

→ Optimization of water supply services

Country Bulgaria

Project title Development of distribution management in ViK Razgrad

Twinning PWN Water Supply Company (the Netherlands)

ViK Razgrad (Bulgaria)

Project period 1 December 2006 to 30 September 2007

Project budget € 43,464

Project objective

Improve service delivery of the drinking- and waste water company ViK Razgrad to the inhabitants of the area.

Project summary

The Netherlands' water supply company PWN assisted the drinking- and waste water company ViK Razgrad to improve service delivery by technical assessment of the water supply network and investment plan for its modernization and training of staff to improve their work with customers.

Core information

ViK Razgrad is an extended area of 133,000 inhabitants in 82 settlements, 5 municipalities in 3 districts. Most settlements are rural, except for the city of Razgrad itself that is a major urban centre with an industrial character. The territory offers good conditions for agriculture.

Problem analysis

The main problem concerned the inefficiency of water supply. The old water supply network leaked and water losses in the area were over 60% (EU average 3%). The supply of support services to water users in the form of such things as information provision, clear costs and supply reliability was poor.

Project implementation

With the assistance of the Netherlands' water supply company PWN, water supply services were improved by optimizing the network (control of debits and pressure), creation of an investment plan to attract investments from EU funds and a model for working with clients. The project created a model of the water supply network with a pilot area in which the model was verified. An investment plan was developed and specialists from ViK

A practice to improve service delivery of local governments

Razgrad were trained. Seminars with customers and ViK companies in neighbouring areas were organized and implemented for dissemination of the lessons learned.

Process management

Efforts were invested at the personal and organizational levels in creating new approaches to service delivery in order to optimize the supply network, to create a clear investment framework to upgrade it and to work with citizens in awareness raising to rationally use the limited available water. Stakeholders involved were the municipality of Razgrad and the Ministry of Regional Development and Public Works. Both sides assisted ViK Razgrad to design improvement projects funded by EU funds.

Recommendations: do's and don'ts

- Disseminate results to other ViK companies in other areas of Bulgaria;
- Co-operate with municipalities on preparation of investment projects for rehabilitation of the network;
- Ensure good communication and involvement all stakeholders.