



European
Commission



THE WORLD BANK
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CROATIA STUDY TOUR TO PORTUGAL

WATER AND SANITATION SERVICES

*The Portuguese experience in Aggregation, Efficiency,
and Water Loss Reduction*



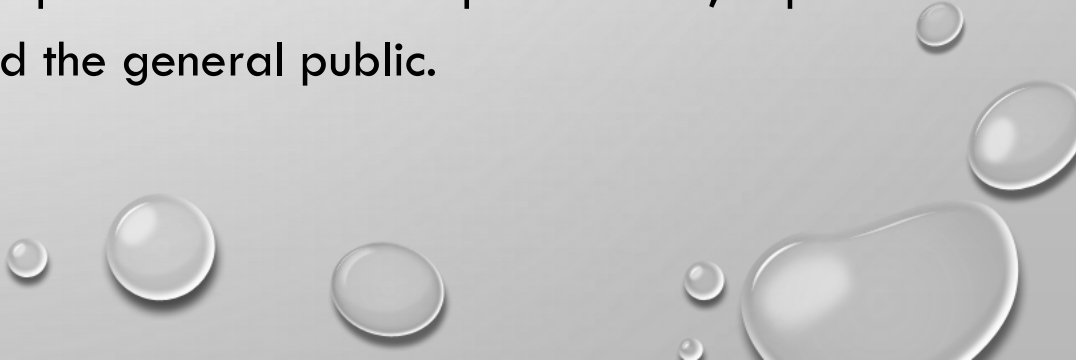


APDA

PORTUGUESE ASSOCIATION OF **WATER** DISTRIBUTION AND **DRAINAGE**

Several realistic, 3D-rendered water droplets of various sizes are scattered in the top-left corner of the slide, with some overlapping.

APDA

- APDA was established in 1987 and represents and defends the interests of agents responsible for systems, Water Supply and Wastewater, and all other stakeholders in this field, currently counting on with 170 members.
 - It organizes the biggest event in the sector, every two years, the National Meeting of Management Entities (ENEG), and within its 15 Specialized Commissions, it develops dozens of sectorial events, covering the entire area of the national territory. It also promotes numerous publications, reports and opinions, which it makes available to its members and the general public.
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- A cluster of realistic, 3D-rendered water droplets is located in the bottom-right corner of the slide, mirroring the style of the droplets in the top-left.

PERFORMANCE INDICATORS

WATER AND WASTE WATER SERVICES
RESIDENTIAL SUPPLY

PERFORMANCE

WATER QUALITY

- According to the Annual Report on Water and Waste Services in Portugal (RASARP), 2022, edited by the Portuguese regulator, and with regard to **Water Quality**, there is a 98.96% of safe water at the consumer tap, following the trend since 2015, where safe water remains at 99%.



PERFORMANCE

SERVICE QUALITY

- **Service Quality** has improved, with an increase in the percentage of indicators with good and average ratings in all services, corresponding to 80% satisfaction with Water Supply, and 75% with Wastewater Treatment.



PERFORMANCE

ASSETS INDEX OF KNOWLEDGE

- The **Index of Knowledge of Physical Assets** has been increasing, supported by an increasingly complete and rigorous cadastral information, based on Geographic Information Systems, Asset Management Systems and Decision Support Tools, which seek information from platforms monitoring the remote management of networks and infrastructures.
- 170 out of the 240 the existing Managing Entities, have a very high, or high, knowledge of their Physical Assets.

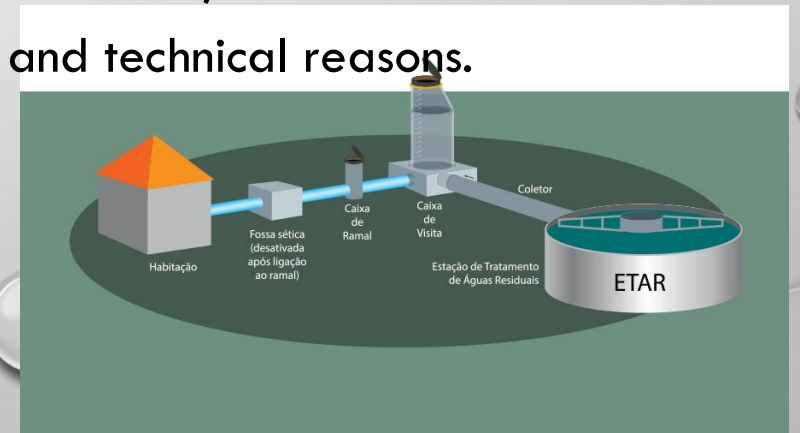




PERFORMANCE

PHYSICAL ACCESSIBILITY

- The **Physical Sccessibility of the Service** has increased (coverage rate), standing at 97% in Water Supply, and 86% in Wastewater Sanitation, but adherence to the service, given the availability, is still below the desired level, respectively , 90% and 89.5%.
- This is justified by the existence of specific water abstractions for individual use, namely in rural areas and the improper connection to the public sanitation network, which contrasts with the rejection of that same connection, when available, for physical and technical reasons.



PERFORMANCE

ECONOMIC ACCESSIBILITY



- The **Service's Economic Accessibility** has also increased, corresponding to 0.35% of household income on Water Supply, and 0.27% on Wastewater Sanitation (expenditure on water and sanitation services must not exceed 5% of family income , i.e. these services should not affect people's ability to purchase other essential goods and services, including food, housing, health services and education).
- The question arises at the level of its valuation, that is, most consumers do not have a real notion of the **Value of Water**, which even has a vast potential for growth, if we take into account the numbers presented above.

PERFORMANCE

WATER LOSSES

- A lot of water continues to be lost in Portugal.
- We are talking about almost 200 million cubic meters per year, which would be able to supply the entire Portuguese population, for close to 4 months.
- The percentage of **Real Water Losses** is, on average, 21%, with the percentage of **Non-Revenue Water** being even higher, around 26%, as it also includes **Apparent Losses** (15%) and **Unauthorized Consumption** (11%).



PERFORMANCE

REHABILITATION OF WATER PIPES

REHABILITATION OF SANITATION COLLECTORS

- The percentage of **Water Pipes Rehabilitation** is situated at 0.6% and the **Wastewater Sanitation Collectors Rehabilitation** is situated at 0.2%, which is unsatisfactory, considering what's considered average, if this rehabilitation were located between 0.8% and 1.5%.
- This gap is certainly one of the main reasons for such a high number of Water Losses, as well as of Undue Inflows in sanitation collectors.
- If there is no more investment, the structural sustainability of water and sanitation systems in Portugal is in question.



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WASTEWATER REUSE

- In terms of **Reuse of Treated Wastewater**, Portugal is below the European Union average, standing at 2,5%.
- Here we have another area with enormous growth potential that has had its biggest and most decisive boost, through the Águas de Portugal Group, with its **Water Factories**.
- With drought cycles becoming shorter and shorter, it is important to look at this alternative in an increasingly active and responsible way.



PERFORMANCE

COVERAGE OF EXPENSES

- **Coverage of Expenses** in Water Supply and Wastewater Sanitation Services is very volatile, considering the average of what is paid per consumer (20€ per month), the highest amount (40€) and the lowest amount (5€).
- This discrepancy, in addition to the existence, still the majority, of services run directly by the Municipalities, which do not report all their costs, also results from the loss of economic regulatory capacity, on the part of the Regulatory Authority, which prevents it from to establish tariffs, which continue to be approved by the respective Municipal Chambers and Assemblies.
- Legislating, in this area, through the approval and entry into force of a Tariff Regulation Decree-Law, as was close to happening, would be a solution, i would not say, excellent, but a good contribution to the economic sustainability of the sector (so eager of investment) and for its harmonisation.



THANK YOU VERY MUCH FOR YOUR ATTENTION

I hope you enjoy your stay in Portugal

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