

COVID-19 and Water



SHUKALB SURVEY RESULTS, COVID-19 PANDEMIC IMPACTS ON WATER AND WASTEWATER SYSTEMS IN ALBANIA



During April 2020, SHUKALB conducted an online survey addressed to water utilities and other water sector organizations in Albania, in order to measure the initial impact of the pandemic and actions being taken to manage risk and plan for contingencies.

The Survey was distributed and collected information during April 6-24, 2020. In total there were 132 respondents, 105 respondents from Water Utilities in Albania and 27 from other institutions.

We would like to share with you the full report of the survey results, found at this [link](#).

The survey results were distributed to national institutions and donors (IFIs) working in the water sector, in order to establish a dialogue with all actors on the short-term needs of the water utilities considering the impact of the COVID-19 situation.

WHO ON WATER, SANITATION, HYGIENE AND WASTE MANAGEMENT FOR THE COVID-19 VIRUS



NORMATIVE ACTS AND LAWS OF THE COUNCIL OF MINISTERS OF THE GOVERNMENT OF ALBANIA

- [Akti normativ i Këshillit të Ministrave nr.2, datë 11.3.2020](#)
- [Liqi Nr. 16/2018 Për Parandalimin dhe Luftimin e Infeksioneve dhe Sëmundjeve](#)

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Key Findings (1)

- **The key challenges regarding the continuity of service** due to COVID-19:
 - The continuity of operations due absenteeism and impact on field operations and/or treatment operations are pressing challenges currently (respectively, 50%, 61%), and indicated in the next months;
 - The disruption in supply chain of treatment chemicals, other materials, and personal protective equipment is low at present, but to be anticipated/pressing in the next months (respectively, 50%, 59%, 76%);
 - Revenue generation/Cash flow is estimated both as a present and to be anticipated challenge in the next months, totaling to 94%;
- **The actions being implemented and developed by utilities to manage the risk/emergency plan:**
 - Plans to continue essential operations for field and/or plant employees and others (90%);
 - Business Continuity Plan (84%);
 - Travel restrictions (74%);
 - Work from home/Telework Policy for non-field employees (73%);
 - Shift change policies revised to incorporate social distancing (59%);
 - Reduce anticipated Maintenance and Repair Schedule (57%).

Key Findings (2)

- **The steps taken from water utilities to assist customers** in the current COVID-19 response:
 - Communicating to their customer on the safety of the drinking water (58%);
 - Suspend late payment fees for their customers (48%);
- **Policies water utilities are taking or considering to continue essential operations for field and/or plant employees and others:**
 - Training workers so that they could assist a supervisor/manager if absenteeism is experienced among operators and normal support staff (100%)
 - Identifying staff who have applicable experience from previous jobs to be called upon in operating plants (60%) and providing family support, if employees are asked to sequester from their families or change rotations (69%);
 - Moving certain employees out of rotation from the workplace as reserve team/shifts and training (54%)
- **Budgetary, revenue, or spending reductions** due to COVID-19:
 - COVID-19 is presenting budgetary, revenue, or spending reductions (currently & anticipated 98%)
 - Estimations on the approximate impact on revenues, range up to 70% to next 3 months, and up to 60% by the end of the year.
- **Other challenges** relate to:
 - Bill collections, high chlorination costs and water reservoirs safety.