

# Water Environment Partnership in Asia Dialog with Lao PDR

## Regulatory on Water Supply in Laos



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## Water Supply Authority (WASA)

### Our Vision

“A first class water supply infrastructure that delivers the highest service possible that represents best value to customers now and in the future”

### Our Mission

“To regulate in a way that provides a safe, potable, sustainable and affordable water supply for all by 2020.”

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## **Role of WASA**

- ◆ **WASA is designated as the urban water supply sector regulator responsible for making sure that water suppliers provide their customers with a good-quality, efficient service at a fair price.**
- ◆ **The mandated role and responsibilities of WASA are set out in the Prime Minister's Decree 191/PM (1 July 2005) on *Regulation of Urban Water Supply Operations*.**

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## **What's WASA do?**

- **Assisting the provincial authorities in issuing licences to suppliers**
- **Ensuring that suppliers carry out their responsibilities as set out in their licences, legislation and regulations**
- **Undertaking independent tariff reviews and presenting recommendations to the provincial authorities**
- **Protecting the standard of service customers receive through ensuring compliance with regulations and, where appropriate resolving disputes between suppliers and their customers**
- **Encouraging suppliers to become more efficient through comparative competition and the publication of regular performance reports**
- **Ensuring that suppliers act responsibly towards the environment**
- **Encouraging competition in the sector where appropriate**

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## and WASA's not do

- We do not have any jurisdiction over rural water supplies. This is the responsibility of Nam Saat under the jurisdiction of the Ministry of Health.
- WASA is not responsible for urban water supply sector policy, planning and development. The Water Supply Division of the Department of Housing and Urban Planning undertakes these activities. Similarly, WASA is not responsible for the day-to-day management of water suppliers.
- WASA is not responsible for the protection of the environment as this is a direct responsibility of the Water Resource and Environmental Authority and various departments within the Ministry of Agriculture and Forestry

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## Works to be done

- Guide line on regulation account (*to certify real situation of financial status; to Improve of estimation for financial need of tariff determination*)
- Guide line on Corporate plan
- Guide line on the Making Plan for Regulation Report
- Instruction to calculate of Depreciation on Present Value
- Guide line on Tariff Determination in accordance with Tariff Policy and Tariff Structure (*Tariff Review for 2005-2007 and 2008-2010*)
- Strategy on **Accounts receivable**
- Comparative competition and the publication of regular performance reports (*2002-2006*)
- Customer Relation
- Strategy on Communication of WASA
- Promotion of private sector to participate for Water Supply on appropriated area (*Houaymor-Thahua sub-district, Fuang; Hinheup*)

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## Works will be done *(final draft)*

- Licensing on Water Supply Supplier
- Guide line on Performance Service Level for Water Supply Operator including Service Level Indicator
- Agreement on Service Performance Level Target
- Guide line on the Procedure for Customer in Dept

## Works will be do *(future)*

- Guide line on Monitoring and Control of NRW
- Guide line on Customer Relation and Complaint
- Guide line on Business Plan
- Guide line on Water Quality *(Sampling, Testing and Analyzing)*

## Other Activities

- BME of Water Quality
- Continuity improve of Comparative competition for better Performance of suppliers
- Competition to promote private sector participation on Water supplier on appropriated area *(by consensus)*

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# Thank You