

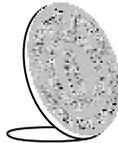


# Capacity Building Workshop

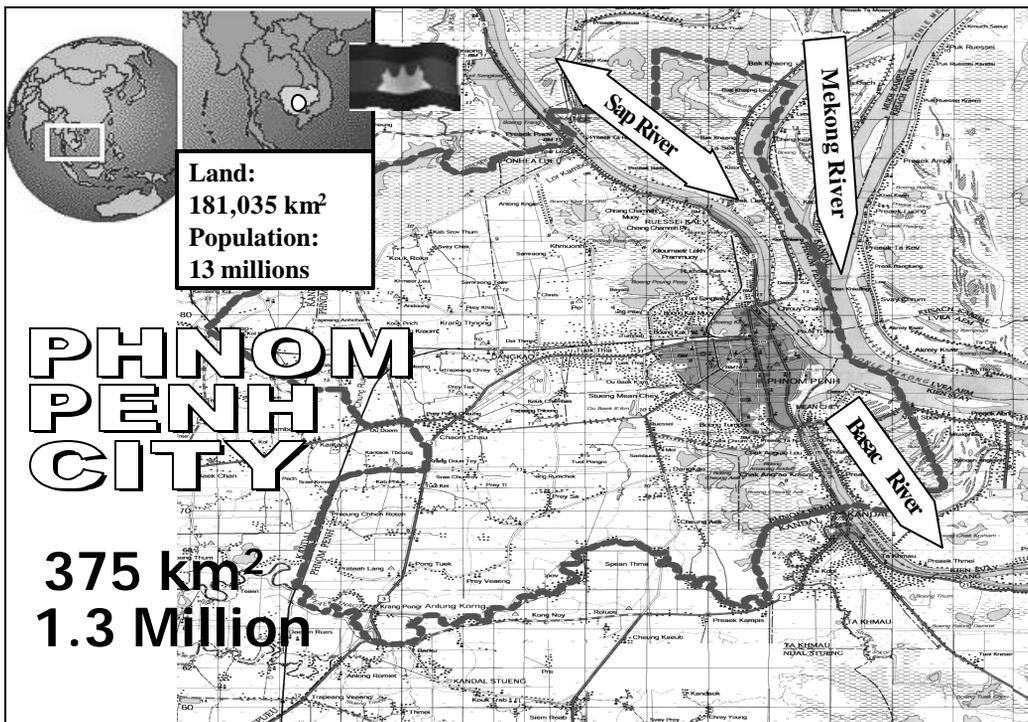
Bangkok - Thailand

# Performances Improvement

## Phnom Penh's Experience



Dr. Visoth CHEA  
Assistant General Director  
Phnom Penh Water Supply Authority (PPWSA), Cambodia  
chea@ppwsa.com.kh



## 1993

- Over staff, not qualified, 22/1,000 connections
- Low salary, self interest, low discipline
- Very poor service, no clean water, 2m, <10 hr/day
- High NRW 72%, 1,945 public underground tanks
- Very low willingness to pay, collection <50% of 26,800 bill
- Heavy subsidy, >50% of operation cost
- No maintenance, no investment

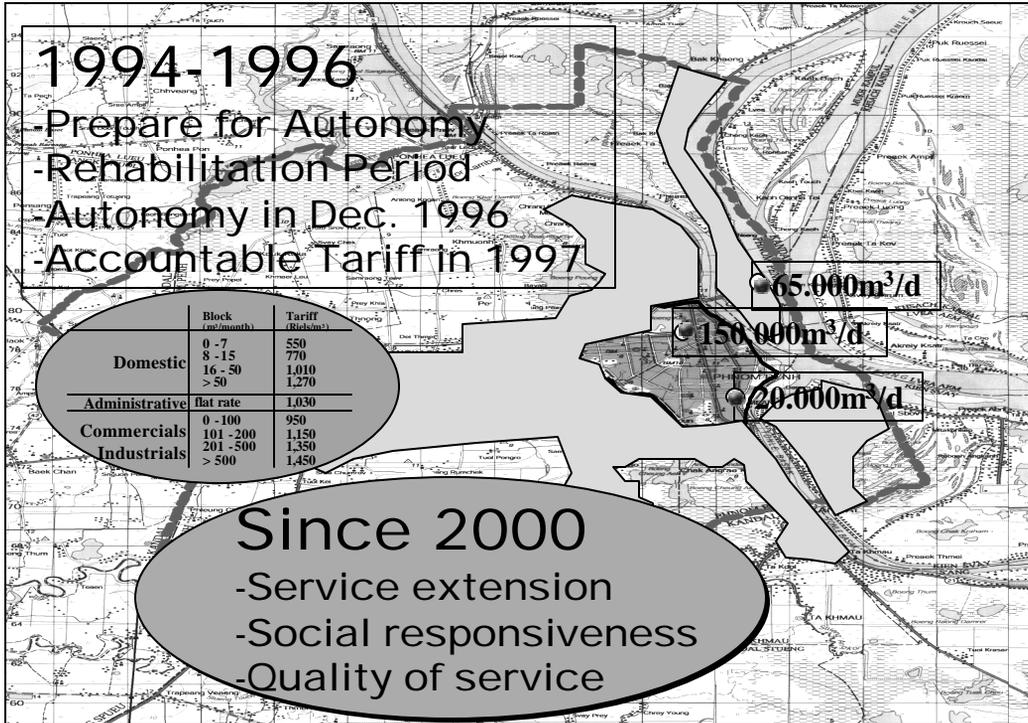
## Opportunities

- Different International Assistances:  
Japan, France, UNDP
- Loans available from WB, ADB
- New Leader

## Need to Change or Die !

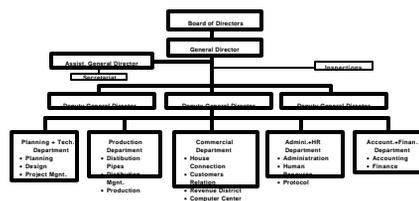
**1.Policy:**  
**from Gov. Subsidy to Full Cost Recovery**

**2.Operation:**  
**from By Chance to Effective O&M**



## PPWSA's Ownership

- Strong Leadership
- Exsample from the Top
- Commitment to Improve
- Effective Management
- Effective Investment
  - on Hardware
  - on Software

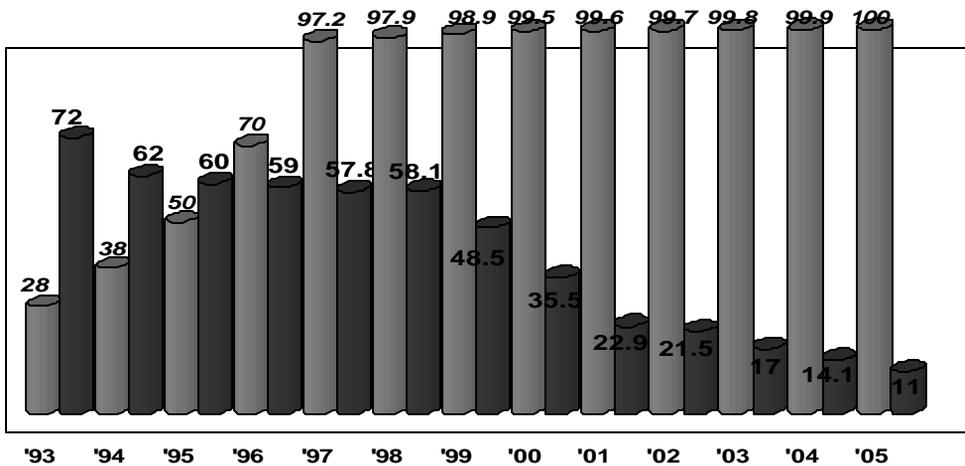


# PPWSA's Ownership ...

## ■ Effective O & M

- Maximum Billing
  - Computerized Customers Management & Billing System
  - Surveying & Updating Customers File
  - Proper Water Meter Reading
- Maximum Collection
  - Disconnection of Late Payment
  - Dept monitoring
- Maximize NRW
  - 24hrs Leak Repair Team
  - Active Detection of Leak & Illegal Use
  - Regular Meters Maintenance & Replacement

## Minimizing NRW Rate Maximizing Billing Ratio



## The Differences

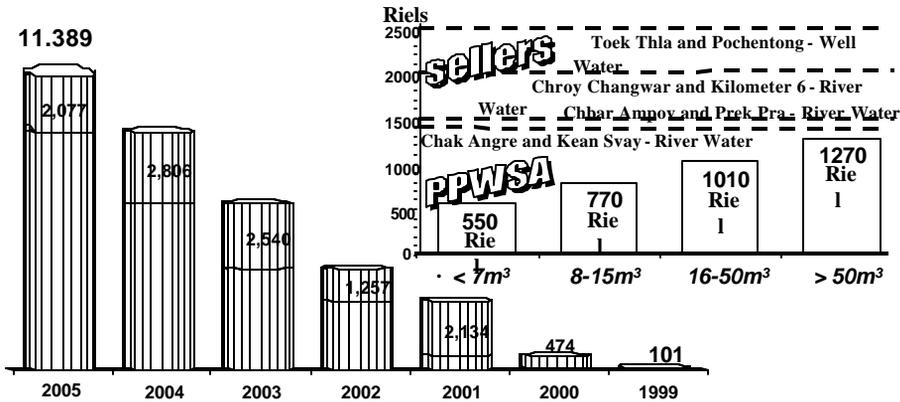
	1993	2005
Duration	10hr/d	24hr/d
Pressure	2 m	25 m
Coverage area	25%	95%
Connections	26,881	138,000
Network	280km (old)	1,230km (new)
Production	65,000m <sup>3</sup> /d	235,000m <sup>3</sup> /d
NRW	72%	11%
Metering	12%	100%
Collection ratio	48%	100%
Operating ratio	200%	28%
Staff/1,000 Connections	22	4

**Dream become true**

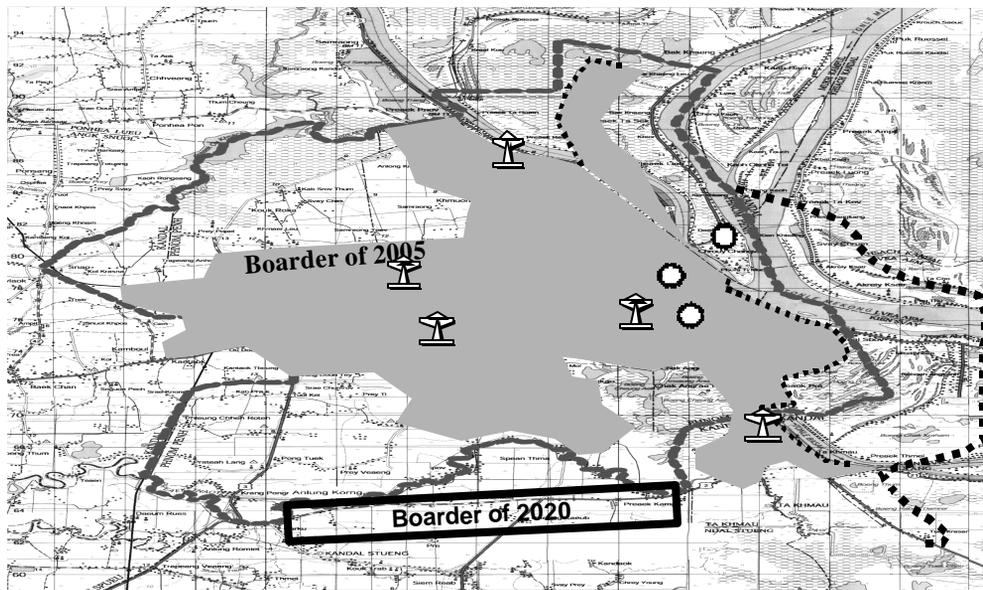
## Water for the Poor

- Find Out the Poor & Poor Communities
- Consultation with the Poor
- Broadcasting of Supply Policy :
  - Low Cost for Basic Need
  - Installment Payment  
10, 15, 20 month (1998)
  - Same Quality of Service
  - 30%, 50%, 70%, 100% subsidy for the poorest (2005)

1. 5 to 10 times cheaper. Savings round 300,000 Riels (USD75) /Family/Year
2. Alleviate Burden of Women & Children
3. Health Improvement by Quality



## Supply Area in 2005 and 2020





- **Political will**
- **Preparation for Autonomy**
  - **Strong Leadership** (proactive)
  - **Restructure of the Organization** (appropriate)
  - **Qualified Personal with Discipline** (HRD&M)
  - **Clear & Reasonable Policies, Roles, Regulations, Standards** (with Monitoring)
  - **Effective Operation & Maintenance**
  - **Efficient Investment**
- **Full Autonomy** (commercial basis)
- **Willingness to Pay**, (Gov. Customers, too)
- **Good Partnership** (national & inter.)

**Thank you**  
**for your attention**