

# Performance Review of a Private Water Company Operator

### Services Rendered

Review of:

Water Supply  
Operation

Wastewater  
Operation

Financial  
Performance

Non-Revenue Water

Billing & Collection



*Intake at the Main Water Source Lake Radoniqi*

### Duration

06/2006 - 04/2007

### Total Project Value

9.000.000 €

### Consulting Value

95.000 €

### Contractual Form

Service Contract

The consultant acted as Independent Reviewer to assess the performance of the private Management Operator of the Regional Water Company "Hidrosistemi Radoniqi" (RWC-HSR) in Gjakova, Kosovo.

The activities included the carrying out of crosschecks and investigations in order to review the achievement of Performance Indicators and to recommend relevant for the payment of the private management operator.

Furthermore, the responsibilities were:

- assessment of the achievements of the performance incentive indicators for the international water operator of RWC-HSR;
- calculation of the amount of the performance incentive compensation for the international operator
- 4 half-yearly reviews including review reports on assessment, achieved results and recommendations on the incentive compensation
- resolution of disputes with respect to the calculation of the performance incentive payments with all correspondent stakeholders

### Key Figures

Municipality of  
Gjakova 80.000  
inhabitants

### Country

Kosovo, City of  
Gjakova

### Source of Funding

Kreditanstalt für  
Wiederaufbau (KfW),  
Frankfurt, Germany

### Client

The Kosovo Trust Agency,  
Kosovo