Integration of rural areas in RWC “Bifurkacioni” j.s.c Ferizaj (Kosovo)
Mission of RWC “Bifurkacioni” j.s.c.

- Providing water services in compliance with WHO.
- Providing wastewater services.
- Maintenance and enhancement of water services.
- Maintenance and enhancement of wastewater services.
Service Area

- Two municipalities
  - Ferizaj & Kaçanik
- No. of costumers: 27,000
- Municipality of Ferizaj: 45 villages
  - 35 of them are under management of RWC.
  - 17 pumping system, 4 of them are out of management of RWC
- Municipality of Kaçanik: 17 village
  - 5 of them are under management of RWC.
  - All water system work with gravity
Integration plan of rural areas

- Rehabilitation of water systems
- Agreement with municipalities to integrate the villages in RWC.
- Billing of consumers
- Enhancement of service area
- Eliminating the use of private wells.

<table>
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<th>No</th>
<th>Regional Water Company</th>
<th>No. of systems</th>
<th>No. of villages</th>
<th>Investment needs (EUR)</th>
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<td>TOTAL:</td>
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Self-management of rural systems

- The lack of proper preventive maintenance
- The lack of qualified work force
- The lack of necessary maintenance equipments
- The lack of a billing and collecting system that will enable on generating the funds to properly operate the system.
- The lack of funds for capital investments, etc.
Undertaken activities

- Activities and campaigns from RWC altogether with YWP and children from school.
- Dialogues with communities.
- Achieving agreement with relevant central and local institutions.
- Support from the Government of Swiss as well as from the Gov. of Kosovo to rehabilitate rural areas.
Main challenges on integrating the rural water systems

• There was not sufficient will from RWC to take these rural areas under management.
  o These systems have substantial technical deficiencies,
  o Accumulated debt for the energy consumed by these systems is considerable,
  o Control and management of commercial (apparent) water losses is problematic,
  o There is no payment culture of the population supplied by these systems

• The resistance from communities to give their system under management of RWC.

• The transfer of assets from municipalities to RWC.

• The unsolved issues of properties where the water assets were built.

• The risk that RWC after a certain period of time give up on managing these rural water systems.

• The resistance for not paying the consumed water

• Request from communities to take something in return (employment)

• Having an agreement to bill the consumed water and to sign the contract with RWC.
Objectives to manage rural water systems

• Ensuring the appropriate water quality that is being served to the population in compliance with standards.
• Ordinary monitoring water quality of rural water systems.
• Ensuring good wastewater quality services.
• The fulfilment of standard services towards customers in compliance with rules of WSRA.
• Ensuring the appropriate management of water demand with adequate mechanisms taking into consideration the protection of the environment.
• Ensuring the sustainable operation of rural water systems.
Advantages of rural areas when they go under the RWC management

- Installation of equipments to treat water (chlorinators);
- Regularly monitoring the water quality from the NIPH as well as real time reporting for problematic issues.
- Undertaking the necessary steps for the cases when problems occurs.
- Defining the protect area of water sources.
- Implementation of measures to ensure the source and other facilities of the system
- Proper maintenance of the whole distribution network.
Future plans

• Enhancement of service area
• Monitoring and maintenance of all water systems
• Billing all customers
• Reduction of non-revenue water
• Building-up wastewater treatment plants.
• Increasing the level of service
Thank you!