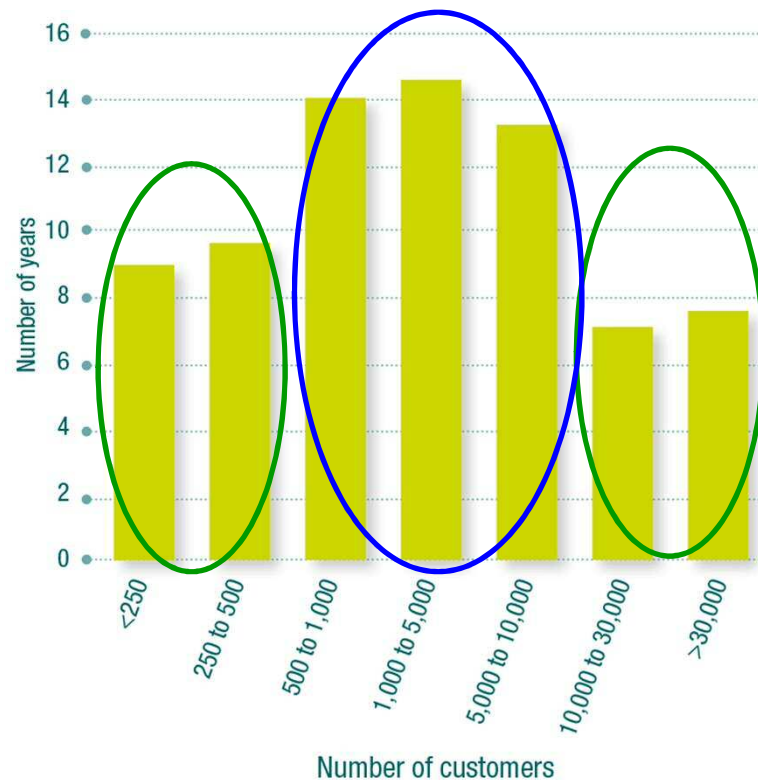
Overview of services and of their performance

Financial management:

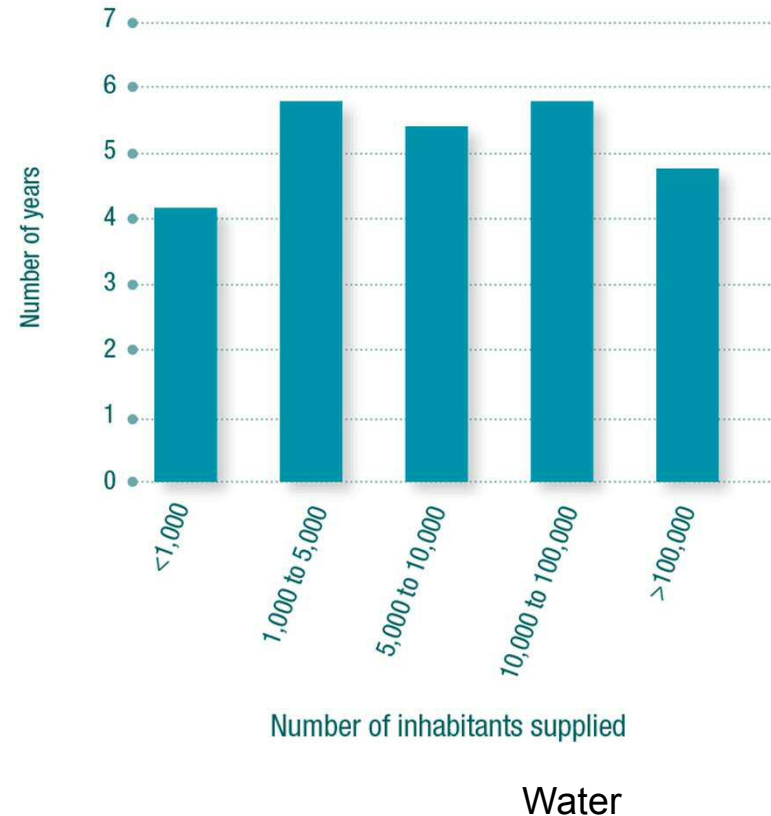
Debt extinguishment period

Water 5,5 years

Sanitation 11,25 years



Sanitation



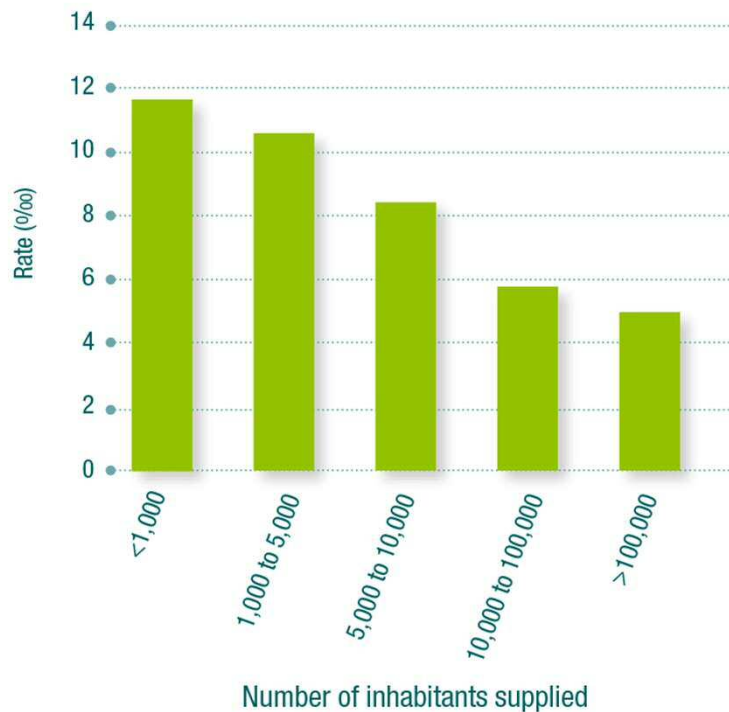
Overview of services and of their performance

Service quality:

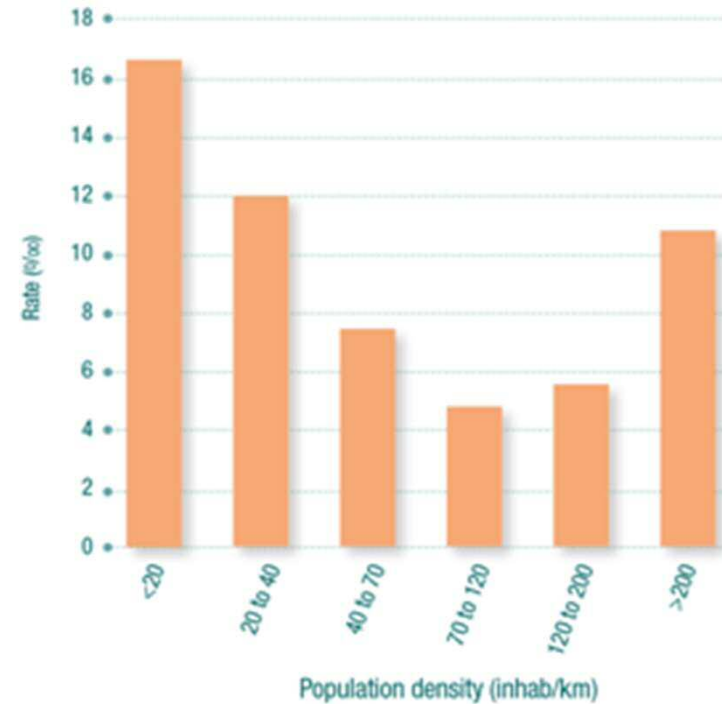
Complaint rate

Water: 7/1000 customers

Sanitation: 4,3/1000 customers



Water



Difficult to interpret this performance indicator

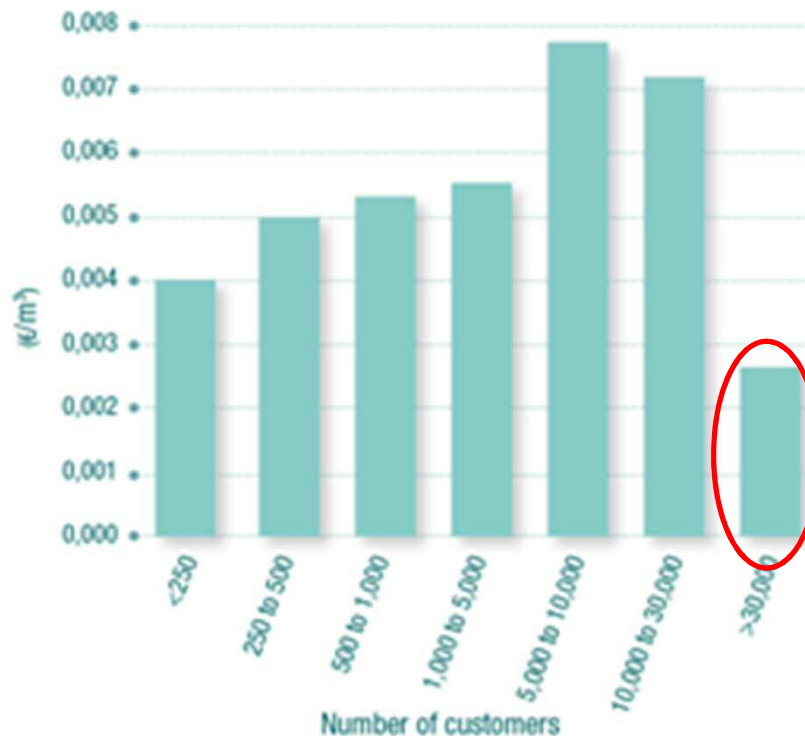
Overview of services and of their performance

Sum of solidarity actions:

Water 0,0045 €/m³ i.e. 18M€

Sanitation 0,0038 €/m³ i.e. 13M€

Sanitation



Water

« collective habitat » effect more important for urban services

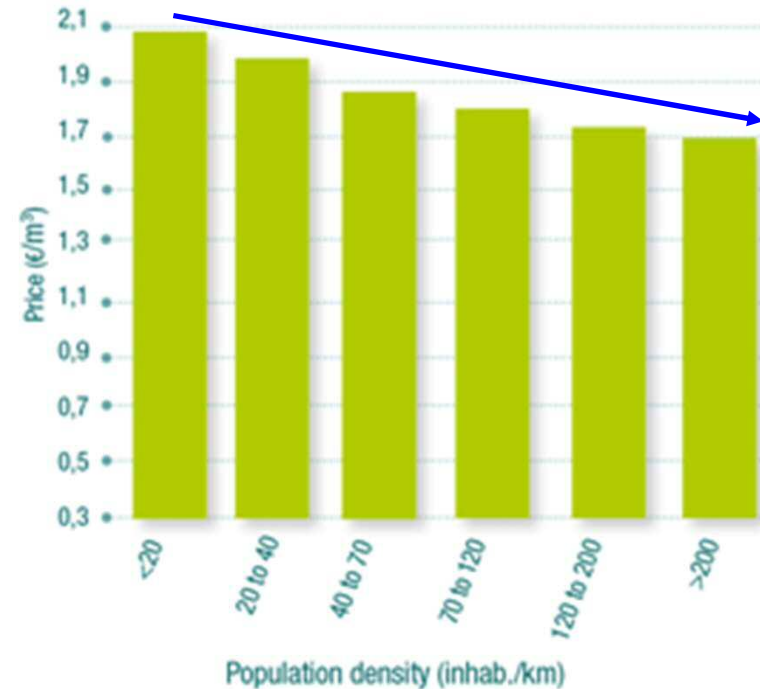
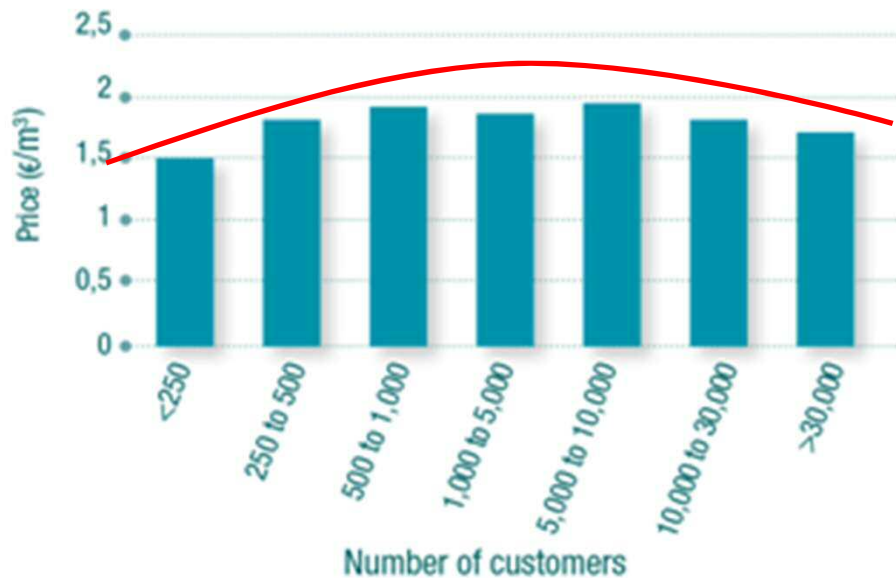
Water and sanitation prices

Water price:

€1,9 incl. VAT/m³
 €1,55 € water service
 €0,35 taxes and duties
 €228 for 120m³

Sanitation price:

€1,72 incl. VAT/m³
 €1,54 sanitation service
 €0,18 taxes and duties
 €206,40 for 120m³



Total invoice 120m³

€434,40 incl. VAT (€3,62 /m³
 incl. VAT)
 1,25% of average household
 income

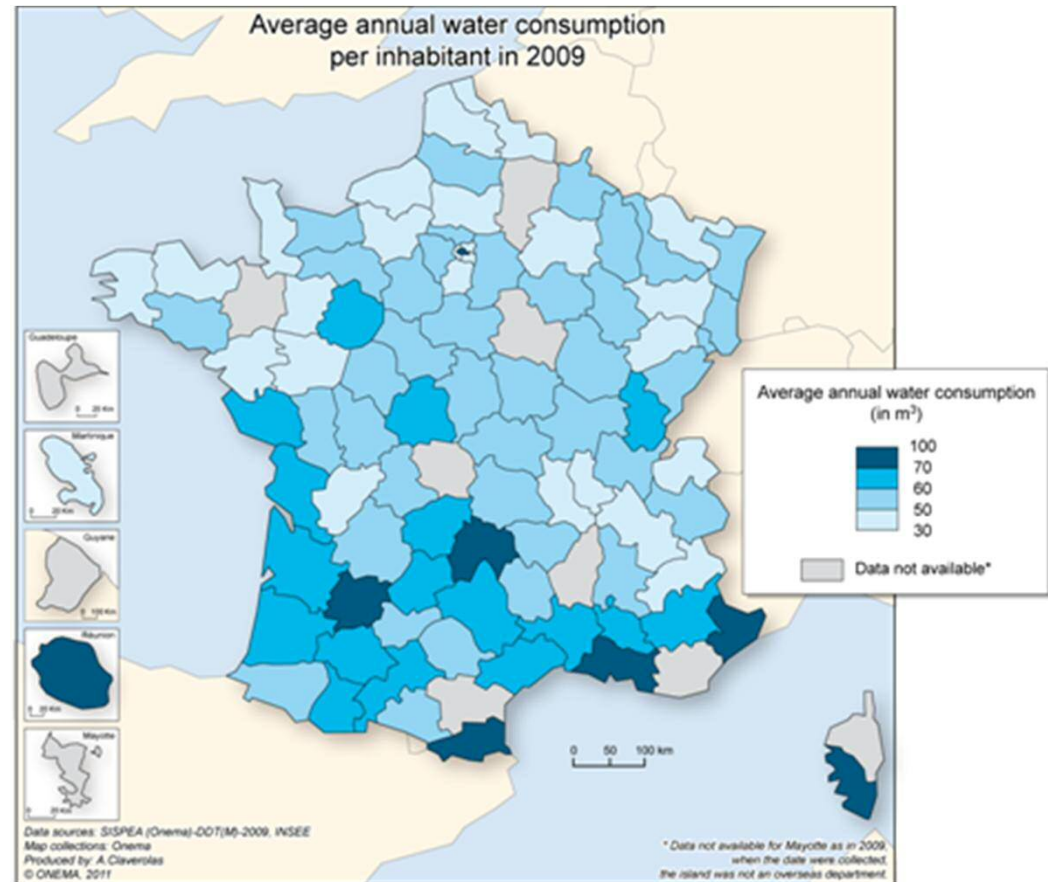
Water consumption and quality

1) Consumption

54,7 m³/yr/inhabitant, i.e. 150 l/d
Budget of 198 €/habitant/yr,
i.e. a bit more than 0,5€/inhab/d

2) Compliance rate

- Microbiology: 98%
- Physico-chemistry: 97%



Thank you

maria.salvetti@onema.fr

Overview of services and of their performance

Share of underground water in raw water

