

## Benchmarking de desempeño de las Empresas Prestadoras (Año 2010)

Nº Ranking	EMPRESA	Cobertura de agua potable (%)	Cobertura de alcantarillado (%)	Tratamiento de aguas servidas (%)	Agua no facturada (%)	Relación de trabajo (%)	Micromedición (%)	Índice de satisfacción del cliente (%)	Transparencia en la gestión (%)	Desempeño global del estudio tarifario (%)	Índice de clima laboral (%)	Densidad de atención de reclamos (%)	Costo de energía eléctrica por volumen	Puntaje referencial	Calificación 2010	Calificación 2009
<b>SEDAPAL - Más de 1,000,000 de conexiones</b>																
1	SEDAPAL S.A.	84.3%	80.1%	20.7%	38.2%	59.8%	69.2%	60.0%	69.2%	78.8%	80.6%	96%	75%	75.6	B+	B+
<b>EPS GRANDES- Más de 40,000 de conexiones</b>																
1	EPS - SEDACUSCO S.A.	96.3%	88.9%	92.9%	35.3%	63.6%	83.2%	66.0%	7.7%	91.8%	74.0%	33.1%	49.9%	75.4	B+	A-
2	EPS TACNA S.A.	96.9%	94.3%	87.8%	25.1%	71.2%	57.7%	49.4%	0.0%	90.1%	77.2%	49.7%	89.4%	74.7	B+	B+
3	SEDALIB S.A.	90.4%	77.6%	67.1%	40.0%	63.6%	61.9%	66.2%	0.0%	84.0%	76.6%	75.5%	71.7%	73.1	B+	B+
4	SEDAPAR S.A.	86.6%	77.8%	15.0%	31.8%	62.4%	78.5%	73.0%	0.0%	95.7%	66.6%	55.1%	79.7%	71.6	B+	B+
5	EPSEL S.A.	87.1%	78.2%	88.1%	40.8%	76.5%	22.4%	64.8%	23.1%	96.3%	78.8%	77.9%	79.1%	72.1	B+	B+
6	SEDAM HUANCAYO S.A.	86.3%	79.2%	0.0%	47.7%	63.5%	10.7%	46.0%	76.9%	86.3%	74.4%	71.5%	83.3%	67.7	B-	B-
7	EPSASA	85.6%	74.5%	99.7%	39.0%	87.4%	71.3%	44.0%	61.5%	95.3%	81.4%	39.0%	S.I.	65.7	B-	A-
8	SEDACHIMBOTE S.A.	91.2%	89.1%	58.0%	45.1%	82.3%	44.5%	38.0%	0.0%	85.8%	73.0%	51.7%	76.5%	63.3	B-	B-
9	EMAPICA S.A.	87.6%	79.3%	100.0%	41.1%	98.3%	5.0%	54.4%	46.2%	S.I.	42.4%	61.4%	62.6%	52.1	C+	B-
10	EPS GRAU S.A.	87.0%	69.1%	49.0%	54.1%	87.6%	33.9%	64.0%	46.2%	S.I.	73.6%	84.0%	S.I.	51.1	C+	B-
11	EPS SEDALORETO S.A.	83.1%	52.0%	0.0%	62.9%	99.4%	26.4%	58.8%	38.5%	S.I.	78.0%	68.6%	44.4%	42.5	C-	C-
12	SEDAJULIACA S.A.	82.6%	81.0%	0.0%	-0.7%	94.9%	17.3%	57.6%	0.0%	23.9%	45.4%	98.0%	S.I.	38.8	D+	B-
<b>Total EPS Grandes</b>		<b>87.5%</b>	<b>75.7%</b>	<b>57.6%</b>	<b>43.3%</b>	<b>74.0%</b>	<b>44.6%</b>	<b>41.0%</b>	<b>36.9%</b>	<b>36.1%</b>	<b>37.5%</b>	<b>66.1%</b>	<b>0.0%</b>	<b>52.4</b>	<b>C+</b>	<b>B+</b>
<b>EPS MEDIANAS- Entre 15,000 y 40,000 conexiones</b>																
1	SEMAPACH S.A.	96.3%	72.1%	99.8%	54.9%	86.6%	3.7%	64.8%	15.4%	98.0%	81.8%	74.1%	89.7%	68.6	B-	B-
2	EPS CHAVIN S.A.	89.5%	78.8%	0.0%	49.9%	73.1%	60.9%	77.3%	23.1%	90.0%	80.0%	60.0%	98.0%	69.7	B-	B-
3	SEDACAJ S.A.	88.6%	87.9%	7.4%	26.5%	68.4%	81.7%	57.4%	61.5%	87.5%	68.6%	56.7%	S.I.	68.1	B-	B+
4	EPS MOQUEGUA S.A.	88.0%	78.8%	53.1%	51.4%	85.4%	20.0%	59.2%	61.5%	85.6%	66.4%	61.5%	94.9%	66.7	B-	B-
5	EPS ILO S.A.	94.3%	78.7%	97.6%	58.2%	77.0%	50.5%	70.0%	61.5%	S.I.	70.8%	75.6%	75.9%	65.9	B-	B+
6	EMSA PUNO S.A.	89.9%	82.1%	44.6%	65.5%	22.4%	58.9%	44.6%	30.8%	S.I.	73.0%	90.9%	S.I.	62.5	B-	B-
7	SEMAPA BARRANCA S.A.	92.1%	84.3%	0.0%	69.0%	81.7%	0.9%	59.8%	46.2%	91.6%	66.6%	42.1%	96.8%	60.1	B-	C+
8	SEDA HUANUCO S.A.	78.6%	72.9%	0.0%	46.0%	78.4%	78.0%	61.8%	7.7%	100.0%	76.2%	50.5%	S.I.	58.6	C+	B-
9	EMAPA CANETE S.A.	88.2%	66.2%	8.6%	51.5%	62.5%	14.4%	61.4%	30.8%	S.I.	72.6%	83.4%	80.7%	56.9	C+	C+
10	EMAPA HUACHO S.A.	80.4%	86.2%	0.0%	42.2%	85.4%	61.0%	56.4%	0.0%	87.6%	83.4%	67.6%	S.I.	57.0	C+	C+
11	EPS SELVA CENTRAL S.A.	84.5%	67.3%	33.9%	58.4%	86.6%	21.4%	58.4%	0.0%	86.2%	74.0%	88.5%	S.I.	54.1	C+	B-
12	EMAPISCO S.A.	96.4%	85.1%	100.0%	64.1%	103.6%	3.9%	60.6%	0.0%	S.I.	76.6%	50.7%	90.2%	52.1	C+	B-
13	EMAPA SAN MARTIN S.A.	96.4%	81.4%	4.2%	37.1%	90.3%	53.3%	65.2%	0.0%	S.I.	73.0%	59.9%	S.I.	47.6	C-	B-
14	AGUAS DE TUMBES	69.9%	45.5%	29.5%	64.7%	98.8%	18.5%	60.0%	25.0%	42.0%	80.0%	76.1%	58.1%	47.2	C-	C-
15	EPS MANTARO S.A.	99.0%	73.4%	3.8%	50.2%	79.9%	17.9%	55.2%	0.0%	S.I.	76.8%	76.6%	S.I.	46.1	C-	B-
16	EMAPACOP S.A.	43.6%	38.4%	0.0%	48.2%	90.5%	S.I.	81.4%	0.0%	S.I.	51.4%	50.0%	50.9%	38.6	D+	C-
<b>Total EPS Medianas</b>		<b>80.8%</b>	<b>69.8%</b>	<b>31.7%</b>	<b>52.9%</b>	<b>82.6%</b>	<b>36.5%</b>	<b>33.7%</b>	<b>34.3%</b>	<b>33.7%</b>	<b>31.5%</b>	<b>69.4%</b>	<b>0.0%</b>	<b>44.4</b>	<b>C-</b>	<b>B-</b>
<b>EPS PEQUEÑAS- Menos de 15,000 de conexiones</b>																
1	EMUSAP ABANCAY	99.0%	95.5%	0.0%	46.2%	70.2%	78.7%	56.2%	0.0%	99.8%	60.2%	82.5%	99.3%	72.2	B+	B+
2	EMUSAP AMAZONAS	84.6%	67.9%	0.0%	30.3%	79.9%	92.6%	70.8%	46.2%	86.7%	75.8%	96.3%	73.9%	71.6	B+	B+
3	EMAPA MOYOBAMBA S.R.LTDA.	79.8%	60.0%	21.5%	37.4%	96.2%	66.3%	65.2%	53.8%	85.3%	77.4%	75.0%	95.3%	65.4	B-	B-
4	EMAPA HUARAL S.A.	88.5%	81.2%	0.0%	47.1%	105.4%	37.7%	73.2%	0.0%	85.1%	86.6%	65.9%	96.3%	60.4	B-	B-
5	EMPSSAPAL S.A.	93.2%	75.3%	0.0%	42.9%	68.0%	63.0%	64.0%	38.5%	S.I.	68.0%	92.9%	S.I.	56.2	C+	B-
6	EMSAPA YAULI	93.3%	77.3%	0.0%	12.1%	95.8%	78.6%	60.0%	0.0%	80.0%	60.0%	45.0%	S.I.	56.0	C+	B+
7	EMAPA HUANCABELICA S.A.C	82.3%	79.7%	0.0%	57.9%	95.4%	71.8%	76.2%	0.0%	S.I.	73.8%	85.8%	98.5%	53.9	C+	B+
8	EMAPAB S.R.LTDA.	83.5%	81.1%	0.0%	65.6%	86.6%	2.5%	92.0%	0.0%	S.I.	99.0%	66.2%	99.4%	52.7	C+	C-
9	EMAPAVIGSSA	74.9%	74.2%	97.2%	16.4%	113.3%	1.5%	66.0%	0.0%	S.I.	82.0%	75.8%	S.I.	49.0	C-	B-
10	EMAPAT S.R.LTDA.	86.1%	40.4%	0.0%	35.5%	81.2%	82.7%	66.4%	30.8%	S.I.	68.4%	12.1%	50.1%	48.3	C-	B-
12	EMAQ S.R.LTDA.	67.7%	59.5%	0.0%	69.4%	86.0%	6.8%	62.8%	0.0%	S.I.	86.0%	88.8%	99.4%	46.4	C-	C+
14	EMSAP CHANKA	69.6%	68.9%	0.0%	29.2%	69.4%	84.9%	60.0%	0.0%	S.I.	80.0%	79.5%	S.I.	52.3	C+	C+
13	EPSSMU S.R.LTDA	72.5%	46.8%	0.0%	45.3%	92.5%	S.I.	57.0%	0.0%	S.I.	81.4%	80.4%	98.0%	44.2	C-	D+
10	EPS AGUAS DEL ALTIPLANO	93.2%	89.9%	24.3%	-10.2%	81.0%	S.I.	68.8%	0.0%	S.I.	81.2%	58.1%	S.I.	43.0	C-	C+
17	EPS SIERRA CENTRAL S.R.L.	75.0%	70.4%	0.0%	56.7%	102.9%	27.1%	0.0%	0.0%	65.3%	0.0%	95.1%	99.9%	42.3	C-	C+
18	NOR PUNO S.A.	79.3%	59.8%	51.7%	5.4%	75.5%	55.9%	0.0%	0.0%	S.I.	0.0%	S.I.	62.9%	41.5	C-	B-
15	EPS MARAÑON	43.3%	40.5%	92.8%	60.4%	79.1%	65.5%	0.0%	0.0%	S.I.	0.0%	70.7%	99.9%	40.9	C-	B-
16	EMAPA PASCO S.A.	79.7%	78.9%	0.0%	-64.0%	72.7%	S.I.	63.8%	0.0%	S.I.	78.0%	26.2%	S.I.	37.6	D+	C-
19	EMSAPA CALCA	87.5%	S.I.	S.I.	39.1%	98.2%	S.I.	64.0%	0.0%	S.I.	85.0%	62.1%	S.I.	36.9	D+	C-
20	SEDAPAR S.R.L. (Rioja)	49.5%	49.0%	0.0%	47.6%	102.2%	93.4%	59.0%	0.0%	S.I.	75.0%	0.0%	S.I.	39.3	D+	C+
21	EMAPA Y	89.4%	64.3%	0.0%	56.7%	83.3%	S.I.	0.0%	0.0%	S.I.	0.0%	S.I.	S.I.	24.4	D-	C-
<b>Total EPS Pequeñas</b>		<b>78.7%</b>	<b>65.2%</b>	<b>24.7%</b>	<b>44.4%</b>	<b>88.4%</b>	<b>54.8%</b>	<b>54.1%</b>	<b>43.2%</b>	<b>40.3%</b>	<b>42.1%</b>	<b>67.5%</b>	<b>1.2%</b>	<b>48.2</b>	<b>C-</b>	<b>C+</b>
<b>Total de EPS</b>		<b>82.9%</b>	<b>74.9%</b>	<b>33.6%</b>	<b>42.1%</b>	<b>63.9%</b>	<b>54.6%</b>	<b>53.3%</b>	<b>50.9%</b>	<b>49.4%</b>	<b>46.5%</b>	<b>73.2%</b>	<b>35.1%</b>	<b>60.9</b>	<b>B-</b>	<b>B+</b>