Annex 3
Levels of the provided WSS services

1. The present Annex 3 shall regulate:
   
   1.1. The quality indicators for the water supply and sewerage (WSS) services as per the Water Supply and Sewerage Services Regulation Act (WSSSRA);
   
   1.2. The terms and conditions for the formation of the annual target levels for the Concessionaire of the quality indicators for the WSS services;
   
   1.3. The method for reporting the achievement of the annual target levels of the quality indicators;
   
   1.4. The procedure for the provision of public information on the performance of the Concessionaire.

2. The quality indicators for the WSS services shall be:
   
   2.1. PI1 – level of coverage of water supply services;
   
   2.2. PI2 – quality of potable water; the indicator consists of the following sub-indicators:
   
   2.2.1. PI2a – quality of potable water by indicators which shall be monitored in conformity with the requirements of the Ordinance under art.135, para.1, item 3 of the Water Act in large water supply areas;
   
   2.2.2. PI2b – quality of potable water by indicators, which shall be monitored in conformity with the requirements of the Ordinance under art.135, para.1, item 3 of the Water Act in small water supply areas;

Annaс 3
Нива на предоставяните ВиК услуги

1. С настоящия Анекс 3 се определят:

   1.1. Показателите за качество на водоснабдителните и канализационните (В и К) услуги, съгласно Закона за регулиране на водоснабдителните и канализационните услуги (ЗРВКУ);

   1.2. Условията и редът за формиране на годишни целеви нива на показателите за качество на В и К услугите за Концесионера;

   1.3. Начинът на отчитане на изпълнението на годишните целеви нива на показателите за качество;

   1.4. Редът за предоставяне на публична информация за изпълнение на задълженията на Концесионера.

2. Показателите за качество на В и К услуги са:

   2.1. ПК1 – ниво на покритие с водоснабдителни услуги;

   2.2. ПК2 – качество на питейната вода; показателят се състои от следните подпоказатели:

   2.2.1. ПК2а – качество на питейната вода по показателите, които се мониторират, съгласно изискванията на Наредбата по чл. 135, ал. 1, т. 3 от Закона за водите в големи зони на водоснабдяване;

   2.2.2. ПК26 – качество на питейната вода по показателите, които се мониторират, съгласно изискванията на наредбата по чл. 135, ал. 1, т. 3 от Закона за водите в малки зони на водоснабдяване;
2.2.3. PI2c – performance of monitoring of potable water quality in amount and frequency determined with the Ordinance under art.135, para.1, item 3 of the Water Act.

2.3. PI3 – continuity of water supply;

2.4. PI4 – total water losses in the water supply systems and deadlines for their reduction;

2.5. PI5 – failures on the water supply network;

2.6. PI6 – pressure in the water supply system;

2.7. PI7 – level of coverage with sewerage services; the indicator consists of the following sub-indicators:
   2.7.1. PI7a – level of coverage of sewerage service;
   2.7.2. PI7b – level of coverage of wastewater treatment service.

2.8. PI8 – quality of raw sewage and treated waste water;

2.9. PI9 – failures on the sewerage system;

2.10. PI10 – floods in the properties of third parties, caused by the sewerage network;

2.11. PI11 – performance efficiency indicators; the indicator consists of the following sub-indicators:
   2.11.1. PI11a – energy efficiency of the activity for water supply to customers;
   2.11.2. PI11b – energy efficiency of wastewater treatment activity;
2.11.3. PI11c – utilization of sludge from wastewater treatment plants (WWTP).

2.11.4. PI11d – rehabilitation of the water supply network;

2.11.5. PI11e – active leak control;

2.12. PI12 – financial performance indicators; the indicator consists of the following sub-indicators:

2.12.1. PI12a – cost-effectiveness of the service for water supply to customers;

2.12.2. PI12b – cost-effectiveness of the sewerage service;

2.12.3. PI12c – cost-effectiveness of the wastewater treatment service;

2.12.4. PI12d – collectability;

2.12.5. PI12e – efficiency of setting the water meters in validity;

2.12.6. PI12f – efficiency of establishment of the revenue meters;

2.13. PI13 – deadline for responding to written customer complaints;

2.14. PI14 – deadline for connection of new customers to the WSS systems; the indicator consists of the following sub-indicators:

2.14.1. PI14a – connection to the water supply system;

2.14.2. PI14b – connection to the sewerage system;

2.15. PI15 – staff numbers against the number of served customers; the indicator consists of the following sub-indicators:

2.15.1. PI15a - staff efficiency with regard to the water supply service;

2.15.2. PI15b - staff efficiency with regard to the

2.11.3. ПК11в – оползотворяване на утайките от пречистителни станици за отпадъчни води (ПСОВ);

2.11.4. ПК11г – рехабилитация на водопроводната мрежа;

2.11.5. ПК11д – активен контрол на течовете;

2.12. ПК12 – финансови показатели за ефективност; показателят се състои от следните подпоказатели:

2.12.1. ПК12а – ефективност на разходите за услугата доставяне на вода на потребителите;

2.12.2. ПК12б – ефективност на разходите за услугата отвеждане на отпадъчни води;

2.12.3. ПК12в – ефективност на разходите за услугата пречистване на отпадъчни води;

2.12.4. ПК12г – събираемост;

2.12.5. ПК12д – ефективност на привеждане на водомерите в годност;

2.12.6. ПК12е – ефективност на изграждане на водомерното стопанство;

2.13. ПК13 – срок за отговор на писмени жалби на потребителите;

2.14. ПК14 – срок за присъединяване на нови потребители към В и К системите; показателят се състои от следните подпоказатели:

2.14.1. ПК14а – присъединяване към водоснабдителната система;

2.14.2. ПК14б – присъединяване към канализационната система;

2.15. ПК15 – численост на персонала спрямо броя на обслужваните потребители; показателят се състои от следните подпоказатели:

2.15.1. ПК15а – ефективност на персонала за услугата доставяне на вода на потребителите;

2.15.2. ПК15б – ефективност на персонала
sewerage and wastewater treatment service;

3. The quality of supply of non-potable water to customer service by the Concessionaire shall be regulated separately from the quality of the rest of the WSS services by applying only the following PIs - PI4, PI5, PI11d and PI12a.

3. Качеството на услугата доставяне на вода с непитейни качества на потребителите от Концесионера се регулира отделно от качеството на останалите В и К услуги, като се прилагат само следните показатели за качество - ПК4, ПК5, ПК11г и ПК12а.

4. The quality indicators shall be defined as follows:

4. Показателите се определят както следва:

4.1. PI1 - The coverage level of the water supply services (%) is defined by the ratio between the total population receiving the water supply service, and the total population of the area served. The indicator shall be determined through the following formula:

PI1=F1/iE5*100, where:

F1 is the total number of the population according to the latest census and demographic forecasts of the National Statistical Institute (NSI), using the water supply service within the designated territory, serviced by the Concessionaire (number);

iE5 is the total number of the population according to the latest census and demographic forecasts of the NSI within the designated territory, serviced by the Concessionaire (number).

4.1. ПК1 – ниво на покритие с водоснабдителни услуги (%); определя се чрез съотношението между общиния брой на населението, което получава услугата доставяне на вода на потребителите, и общиния брой на населението в обслужваната територия. Показателят се определя по следната формула:

ПК1=(F1/iE5)*100, където:

F1 е общиният брой на населението по последно преброяване и демографски прогнози на НСИ, ползвашко услугата доставяне на вода на потребителите в обособената територия, обслужвана от Концесионера (брой);

iE5 – общиният брой на населението по последно преброяване и демографски прогнози на НСИ в обособената територия, обслужвана от Концесионера (брой).

4.2. PI2a - quality of potable water:

4.2.1. PI2a - Quality of potable water by the indicators which are monitored in compliance with the requirements of the Ordinance as per art. 135, para 1, it 3 of Water Act in large water supply zones
(%); defined by a percent of compliance with the requirements calculated using the following formula:

$$PI_{2a} = \left( \frac{iD_{51a}}{D_{51a}} \right) \times 100,$$

where:

- $iD_{51a}$ is the total number of analyses of the relevant indicator, conducted by the Concessionaire, within the monitoring programs in large water supply zones that meet the regulations. This variable is the sum of the following variables and is expressed by the following formula:

$$iD_{51a} = iD_{62a} + iD_{63a} + iD_{64a} + iD_{65a},$$

where:

- $iD_{62a}$ is the total number of analyses of indicators, indicative of the quality of potable water, conducted by the Concessionaire in large water supply zones, meeting the regulations;

- $iD_{63a}$ is the total number of analyses by microbiological indicators for the quality of potable water, conducted by the Concessionaire in large water supply zones, meeting the regulations;

- $iD_{64a}$ is the total number of analyses by physico-chemical indicators for the quality of potable water, conducted by the Concessionaire in large water supply zones, meeting the regulations;

- $iD_{65a}$ is the total number of analyses by radiological indicators for the quality of water;
potable water, meeting the regulatory requirements, in large water supply zones;

D51a is the total number of analyses by the relevant indicator, conducted by the Concessionaire within the monitoring programs in large water supply zones. This variable is the sum of the following variables and is determined by the following formula:

\[ D51a = D62a + D63a + D64a + D65a, \]

where:

- \( D62a \) is the total number of analyses conducted by the Concessionaire within the monitoring programs in large water supply zones by indicators, indicative of the quality of potable water;

- \( D63a \) is the total number of analyses conducted by the Concessionaire within the monitoring programs in large water supply zones by microbiological indicators for the quality of potable water;

- \( D64a \) is the total number of analyses conducted by the Concessionaire within the monitoring programs in large water supply zones by physico-chemical indicators for the quality of potable water;

- \( D65a \) is the total number of analyses conducted by the Concessionaire within the monitoring programs in large water supply zones by radiological indicators for the quality of potable water.

качеството на питейната вода, извършени от Концесионера в големи зони на водоснабдяване, съответстващи на нормативните изисквания;

D51a е общият брой анализи по съответен показател, извършени от Концесионера в рамките на мониторинговите програми в големи зони на водоснабдяване. Тази променлива е сбор от следните променливи и се определя чрез следната формула:

\[ D51a = D62a + D63a + D64a + D65a, \]

където:

- \( D62a \) е общият брой на извършените анализи от Концесионера в рамките на мониторинговите програми в големи зони на водоснабдяване по показатели с индикаторно значение за качеството на питейната вода;

- \( D63a \) е общият брой на извършените анализи от Концесионера в рамките на мониторинговите програми в големи зони на водоснабдяване по микробиологични показатели за качеството на питейната вода;

- \( D64a \) е общият брой на извършените анализи от Концесионера в рамките на мониторинговите програми в големи зони на водоснабдяване по физико-химични показатели за качеството на питейната вода;

- \( D65a \) е общият брой на извършените анализи от Концесионера в рамките на мониторинговите програми в големи зони на водоснабдяване по радиологични показатели за качеството на питейната вода.
4.2.2. PI2b - quality of potable water by the indicators which are monitored in compliance with the requirements of the Ordinance as per art. 135, para 1, it 3 of Water Act in small water supply zones (%); defined by a percent of compliance with the requirements. The sub-indicator is calculated using the following formula:

\[ \text{PI2b} = \left( \frac{ID_{51b}}{D_{51b}} \right) \times 100, \]

Where:

- \( iD_{51b} \) is the total number of analyses by the relevant indicator, conducted by the Concessionaire within the monitoring programs in small water supply areas meeting the regulations. This variable is a sum of the following variables and is represented by the following formula:

\[ iD_{51b} = iD_{62b} + iD_{63b} + iD_{64b} + iD_{65b}, \]

- \( iD_{62b} \) is the total number of analyses of indicators, indicative of the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations;

- \( iD_{63b} \) is the total number of analyses by microbiological indicators for the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations;

- \( iD_{64b} \) is the total number of analyses by physico-chemical indicators for the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations.

4.2.2. ПК2б – качество на питейната вода по показателите, които се мониторират, съгласно изискванията на наредбата по чл. 135, ал. 1, т. 3 от Закона за водите в малки зони на водоснабдяване (%); определя се чрез процент на съответствие с изискванията. Подпоказателят се определя чрез следната формула:

\[ \text{ПК2б} = \left( \frac{iD_{51b}}{D_{51b}} \right) \times 100, \]

където:

- \( iD_{51b} \) е общият брой анализи по съответен показател, извършени от Концесионера в рамките на мониторинговите програми в малки зони на водоснабдяване, съответстващи на нормативните изисквания. Тази променлива е сбор от следните променливи и се изразява чрез следната формула:

\[ iD_{51b} = iD_{62b} + iD_{63b} + iD_{64b} + iD_{65b}, \]

където:

- \( iD_{62b} \) е общият брой анализи по показатели с индикаторно значение за качеството на питейната вода, извършени от Концесионера в малки зони на водоснабдяване, съответстващи на нормативните изисквания;

- \( iD_{63b} \) – общият брой анализи по микробиологични показатели за качеството на питейната вода, извършени от Концесионера в малки зони на водоснабдяване, съответстващи на нормативните изисквания;

- \( iD_{64b} \) – общият брой анализи по физико-химични показатели за качеството на питейната вода, извършени от Концесионера в малки зони на водоснабдяване, съответстващи на нормативните изисквания.
areas, meeting the regulations;

\[ iD65b \text{ is the total number of analyses by radiological indicators for the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations;} \]

D51b is the total number of analyses conducted by the Concessionaire within the monitoring programs in small water supply zones. This variable is the sum of the following variables and is expressed through the following formula:

\[ D51b = D62b + D63b + D64b + D65b, \]

where:

\[ D62b \text{ is the total number of analyses, conducted by the Concessionaire within the monitoring programs in small water supply zones by indicators, indicative of the quality of potable water;} \]

\[ D63b \text{ is the total number of analyses, conducted by the Concessionaire within the monitoring programs in small water supply zones by indicators by microbiological indicators for the quality of potable water;} \]

\[ D64b \text{ is the total number of analyses conducted by the Concessionaire within the monitoring programs in small water supply zones by physico-chemical indicators for the quality of potable water;} \]

\[ D65b \text{ is the total number of analyses by radiological indicators for the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations;} \]

D51b is the total number of analyses by radiological indicators for the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations;

\[ iD65b \text{ is the total number of analyses by radiological indicators for the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations;} \]

D51b is the total number of analyses conducted by the Concessionaire within the monitoring programs in small water supply zones. This variable is the sum of the following variables and is expressed through the following formula:

\[ D51b = D62b + D63b + D64b + D65b, \]

where:

\[ D62b \text{ is the total number of analyses, conducted by the Concessionaire within the monitoring programs in small water supply zones by indicators, indicative of the quality of potable water;} \]

\[ D63b \text{ – the total number of analyses, conducted by the Concessionaire within the monitoring programs in small water supply zones by microbiological indicators for the quality of potable water;} \]

\[ D64b \text{ – the total number of analyses, conducted by the Concessionaire within the monitoring programs in small water supply zones by physico-chemical indicators for the quality of potable water;} \]

\[ D65b \text{ – the total number of analyses by radiological indicators for the quality of potable water, conducted by the Concessionaire in small water supply areas, meeting the regulations;} \]
conducted by the Concessionaire within the monitoring programs in small water supply zones by radiological indicators for the quality of potable water.

4.2.3. **PI2c** - monitoring the quality of potable water by volume and frequency, defined in compliance with the Ordinance as per art. 135, para 1, it 3 of the Water Act (%) shall be determined using the following formula:

\[ PI_{2c} = \left( \frac{iD_{98}}{iD_{99}} \right) \times 100 \]

where:

- **iD98** is the number of water supply zones with conducted monitoring by volume and frequency in compliance with the regulation;
- **iD99** is the total number of water supply zones.

4.3. **PI3** - continuity of water supply (ratio); defined by the ratio between the product of the total number of people, affected by the interruptions of the water supply by the respective duration (in hours) and the product of the total number of people, supplied with water, multiplied by 24 and by the number of days in the reviewed period. The indicator is calculated through the following formula:

\[ PI_{3} = \left( \frac{D35}{F1 \times 24 \times 365} \right) \times 1000 \]

where:

- **D35** is the sum of the total number of the population affected by the relevant water supply interruption (nth interruption) and the duration of the respective interruption, in hours, in the reviewed period. It is calculated through the following formula:

4.2.3. **PI2v** – изпълнение на мониторинга на качеството на питейната вода по обем и честота, определени с наредбата по чл. 135, ал. 1, т. 3 от Закона за водите (%); определя се по следната формула:

\[ PI_{2v} = \left( \frac{iD_{98}}{iD_{99}} \right) \times 100 \]

where:

- **iD98** е броят зони на водоснабдяване с изпълнен мониторинг по обем и честота, съгласно нормативните изисквания;
- **iD99** е общият брой зони на водоснабдяване.

4.3. ПК3 – непрекъснатост на водоснабдяването (съотношение); определя се чрез съотношението между произведениято на общия брой на населението, засегнато от прекъсване на водоснабдяването по съответната продължителност (в часове), и произведениято на общия брой на населението, което е водоснабдено, умножено по 24 и по броя дни в разглеждания период. Показателят се определя по следната формула:

\[ ПК3 = \left( \frac{D35}{F1 \times 24 \times 365} \right) \times 1000 \]

where:

- **D35** е сумата на всички произведения на общия брой на населението, засегнато от съответното прекъсване на водоснабдяването (п-то прекъсване), и продължителността на това прекъсване в часове за разглеждания период. Изчислява се по следната формула:
D35 = \sum_{n}^{1} D35_n, where:

D35_n is each case, expressed through the number of population affected by interruptions in water supply on the territory, served by the Concessionaire, in the reviewed period, multiplied by the duration of the interruption (in hours).

\[ D35_n = F1_n \times H1_n, \]

where:

H1_n is the duration of each case of interruption of the water supply, in the reviewed period (in hours);

F1_n is the number of the population affected in each case of water supply interruption in the area, serviced by the Concessionaire (number).

“n” is the respective water supply interruption in the reviewed period.

F1 is the total number of population according to the latest census and the demographic forecast of the NSI using the water supply service in the separate area, serviced by the Concessionaire, (number).

4.4. PI4 - total water losses in the water supply systems and the deadlines for their reduction are determined in two ways:

4.4.1. PI4a - total water losses in the water supply systems and deadlines for their reduction (m³/km/day); determined by the ratio of the difference of water supplied at the inlet of the supply system and the sold billed water (excluding water supplied to another WSS operator) to the length of the water supply network, and the calculated result shall

4.4. ПК4 - общи загуби на вода във водоснабдителните системи и срокове за тяхното намаляване; определя се по два начина:

4.4.1. ПК4а – общ загуби на вода във водоснабдителните системи и срокове за тяхното намаляване (м³/км/ден); определя се чрез съотношението между разликата на подадената вода на вход водоснабдителна система и продадената фактурирана вода (като се изключва подадената към друг
be divided by 365 days. The indicator is expressed through the following formula:

\[
PI4a \text{ (m}^3/\text{km/day}) = \frac{[(A3-iA14)/iC8]}{365}, \text{ where:}
\]

- A3 is the water supplied at the inlet of the water system (Q4, in accordance with Ordinance No.1 of May 5, 2006 on approval of the Methodology for determining of allowable losses of water in water supply systems), (in m³);
- iA10 is the sold billed water (Q3, according to Ordinance No 1 of May 5, 2006, concerning the approval of a Methodology to determine permissible water losses in the water supply systems, excluding water supplied to another WSS operator), (in m³);
- iC8 is the total length of the impounding structures and the distribution water supply network, km. In calculating the length of the water supply network, the length of the water service connections is not included, nor is the length of the water mains, through which water is supplied to another operator.

4.4.2. PI4b - total water losses in the water supply systems and deadlines for their reduction (%) shall determined by the ratio of the non-revenue water and the water supplied at the inlet of a water system (excluding water supplied to another operator). The indicator is expressed through the following formula:

\[
PK4b(\%) = \frac{iA21}{A3} \times 100, \text{ where:}
\]

-оператор вода) и дължината на водопроводната мрежа, като получените резултат се разделя на 365 дни. Подпоказателят се изразява чрез следната формула:

\[
PK4a \text{ (m}^3/\text{km}) = \frac{[(A3-iA10)/iC8]}{365}, \text{ където:}
\]

- A3 е подадената вода на вход водоснабдителна система (Q4, съгласно Наредба № 1 от 5 май 2006 г. за утвърждаване на Методика за определяне на допустимите загуби на вода във водоснабдителните системи) (в м³);
- iA10 е продадената фактурирана вода (Q3, съгласно Наредба № 1 от 5 май 2006г. за утвърждаване на Методика за определяне на допустимите загуби на вода във водоснабдителните системи, като се изключва вода, подадена към друг оператор) (в м³);
- iC8 е общата дължина на довеждащите водопроводи и разпределителната водопроводна мрежа (в км). В изчисляването на дължината на водопроводната мрежа не се включва дължината на сградните водопроводни отклонения, както и дължината на водопроводите, по които се довежда вода до друг оператор.

4.4.2. ПК4б – общ загуби на вода във водоснабдителните системи и срокове за тяхното намаляване (%); определя се чрез съотношението на непосещена приходи вода и подадената вода на вход водоснабдителна система (като се изключва подадената към друг оператор вода). Подпоказателят се изразява чрез следната формула:

\[
PK4b(\%) = \frac{iA21}{A3} \times 100, \text{ където:}
\]
iA21 is the non-revenue water (Q9, according to Ordinance No 1 of May 5, 2006, concerning the approval of a Methodology to determine permissible water losses in the water supply systems, excluding water supplied to another WSS operator), (in m$^3$); 

A3 is the water supplied at the inlet of the water system (Q4, in accordance with Ordinance No.1 of May 5, 2006 on approval of the Methodology for determining of allowable losses of water in water supply systems), (in m$^3$);

4.5. PI5 - failures on the water supply network (number/100km/year) are determined by the ratio between the number of failures on the water supply network during the reviewed period and the total length of the water supply network. The indicator is expressed through the following formula:

\[ PI5 = \frac{D28}{C8} \times 100 \]

Where:

D28 is the number of failures on the water supply network, including fixtures and fittings (number);

C8 is the total length of the impounding structures and distribution water supply network, (km). In calculating the length of the water supply network, the length of the water service connections is not included.

4.6. PI6 - pressure in the water supply network (%); determined through the ratio between the number of metering areas with constant measuring of pressure and flow at the inlet and the outlet of the area, as well as

iA21 е неносеща приходи вода (Q9, съгласно Наредба № 1 от 5 май 2006г. за утвърждаване на Методика за определяне на допустимите загуби на вода във водоснабдителните системи, като се изключва водата, подадена към друг оператор) (в м3);

А3 е подадената вода на вход водоснабдителна система (Q4, съгласно Наредба № 1 от 5 май 2006г. за утвърждаване на Методика за определяне на допустимите загуби на вода във водоснабдителните системи) (в м3).

4.5. ПК5 – аварии на водоснабдителната система (брой/100 км/година); определя се чрез съотношението между броя на аварийте по водопроводната мрежа през разглеждания период и общата дължина на водопроводната мрежа. Показателят се изразява чрез следната формула:

\[ ПК5 = \frac{D28}{C8} \times 100 \]

В където:

D28 е броят на аварийте по водопроводната мрежа, включително по арматури и фитинги (брои);

C8 е общата дължина на довеждащите водопроводи и разпределителната водопроводна мрежа (км). В изчисляването на дължината на водопроводната мрежа не се включва дължината на сградните водопроводни отклонения.

4.6. ПК6 – налягане във водоснабдителната система (%); определя се чрез съотношението между броя на водомерни зони, имащи постоянно измерване на дебит и налягане на вход
as measuring at a critical point of the area and the total number of the water meter areas. The indicator is determined through the following formula:

$$\text{PI6} = \left( \frac{i_{\text{DMAm}}}{i_{\text{DMAt}}} \right) \times 100$$

where:

- $i_{\text{DMAm}}$ is the number of metering areas with constant measuring of flow and pressure at the inlet/outlet of the area and at a critical point with interval of the recording of the data of 15 minutes and archiving in electronic database, and

- $i_{\text{DMAt}}$ is the total number of metering areas in the territory serviced by the Concessionaire.

4.7. The level of coverage of sewerage services:

4.7.1. PI7a - Level of coverage of sewerage services (%) defined by the ratio between the number of the population supplied with sewerage service, and the total number of the population served in the area. The sub-indicators is determined through the following formula:

$$\text{PI7a} = \left( \frac{w_{E4}}{i_{E5}} \right) \times 100$$

where:

- $w_{E4}$ is the number of the population according to the latest census and the demographic forecasts of the NSI using sewerage service in the designated territory, served by the Concessionaire in the reviewed period, (number);

- $i_{E5}$ is the total number of the population according to the latest census and the demographic forecasts of the NSI using sewerage service in the designated territory. /br>
4.7.2. PI7b - level of coverage of wastewater treatment services (%); defined by the ratio between the number of people receiving the wastewater treatment service and the total population of the area served. The sub-indicator is determined by the following formula:

\[ \text{PI7b} = \left( \frac{wE2}{iE5} \right) \times 100, \]

where:
- \( wE2 \) is the number of people, according to the latest census and the demographic forecasts of the NSI, receiving the wastewater treatment service within the designated territory, served by the Concessionaire in the reviewed period, (number);
- \( iE5 \) is the total number of the population, according to the latest census and the demographic forecasts of the NSI in the designated territory, served by the Concessionaire (number).

4.8. PI8 - quality of raw sewage and the treated wastewater (%); determined by the ratio between the number of samples taken for the quality of wastewater, meeting the conditions included in discharge permits, and the total number of samples taken for the quality of wastewater. The indicator is determined by the following formula:

\[ \text{PI8} = \left( \frac{iD97}{iD98} \right) \times 100, \]

where:
- \( iD97 \) is the number of samples, meeting the requirements included in discharge permits in the reviewed period, (number);
- \( iD98 \) is the total number of samples for the quality of wastewater, taken in the designated territory, served by the Concessionaire (number).
iD98 is the total number of samples for the quality of wastewater, required under the discharge permits (number).

4.9. PI9 - failures of the sewerage system (number/100km/year); determined by the ratio between the number of failures on the sewerage network and the total length of the sewerage network. The indicator is expressed through the following formula:

\[ PI9 = \frac{wD38a + wD38b + wD44}{wC1} \times 100, \]

where:

- \( wD38a \) is the number of blockages of the sewerage network, other than those in the sewer service connections for the reviewed period (number);
- \( wD38b \) is the number of blockages in the sewer service connections for the reviewed period (number);
- \( wD44 \) is the number of failures of the sewerage network due to structural decay of the sewer for the reviewed period (number);
- \( wC1 \) is the total length of the sewerage network, operated by the Concessionaire, (km).

4.10. PI10 - floods in properties of third parties, caused by the sewerage system (number / 10,000 customers); determined by the ratio between the total number of complaints of floods of properties by the sewerage network and the total number of customers, served by the Concessionaire. The indicator is determined through the

\[ PI10 = \frac{wD38a + wD38b + wD44}{wC1} \times 10, \]

where:

- \( wD38a \) is the number of blockages of the sewerage network, other than those in the sewer service connections for the reviewed period (number);
- \( wD38b \) is the number of blockages in the sewer service connections for the reviewed period (number);
- \( wD44 \) is the number of failures of the sewerage network due to structural decay of the sewer for the reviewed period (number);
- \( wC1 \) is the total length of the sewerage network, operated by the Concessionaire, (km).
following formula:

\[ \text{PI10} = \frac{w_{F14}}{E_{10}} \times 10^4, \]

where:

- \( w_{F14} \) is the total number of complaints of flooding in properties by the sewerage system, registered by the Concessionaire for the reviewed period (number);
- \( E_{10} \) is the total number of customers, served by the Concessionaire, who use the water supply service (number).

4.11. Performance efficiency indicators:

4.11.1. \( \text{PI11a} \) - energy efficiency of water supply activity (kWh / m³); determined by the ratio between the total amount of consumed electricity for the abstraction, treatment and supply of water and the amount of water supplied at the inlet of the water supply system. The sub-indicators is determined through the following formula:

\[ \text{PI11a} = \frac{z_{D1}}{A_3}, \]

where:

- \( z_{D1} \) is the total amount of consumed electricity for abstraction, treatment and supply of water by the Concessionaire (kWh);
- \( A_3 \) is the total amount of water supplied at the inlet of the water supply system (Q4, in accordance with Ordinance № 1 of May 5, 2006 on the approval of a Methodology to determine admissible water losses in water supply systems), (m³).

4.11.2. \( \text{PI11b} \) - energy efficiency of wastewater treatment activity (kWh / m³); determined by the ratio of the total

4.11.1. \( \text{PK11a} \) – енергийна ефективност за дейността по доставяне на вода на потребителите (кВтч/м³); определя се чрез съотношението между общото количество на изразходваната електрическа енергия за добив, пречисване и доставка на вода и количеството постъпила вода на вход водоснабдителна система. Подпоказател се определя чрез следната формула:

\[ \text{PK11a} = \frac{z_{D1}}{A_3}, \]

where:

- \( z_{D1} \) е общото количество на изразходваната електрическа енергия за добив, пречисване и доставка на вода от Концесионера (кВтч);
- \( A_3 \) – общото количество постъпила вода на вход водоноснабдителна система (Q4, съгласно Наредба № 1 от 5 май 2006 г. за утвърждаване на Методика за определяне на допустимите загуби на вода във водоноснабдителните системи) (м³).
amount of consumed electricity for wastewater treatment to the total amount of water received at the inlet of the WWTP. The sub-indicator is determined through the following formula:

$$PI_{11b} = \frac{w_{D13}}{w_{A2}}$$

Where:

- $w_{D13}$ is the total amount of consumed electricity for the treatment of wastewater by the WWTP, operated by the Concessionaire (kWh);
- $w_{A2}$ is the total quantity of water received for treatment at the entrance of the WWTP, operated by the Concessionaire ($m^3$).

4.11.3. $PI_{11c}$ - utilization of the sludge by WWTP (%); defined by the ratio of the dry weight of the utilized sludge by the end of the reporting year, produced during the year, preceding the reporting year, to the dry weight of the produced sludge during the year, preceding the reporting year. The sub-indicator is determined through the following formula:

$$PI_{11c} = \frac{w_{A15}}{w_{A14}} \times 100$$

Where:

- $w_{A15}$ is the total quantity of the dry weight of the sludge from the WWTP, operated by the Concessionaire, produced during the year, preceding the reporting year and utilized by the end of the reporting year (ton dry matter);
- $w_{A14}$ is the total quantity of dry weight of sludge produced by wastewater treatment plant, operated by the Concessionaire, produced during the year, preceding the reporting year (ton dry weight).

4.11.3. $PK_{11b}$ – the ratio of the total quantity of consumed electricity for the treatment of wastewater to the total quantity of water received at the inlet of the WWTP. The sub-indicator is determined through the following formula:

$$PK_{11b} = \frac{w_{D13}}{w_{A2}}, \text{ where:}$$

- $w_{D13}$ is the total amount of consumed electricity for wastewater treatment by the WWTP, operated by the Concessionaire (kWh);
- $w_{A2}$ is the total quantity of water received for treatment at the entrance of the WWTP, operated by the Concessionaire ($m^3$).

4.11.3. $PK_{11c}$ – the usage of sludge by WWTP (%); defined by the ratio of the dry weight of the utilized sludge by the end of the reporting year, produced during the year, preceding the reporting year, to the dry weight of the produced sludge during the year, preceding the reporting year. The sub-indicator is determined through the following formula:

$$PK_{11c} = \frac{w_{A15}}{w_{A14}} \times 100, \text{ where:}$$

- $w_{A15}$ is the total quantity of dry weight of the sludge from the WWTP, operated by the Concessionaire, produced during the year, preceding the reporting year and utilized by the end of the reporting year (ton dry matter);
- $w_{A14}$ is the total quantity of dry weight of sludge produced by wastewater treatment plant, operated by the Concessionaire, produced during the year, preceding the reporting year (ton dry weight).
year, preceding the reporting year (ton dry matter).

4.11.4. PI11d - rehabilitation of the water supply system (%); defined by the ratio between the length of the rehabilitated water mains and the total length of the water supply network. The sub-indicator is determined by the following formula:

\[
PI_{11d} = \left( \frac{D_{20}}{C_8} \right) \times 100,
\]

Where:

- \( D_{20} \) is the sum of the length of the rehabilitated water supply network (km);
- \( C_8 \) is the total length of the impounding structures and the distribution network, km. The calculation of the length of the water supply network does not include the length of the water service connections.

4.11.5. PI11e - active leak control (%); determined by the ratio between the length of the water supply network, surveyed by equipment for detection of leaks and the total length of the water supply network. The sub-indicators is determined by the following formula:

\[
PI_{11e} = \left( \frac{D_9}{C_8} \right) \times 100,
\]

Where:

- \( D_9 \) is the sum of the length of the water supply network, for which a process of regular survey and active control of leaks is implemented (including ultrasound devices, correlators, acoustic data loggers etc.) by which hidden leaks are detected and repaired, in km;
- \( C_8 \) is the total length of the impounding structures and the distribution water
supply network, in km. The calculation of the length of the water supply network does not include the length of the water service connections.

4.12. Cost effectiveness:
4.12.1. PI12a - cost effectiveness of the water supply service is determined by the ratio between the total revenues from operations and the total sum of operating expenses, relating to the water supply service. The sub-indicator is determined by the following formula:

\[ PI_{12a} = \frac{G_1}{G_4} \]

where:

- \( G_1 \) is the total amount of revenues from the water supply service according to the Unified Regulatory Reporting System (URRS), (BGN).
- \( G_4 \) is the total amount of operational expenditures for the water supply service, according to the URRS (BGN).

4.12.2. PI12b - cost effectiveness of expenses of the sewerage service; determined by the ratio of the total revenues from operations to the total sum of operating expenses, relating to the sewerage service. The sub-indicator is determined through the following formula:

\[ PI_{12b} = \frac{iwG_1b}{iwG_4b} \]

where:

- \( iwG_1b \) is the total amount of revenues from operations from the sewerage service.

4.12. Финансови показатели за ефективност:
4.12.1. ПК12a – ефективност на разходите за услугата доставяне на вода на потребителяте; определя се чрез съотношението между общата сума на приходите от оперативна дейност и общата сума на оперативните разходи, отнасящи се за услугата доставяне на вода на потребителите. Подпоказателят се определя чрез следната формула:

\[ PK_{12a} = \frac{G_1}{G_4} \]

where:

- \( G_1 \) е общата сума на приходите от оперативна дейност от услуга доставяне на вода на потребителите съгласно Единната система за регулаторна отчетност (ЕСРО) (в лв.);
- \( G_4 \) е общата сума на оперативните разходи за услуга доставяне на вода на потребителите съгласно ЕСРО (в лв.).

4.12.2. ПК12б – ефективност на разходите за услугата отвеждане на отпадъчни води; определя се чрез съотношението между общата сума на приходите от оперативна дейност и общата сума на оперативните разходи, отнасящи се за услугата отвеждане на отпадъчни води. Подпоказателят се определя чрез следната формула:

\[ PK_{12b} = \frac{iwG_1b}{iwG_4b} \]

where:

- \( iwG_1b \) е общата сума на приходите от оперативна дейност от услугата отвеждане на отпадъчни води.
service according to the URRS (BGN);

$iwG_{4b}$ is the total amount of operating expenses for the sewerage service according to the URRS, (BGN).

4.12.3. $PI_{12c}$ - cost-effectiveness of the wastewater treatment service; determined by the ratio of the total amount of revenues from operations to the total sum of operating expenses relating to the wastewater treatment service. The sub-indicator is determined through the following formula:

$$PI_{12c} = \frac{iwG_{1c}}{iwG_{4c}}$$

where:

- $iwG_{1c}$ is the total amount of revenues from operations related to the wastewater treatment service, according to the URRS (BGN);
- $iwG_{4c}$ is the total amount of operational expenses for the wastewater treatment service, according to the URRS (BGN).

4.12.4. $PI_{12d}$ - collectability (%); defined by the ratio of uncollected revenue to operating income. The sub-indicator is determined through the following formula:

$$PI_{12d} = \frac{iG_{99} - (iG_{98} - iG_{97})}{(iG_{99} + iG_{97})} \times 100$$

where:

- $iG_{99}$ is the total revenues from the sales of water supply and sewerage services for the year (BGN, VAT included);
- $iG_{98}$ is the total amount of receivables from customers and suppliers by the end
of the year (BGN, VAT included);

iG97 is the total amount of receivables from customers and suppliers for the previous year (BGN, VAT included).

4.12.5. PI12e - efficiency of setting the water meters in validity (%); determined by the ratio of the number of meters on WSC that meet the requirements for technical and metrological validity over the reporting year to the total number of meters on WSC. The sub-indicator is determined using the following formula:

$$PI_{12e} = \left(\frac{iD_{45}}{iE_6}\right) \times 100,$$

where

- $iD_{45}$ is the sum of all meters on WSC (means of measurement), which meet the requirements for metrological and technical validity and correspond to the approved type, which are installed on WSC over the reporting year. Included are both meters tested in a licensed laboratory, as well as newly-installed meters;

- $iE_6$ is the sum of all meters on WSC (means of measurement).

4.12.6. PI12f - efficiency of establishment of the revenue meters (%); determined as the ratio between the total number of meters on WSC, which meet the requirements for metrological and technical validity and correspond to the approved type, to the total number of meters on WSC. The sub-indicator is determined using the following formula:

$$PI_{12f} = \left(\frac{iD_{44}}{iE_6}\right) \times 100,$$

where

- $iD_{44}$ is the sum of all meters on WSC (means of measurement), which meet the requirements for metrological and technical validity and correspond to the approved type, which are installed on WSC over the reporting year. Included are both meters tested in a licensed laboratory, as well as newly-installed meters;

- $iE_6$ is the sum of all meters on WSC (means of measurement).
technical validity and correspond to the approved type, and

\( iE_6 \) is the sum of all meters on WSC (means of measurement)

4.13. PI13 - deadline for responding to written customer complaints (%); defined by the ratio of the number of responses to customer complaints of WSS services within 14 days to the total number of customer complaints. The indicator is determined through the following formula:

\[
PI_{13} = \frac{iF_{98}}{iF_{99}} \times 100, \text{ where:}
\]

\( iF_{98} \) is the total number of responses to customer complaints within 14 days. It is calculated through the following formula:

\[
iF_{98} = F_{24} + wF_{20} + iF_{88}, \text{ where:}
\]

\( F_{24} \) is the total number of responses to customer complaints for the water supply service (number);

\( wF_{20} \) is the total number of responses to customer complaints for the sewerage and wastewater treatment services (number);

\( iF_{88} \) is the total number of responses to customer complaints regarding billing of services for the supply of water to customers, sewerage and wastewater treatment (number);

\( iF_{99} \) is the total number of customer complaints of WSS services for the reviewed period. It is calculated through the following formula:

\[
iF_{99} = F_{23} + wF_{12} + iF_{89}, \text{ where:}
\]

\( F_{23} \) is the total number of customer
complaints over the reviewed period from the water supply service and is expressed as follows:

\[ F_{23} = F_{16} + iF_{17} + F_{18} + F_{20} + F_{21}, \]

where:
- \( F_{16} \) is the total number of customer complaints of the water pressure, related to the water supply service (number);
- \( iF_{17} \) is the total number of customer complaints of interrupted water supply (number);
- \( F_{18} \) is the total number of customer complaints of water quality (number);
- \( F_{19} \) is the total number of other complaints of the water supply service (number).

\( wF_{12} \) is the total number of customer complaints for the reviewed period for sewerage and wastewater treatment services and is expressed as follows:

\[ wF_{12} = wF_{13} + wF_{14} + iwF_{15} + wF_{16}, \]

where:
- \( wF_{13} \) is the total number of customer complaints of clogging of the sewer network (number);
- \( wF_{14} \) is the total number of customer complaints of flooded property (number);
- \( iwF_{15} \) is the total number of customer complaints of contamination/pollution, odor, and rodents (number);
- \( wF_{16} \) is the total number of other complaints of sewerage and wastewater treatment services (number).

\( iF_{89} \) is total number of customer complaints regarding billing of water supply, sewerage and wastewater treatment services (number).

4.14. Deadline for connection of new customers to the WSS systems
4.14.1. ПИ14а - connectivity to the water supply system (%); defined by the ratio of the

4.14. Срок за присъединяване на нови потребители към В и К системите:
4.14.1. ПК14а – присъединяване към водоснабдителната система (%);
number of landed properties connected to the water supply system within the deadline and under the conditions, stipulated in the final contracts for connection pursuant to Art. 84, para. 2 of the Spatial Development Act, to the total number of final contracts for connection, under which the preliminary conditions for connection have been fulfilled and the deadlines for connection expire by the end of the reporting year. The sub-indicator shall be determined through the following formula:

\[
PH14a = \frac{iE8}{iE10} \times 100,
\]

where:

- \(iE8\) is the number of landed properties, connected to the water supply network within the deadlines and under the conditions, stipulated in the final contracts for connection pursuant to Art. 84, para.2 of the Spatial Development Act (number);
- \(iE10\) is the total number of final contracts for connection to the water supply system, under which the preliminary conditions for connecting have been fulfilled and the deadlines for connection expire by the end of the reporting year (number).

4.14.2. **PH14b** - connectivity to the sewerage system (%); defined by the ratio of the number of landed properties, connected to the sewerage system within the deadlines and under the conditions, stipulated in the final contracts for connection pursuant to Art.84, para.2 of the Spatial Development Act, to the total number of final contracts for connection, under which the preliminary

4.14.2. **ПК14б** – присъединяваче към канализационната система (%) - определя се чрез съотношението между броя на поземлените имоти, присъединени към водоснабдителната система в сроковете и при условията, посочени в окончателните договори за присъединяване по чл. 84, ал. 2 от Закона за устройство на територията, и общия брой на окончателните договори за присъединяване, по които са изпълнени предварителните условия за присъединяване и сроковете за присъединяване изтичат до края на отчетната година. Подпоказателят се определя чрез следната формула:

\[
ПК14б = (iЕ8/iЕ10) \times 100,
\]

where:

- \(iЕ8\) is the number of landed properties, присъединени към водоснабдителната система в сроковете и при условията, посочени в окончателните договори за присъединяване по чл. 84, ал. 2 от Закона за устройство на територията (брой);
- \(iЕ10\) е общият брой на окончателните договори за присъединяване към водоснабдителната система, по които са изпълнени предварителните условия за присъединяване и сроковете за присъединяване изтичат до края на отчетната година (брой).
conditions for connecting have been fulfilled and the deadlines for connection expire by the end of the reporting year. The sub-indicator is determined through the following formula:

\[ PI_{14b} = \frac{iwE_8}{iwE_{10}} \times 100, \]

Where:

iwE8 is the number of landed properties, connected to the sewerage system within the deadlines and under the conditions, stipulated in the final contracts for connection pursuant to Art.84, para. 2 of the Spatial Development Act (number);

iwE10 is the total number of final contracts for connection to the sewerage network under which the preliminary conditions for connection have been fulfilled and the deadlines for connection expire by the end of the reporting year (number).

4.15. Staff efficiency:

4.15.1. PI15a - Staff efficiency for the water supply service (number/1000 water service connection); determined by the ratio between the number of staff of full time equivalent (FTE) for the water supply service and the total number of water service connections (WSCs). The sub-indicator shall be determined through the following formula:

\[ PI_{15a} = \frac{B_1}{C_{24}} \times 1000, \]

Where:

B1 is the total number of staff of full time equivalent for the water supply service (number);
C24 is the total number of water service connections (number).

4.15.2. PI15b - staff efficiency for the wastewater collection and treatment services (number/1000 sewer service connections (SSC); determined by the ratio between the number of staff of full time equivalent for the collection and treatment services and the total number of SSCs. The sub-indicator shall be determined through the following formula:

\[ \text{PI15b} = \frac{wB1}{C29} \times 1000, \]

where:

- \( wB1 \) is the total number of staff of full time equivalent for the wastewater collection and treatment services (number);
- \( C29 \) is the total number of SSC (number).

5. The terms and conditions of the formation of individual annual target levels of the quality indicators for WSS services are the following:

5.1. The Competent Authority shall conduct discussions with the Concessionaire in order to set its forecast specific objectives as at the end of the regulatory period.

5.2. Based on the discussions under para. 5.1, the Competent Authority shall notify in writing the Concessionaire of the forecast specific objectives under para. 5.1, with which the Concessionaire shall comply with while developing the Business Plan.

5.3. The forecast specific objectives under point 5.1 for the Concessionaire and each
WSS operator shall be determined in a way that would guarantee that their achievement by each WSS operator shall result in the achievement of the long-terms levels of the entire WSS sector under within the legally prescribed terms. In the cases under item 3 the forecast specific objectives shall be determined in view of the specific circumstances under point 5.11, without being bound with the common objectives for the entire WSS sector.

5.4. The forecast individual specific objectives under point 5.1 for the Concessionaire may be higher or smaller than the values of the long-terms levels under the Ordinance on regulation of the quality of water supply and sewerage services, promulgated in SG No 6, as of 22.01.2016;

5.5. The Notification under point 5.2 shall be sent to the Concessionaire not later than May 31st of the year, preceding the regulatory period.

5.6. The Concessionaire shall prepare its proposals for individual annual target levels for the quality indicators for the WSS services for each year of the regulatory period, in order to achieve the forecast specific objectives, contained in the Notification under point 5.2.

5.7. The Concessionaire may propose individual annual target levels under point 5.1, which would not lead to the achievement of the forecast specific objectives, contained in the Notification under point 5.2, if a written justification of the deviations is provided.

5.8. The proposals under point 5.6 shall be
included in the Business Plans and approved by the Competent Authority under the conditions of WSSRA.

5.9. The Competent Authority shall refuse to approve the Business Plan, proposed by the Concessionaire, if the plan does not meet the requirements of point 5.6 or the submitted justification under point 5.7 is unacceptable.

5.10. The approval of the annual target levels of quality indicators for WSS services according to the specific circumstances of the activity of the Concessionaire shall be carried out as follows:

5.10.1. determining and assessing the achieved levels of quality indicators, based on information, verified as per point 7;

5.10.2. review and approval by the Competent Authority of the annual target levels of quality indicators proposed in the Draft Business Plan.

5.11. For the approval of the individual annual target levels, the following specific circumstances related to the activity of the Concessionaire shall be taken into account - achieved average level of quality indicators in the respective group, the geographical characteristics of the territory, in which the services are provided, the specific condition of the WSS systems in the serviced territory, the proposed investment program, the sustainability of the provided WSS services and the social affordability of their prices.

5.12. The Competent Authority shall create...

5.9. Компетентният орган отказва да одобри предложения от Концесионера бизнес план, ако той не съответства на изискванията на точка 5.6 или представената обосновка по точка 5.7 е неприемлива.

5.10. Одобряването на годишните целеви нива на показателите за качество на В и К услуги съобразно специфичните обстоятелства по дейността на Концесионера се извършва по следния ред:

5.10.1. установяване и оценка на достигнатите нива на показателите за качество на основата на информация, верифицирана по реда на точка 7;

5.10.2. разглеждане и одобряване от Компетентния орган на предложенияте в Проекта на Бизнес план годишни целеви нива на показателите за качество.

5.11. При одобряването на индивидуалните годишни целеви нива на Концесионера се отчитат следните специфични обстоятелства по дейността му - средното ниво на достигнатите нива на показателите за качество в съответната група от ВиК оператори към която принадлежи Концесионерът, географските особености на територията, в която се предоставят услугите, специфичното състояние на В и К системите в обслужваната територия, предложената инвестиционна програма, устойчивостта на предоставяните В и К услуги и социалната поносимост на цената им.

5.12. Компетентният орган създава условия
conditions to enable obtaining of the revenue required to achieve the annual target levels of quality indicators through regulating the prices of WSS services, provided by the Concessionaire.

5.13. For the objectives under point 5.1, the Competent Authority shall make a comparative analysis and evaluation both among individual WSS operators and of the good international practices in relation to pricing elements for ensuring the revenue required to achieve the target quality indicators for WSS services.

6. Long term levels of the quality indicators

6.1. The long-term levels of the quality indicators for WSS services shall be defined by the Competent Authority as overall targets for the whole WSS sector and shall be achieved through the implementation of the individual annual target levels of the quality indicators, approved under the terms and conditions of point 5.

6.2. The particular target levels of the long-term quality indicators for the whole WSS sector are specified in the Ordinance on regulation of the quality of water supply and sewerage services, adopted with Council of Ministers Decree № 8 of 18.01.2016, promulgated in SG No 6, as of 22.01.2016 and must be achieved by the sector within 10 years term.

6.3. The individual target levels of the long-term quality indicators which shall be achieved by the Concessionaire shall be defined by the Competent Authority.

6. Дългосрочни нива на показателите за качество

6.1. Дългосрочни нива на показателите за качество на В и К услуги се определят от Компетентния орган като общи цели за целия В и К отрасъл и се постигат чрез изпълнение на индивидуалните годишни целеви нива на показателите за качество, одобрени по реда на точка 5.

6.2. Конкретните стойности на дългосрочните нива на показателите за качество за целия В и К отрасъл са посочени в Наредба за регулиране на качеството на водоснабдителните и канализационните услуги, приета с ПМС № 8 от 18.01.2016г., обн. ДВ, бр. 6 от 22.01.2016г. и трябва да бъдат постигнати от сектора за периода до 10 години.

6.3. Индивидуалните дългосрочни нива на показателите за качество, които трябва да бъдат постигнати от Концесионера се определят от Компетентния орган.
7. Control

7.1. The Competent Authority shall exercise control on the implementation of the Business Plans through:

7.1.1. checking the reports under point 7.2;

7.1.2. conducting other planned and exceptional inspections.

7.2. The Concessionaire shall provide to the Competent Authority on an annual basis, by April 15, a report on the implementation of the Business Plan for the previous year. The structure of the report shall be set with a decision made by the Competent Authority.

7.3. With the instructions the Competent Authority shall set the requirements to the quality of the information, submitted by the Concessionaire in accordance point 7.2.

7.4. The Competent Authority shall assess the quality of information provided by the Concessionaire for each variable of the quality indicators and the related additional information, regarding the specific circumstances of the activity, using a four-level evaluation system (good, average, poor and lack of information). The assessment levels under para. 1 for the Concessionaire shall be the same as the assessment levels for all of the WSS operators.

7.5. The Concessionaire shall exercise constant internal control on the implementation of the Business Plans and shall store the documentation for the control exercised 10 years after the expiration of the last year of the Business Plan.
7.6. For the purposes of the internal control, the Concessionaire shall collect, maintain, process and report data on the scope, effectiveness and quality of WSS services provided to customers.

7.6. За целите на вътрешния контрол Концесионерът събира, поддържа, обработва и отчита данни за обхвата, ефективността и качеството на В и К услуги, предоставяни на потребителите.

7.7. Through the instructions, the Competent Authority shall set the requirements to the systems of the Concessionaire on management of the quality of the activity for the implementation of the business plans and for the internal control.

7.7. Компетентният орган определя с указания изискванията към системите на Концесионера за управление на качеството на дейността по изпълнение на бизнес плановете и за вътрешен контрол.

7.8. The Competent Authority shall assess the quality of the provided WSS services through the achieved individual annual target levels for the quality indicators for the WSS services, defined under point 4.

7.8. Компетентният орган оценява качеството на предоставените В и К услуги чрез достигнатите индивидуални годишни цели нива за показателите за качество на В и К услуги, определени по реда на точка 4.

7.9. For each quality indicator for WSS services, a four-level rating system shall be used to evaluate the performance (good, average, poor and complete failure to implement). The assessment levels under para. 1 for the Concessionaire shall be the same as the assessment levels for all of the WSS operators.

7.9. За всеки показател за качество на В и К услуги се използва система за оценка на изпълнението с 4 нива (добро, средно, лошо и пълно неизпълнение). Нивата за оценка за Концесионера са едни и същи с нивата за оценка за всички В и К оператори.

7.10. If the quality of information (necessary for calculating the performance of a particular quality indicator for WSS services) provided by the Concessionaire under this Ordinance, is rated by the Competent Authority with the lowest grade under point 7.9, it shall be considered that in terms of this indicator there is a “complete failure to implement” in place.

7.10. Ако качеството на информацията (необходима за изчисление изпълнението на определен показател за качество на В и К услуги), предоставена от Концесионера е оценена от Компетентния орган с най-ниското ниво по точка 7.9 се смята, че по отношение на този показател е налице пълно неизпълнение.

7.11. The Competent Authority shall determine the unified efficiency indicators by virtue of art.13, para.3 of the WSSSRA with a decision by February 28th of the year.

7.11. Компетентният орган определя с решение до 28 февруари на годината, предхождаща регулаторния период, единните показатели за ефективност
preceding the respective regulatory period. The PI4a, PI4b, PI5, PI11d and PI12 cannot be determined as unified efficiency indicators in terms of their annual target levels, determined for the purposes of point 3.

7.12. The Competent Authority shall determine with its instructions the parameters for the levels of assessment of the quality indicators under point 7.9 for each individual quality indicator, the ways to calculate the financial corrections under point 8, imposed for the achievement/failure to achieve the unified efficiency indicators, as well as the minimum and maximum values of the financial corrections.

7.13. The Competent Authority may modify the parameters of the levels of assessment for the achievement of the quality indicators under point 7.9 no later than May 31 of the year, preceding the respective regulatory period.

7.14. The Competent Authority shall prepare an individual assessment of the achievement of each quality indicator by the Concessionaire by applying the system under point 7.9 to 7.13 inclusive. The individual assessment shall be made within nine months after the end of each calendar year.

7.15. The Competent Authority shall notify in writing the respective WSS utility of the results of the individual assessment within 7 working days from the expiry of the deadline under point 7.14.

7.16. The assessment system under point 7.9 to 7.13 inclusive shall not be applied for the purposes of imposing sanctions under Art.31 of the WSSSRA.

7.12. Компетентният орган определя с указания параметрите на нивата за оценка на изпълнението на показателите за качество по точка 7.9 за всеки един показател за качество, начините на изчисляване на финансовите корекции по точка 8, които се налагат за изпълнението/незапълнението на единните показатели за ефективност, както и минимальните и максималните стойности на финансовите корекции.

7.13. Компетентният орган може да изменя параметрите на нивата за оценка на изпълнението на показателите за качество по точка 7.9 не по-късно от 31 май на годината, предхождаща регулаторния период.

7.14. Компетентният орган изготвя индивидуална оценка на изпълнението на всеки показател за качество от Концесионера чрез прилагане на системата по точки 7.9 до 7.13 включително. Индивидуалната оценка се изготвя в срок девет месеца след края на всяка календарна година.

7.15. Компетентният орган уведомява писмено Концесионера за резултатите от индивидуалната оценка в срок 7 работни дни от изтичането на срока по точка 7.14.

7.16. Системата за оценка по точки 7.9 до 7.13 не се прилага за целите на налагане на имуществената санкция по чл. 31 ЗРВКУ.
8. Incentives and corrections

8.1. The Competent Authority shall apply incentives and corrective measures under the present point, to ensure the achievement of quality indicators for WSS services.

8.2. The Competent Authority shall apply one or more of the following measures in case of good achievement of the annual target levels of the quality indicators within the meaning of point 7.9:

8.2.1. public disclosure of information on good performance of the Concessionaire in addition to the measures under point 9, including notification of the contracting authority for the provision of WSS services under 1980, para.4 of the Water Act, publishing the results through the mass media;

8.2.2. financial corrections - in case of good performance, related to the unified efficiency indicators, imposed under the Ordinance on Price Regulation for WSS Services.

8.3. The Competent Authority shall apply one or more of the following measures in case of complete failure to achieve or poor achievement of the annual target levels of the quality indicators under of point 7.9:

8.3.1. public disclosure of data on complete failure or poor performance of the Concessionaire in addition to the measures under Chapter Six, including notification of the contracting authority of the WSS services under 1980, para.4 of the Water Act, disclosure of the results through the mass media;

8.3.2. financial corrections – in case of complete failure or poor performance of

8.1. Стимули и корекции

8.1. Компетентният орган прилага стимулите и мерките за корекции по настоящата точка, за да осигури изпълнението на показателите за качество на В и К услуги.

8.2. Компетентният орган прилага една или повече от следните мерки при добро изпълнение на годишните целеви нива на показателите за качество по смисъла точка 7.9:

8.2.1. публично оповестяване на данните за добро изпълнение от Концесионера извън мерките по точка 9, включително уведомяване на възложителя на В и К услуги по чл. 1980, ал. 4 от Закона за водите, оповестяване на резултатите чрез средствата за масова информация;

8.2.2. финансови корекции – при добро изпълнение на единиците показатели за ефективност, които се налагат по реда на Наредбата за регулиране на цените на водоснабдителните и канализационните услуги.

8.3. Компетентният орган прилага една или повече от следните мерки при пълно неизпълнение или лошо изпълнение на годишните целеви нива на показателите за качество по смисъла на точка 7.9:

8.3.1. публично оповестяване на данните за пълно неизпълнение или лошо изпълнение от Концесионера извън мерките по точка 9, включително уведомяване на възложителя на В и К услуги по чл. 1980, ал. 4 от Закона за водите, оповестяване на резултатите чрез средствата за масова информация;

8.3.2. финансови корекции – при пълно неизпълнение или лошо изпълнение

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the unified efficiency indicators, imposed under the Ordinance on Price Regulation for WSS Services.

9. The Competent Authority shall prepare and publish in the order set out in Art. 30 of WSSSRA, within ten months after the end of each calendar year, an annual report on its activity and the quality of WSS services and the status of the WSS sector. The report shall include at least:

9.1. an individual section on each WSS operator, including on the Concessionaire with assessment of the achievement under each of the quality indicators for WSS services, as well as the relevant recommendations;

9.2. comparative assessment of the achieved levels of quality indicators between all WSS operators (including the Concessionaire), in accordance with the groups;

9.3. information on the status of the WSS sector, related to the degree of achievement of each quality indicator for WSS services and their sustainability;

9.4. other information, specified in a statutory act.

10. The Parties agree that within 20-days term as from the entry into force of any change regarding the applicable Levels of Service (including in case of Change of Law regarding the applicable Levels of Service and/or change of the Ordinance on regulation of the quality of water supply and sewerage services, adopted with Council of Ministers Decree № 8 of 18.01.2016, promulgated in SG No 6, as of

9. Компетентният орган изготвя и публикува по реда на чл. 30 ЗРВКУ в срок десет месеца след края на всяка календарна година годишен доклад за своята дейност и за качеството на В и К услуги и състоянието на отрасъл В и К. Докладът включва най-малко:

9.1. индивидуален раздел за всеки един В и К оператор, включително за Концесионера с оценка на постигането по всеки един от показателите за качество на В и К услуги, както и съответните препоръки;

9.2. сравнителна оценка на достигнатите нива на показателите за качество между В и К операторите от съответната група;

9.3. информация за състоянието на отрасъл В и К относно степента на постигане на всеки един от показателите за качество на В и К услуги и тяхната устойчивост;

9.4. друга информация, посочена в нормативен акт.

10. Страните се споразумяват, че в 20-дневен срок от влизане в сила на каквато и да се промяна в приложимите Нива на Услугите (включително, но не само, при Промяна в Закона във връзка с приложимите Нива на Услугите, и/или при промяна на Наредба за регулиране на качеството на водоснабдителните и канализационните услуги, приета с ПМС № 8 от 18.01.2016г., обн. ДВ, бр. 6 от
22.01.2016, amendment of the Business Plan and/or change ensuing from a resolution of the Competent Authority), the Concessionaire shall notify in writing the respective change to the Grantor and the Parties shall use their best endeavors to amend accordingly the provisions of the present Annex.