



Metropolitan Waterworks Authority (MWA) firstly began utilizing the first MWA Management Strategy (2005-2007) emphasis on pro-active marketing with water production and distribution as our main operation. We also improved and streamlined information technology efficiency so that our administration encompasses and interconnects the entire organization with fully appropriate and transparent operational control, as well as applies risk management principles to all aspects of our operation.

Besides the above-mentioned actions, we attempt to keep maintaining water quality, which meets the World Health Organization's standard of drinking water and to provide customers utmost satisfaction. In addition to principal duties, MWA makes various contributions to society and participates in many other activities all along.

Highlight of Operating Performance

During the past year, MWA successfully achieved our goals, objectives and mission, as well as responded to government policies. The following are our major achievements:

Administrative activities to boost operational efficiency

MWA effected a number of operational alterations to comply with and accommodate government policies, as well as to cope with the rapidly changing economic condition, as follows:

1. Altered the entire organization' s administration to be based through the implementation of the first MWA Management Strategy comprising 6 major strategies:

- 1) Man Power and Human Resources Management Strategy
- 2) Marketing and Customer Service Strategy
- 3) Production and Distribution Strategy
- 4) Investment Strategy
- 5) Finance Strategy
- 6) Information Technology Strategy

2. Restructured the organization in preparation for the utilization of modern state enterprise management systems by boosting operational efficiency and applying risk management systems in our overall management system with the reconstructive concept resulting in reduced operational risks, systematic administration with full transparency and accountability.

3. Accelerated project implementations continuously in order to expand production and extend services to cover all responsible areas, and to accommodate economic and social expansions, as well as ongoing national development.



Monitoring and evaluation of operating performance

The assessment of operating performance is a process that helps our operations to be in line with and in support of our organization's targets. We have been assessing the whole organization with the government appraisal system by the Ministry of Finance through the Office of the State Enterprise Policy Commission continuously since 1996 under our highly recognized transparent management supervision, so much so that the Office bestowed upon us the "Best state owned Enterprises 2005 for Board of Directors". Thus, it can be proudly stated that MWA has achieved with flying colors our set goals, with highly satisfactory performance and good growing trends in all aspects.

Fully aware of the importance of the assessment system, MWA has implemented Performance-Based Management (PBM) which is result-based and Competency-Based Management (CBM) in the appraisal of personnel's performance with clearly defined indicators of individual work achievements, which also serve to ensure that all personnel work towards our organization's vision, mission and objectives. We also stipulated core competency levels for every position, while at the same time, the system encourages all personnel to show their capabilities to the full, which will lead to successful leadership development. All in all, the assessment results will constitute valuable data on which the future development of our personnel's potentials will be based, leading to increased capability of the organization as a whole.

Vision of solving the customers' problems

Based on the 6 prong reconstructive strategies detailed above, we have developed the efficiency of services to provide our customers under different contexts as follows:

1. Efforts to keep tap water prices at acceptable levels to all customers at which MWA will still be able to maintain appropriately balanced costs.
2. Pro-active marketing covering all areas under our responsibility, enabling MWA to expand our service provision capability in several aspects including:
 - 1) Water pressure and water quantity meeting water demand.
 - 2) Complaints and reports of problems: MWA provides the customers with appropriate services and rapid trouble-shooting actions through our Call Center 1125.
 - 3) Meter reading and payments for tap water charges: the advanced technology handheld meter reading with portable printer is utilized, providing an instant billing where by customers can check the amount of water charges right away after the meter has been read and then they can pay at variously convenient customer's payments. At present, they can also pay through mobile phones (mPay), a 24-hour service that is very convenient.
 - 4) Social services for low-income communities: for communities where individual household uses less than 30 cubic meters, the tap water charges will be the same as of which residence of 8.50 baht per cubic meter minimum; for communities with distribution pipelines were already installed, a household with an average income less than 8,000 baht per month is allowed to pay for new connection within a period of one year.



Future plan

MWA has developed new business approaches based on the five-year state enterprise framework, but with emphasis on the significance and accuracy for the next three years in order to cope with the rapidly changing situation and trends. Our overall operations will be more business approach, significantly targeting effective human resource management, utilization of information technology in vital activities, and provision of financial management tools enabling executives to make truly beneficial decisions on both short-term and long-term investment projects. With marketing as the leading strategy, we will expand investments and facilitate service operations, stressing on convenience to ensure the customer's complete satisfaction.

Starting in 2005, MWA' s ongoing major projects are:

- * **The Sixth Bangkok Water Supply Improvement Project** (1993-2006) aimed at increasing water quantity and pressure to meet the demand of the western side. The major work is finished, leaving only the construction of transmission tunnels connecting from Taksin Road-Rajburana pumping station and Khlong Ratchamontri-Rama II Road, for transmitting water from Mahasawat Water Treatment Plant to Rajburana pumping station.

- * **The Seventh Bangkok Water Supply Improvement Project** (1999-2006) aimed at increasing production capacity, laying pipelines to expand service areas, emphasizing on land subsidence, accommodating stoppage of underground water usage, and constructing transmission tunnels for Minburi and Bang Phli pumping stations. Minburi pumping station started operating on April 1, 2004, while Bang Phli pumping station is expected to be completed in 2006. After the completion of the whole project, Bang Bua Thong, Minburi, Ladkrabang, Bang Phli and Bang Bo will have sufficient water supplies with proper water pressure.

- * **The Water Loss Improvement Project** (2002-2006) utilizing modern technological system to improve water pumping systems in order to be able to regulate and maintain water losses at a constant 30% until 2006 and beyond on a long-term basis, covering 15 branch offices

- * **The Seventh Bangkok Water Supply Improvement Addition Project** (2006-2009) constructing transmission tunnels and pipes for Nawamin-Thap Chang to boost water pumping potentials of Ladkrabang and Bang Phli pumping stations, accommodating expansion in the Suvarnabhumi Airport area and substituting for underground water usage in the lower eastern side of Bangkok Metropolis: Bang Na-Trat and Thepharak Road. This project was approved by the Cabinet on April 26, 2005, and is in the process of hiring consultants for the tunnel design study.

- * **The Eighth Bangkok Water Supply Improvement Project** (2008-2011) expanding production capacity of Mahasawat Water Treatment Plant and increasing water pumping potentials of Samrong and Rajburana pumping stations with sufficient water quantity and pressure to meet rising demand in the western and lower eastern sides of Bangkok Metropolis.