Matchmaking 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

Utility company “Vodokanal”

1. Organization's website \*

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

https://vodokanal.zp.ua

1. Country \*

Where are the headquarters?

Ukraine

1. City \*

Zaporizhzhia

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

Andrii Shapoval

1. Email address of primary contact \*

For contact purposes only

[info.vodokanal@zp.gov.ua](mailto:info.vodokanal@zp.gov.ua)

1. Position in organization of primary contact \*

Official position or roll within organization.

General 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 Legal 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

Waste--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.

Reconstruction of water treatment plants using modern technologies and improving the quality of drinking water, increasing the energy efficiency of the enterprise, reducing water loss and process consumption (rational use of water resources), reconstruction of sewage treatment plants using modern wastewater treatment technology to meet European standards for the quality of treated wastewater, treatment and disposal or reuse of sewage sludge.

1. Describe the main challenges you face/where you are in need of a mentor's support \*

Reconstruction of water treatment plants using modern technologies and improving the quality of drinking water, increasing the energy efficiency of the enterprise, reducing water loss and process consumption (rational use of water resources), reconstruction of sewage treatment plants using modern wastewater treatment technology to meet European standards for the quality of treated wastewater, treatment and disposal or reuse of sewage sludge.

Establish economically justified tariffs for centralized water supply and sewerage for all consumers.

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.

As a partner organization, we are looking for opportunities to exchange experiences to enable the implementation of advanced modern technologies. We seek to cooperate with organizations that have experience in using innovative technologies and are willing to share their knowledge and practices. This will allow us to improve the level of our services and implement new, effective solutions.

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.)

Reconstruction of water treatment plants using modern technology and improving the quality of drinking water, reconstruction of sewage treatment plants using modern wastewater treatment technology to meet European standards for the quality of treated wastewater, treatment and disposal or reuse of sewage sludge.

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.

Meetings and dialogues with water utilities of Ukraine.

1. 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.

No.

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

691 335

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]

622,202 people (90%) as of 01.01.2024

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)

Number of water pipes (domestic, commercial and industrial) 2173,208 km

5. KPI - Number of domestic sewerage connections

20893

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

7. KPI - No. of employees

As of 01 January 2024, the average number of employees was 2,390.

8. KPI - No. of employees/1000 connections

114

9. KPI - Non-revenue water (%)

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

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

24 hours/day

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

If progressive indicate the tranches

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

Tariffs are fixed.

The following tariffs are effective from 01.06.2024:

Consumers who are business entities in the field of centralized water supply and sewerage (wholesale consumers):

- for centralized water supply – 0,30 USD per 1 cubic meter (including VAT);

- 0,22 USD per 1 cubic meter (including VAT) for centralized wastewater disposal.

The total tariff is 0,53 USD per 1 cubic meter (including VAT).

Consumers who are not business entities in the field of centralized water supply and sewerage (other consumers):

- for centralized water supply – 0,72 USD per 1 cubic meter (including VAT);

- for centralized wastewater disposal – 0,44 USD per 1 cubic meter (including VAT).

The total tariff is 1,16 USD per 1 cubic meter (including VAT).

For households at the level of tariffs applied as of 24 February 2022, namely

- for centralized water supply – 0,43 USD per 1 cubic meter (including VAT);

- for centralized wastewater disposal – 0,26 USD per 1 cubic meter (including VAT).

The total tariff is 0,69 USD per 1 cubic meter (including VAT).

12. KPI - Percent of metered connections (%)

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

0,43 USD per 1 cubic meter (including VAT)

14. Domestic Connection charge (water) in USD

15. KPI - Water production (m3/day)

The average daily water rises in 2023 is 198.6 thousand m³/day.

16. KPI - Water consumption (m3/day)

The average daily water supply to the network in 2023 was 164.3 thousand m³/day.

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

0.088 m3/day per person.

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

The volume of wastewater supplied to the treatment facilities in 2023 was

36,734.7 thousand m³/year.

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

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

10 units (8 dump trucks and 2 truck cranes).

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

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