



HOW DOES WATER GET TO YOUR FAUCET?

We draw water for your needs **from deep underground water reservoirs, purify it,** store it in big water tanks, and pump it out through water mains to the faucets of every household. The road that the water passes from the source to your household is measured in tens of kilometers. On this road, we take care that the water remains closed and under pressure in the pipes in order to arrive clean to your household.

WHY IS IT NECESSARY TO PAY FOR WATER?

You do not pay for the water itself, but for the service of water delivery to your home. The price of water is set not to bring even the slightest profit to water utility or municipal authorities, but to ensure coverage of all costs incurred by providing these services.



WHAT COSTS DO WE HAVE IN OUR OPERATIONS?



The largest portion is taken by the **cost of electricity** consumed for pumping and transmission through water mains, and cost of employees who: maintain mains, monitor water intake and purification, repair, replace and read water meters, issue bills and perform all other necessary functions.

The developed water **mains get worn out and damaged over time.** There are leakages appearing and increasingly more water is pumped while less water gets to consumers. Therefore, it is necessary to provide money for **the cost of regular overhaul and replacement of parts** of the existing water supply network. In some water utilities in Bosnia and Herzegovina, this important cost is neglected, but we take care about maintaining our and your water supply network.

WHAT DO WE DO TO KEEP THE WATER PRICE TO A MINIMUM?

Water utility employees make significant efforts to keep our costs to a minimum.

We take care of the rational employment to make our employees very efficient and effective. Due to the development of new technologies, we are trying to decrease the number of employees without reducing the quality of service we provide you. **We pay special attention to controlling leakages, illegal connections and proper metering** so as to keep these costs to a minimum.



WHAT IF THE WATER UTILITY DOES NOT COLLECT SUFFICIENT REVENUE TO RECOVER ALL COSTS?

From the revenue collected through water bills (based on the adopted tariff) money is allocated for paying:

- **Bill for electricity consumed for water pumping and transmitting water through pipes** to get to your faucets. If we fail to pay this cost, the electricity on the pumps will be shut off and all or most of users would lose water in their homes
- **Our employees** to keep **supplying you with water**
- **Chemicals for water treatment** and similar minor costs
- **Regular overhaul and replacement of pipes in the water supply network**

It is our task to supply your household with clean, potable water available 24/7, 365 days a year. This leaflet will inform you on the operations and efforts our utility makes so that you get water in your home regularly and without restrictions.

If the water price is not sufficient to recover all costs in full, or if you, as users of our services do not pay your bills regularly, we lose the ability to maintain your water supply network, which results in gradual increase in leakage in the mains. This result is not felt immediately because more water is drawn from nature if there is sufficient water there. But, **failing to maintain the mains in the long term first leads to water shuts off late at night, then shuts off in early evening hours, reduced pressure** in the mains during the day too, then **reductions and interruptions of water supply** first in short then longer part of the day and the increasing number of days. If the water pressure in the pipes falls down under the pressure in the mains environment, the impurities from the environment may be sucked through the holes from which water normally leaks, which may pose a **health risk**.

If 60%, 70% or more of drawn water leaks from the mains such leakage can be reduced to relatively acceptable 20% only after a number of years. Water utilities that come to night and occasional daily water reductions will not get out of that situation easily and quickly. **Only by paying actual water price regularly you can avoid finding yourself in such a position.**

HOW TO REDUCE YOUR WATER BILL?

By proper control of use, you can also reduce your water bill. Some tips:



Fix all water leaks. For instance, when your toilet tank does not close but leaks after filling at a rate of only 1 litre a minute, it “wastes” as much as 43.2 m³ of water per month.



The float of your toilet tank can be adjusted to less filling



Taking a shower instead of having a bath in the tub filled with water cuts the water use by 2 to 3 times



Using dishwasher and washing machine instead of hand washing ensures additional saving



Installing a nozzle on the faucet breaks the water flow to small droplets and saves water



Leaving the water running makes 10 or more litres of water go down the drain every minute



Turning the water off when you brush your teeth saves 40 or more litres of water



Washing dishes with running water spends 100 or more litres of water



Turning the water off when you shave saves 40 or more litres of water

By saving water you will reduce your bills and help conserve already scarce sources of water in our environment. Do not let our generation endanger water supply for our children by wasting water, either by excessive or unjustified consumption or neglecting the maintenance of water supply systems that, as a result spill even more water!

LET US PROTECT WATER SO THAT OUR CHILDREN CAN HAVE IT TOO!

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