Matchmaking и Operator Profile Form for Mentees in search of a Mentor

This form will walk you through the steps to create an operator profile to help us facilitate

connections with other operators interested in pursuing the creation of a Water Operator Partnership.

The information submitted may be shared with other operators. If you have any questions regarding privacy/ security or need any guidance filling out this form, please contact the GWOPA Secretariat: [info@gwopa.org](mailto:info@gwopa.org).

\*Required

1. Name of organization \*

In original language and translation to English if commonly used

MUNICIPAL ENTERPRISE "KRYVBASVODOKANAL"

1. Organization's website \*

If there is no website, please direct us to a relevant online page (e.g Facebook Page)

www.kp-kvk.dp.ua

1. Country \*

Where are the headquarters?

Ukraine

1. City \*

Kryvyi Rih

1. Name of primary contact (first and last name) \*

Serhii Markov

1. Email address of primary contact \*

For contact purposes only

2818452@gmail.com

1. Position in organization of primary contact \*

Official position or roll within organization

Director

OPERATOR OVERVIEW

1. What are the main services your organization provides? \*

Please select the most appropriate category(ies) for the main services you provide.

*Tick all that apply.*

Bulk water production Distribution and supply Basic sanitation

Sewerage and wastewater treatment Drainage and storm water management Irrigation/ canal management Wastewater recycling and reuse

Other: Centralized water supply

1. Your organization provides these services at the... \*

Select all that apply

*Tick all that apply.*

Community level Municipal level Regional level National level

1. From the list below, please mark what you consider to be the most pressing challenges for your organization. Prioritize the thematic area you would the WOP to focus on/benefit from a mentor’s support \*

Maximum 5 answers.

*Tick all that apply.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5 |
| Asset Management |  |  |  |  |  |
| Billing & Collection Efficiency |  |  |  |  |  |
| Business Planning |  |  |  |  |  |
| Catchment Management/ Integrated Water Resources Management – IIWRM |  |  |  |  |  |
| Climate Change Adaptation |  |  |  |  |  |
| Customer Relations |  |  |  |  |  |
| Emergency and Risk Management |  |  |  |  |  |
| Energy Efficiency and Climate Change Mitigation |  |  |  |  |  |
| Fecal Sludge Management |  |  |  |  |  |
| Financial Management |  |  |  |  |  |
| Gender Mainstreaming |  |  |  |  |  |
| Governance & Institutional Relations |  |  |  |  |  |
| Human Resources/ Organizational Development |  |  |  |  |  |
| Information & Technology (GIS, IMIS, Smart Systems…) |  |  |  |  |  |
| Investment Projects |  |  |  |  |  |
| Job Safety & Welfare |  |  |  |  |  |
| Non--Revenue Water (NRW  1): Commercial Losses Management |  |  |  |  |  |
| Non--Revenue Water (NRW 2): |  |  |  |  |  |

Physical losses management Operation & Maintenance Policy and Legall Support

Production Processes & Service Quality & Water Safety (Drinking Water)

Sanitation & Hygiene Services Service in Low--Income Areas Social Inclusion

Stakeholder Engagement Storm Water Management Tariff Setting

Wastte--water Collection & Treatment

Water Demand Management/Scarcity Planning

Water Safety Planning

\*Others (Please specify in the text box 11 bellow)

1. \*Where "Other" was selected in the above question, please specify the thematic Working Area and priority.
2. Describe the main challenges you face/where you are in need of a mentor's support \*

* Setting tariffs that fully reimburse the costs of the enterprise for licensed activities.
* Energy efficiency.
* Сommercial accounting.
* Search for alternative sources of water supply.
* Search for the latest water treatment technologies.

1. What are you looking for in a partner organization? \*

E.g. specific technical or administrative support; comparable size, organizational structure, or type of service provision; geographic, cultural and/or contextual similarities; language similarities (can exchanges take place in English or will a translator will be needed?), etc.

Assistance in solving the problems mentioned in other paragraphs and exchange of experience.

1. What types of capacity building activities would your organization benefit from the most? \*

Specify the types of capacity building activities (i.e. on-site staff training, online training, shadowing etc.)

Energy efficiency, alternative water sources, innovative technologies, commercial metering.

1. Has your organization ever engaged in a Water Operator Partnership or a similar type of peer-to-peer exchange? \*

*Mark only one oval.*

Yes No

1. If your organization has engaged in a WOP or similar type of peer-to-peer exchange in the past, please provide a brief description of that engagement (the most recent ones) and names of mentors
2. Are there any utilities you have pre-identified as potential partners? \*

Pre-identified utilities could include previous partners or simply an operator that you feel would is well suited to be a partner.

KEY PERFORMANCE INDICATORS (KPIs)

In the following set of questions where relevant/possible, please provide the most recent metrics your utility has on record for the specified Key Performance Indicators (KPIs).

* 1. KPI - Total population of service area

More than 700,000 residents of Kryvyi Rih and the surrounding rural areas

2. KPI - Population(s) served by water services (number and %)

Include unit of measurement and as of data e.g., xx,xxx people [as of mm.yyyy]

More than 95% (670,000, the remaining 5% are serviced by licensees who have contracts with Kryvbasvodokanal.

3. KPI - Population served by sanitation services (number and %)

Include unit of measurement and as of data e.g., xx,xxx people [as of mm.yyyy]

4. KPI - No. of water connections (domestic, commercial and industrial)

About 4000 km of water supply and sewerage networks.

5. KPI - Number of domestic sewerage connections

243131.

6. KPI - No. of non-domestic sewerage connection

7. KPI - No. of employees

2659 (as of 30.06.2024)

8. KPI - No. of employees/1000 connections

10.94 \* (\*Note: the calculation is based on the number of connections in p.5)

9. KPI - Non-revenue water (%)

Include unit of measurement and as of data e.g., xx,xxx people [as of mm.yyyy]

Standard water losses 26.72 %.

10. KPI - No. of hours of water supply (hours/day)

Twenty-four hours a day

11. KPI - Tariffs (flat or progressive), please specify

If progressive indicate the tranches

Distinguish different types of tariff if relevant (domestic, industrial, commercial etc)

Tariffs are fixed, set by the National Commission for State Regulation of Energy and Public Utilities (NCER) for a 1-year term. They are supposed to be reviewed annually, but the last review in May 2024 took place almost 2.5 years after the tariffs for 2022 were set. In addition, in 2024, the NCER left tariffs for households at the 2022 level.

12. KPI - Percent of metered connections (%)

13. KPI - Tariff per m3 for domestic water supply in USD

$ 0.393 per/m³ including VAT (the tariff for households was not revised in 2024)

14. Domestic Connection charge (water) in USD

15. KPI - Water production (m3/day)

278987.00

16. KPI - Water consumption (m3/day)

134318

17. KPI - Domestic water consumption (m3/day)

65357

18. KPI - Total volume of wastewater collected via sewerage network (m3/year)

61 267 783

19. KPI - Number of latrines/septic tanks serviced by the utility operating in the service area

0 - The enterprise does not cover this type of activity.

20. KPI - Number of emptying trucks managed by the utility operating in the service area (if relevant).

15 dump trucks

21. KPI - Customer complaints (complaints/100 connections)

For 2023

Number of appeals - 167,488

Total number of complaints - 5,564

22.88 \* (\*Note: the calculation is based on the number of connections in p.5)

22. KPI - Average response time to address complaint (hours)

0.5 hour.