

IWRM Issue 1 - Water Supply Management (34 indicators)

Indicator Types	Indicators	Progress	Description
Outcome Indicators	1. Percentage of population having access to piped drinking water	99.7%	Data is provided by Provincial Waterworks Authority
	2. Percentage of water delivered to customer meeting WHO guidelines for drinking water quality	>99.9%	Data is provided by Provincial Waterworks Authority
	3. Average hour of water supplied/day	24 hr/day	Data is provided by Provincial Waterworks Authority
	4. Per capita domestic water consumption	222.5 l/c/day	Database Report on Water Consumption: Liters per Capita per Day 2017
	5. Percentage of water supply metered	68.25%	PWA Annual Report 2017
	6. Percentage of UFW/NRW	31.75%	PWA Annual Report 2017
EE Indicators	1. Any "Policy" on water supply management	Yes	1. PWA Act 2010 B.E. 2. Strategic Management of PWA no. 4
	2. Any "Legislation/Regulations" on water supply distribution management	Yes	1. PWA Act 2010 B.E. 2. Strategic Management of PWA no. 4
	3. Any "Legislation/Regulations" on water supply quality management	Yes	1. PWA Criteria of water supply quality 2. Water Safety Plan
	4. Any "Legislation/Regulations" on water conservation management	Yes	MWA Social Responsibility Road Map

	5. Any “Financial framework and Financing plans” for development of water supply	Yes	Report on budget estimation for the fiscal year 2561-2565 B.E.
	6. Any “Operator business plan” (Annual Budget, Manpower resource plan, etc.)	Yes	Report on budget estimation for the fiscal year 2561-2565 B.E.
IS Indicators	1. Any water supply planning and policy department	Yes	Corporate Strategy Department
	2. Any water supply quality office, water testing lab, water sampling team	Yes	Water Quality Department
	3. Any water supply operation centre	Yes	Water Distribution Control Department
	4. Any water conservation unit	Yes	CSR Department
	5. Any water meter management unit	Yes	Water Meter Division
	6. Any customer account/meter reading/billing unit	Yes	R&D Department
	7. Any water meter workshop	Yes	Water Meter Division
	8. Any water leak detection unit	Yes	1. Water Loss Management 2. MWA’s regional branches
	9. Any 24-hr water supply call centre	Yes	MWA Call Center, 1125
	10. Any water supply network maintenance unit	Yes	Water Distribution Control Division
	11. Any water supply meter management unit	Yes	Water Meter Division
	12. Any water supply EMI unit	Yes	234 branches
MT Indicators	1. Any short and long term water demand projection and infrastructure development plan	Yes	PWA Study Report on Water

			Demand for 2560-2590 B.E.
	2. Any water safety plan – e.g. water sampling programme, water testing lab, real time monitoring of water quality at water treatment plants and service reservoirs	Yes	Water Safety Plan
	3. Any water supply pressure monitoring system – e.g. pressure sensor/ monitoring in network, flow and level monitoring at service reservoirs, waterworks outputs	Yes	Supervisory Control Data and Acquisition – SCADA
	4. Any water conservation plan – e.g. water saving measures, public education programme	Yes	-Water Saving Project -Watershed Conservation Project -CSR Day activities - etc.
	5. Any water supply meter installation plan – e.g. all new premises must be metered	Yes	Internal information
	6. Any monitoring of water treatment plant output meters – e.g. all are metered and the meters are checked periodically	Yes	Supervisory Control Data and Acquisition – SCADA
	7. Any water meter management system – e.g. comply with ISO/EU standard, error check system, meter replacement programme, meter repair and testing facilities	No	1. Bang Khen Water Supply Treatment Plant (ISO 9001:2015) 2. Samsen Water Supply Treatment Plant (Haccp) 3. Maha Sawad Water Supply Treatment Plant (ISO14001: 2015) 4. Thanyaburi Water Supply

			Treatment Plant (Haccp)
	8. Any water supply network record /mapping system, network asset management and pipeline replacement/ renewal programme	Yes	PMA's Geographic Information System (GIS)
	9. Any water supply leak detection programme	Yes	Water Leakage Management Application: WLMA
	10. Any 24-hour Call Centre and Operation Centre for feedback on leak and deployment of crew for repair	Yes	MWA Call Center