

PMR Operational Report

| | | | |
|-----------------------------|-----------------------------|---|----------|
| Operation Number | DR-L1057 | Chief of Operations Validation Date | 04/04/18 |
| Year- PMR Cycle | Second period Jan-Dec 2017 | Division Chief Validation Date | 04/09/18 |
| Last Update | 04/04/18 | Country Representative Validation Date | 04/09/18 |
| PMR Validation Stage | Validated by Representative | | |

Basic Data

Operation Profile

| | | | |
|---------------------------|--|---|---|
| Operation Name | Santiago Water Supply Service Improvement Program | Loan Number | 2845/OC-DR |
| Executing Agency | Corporación del Acueducto y Alcantarillado de Santiago | Sector/Subsector | AS-AGR - WATER AND SANITATION-WATER SUPPLY RURAL AND PERI-URBAN |
| Team Leader | DELAUNAY, THIERRY | Overall Stage | Disbursing (From eligibility until all the Operations are closed) |
| Operation Type | Loan Operation | Country | DOMINICAN REPUBLIC |
| Lending Instrument | Investment Loan | Convergence related Operation(s) | |
| Borrower | REPUBLICA DOMINICANA | | |

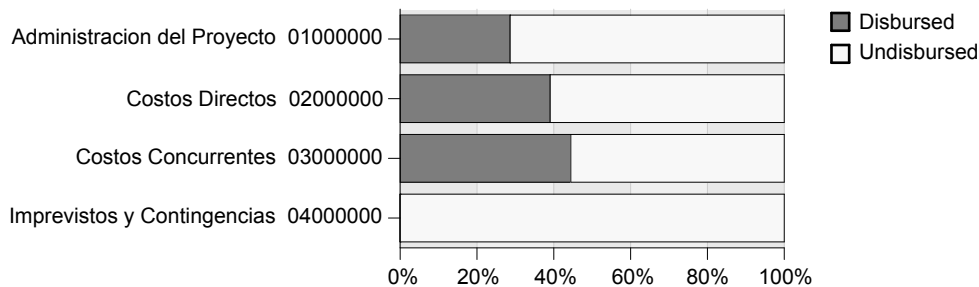
Environmental and Social Safeguards

| | | | |
|---|---|--|----|
| Impacts Category | B | Was/Were the objective(s) of this operation reformulated? | NO |
| Safeguard Performance Rating | | Date of approval | |
| Safeguard Performance Rating - Rationale | | | |

Financial Data

| Item | Total Cost and Source | | | | | Available Funds (US\$) | | | |
|------------|-----------------------|-------------|-------------------|------------------------|---------------------|------------------------|----------------------|--------|--------------------|
| | Original IDB | Current IDB | Local Counterpart | Co-Financing / Country | Total Original Cost | Current IDB | Disb. Amount to Date | % Disb | Undisbursed Amount |
| DR-L1057 | 25,000,000 | 25,000,000 | 0 | 0 | 25,000,000 | 25,000,000 | 16,250,000 | 65.00% | 8,750,000 |
| Aggregated | 25,000,000 | 25,000,000 | 0 | 0 | 25,000,000 | 25,000,000 | 16,250,000 | 65.00% | 8,750,000 |

Expense Categories by Loan Contract (cumulative values)



Please note that the Overall Stage represents the stage of the operation at the time of this report's publication, which might not necessarily match the stage of the operation during the PMR Cycle to which the report pertains. Please also note that inactive indicators and outputs are not displayed; totals in the actual cost table may not match the sum of the cost of the outputs displayed, due to the cost of inactive outputs.

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RESULTS MATRIX

IMPACTS

No information available for this section

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OUTCOMES

Outcome Nbr. 0: Mejorar el acceso domiciliario a agua potable en Santiago

Observation:

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|--|-----------------|----------|---------------|------|------|------|------|------|-----------|-----------|----------|-----------|
| 0.1 | Hogares con acceso domiciliario a agua potable mejorado en el área metropolitana de Santiago | Households (#) | 0.00 | 2012 | P | 0.00 | 0.00 | 0.00 | 0.00 | 15,667.00 | 40,878.00 | 3,413.00 | 59,958.00 |
| | | | | | P(a) | 0.00 | 0.00 | 0.00 | 0.00 | 15,667.00 | 6,070.00 | 4,895.00 | 88,108.00 |
| | | | | | A | | | 0.00 | 0.00 | 77,143.00 | | | 77,143.00 |

Details

Means of verification: Informes de avance semestrales

Observations: Definición de mejorado: aumentos en relación a línea base en continuidad del servicio (12 o más horas/día)

| Pro-Gender | No | | | | Pro-Ethnicity | | | | No | | | | |
|------------|-----------------|--|--|--|---------------|--|--|--|----|--|--|--|--|
| | Afro-descendant | | | | P | | | | | | | | |
| | | | | | P(a) | | | | | | | | |
| | | | | | A | | | | | | | | |
| | Indigenous | | | | P | | | | | | | | |
| | | | | | P(a) | | | | | | | | |
| | | | | | A | | | | | | | | |

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|---|-----------------|----------|---------------|------|------|-------|-------|-------|-------|-------|-------|----------|
| 0.2 | Porcentaje de hogares con acceso domiciliario a agua potable mejorado en el área metropolitana de Santiago. | Porcentaje | 34.00 | 2012 | P | 0.00 | 34.00 | 34.00 | 34.00 | 41.00 | 59.00 | 60.00 | 60.00 |
| | | | | | P(a) | 0.00 | 34.00 | 34.00 | 34.00 | 41.00 | 68.00 | 70.00 | 70.00 |
| | | | | | A | | | 34.00 | 34.00 | 65.52 | | | 63.49 |

Details

Means of verification: Informes de Avance Semestrales

Observations: Definición de mejorado: aumentos en relación a línea de base en continuidad del servicio (12 horas/día)

| Pro-Gender | No | Pro-Ethnicity | No |
|------------|----|---------------|----|
|------------|----|---------------|----|

Outcome Nbr. 1: Mejorar los niveles de continuidad del servicio en los Hogares de Santiago

Observation:

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|--|-----------------|----------|---------------|------|------|-------|-------|-------|-------|-------|-------|----------|
| 1.1 | Porcentaje de hogares con nivel de continuidad del servicio "Excelente" en el área metropolitana de Santiago | Porcentaje | 11.00 | 2012 | P | 0.00 | 11.00 | 11.00 | 11.00 | 13.00 | 18.00 | 18.00 | 18.00 |
| | | | | | P(a) | 0.00 | 11.00 | 11.00 | 11.00 | 13.00 | 48.00 | 51.00 | 51.00 |

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OUTCOMES

| | | | | | | | | | | | | | | |
|---|--|-----------------|----------|---------------|---------------|------|-------|-------|-------|-------|-------|-------|----------|-------|
| 1.1 | Porcentaje de hogares con nivel de continuidad del servicio "Excelente" en el área metropolitana de Santiago | Porcentaje | 11.00 | 2012 | A | | | | 11.00 | 11.00 | 45.39 | | | 45.39 |
| Details | | | | | | | | | | | | | | |
| Means of verification: Informes de avance semestrales | | | | | | | | | | | | | | |
| Pro-Gender | | No | | | Pro-Ethnicity | | | No | | | | | | |
| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 | |
| 1.2 | Porcentaje de hogares con nivel de continuidad del servicio "Bueno" en el área metropolitana de Santiago | Porcentaje | 23.00 | 2012 | P | 0.00 | 23.00 | 23.00 | 23.00 | 28.00 | 41.00 | 42.00 | 42.00 | |
| | | | | | P(a) | 0.00 | 23.00 | 23.00 | 23.00 | 28.00 | 24.00 | 24.00 | 24.00 | |
| | | | | | A | | | 23.00 | 23.00 | 20.13 | | | 20.13 | |
| Details | | | | | | | | | | | | | | |
| Means of verification: Informes de avance semestral | | | | | | | | | | | | | | |
| Pro-Gender | | No | | | Pro-Ethnicity | | | No | | | | | | |
| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 | |
| 1.3 | Porcentaje de hogares con nivel de continuidad del servicio "Regular" en el área metropolitana de Santiago | porcentaje | 34.00 | 2012 | P | 0.00 | 34.00 | 34.00 | 34.00 | 32.00 | 31.00 | 31.00 | 31.00 | |
| | | | | | P(a) | 0.00 | 34.00 | 34.00 | 34.00 | 32.00 | 17.00 | 16.00 | 16.00 | |
| | | | | | A | | | 34.00 | 34.00 | 24.99 | | | 24.99 | |
| Details | | | | | | | | | | | | | | |
| Means of verification: Informes de avance semestrales | | | | | | | | | | | | | | |
| Pro-Gender | | No | | | Pro-Ethnicity | | | No | | | | | | |
| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 | |
| 1.4 | Porcentaje de hogares con nivel de continuidad del servicio "Precario" en el área metropolitana de Santiago | Porcentaje | 30.00 | 2012 | P | 0.00 | 30.00 | 30.00 | 30.00 | 26.00 | 10.00 | 9.00 | 9.00 | |
| | | | | | P(a) | 0.00 | 30.00 | 30.00 | 30.00 | 26.00 | 10.00 | 9.00 | 9.00 | |
| | | | | | A | | | 30.00 | 30.00 | 9.02 | | | 9.02 | |
| Details | | | | | | | | | | | | | | |
| Means of verification: informes de avance semestrales | | | | | | | | | | | | | | |
| Pro-Gender | | No | | | Pro-Ethnicity | | | No | | | | | | |
| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 | |
| 1.5 | Porcentaje de hogares con nivel de continuidad del | Porcentaje | 2.00 | 2012 | P | 0.00 | 0.00 | 2.00 | 2.00 | 2.00 | 1.00 | 0.00 | 0.00 | |

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| | | | | | | | | | | | | | |
|-----|---|------------|------|------|------|------|------|------|------|------|------|------|------|
| 1.5 | servicio "Critico" en el área metropolitana de Santiago | Porcentaje | 2.00 | 2012 | P(a) | 0.00 | 0.00 | 2.00 | 2.00 | 2.00 | 1.00 | 0.00 | 0.00 |
| | | | | | A | | | 2.00 | 2.00 | 0.47 | | | 0.47 |

Details

Means of verification: Informes de Avance semestrales

Pro-Gender No **Pro-Ethnicity** No

Outcome Nbr. 2: Reducir el porcentaje del costo de la Energía Eléctrica en los costos operativos de Coraasan

Observation:

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|---|-----------------|----------|---------------|------|------|-------|-------|-------|-------|-------|-------|----------|
| 2.1 | Porcentaje costo de Energía Eléctrica / Costos Operativos Totales | Porcentaje | 29.00 | 2012 | P | 0.00 | 29.00 | 29.00 | 29.00 | 29.00 | 26.00 | 26.00 | 26.00 |
| | | | | | P(a) | 0.00 | 29.00 | 29.00 | 29.00 | 24.00 | 23.00 | 23.00 | 23.00 |
| | | | | | A | | | 29.00 | 24.17 | 23.95 | | | 23.95 |

Details

Means of verification: Facturas de electricidad y resultados Contable de CORAASAN

Pro-Gender No **Pro-Ethnicity** No

Outcome Nbr. 3: Reducir las Aguas No facturadas de CORAASAN

Observation:

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|---|-----------------|----------|---------------|------|------|-------|-------|-------|-------|-------|-------|----------|
| 3.1 | Aguas No facturadas (1-Vol Fact/Vol prod) | Porcentaje | 75.00 | 2014 | P | 0.00 | 75.00 | 75.00 | 72.00 | 70.00 | 66.00 | 62.00 | 62.00 |
| | | | | | P(a) | 0.00 | 75.00 | 75.00 | 72.00 | 70.00 | 66.00 | 62.00 | 62.00 |
| | | | | | A | | | 75.00 | 71.86 | 73.79 | | | 73.79 |

Details

Means of verification: Informes de avance semestrales

Pro-Gender No **Pro-Ethnicity** No

Outcome Nbr. 4: Incrementar los montos facturados por Coraasan

Observation:

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|-------------------------------|-----------------|------------|---------------|------|------|------------|------------|------------|------------|------------|------------|------------|
| 4.1 | Número de clientes facturados | Clientes | 150,000.00 | 2014 | P | 0.00 | 150,000.00 | 150,000.00 | 154,000.00 | 160,000.00 | 170,000.00 | 180,000.00 | 180,000.00 |
| | | | | | P(a) | 0.00 | 150,000.00 | 150,000.00 | 154,000.00 | 160,000.00 | 170,000.00 | 180,000.00 | 180,000.00 |
| | | | | | A | | | 150,000.00 | 155,727.00 | 161,162.00 | | | 161,162.00 |

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| Details | | | | | | | | | | | | |
|--|--|----|--|--|----------------------|--|----|--|--|--|--|--|
| Means of verification: Informe comercial anual de CORAASAN | | | | | | | | | | | | |
| Observations: Nota: la meta de este indicador será confirmada una vez concluya la consultoria financiada por la CT DR-T1085 ¿Diseños de Ingeniería y Factibilidad del Programa¿, que incluye el análisis comercial y tarifario de la empresa. | | | | | | | | | | | | |
| Pro-Gender | | No | | | Pro-Ethnicity | | No | | | | | |

Outcome Nbr. 5: Suministrar agua apta para el consumo humano

Observation:

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|--|-------------------------|----------|---------------|------|------|------|------|------|------|------|------|----------|
| 5.1 | Laboratorios certificados de calidad de agua (laboratorios acumulados) | Laboratorios acumulados | 0.00 | 2012 | P | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.00 | 2.00 | 2.00 |
| | | | | | P(a) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.00 | 2.00 | 2.00 |
| | | | | | A | | | 0.00 | 0.00 | 0.00 | | | 0.00 |

| Details | | | | | | | | | | | | |
|--|--|----|--|--|----------------------|--|----|--|--|--|--|--|
| Means of verification: Informes de avance semestrales Documentos de la autoridad competente otorgando la certificación | | | | | | | | | | | | |
| Pro-Gender | | No | | | Pro-Ethnicity | | No | | | | | |

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|-------------------------------|-----------------|----------|---------------|------|------|------|------|------|------|------|------|----------|
| 5.1 | Muestras de agua según normas | Porcentaje | 0.00 | 2014 | P | | | | | | | | |
| | | | | | P(a) | | | | | | 0.00 | 0.00 | 0.00 |
| | | | | | A | | | | 0.00 | 0.00 | | | 0.00 |

| Details | | | | | | | | | | | | |
|---|--|----|--|--|----------------------|--|----|--|--|--|--|--|
| Means of verification: Informe mensual del Laboratorio de CORAASAN | | | | | | | | | | | | |
| Pro-Gender | | No | | | Pro-Ethnicity | | No | | | | | |

Outcome Nbr. 6: Incrementar el nivel de satisfacción en Santiago de los usuarios de Coraasan

Observation:

| Indicator | | Unit of Measure | Baseline | Baseline Year | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | EOP 2019 |
|-----------|--|-----------------|----------|---------------|------|------|------|------|------|-------|-------|-------|----------|
| 6.1 | Incremento del Porcentaje de usuarios satisfechos con el servicio prestado en Santiago | Porcentaje | 0.00 | 2015 | P | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 | 10.00 | 20.00 | 20.00 |
| | | | | | P(a) | 0.00 | 0.00 | 0.00 | 0.00 | 5.00 | 5.00 | 10.00 | 10.00 |
| | | | | | A | | | 0.00 | 0.00 | -4.00 | | | -4.00 |

| Details | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Means of verification: Resultados de las Encuestas de satisfacción de clientes. | | | | | | | | | | | | |

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OUTCOMES

Observations: La línea base será levantada con la encuesta de satisfacción a ser realizada al inicio del proyecto. El resultado al final del programa indica un aumento porcentual respecto al dato de la línea base (usuarios satisfechos)

| | | | |
|-------------------|----|----------------------|----|
| Pro-Gender | No | Pro-Ethnicity | No |
|-------------------|----|----------------------|----|

RESULTS MATRIX

OUTPUTS: ANNUAL PHYSICAL AND FINANCIAL PROGRESS

Component Nbr. 1 Inversiones en Infraestructura de Agua Potable

| | Output | Unit of Measure | | PHYSICAL PROGRESS | | FINANCIAL PROGRESS | |
|-----|--|--------------------|------|-------------------|----------|--------------------|-------------|
| | | | | 2017 | EOP 2019 | 2017 | EOP 2019 |
| 1.1 | Redes de distribución de agua potable construidas (km) | Kilómetro | P | 7.54 | 60 | 9,705,166 | 13,411,166 |
| | | | P(a) | 4.54 | 60 | 4,513,776 | 12,029,136 |
| | | | A | 7.7 | 7.7 | 4,476,216 | 4,689,213 |
| 1.2 | Tanques de almacenamiento construidos (tanque) | Tanque | P | 1 | 3 | 3,151,719 | 5,037,750 |
| | | | P(a) | 1 | 3 | 2,593,969 | 4,029,335 |
| | | | A | 1 | 1 | 2,793,743 | 3,129,860 |
| 1.3 | Macromedidores fijos nuevos instalados (macromedidor) | Macromedidor | P | 0 | 52 | 0 | 587,284 |
| | | | P(a) | 0 | 51 | 0 | 648,096.45 |
| | | | A | 0 | 51 | 0 | 603,096.45 |
| 1.4 | Estaciones de bombeo de agua rehabilitadas (estación de bombeo) | Estación de bombeo | P | 1 | 4 | 532,200 | 2,075,000 |
| | | | P(a) | 0 | 4 | 169,533 | 2,799,355.8 |
| | | | A | 0 | 3.6 | 236,967 | 2,049,621.8 |
| 1.5 | Planta de tratamiento de agua potable La Noriega rehabilitada (planta) | Planta | P | 1 | 1 | 100,000 | 100,000 |
| | | | P(a) | 0 | 1 | 0 | 69,580 |
| | | | A | 0 | 0 | 52,025 | 52,025 |

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OUTPUTS: ANNUAL PHYSICAL AND FINANCIAL PROGRESS

Component Nbr. 2 Apoyo a la Gestión Institucional

| | Output | Unit of Measure | | PHYSICAL PROGRESS | | FINANCIAL PROGRESS | |
|------|---|-----------------------|------|-------------------|----------|--------------------|------------|
| | | | | 2017 | EOP 2019 | 2017 | EOP 2019 |
| 2.1 | Plan de adopción de normas internacionales de información financiera implementado | Plan | P | 0 | 1 | 170,000 | 300,000 |
| | | | P(a) | 0 | 1 | 115,000 | 300,000 |
| | | | A | 0 | 0 | 0 | 0 |
| 2.2 | Planes de fortalecimiento de Gobierno Corporativo implementados | Plan | P | 2 | 4 | 42,000 | 90,000 |
| | | | P(a) | 3 | 4 | 145,059 | 166,194 |
| | | | A | 2 | 3 | 74,839 | 150,194 |
| 2.3 | Encuesta de Satisfacción al Cliente realizadas | Encuesta | P | 1 | 4 | 15,000 | 60,000 |
| | | | P(a) | 1 | 4 | 27,040 | 70,560 |
| | | | A | 1 | 2 | 16,900 | 23,660 |
| 2.4 | Sistema para la integración de programas de información gerencial administrativa, operativa y comercial funcionando | Sistema | P | 0 | 1 | 75,000 | 625,000 |
| | | | P(a) | 0 | 1 | 438,744 | 2,212,224 |
| | | | A | 0 | 0 | 72,359 | 192,839 |
| 2.5 | Nuevo Sistema Informático de Atención al Cliente implementado | Sistema | P | 0 | 1 | 0 | 110,000 |
| | | | P(a) | 1 | 1 | 110,000 | 110,000 |
| | | | A | 0 | 0 | 0 | 0 |
| 2.6 | Micromedidores instalados | Micromedidor | P | 2,500 | 8,000 | 26,666.66 | 815,250 |
| | | | P(a) | 2,500 | 8,000 | 312,508 | 407,052 |
| | | | A | 2,684 | 2,684 | 220,602 | 315,146 |
| 2.7 | Laboratorios de calidad de agua potable y aguas residuales certificados | Numero de Laboratorio | P | 0 | 2 | 165,750 | 210,000 |
| | | | P(a) | 0 | 2 | 44,250 | 194,881 |
| | | | A | 0 | 0 | 12,968 | 12,968 |
| 2.8 | Campañas de comunicación sobre la gestión técnica y comercial de Coraasan realizadas | Campaña | P | 1 | 4 | 12,500 | 50,000 |
| | | | P(a) | 1 | 2 | 25,000 | 50,000 |
| | | | A | 0 | 0 | 0 | 0 |
| 2.9 | Catastro de redes elaborado y digitalizado | Catastro | P | | 1 | 0 | 25,000 |
| | | | P(a) | 0 | 1 | 0 | 24,343 |
| | | | A | 0 | 1 | 0 | 24,343 |
| 2.10 | Plan estratégico de Agua para Santiago elaborado | Plan Estratégico | P | | 1 | 0 | 394,150 |
| | | | P(a) | 0 | 1 | 113,445 | 598,273.38 |
| | | | A | 0 | 1 | 113,445 | 598,273.38 |
| 2.11 | Sistema de control de dominio, correo, firewall y almacenamiento actualizado | Sistema | P | 0 | 1 | 0 | 244,000 |
| | | | P(a) | 0 | 1 | 0 | 230,695.2 |
| | | | A | 0 | 1 | 0 | 230,695.2 |

Other Cost

| | | | | | |
|--|------|--|--|-----------|------------|
| Unidad Ejecutora del Programa (US\$634,000)) | P | | | 140,409 | 749,150 |
| | P(a) | | | 209,852 | 880,853.81 |
| | A | | | 141,226 | 477,807.81 |
| Auditoria del programa (US\$100,000) y costos de Supervision y Evaluacion del Programa (US\$100,000) | P | | | 25,000 | 116,250 |
| | P(a) | | | 32,908.67 | 179,317 |
| | A | | | 34,555 | 88,854 |

Total Cost

| | | | | | |
|------------|------|--|--|---------------|---------------|
| Total Cost | P | | | 14,161,410.66 | 25,000,000 |
| | P(a) | | | 8,851,084.67 | 24,999,896.64 |

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OUTPUTS: ANNUAL PHYSICAL AND FINANCIAL PROGRESS

| | | | | | | |
|--|------------|---|--|--|-----------|---------------|
| | Total Cost | A | | | 8,245,845 | 12,638,596.64 |
|--|------------|---|--|--|-----------|---------------|

CHANGES TO THE MATRIX

No information available for this section