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.

\*Required

1. Name of organization \*

In original language and translation to English if commonly used

**КОМУНАЛЬНЕ ПІДПРИЄМСТВО «ОБЛВОДОКАНАЛ» ЗАПОРІЗЬКОЇ ОБЛАСНОЇ РАДИ**

**UTILITY COMPANY «OBLVODOKANAL» OF ZAPORIZHZHIA REGIONAL COUNCIL**

1. Organization's website \*

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

**http://oblvoda.zp.ua/**

1. Country \*

Where are the headquarters?

**UKRAINE**

1. City \*

**ZAPORIZHZHYIA**

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

**Sergii Basancky**

1. Email address of primary contact \*

For contact purposes only

**zapoblvoda@ukr.net**

1. Position in organization of primary contact \*

Official position or roll within organization

**Chief Executive Officer**

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

V

V

V

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

V

V

Other:

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

Select all that apply

*Tick all that apply.*

Community level Municipal level Regional level National level

V

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 | V |  |  |  |  |
| Billing & Collection Efficiency | V |  |  |  |  |
| Business Planning | V |  |  |  |  |
| Catchment Management/ Integrated Water Resources Management – IIWRM | V |  |  |  |  |
| Climate Change Adaptation |  |  |  |  | V |
| Customer Relations | V |  |  |  |  |
| Emergency and Risk Management |  |  |  |  | V |
| Energy Efficiency and Climate Change Mitigation |  | V |  |  |  |
| Fecal Sludge Management |  | V |  |  |  |
| Financial Management | V |  |  |  |  |
| Gender Mainstreaming | V |  |  |  |  |
| Governance & Institutional Relations |  | V |  |  |  |
| Human Resources/ Organizational Development | V |  |  |  |  |
| Information & Technology (GIS, IMIS, Smart Systems…) | V |  |  |  |  |
| Investment Projects | V |  |  |  |  |
| Job Safety & Welfare | V |  |  |  |  |
| Non--Revenue Water (NRW1): Commercial Losses Management | V |  |  |  |  |
| Non--Revenue Water (NRW 2): | V |  |  |  |  |

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)

V

V

V

V

V

V

V

V

V

V

V

V

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 \*

**Search for an investor in the sustainable development of the enterprise, preparation of feasibility studies for the construction of new water intake and water treatment facilities, as well as the construction of an extensive network of water pipelines, expansion of the sales market, energy independence**

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.

**Dedicated technical and financial support**

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.)

**Investment activities to increase the number of consumers, reduce the level of non-profitable water (NRW 1 and NRW 2)**

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

V

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

 **No, we didn't**

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).

***The following set of answers provides indicators for 2021 (except for tariffs), since during 2022-2023 and in 2024, 6 out of 8 structural divisions of the enterprise are under temporary occupation and the provision of the latest indicators would lead to a distortion of the impression of the company's indicators. Tariffs and amounts of payment in paragraphs 11, 13 and 14 are given as valid in January 2024.***

* 1. KPI - Total population of service area

**90 511 people as of 01.01.2022**

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]

**68 880 people or 76.1% as of 01.01.2022**

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]

**30 222 people or 45.4% as of 01.01.2022**

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

**35 488 connections**

5. KPI - Number of domestic sewerage connections

**16 610 connections**

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

7. KPI - No. of employees

**739 employees as of 01.12.2023**

8. KPI - No. of employees/1000 connections

**14 employees**

9. KPI - Non-revenue water (%)

**33.7%**

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

**24 hours**

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**

**Water: For companies providing water supply services to consumers (wholesale)**

**– $0.35/cubic meter**

**For other consumers**

**– $0.67/cubic meter**

**Sewerage – $1.08/cubic meter**

**(at the exchange rate of the National Bank of Ukraine as of 22.01.2024)**

12. KPI - Percent of metered connections(%)

**95.5 %**

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

**$0.67/cubic meter**

14. Domestic Connection charge (water) in USD

**$30.57 on average per unit**

15. KPI - Water production (m3/day)

**47.9 thous. cubic meters**

16. KPI - Water consumption (m3/day)

**29.8 thous. cubic meters**

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

**4.9 thousand cubic meters**

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

**1 039.44 thsd. cubic meters**

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

**Absent**

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

**Absent**

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

**0.793**

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

**34.5 working hours**