



National observatory on public water and sanitation services

- **Water act dated 30/12/2006 :**

Implementation of a national observatory on water & sanitation services by the French national agency for water (Onema) → main device for sunshine regulation implementation

→ **national database**

→ **website on water services**

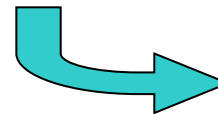
○ **What goals ?**

- **Allow easy & free access to data**
- **Help improve governance & transparency**
- **Centralise & standardise information**
- **Allow comparison between services**
- **Allow monitoring & reporting on services**

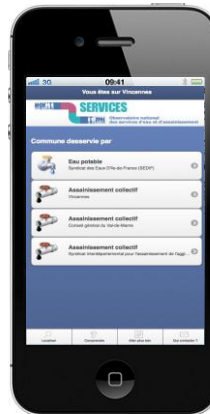
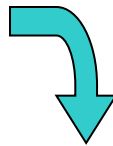
Presentation of the database

○ Website:

- www.services.eaufrance.fr



- Apps « SISPEA » for Iphone & Android



National observatory

- Shared definition of performance indicators among all water & sanitation stakeholders (local authorities, operators, central government...)
- Production of data at local level + collection in national database for performance monitoring & reporting
- Overview of performance through regulatory PIs

Water - PIs

Technical

Economic & financial

Environmental

Consumer service quality

Collective sanitation - PIs

Technical

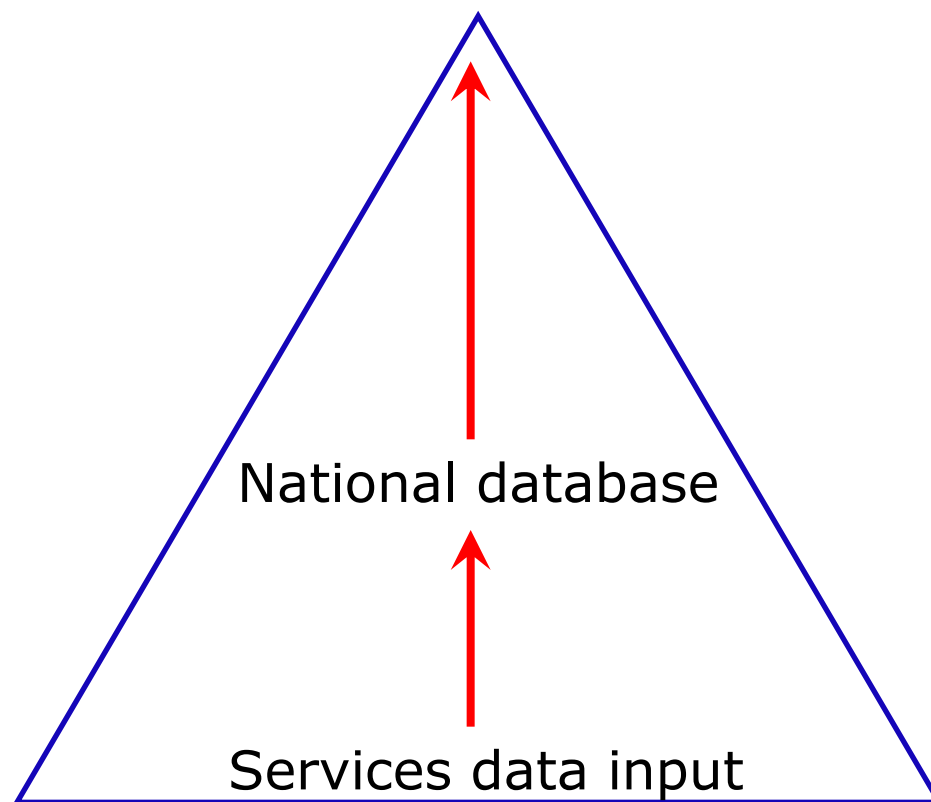
Economic & financial

Environmental

Consumer service quality

National consolidated overview

Bottom-up
system



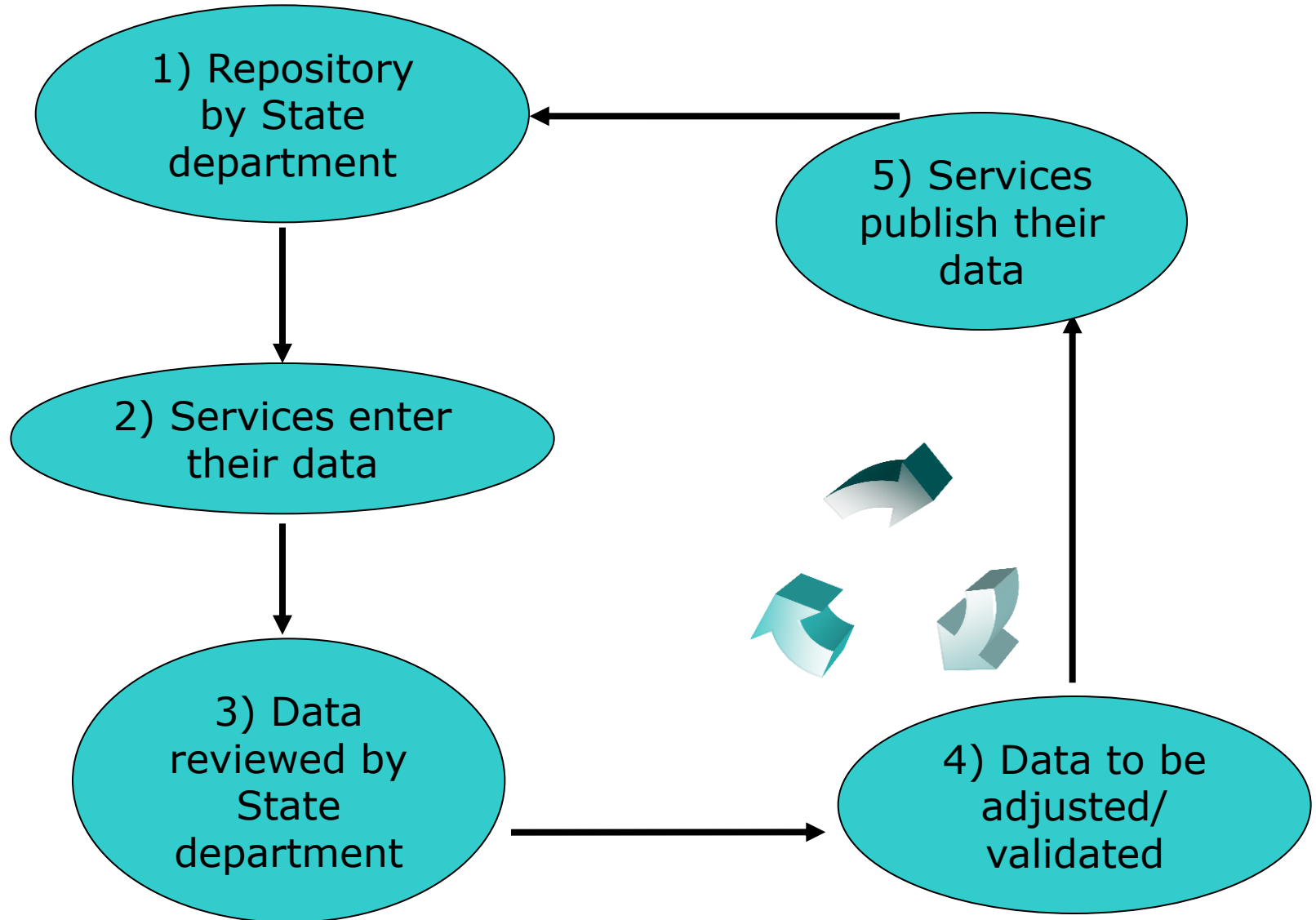
Monitoring & reporting system

Indicateurs

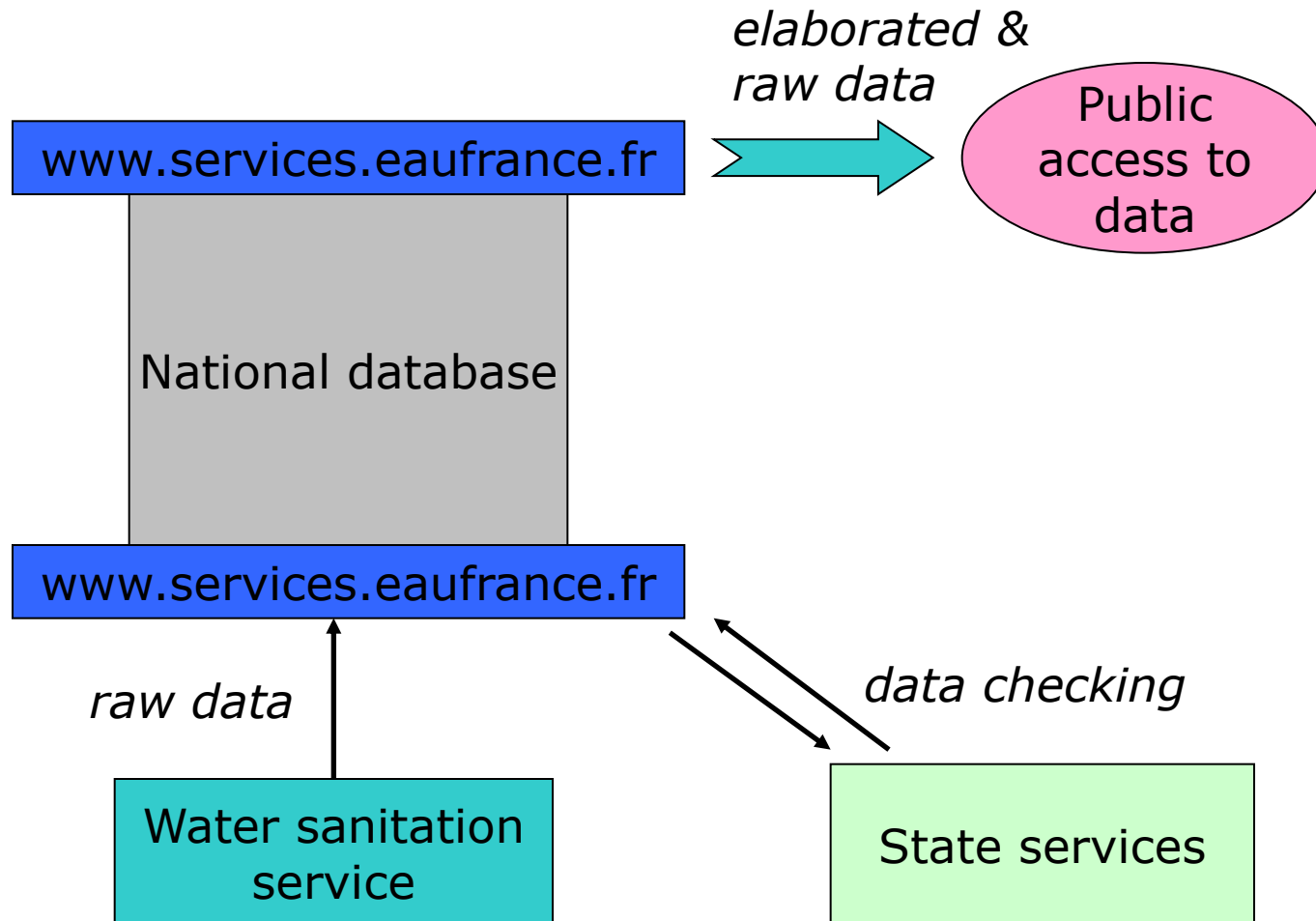
Désignation	Valeur	Unité
Qualité de l'eau		
D101.0 - Nombre d'habitants desservis	154 000	hab
P101.1 - Conformité microbiologique de l'eau au robinet	99	%
P102.1 - Conformité physico-chimique de l'eau au robinet	98,5	%
P108.3 - Protection de la ressource en eau	20	%
Réseau		
P104.3 - Rendement du réseau de distribution	86,5	%
P105.3 - Volumes non comptés	2,3	m ³ /km/j
P106.3 - Pertes en réseau	2,2	m ³ /km/j
P107.2 - Renouvellement des réseaux d'eau potable	0,2	%
P103.2 - Connaissance et gestion patrimoniale des réseaux d'eau potable	70	unité
Tarifs		
D102.0 - Prix du service au m ³	1,85	€/m ³
Abonnés		
D101.0 - Nombre d'habitants desservis	154 000	hab
P151.1 - Fréquence des interruptions de service non programmées	1,5	nb/1000ab
P152.1 - Respect du délai contractuel de branchement des nouveaux abonnés	100	%
D151.0 - Délai maximal d'ouverture des branchements pour les nouveaux abonnés défini par le service		jo
P155.1 - Taux de réclamations	1,3	nb/1000ab
Gestion financière		
P109.0 - Montant des actions de solidarité	0,0011	€/m ³
P153.2 - Durée d'extinction de la dette de la collectivité	3,6	an
P154.0 - Taux d'impayés sur les factures d'eau	0,1	%

- **Data in the national database:**
 - **Repository = Description of services**
 - organisation & management
 - **Annual Data**
 - Raw data
 - contextual data
 - performance raw data
 - Performance indicators
 - 17 performance indicators for water
 - 19 performance indicators for collective sanitation
 - 3 performance indicators for individual sanitation

Data cycle



Data cycle



Budgets & HR

- **IT budgets:**

410k€ for 2012, 325k€ for 2013, 230k€ for 2014 and 230k€ for 2015

- **Human Resources:**

- Central office

Period	Full time position	Dedicated IT staff
2008-2010	1	Consultancy only
2011-2012	1,5	Consultancy only
2013	2	Consultancy + 1

- Local offices:

100 people all over the country working half-time on the observatory missions (budget = 40k€ yearly)

Funding

- Funding provided by the 6 Water agencies

with taxes perceived on the water & sanitation invoice

- Onema budget \approx 145M€

