The audit firm Ernst & Young was selected by the NPNL committee to conduct the accounting and financial audit on the years 2010, 2011 and 2012. The final report will be submitted in October. Once conclusions are known, a roadmap will be established by the NPNL to implement the recommendations. It will modernize the system of accounting and financial management of the company to meet international standards of performance and transparency, a prerequisite for eligibility of the NPNL to non-sovereign loans. The NPNL will also make its accounts audited every year.

General Director’s address

“We are entering the last quarter of AEP2 project with some important remaining activities to complete before the end of the financing convention with the AFD, on November the 15th.

Over the past three months, Nampapa commercial and ICT sections teams have developed the first communication strategy of our company. This project has also involved the higher management level of the NPNL for the validation of the communication tools. By the end of AEP2 project, the performances of our water service has improved significantly as the reduction of leaks in the network shows. It is important to communicate on our success with both our customers and the public authorities because their support is essential to the extention of the network coverage area and the continuous improvement of the quality of the water service in Vientiane Capital.

With our partners we are already preparing the future cooperation after AEP2 project for the development of the access to water and the modernisation of the water service.”

Mr. Khampheuy Vongsakhamphoui
General Director of Vientiane Capital Water Supply Company

Timeline of major events

NPRL financial management and strategy

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NPNL commercial management

In early July, an expert in communication and marketing from GRET conducted a mission to develop the communication strategy of the NPRL. This strategy is based on the study of water demand in Vientiane conducted in 2012 and the analysis of past communications conducted from April 2013 by GRET. On July the 8th, a training on marketing & communication has been organized for the management team.

Communication tools set the new visual identity of the company. Their purpose is to make procedures easier for the users by informing them about how to get a connection, the payment of bills, on the hotline for water emergencies and on simple measures of water conservation.

The second phase of the billing system improvement project has progressed well. The export module of water consumption data, currently under testing, will help regularly update the hydraulic model. The intranet for connecting branches to the billing system of the NPRL is in progress. Once branches will be connected, all NPRL billing data will be centralized and invoices editing will be done directly at the branch level. The purpose is to limit the loss of information and to ensure a better control of billing.

NPNL asset management

The program to replace leaking galvanized steel pipes (GSP) is coming to an end. Lanethong company’s contract will be extended to complete the remaining minor works and disconnect the 26 lines forgotten during phase 1. As-built drawings of the GSP program will also be entrusted to Lanethong company.

The assistance service for the deployment of NPRL GIS continues. WTA team has trained NPRL GIS department to the utilization of the high accuracy GPS used in the location of the network elements, and later the domestic meters.

As part of the updating of the NPRL master plan, the validation committee met in Vientiane city hall to approve the master plan. The Committee will meet again in October to confirm the urban development program in Vientiane.

Pak Ngum PPP pilote project

The construction of the second water tower and pipe laying in the village of Ban Hai started. The boreholes of the second site have been drilled and tested.

The subsidy contract has been extended a second time, the concessionaire is not able to meet the conditions for payment of the third and final installment of the subsidy.

The NPRL peri-urban projects team will continue supervising the work when the WTA contract will be finished.