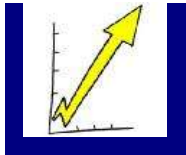


# INDICATORS





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As requested by the contract, the Contract Manager shall monitor 25 indicators (3 aren't used) on individual branch and Company level. These indicators will give a possibility to check on the improvement of the AWSC.

**INDICATORS RECAPITULATION – TABLE 12 (INDICATORS 1-25)**

№	INDICATORS	UNIT	BASE YEARS	Average 2005	Average 2006	Average 2007	Average 2008	Average 2009	Average 2010
1	2	3	4	5	6	7	8	9	10
1	Weighted average number of daily hours of drinking water service	hours/day	6,04	7,39	9,62	10,98	12,10	13,0	13,6
2	% of individual subscribers billed on the basis of metered consumption	%	40,2	53,6	57,3	62,5	64,6	73,9	77,2
3	Weighted average water bacteriological safety compliance	%	93,8	93,8	93,9	96,2	96,6	98,6	98,2
4	Company working ratio	%	194,9	176,4	138,8	133,8	133,7	106,6	102,4
5	% of cities with minimal daily hours of services	%	68,1	74,1	80,1	83,9	85,6	80,7	88,6
6	% of block apartment buildings with individual or common block meter	%	38,6	56,3	61,6	67,5	70,6	76,8	79,9
7	% of block apartment buildings under contractual agreement with the company	%							
8	Revenue collected on domestic subscribers per registered inhabitant	Drams/month	166	181	242	250	286	396	446
9	Collection ratio (excluding budget organizations)	%	47,9	36,2	62,6	72,3	75,9	83,5	89,7



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No	INDICATORS	UNIT	BASE YEARS	Average 2005	Average 2006	Average 2007	Average 2008	Average 2009	Average 2010
1	2	3	4	5	6	7	8	9	10
10	% of subscriber with more than 4 months debt	%	79,5	75,1	76,7	77,8	79,5	78,1	48,9
11	Average domestic metered consumption per metered registered inhabitant	Liters/cap/day	81	71	75	78	87	87	91
12	Average price of m3 metered and billed to domestic subscribers	Drams/m3	100,41	126,80	140,00	140,00	140,00	159,50	179,98
13	Growth of the total collected revenue (excluding budget organization) from base year	%	114 568	16,2	46,9	54,8	72,6	119,5	146,2
14	Ratio of water volume billed on the basis of metering to the total metered and normative billed volume	%	25,0	26,0	47,3	56,2	59,1	64,5	77,8
15	Average daily production per equivalent registered inhabitant at water catchments levels	Liters/cap/day	668	759	754	790	827	792	742
16	Average daily supply to distribution reservoir per equivalent registered inhabitant	Liters/cap/day							
17	Ratio of metered final consumption (m3) to water production at water catchments levels	%	6,8	6,4	7,8	8,1	8,5	9,4	11,6
18	Working ratio for branches with gravity systems	%	89,7	121,0	97,5	94,5	85,2	65,9	58,0
19	Working ratio for branches with pumping stations or treatment plants	%	223,3	196,8	155,2	148,9	147,2	115,5	105,0
20	Electricity cost as % of revenue collected in systems with pumping or treatment plants	%	72,6	63,1	42,6	39,7	39,2	30,8	25,7



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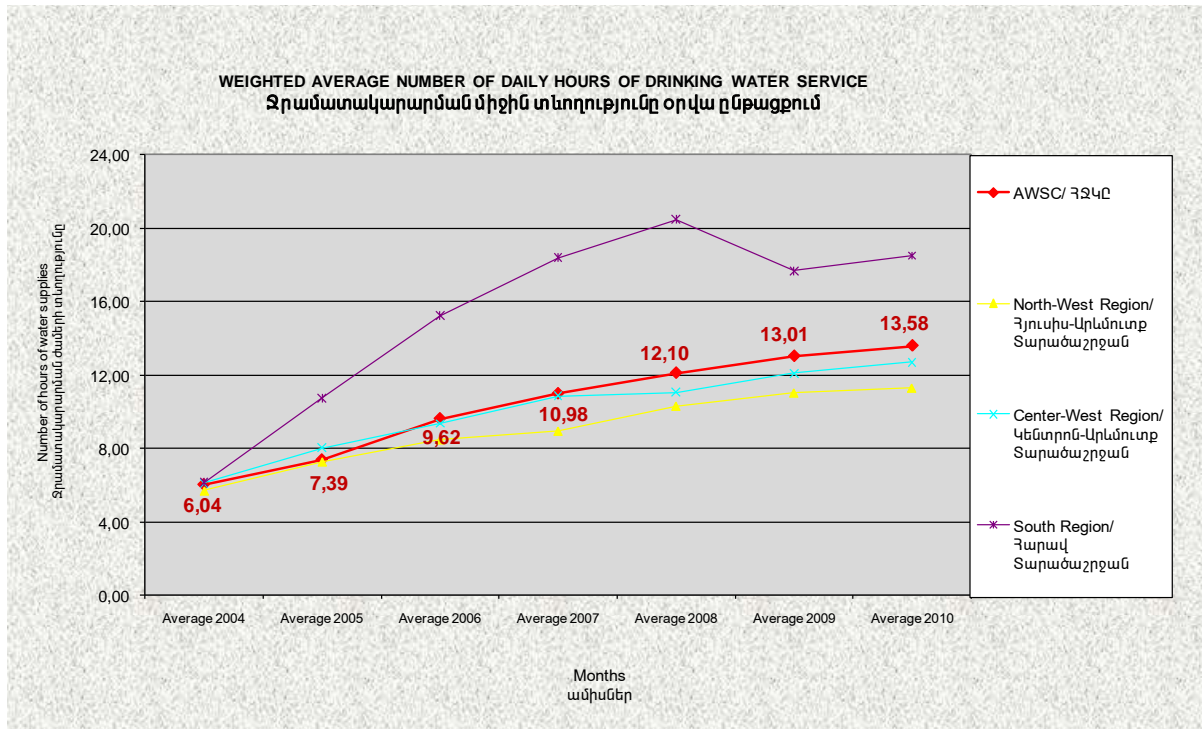
No	INDICATORS	UNIT	BASE YEARS	Average 2005	Average 2006	Average 2007	Average 2008	Average 2009	Average 2010
1	2	3	4	5	6	7	8	9	10
21	Amount of chlorine effectively used per equivalent inhabitant per year	g/cap/year							
22	Total staff per 1000 individual subscribers	u	9,45	8,34	7,15	6,87	6,85	6,9	6,3
23	Staff and assignment contractors total costs as % of collected revenue	%	70,2	68,9	61,9	61,4	62,2	51,1	49,4
24	Electricity consumption	kwh/m3	0,43	0,38	0,31	0,30	0,29	0,25	0,23
25	% of water disinfected	%	60,9	67,8	80,0	90,3	91,2	82,6	78,8

Remark\* All information concerning performance indicators is presented by attached CD.

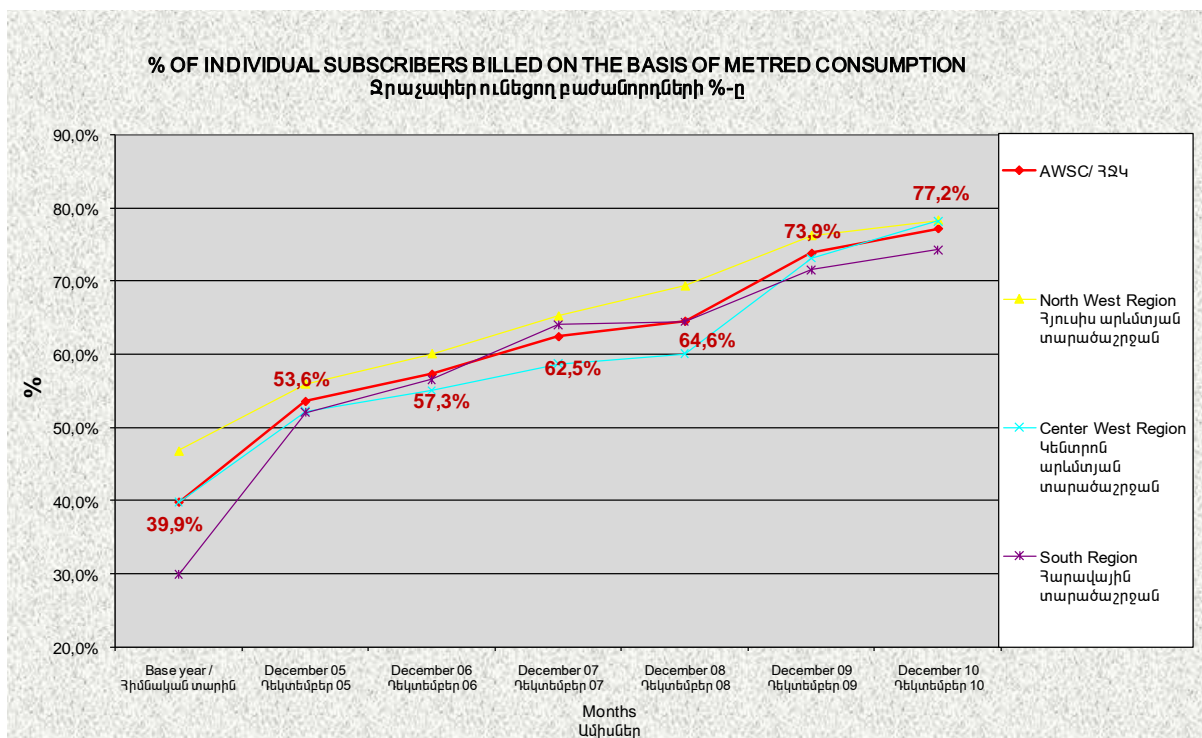


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**INDICATOR 1**



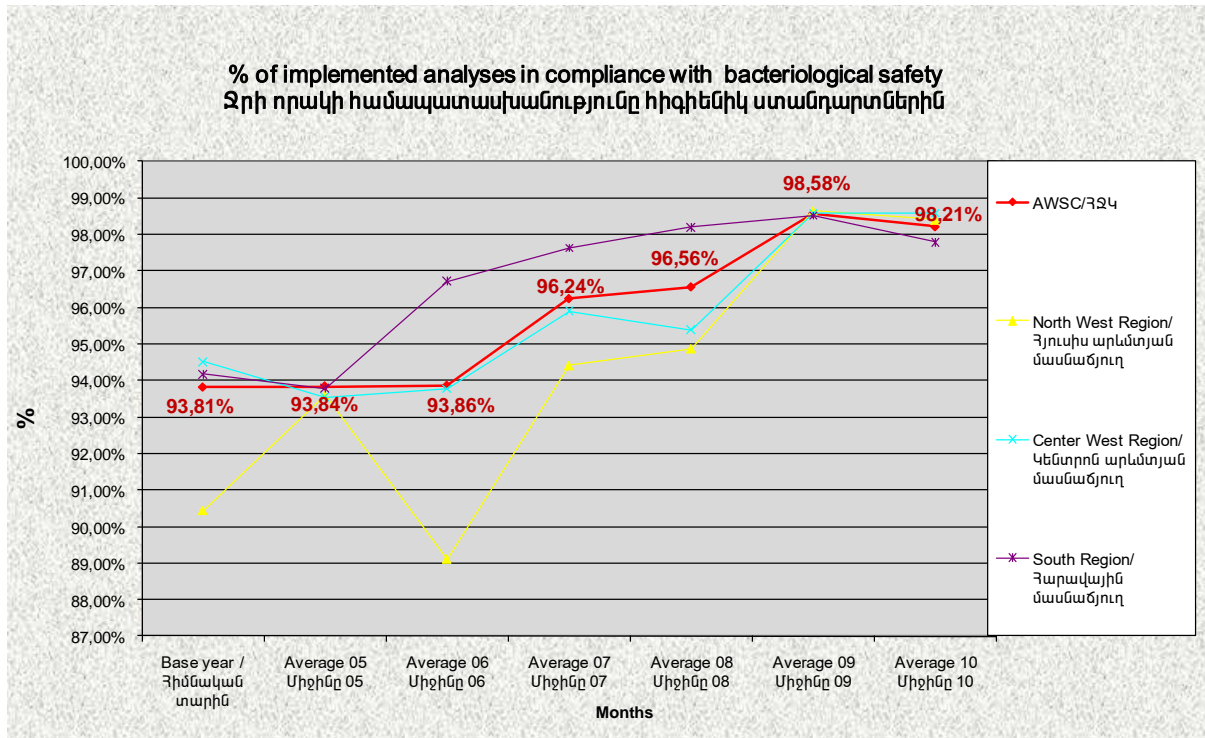
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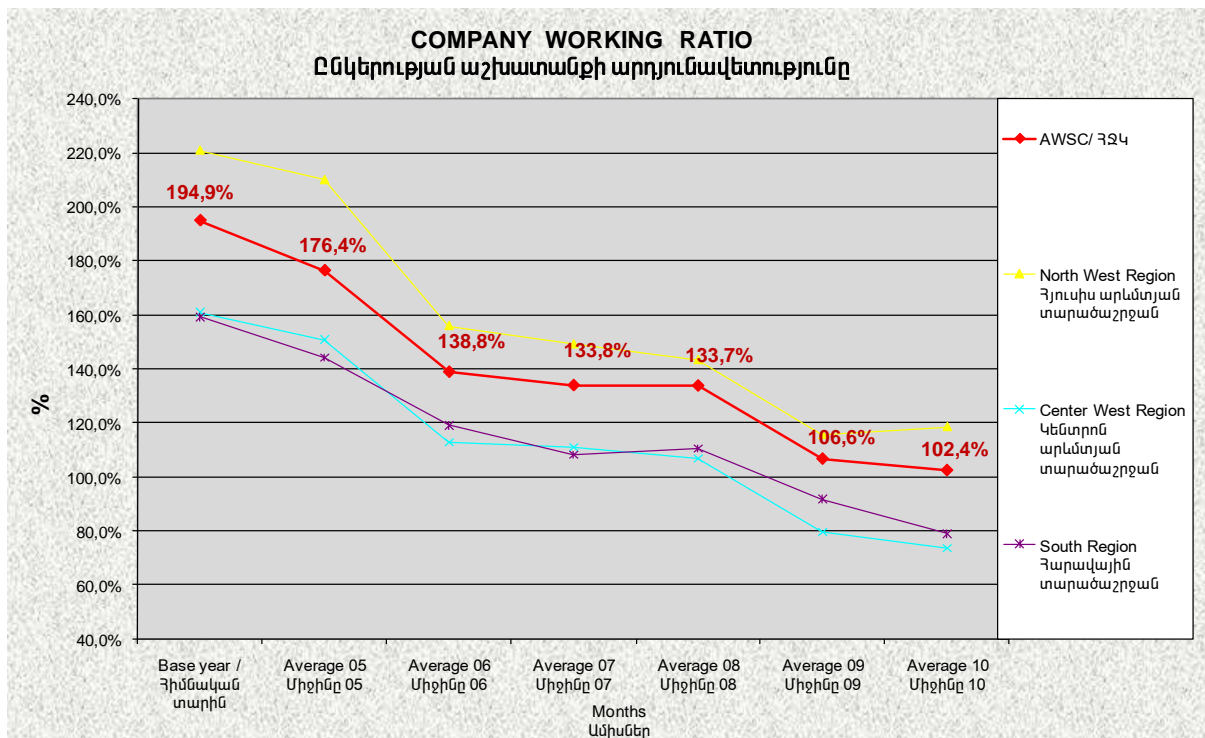


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**INDICATOR 3**



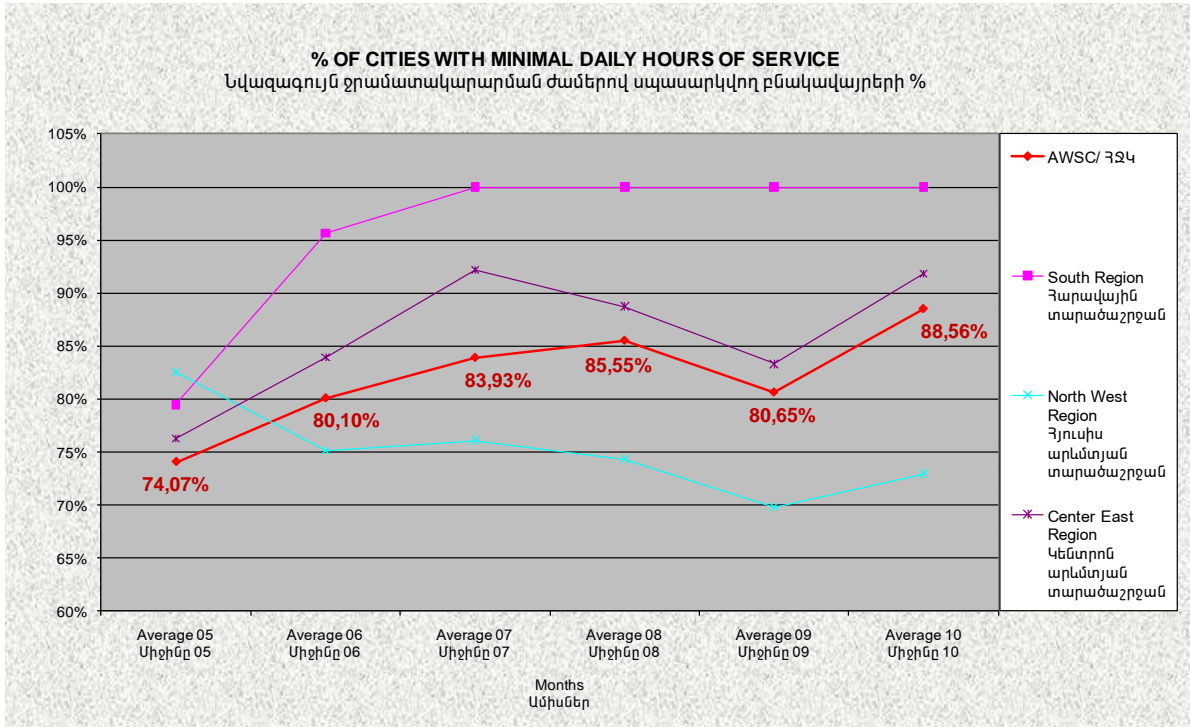
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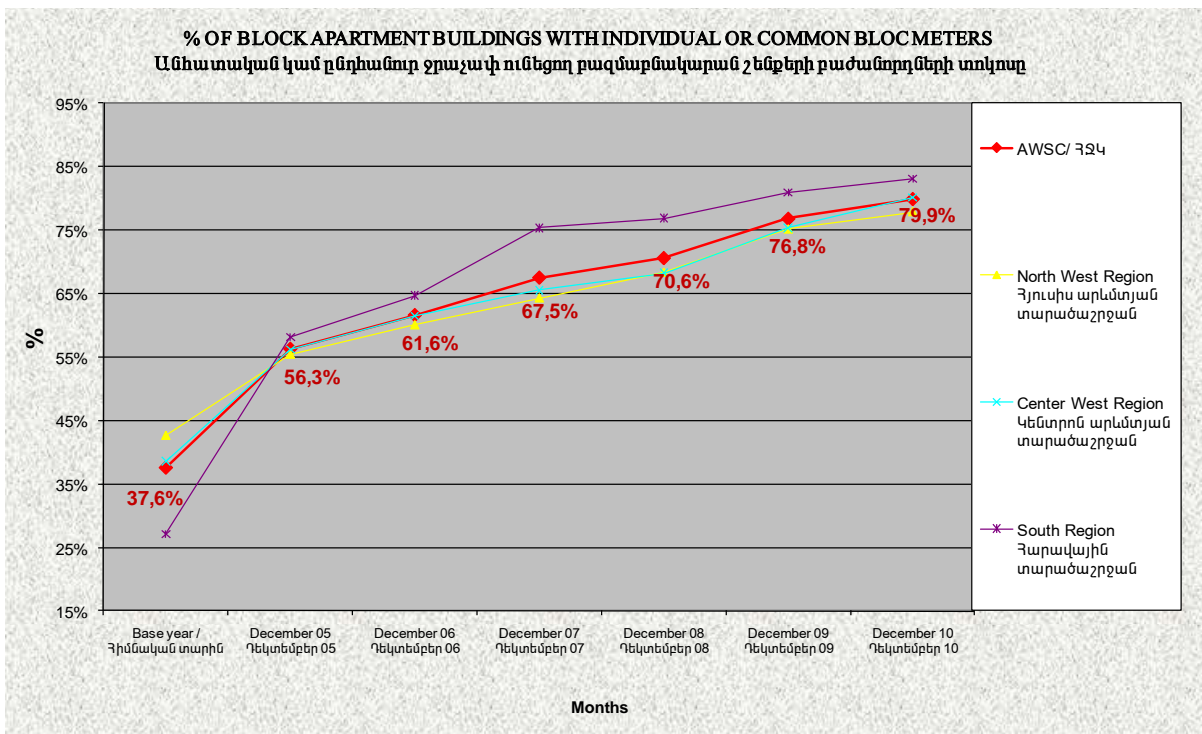


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**INDICATOR 5**



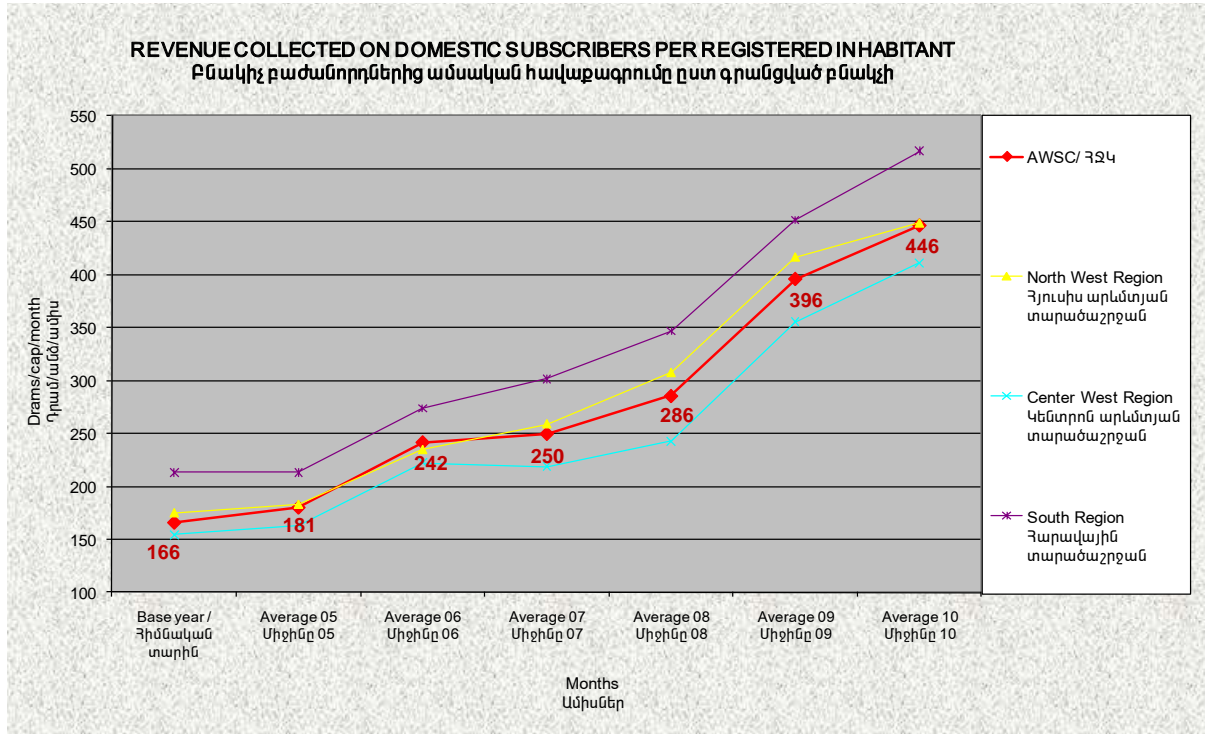
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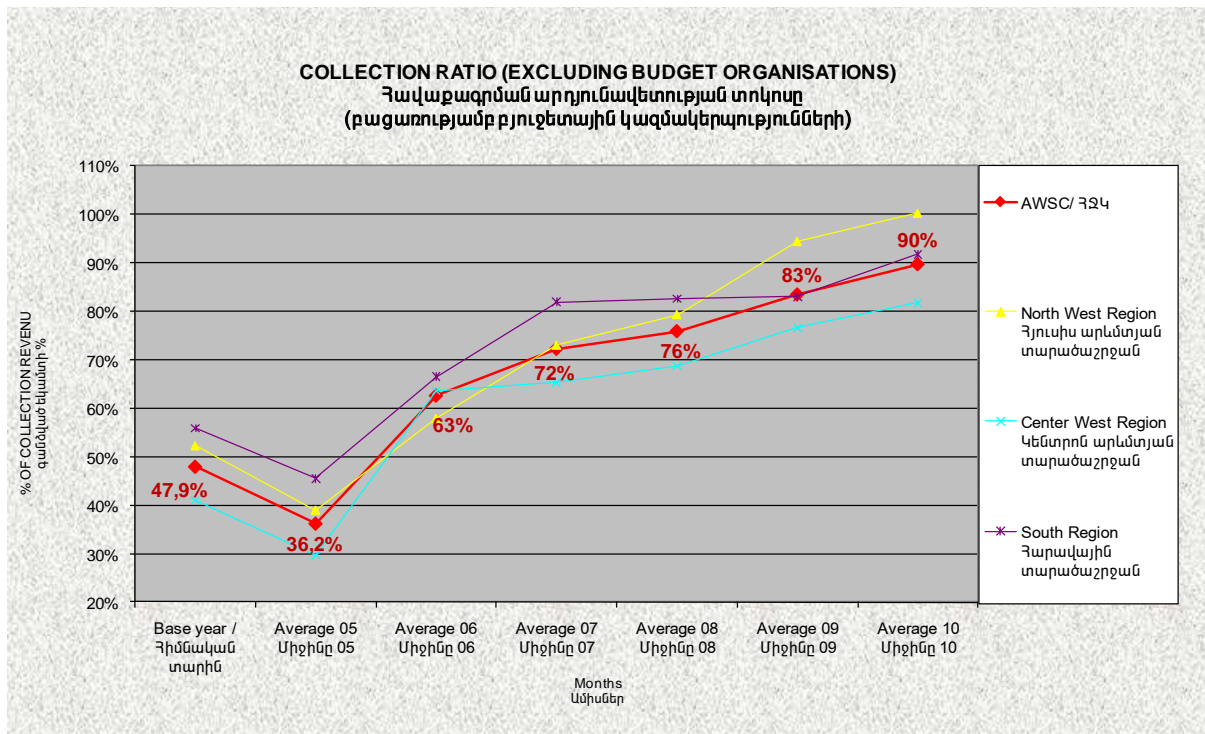


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**INDICATOR 8**



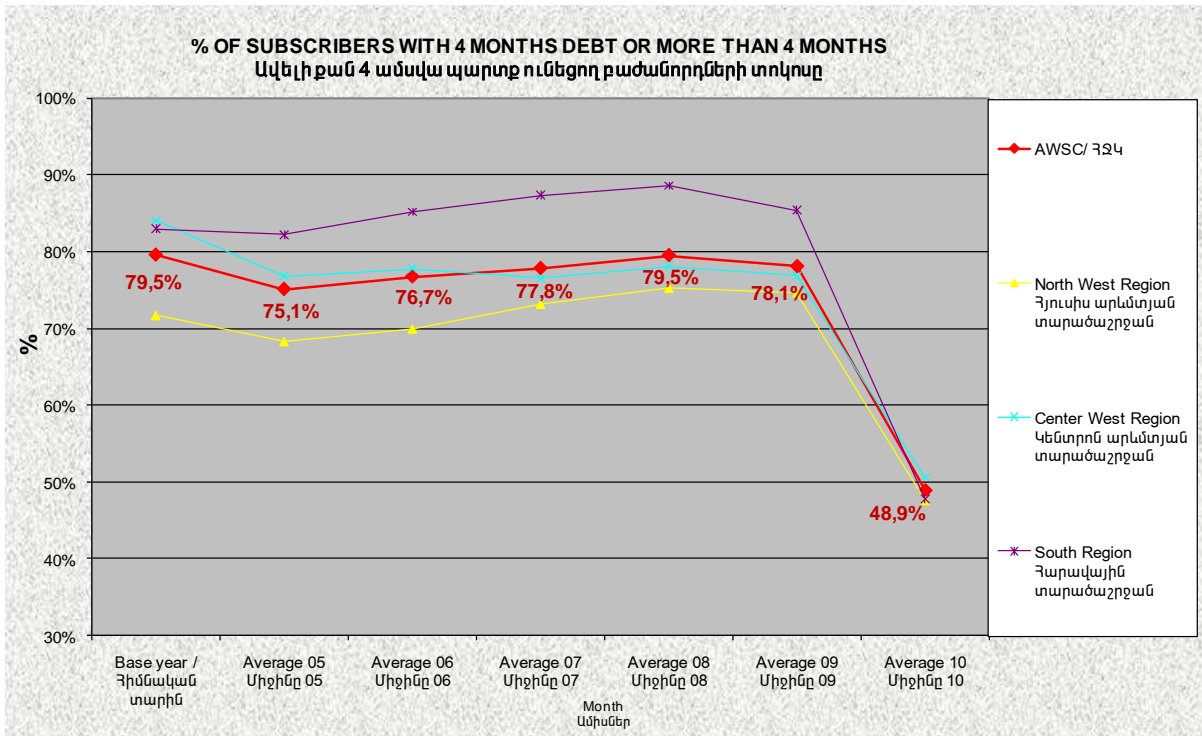
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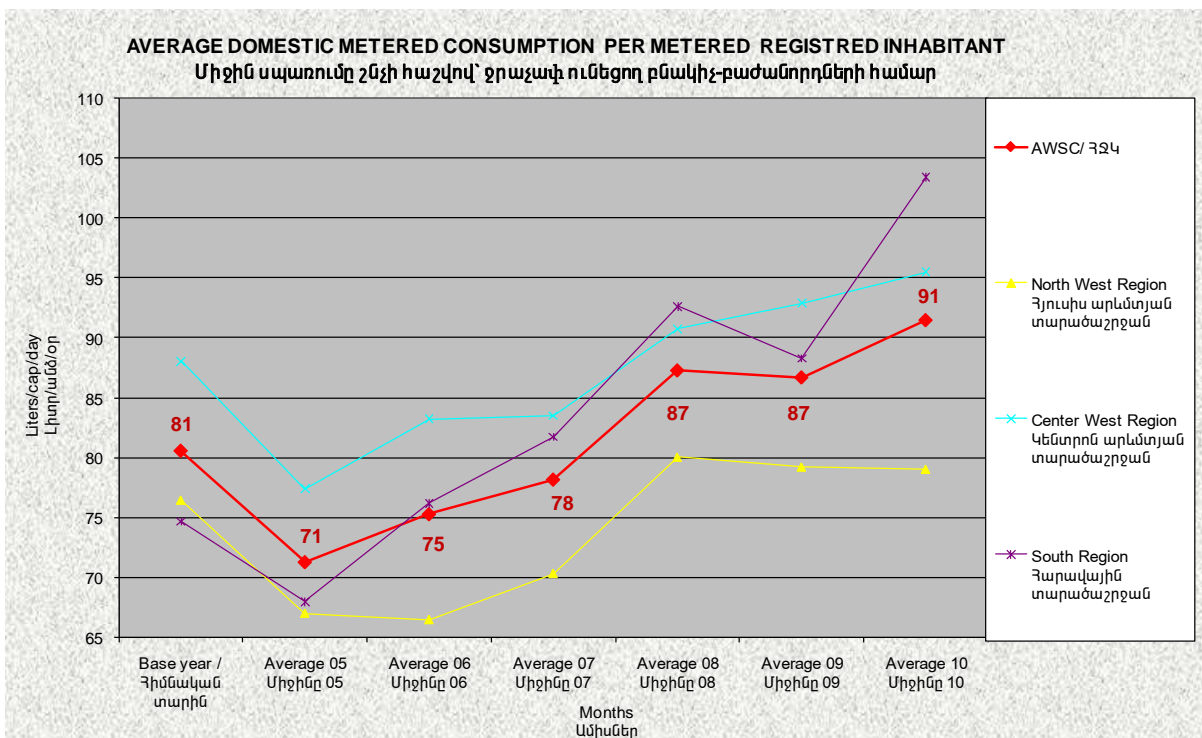


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**INDICATOR 10**



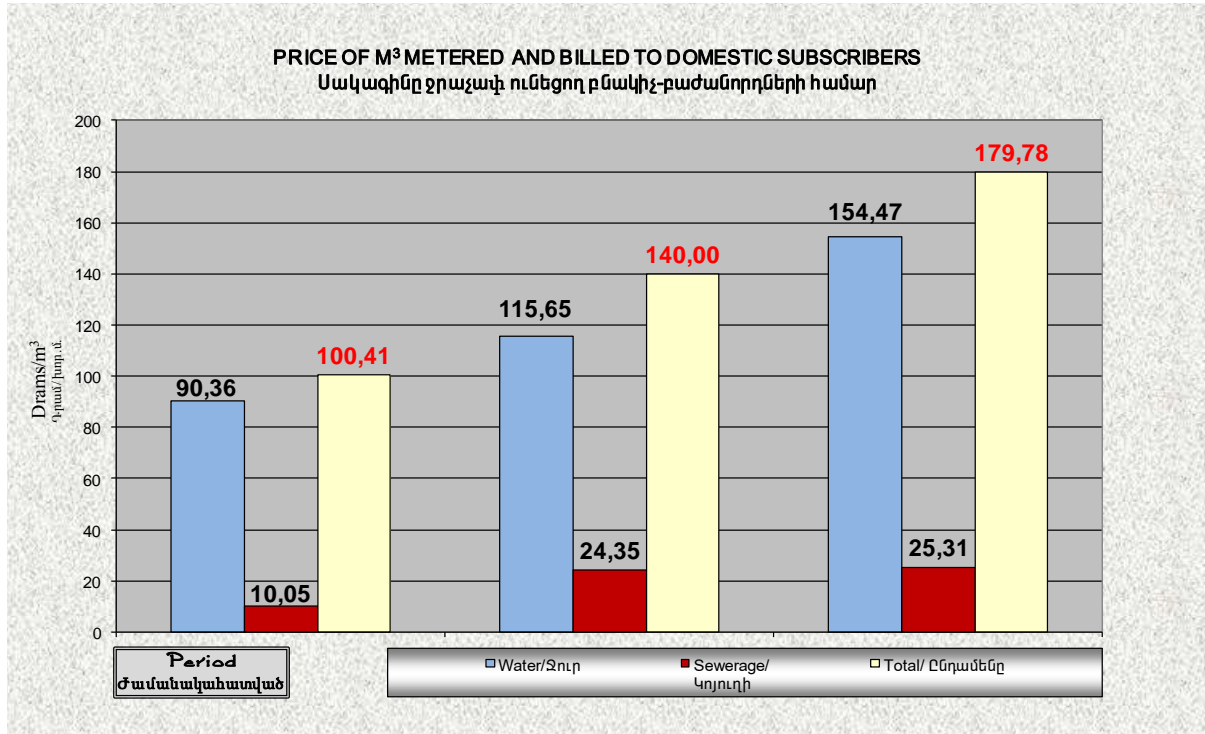
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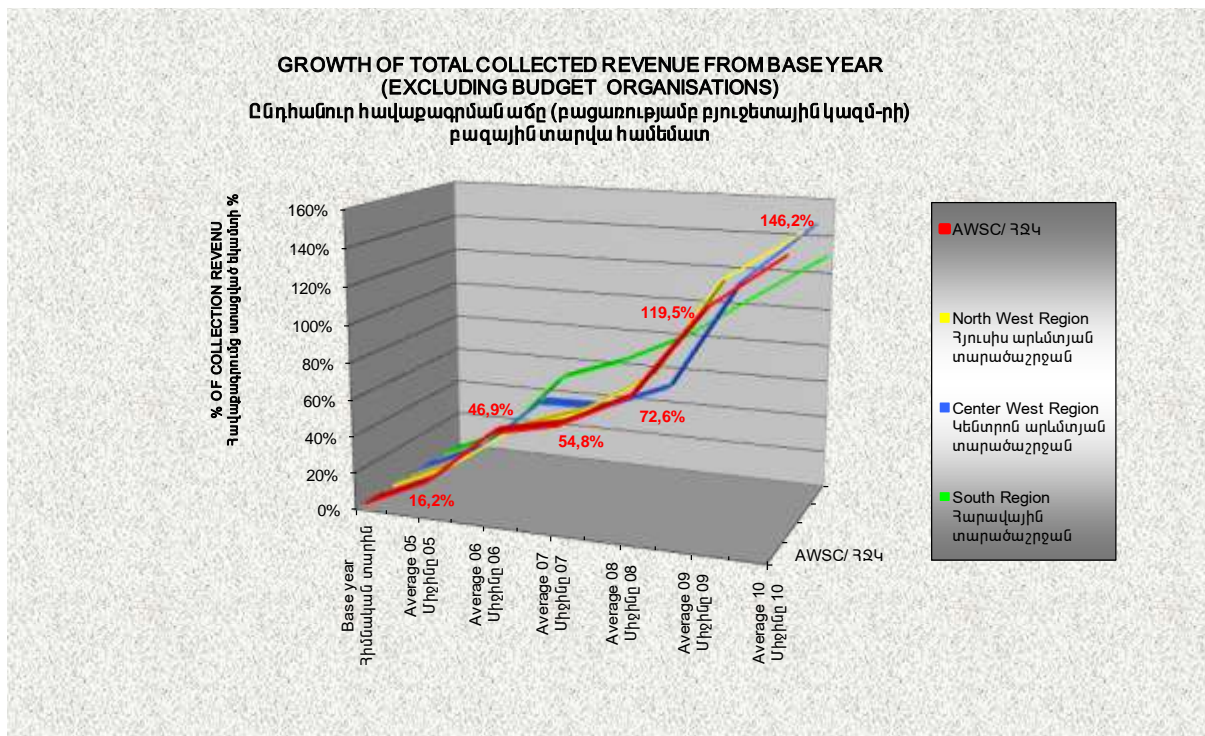


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**INDICATOR 12**



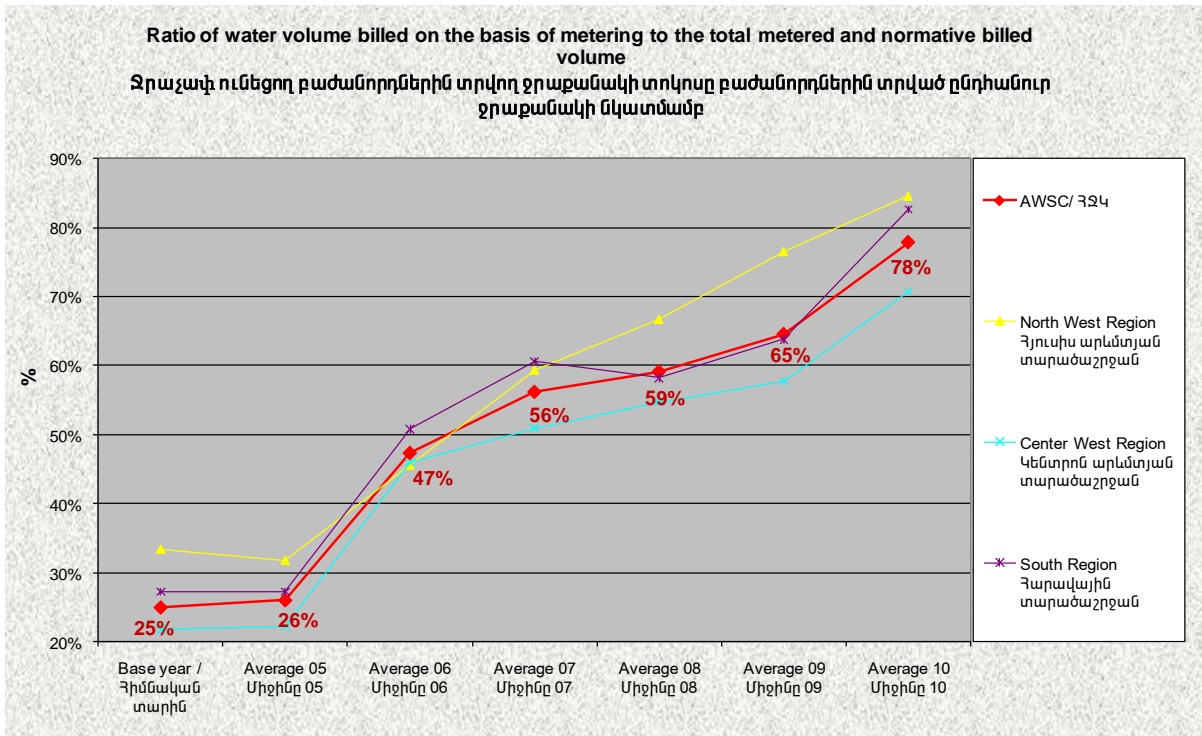
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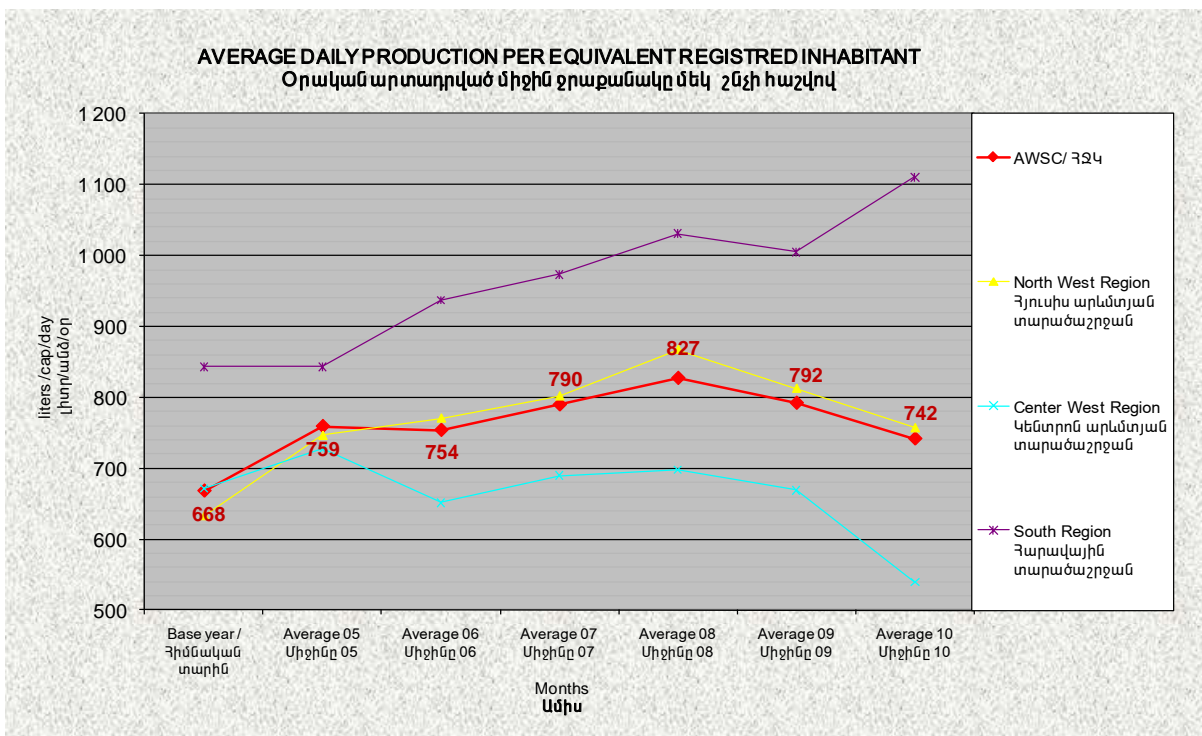


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**INDICATOR 14**



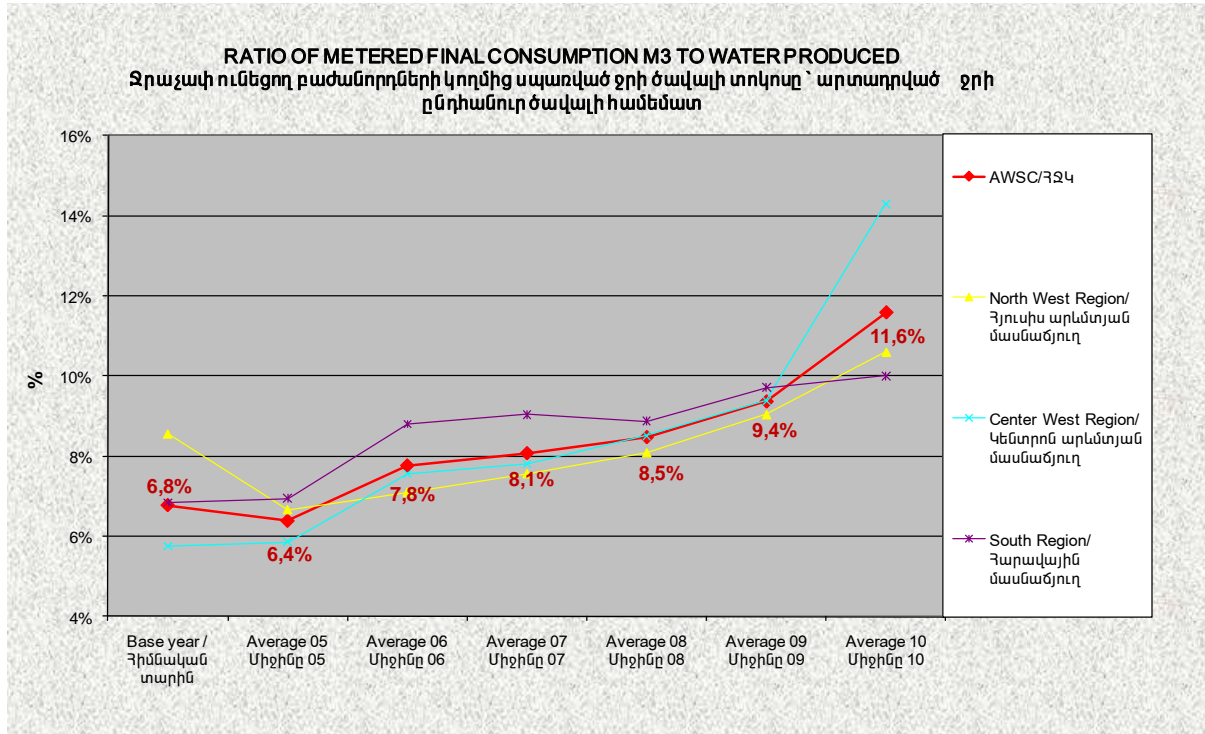
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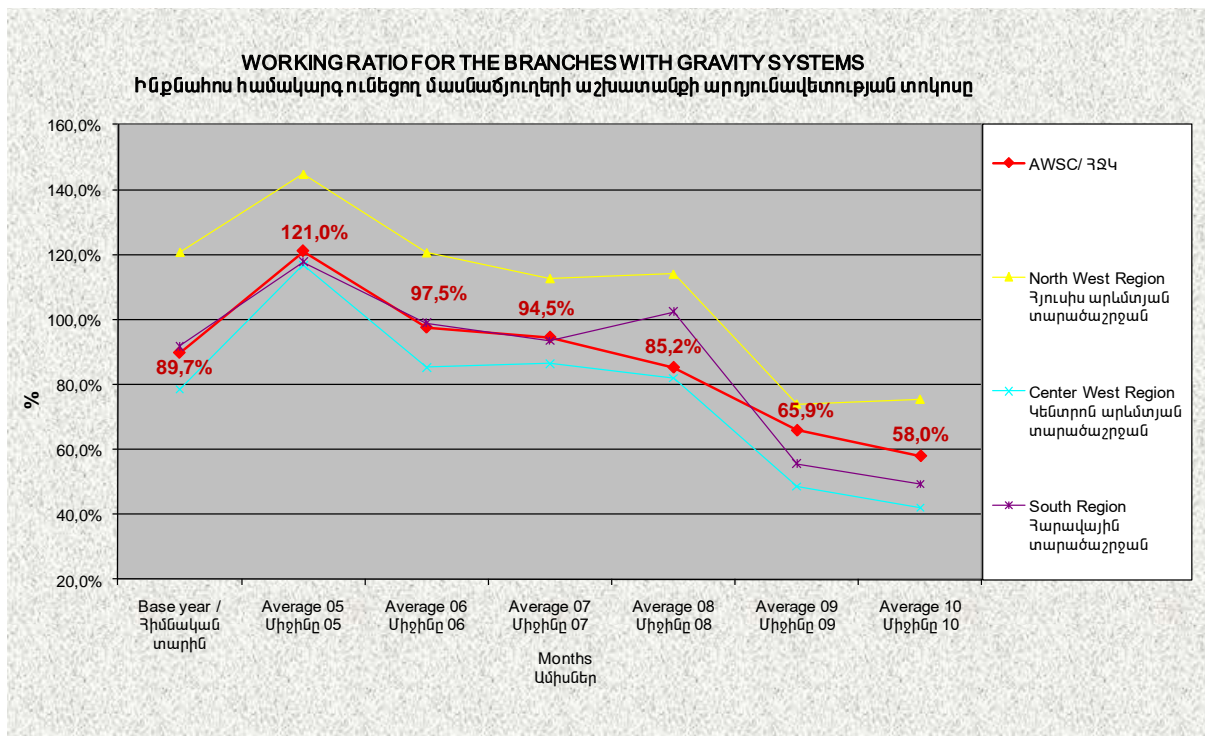


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**INDICATOR 17**



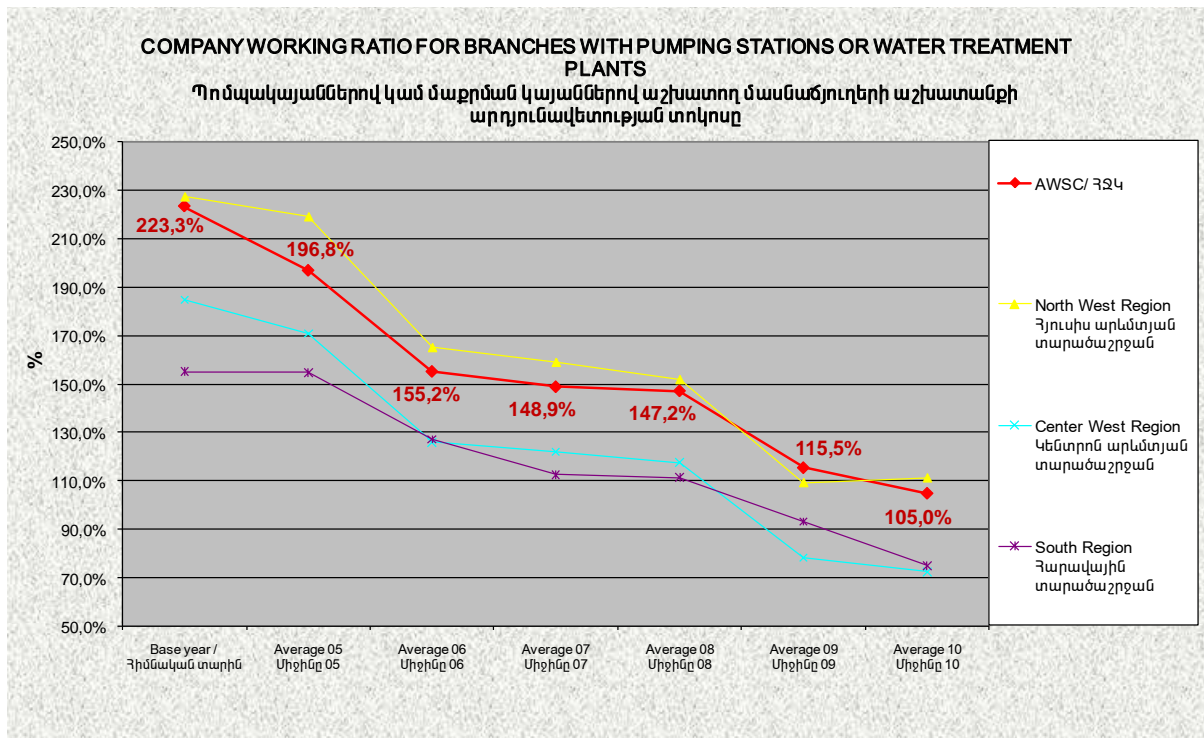
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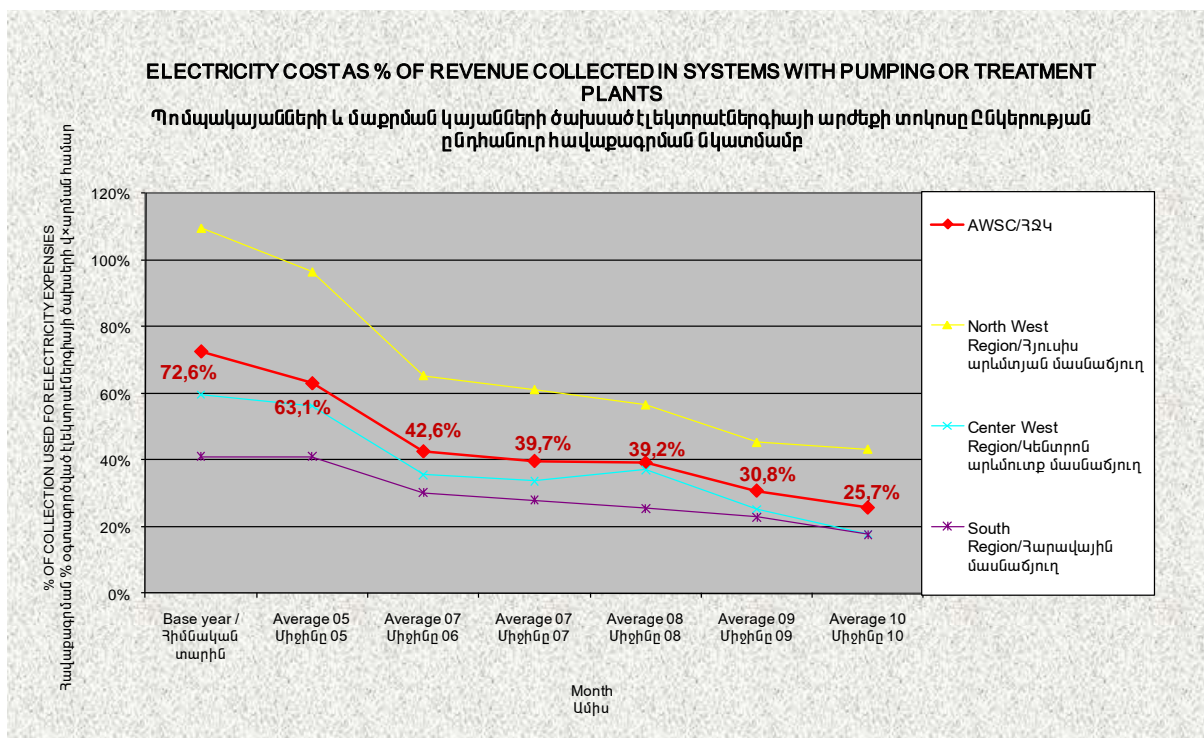


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**INDICATOR 19**



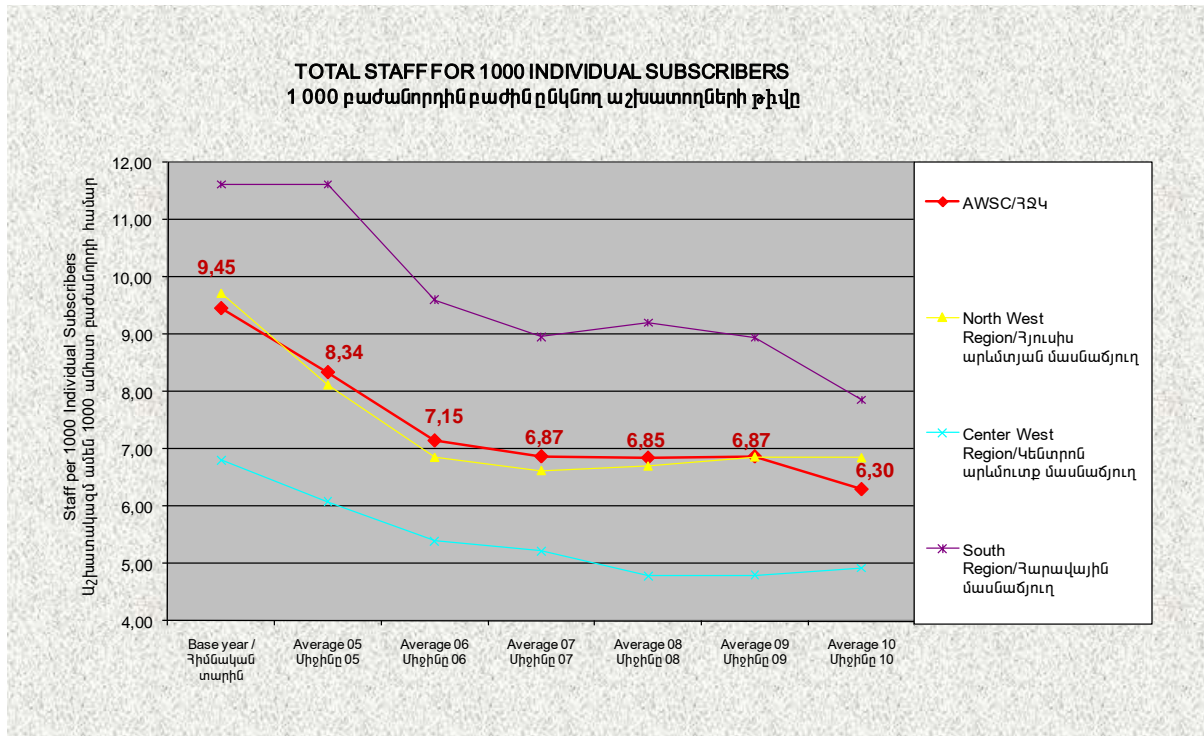
**INDICATOR 20**



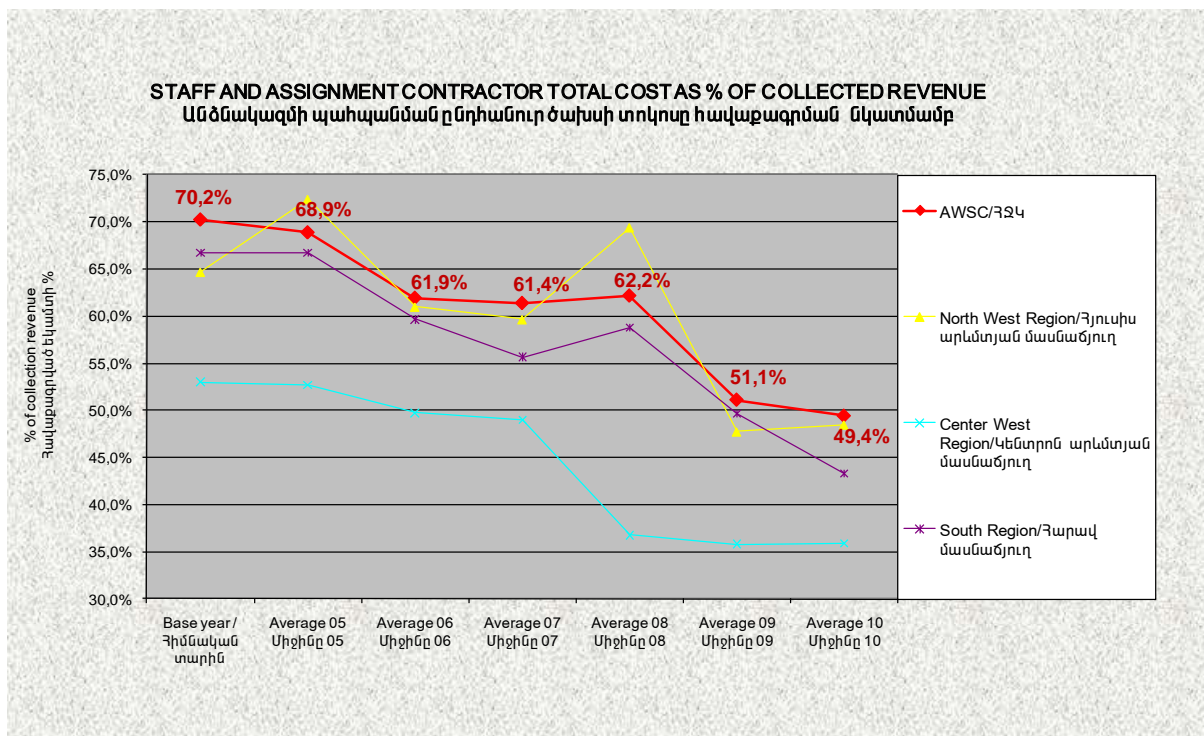


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**INDICATOR 22**



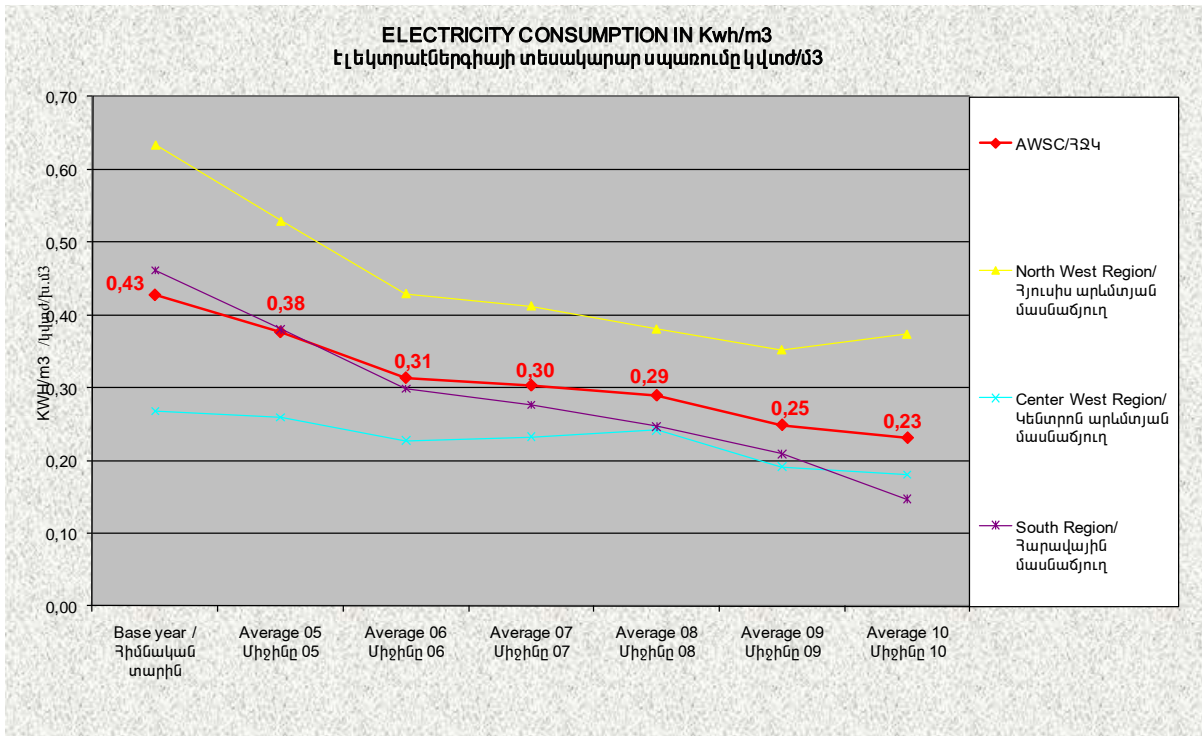
**INDICATOR 23**





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**INDICATOR 24**



**INDICATOR 25**

