

# Resultados del Benchmarking regulatorio 2012

| 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 web (%) | Desempeño global del estudio tarifario (%) | Índice de clima laboral (%) | Densidad de atención de reclamos (%) | Costo de energía eléctrica por volumen producido (%) | IGRD (%)     | Acceso al servicio (%) | Puntaje referencial | Calificación 2012 | Calificación 2011 |
|---|---------------------------|-------------------------------|---------------------------------|-----------------------------------|-----------------------|-------------------------|-------------------|--|-----------------------------|--|-----------------------------|--------------------------------------|--|--------------|------------------------|---------------------|-------------------|-------------------|
| <b>SEDAPAL - Más de 1 000 000 de conexiones</b>       |                           |                               |                                 |                                   |                       |                         |                   |  |                             |  |                             |                                      |  |              |                        |                     |                   |                   |
| 1   | SEDAPAL S.A.              | 89.4%                         | 84.9%                           | 20.6%                             | 34.6%                 | 67.4%                   | 77.3%             | 57.6%                                  | 80.0%                       | 78.9%                                      | S.I.                        | 5%                                   | 75%  | 80%          | 28%                    | 62.4                | B-                | B+                |
| <b>EPS GRANDES- Más de 40 000 de conexiones</b>       |                           |                               |                                 |                                   |                       |                         |                   |  |                             |  |                             |                                      |  |              |                        |                     |                   |                   |
| 1   | EPS TACNA S.A.            | 98.3%                         | 96.1%                           | 89.3%                             | 20.5%                 | 62.5%                   | 57.6%             | 56.4%                                  | 100.0%                      | 89.1%                                      | 77.8%                       | 3.0%                                 | 0.4%   | 80.0%        | 100.0%                 | 78.8                | B+                | B+                |
| 2   | EPS - SEDACUSCO S.A.      | 97.7%                         | 91.2%                           | 93.8%                             | 34.5%                 | 66.2%                   | 83.8%             | 77.0%                                  | 100.0%                      | 90.4%                                      | 69.2%                       | 2.4%                                 | 0.3%   | 40.0%        | 100.0%                 | 77.3                | B+                | B+                |
| 3   | SEDALIB S.A.              | 91.3%                         | 78.2%                           | 59.4%                             | 40.6%                 | 70.3%                   | 72.0%             | 60.2%                                  | 80.0%                       | 87.3%                                      | 77.2%                       | 4.6%                                 | 0.5%   | 80.0%        | 100.0%                 | 71.5                | B+                | B+                |
| 4   | SEDACHIMBOTE S.A.         | 94.9%                         | 86.4%                           | 57.8%                             | 45.2%                 | 92.7%                   | 53.1%             | 64.6%                                  | 40.0%                       | 97.3%                                      | 74.2%                       | 2.5%                                 | 0.6%   | 80.0%        | 68.2%                  | 62.2                | B-                | B-                |
| 5   | SEDAPAR S.A.              | 90.0%                         | 80.4%                           | 14.7%                             | 26.3%                 | 63.3%                   | 76.4%             | 68.8%                                  | 50.0%                       | 94.6%                                      | 73.0%                       | 2.9%                                 | 0.6%   | 80.0%        | S.I.                   | 61.8                | B-                | B+                |
| 6   | EPSEL S.A.                | 86.5%                         | 78.2%                           | 89.9%                             | 38.8%                 | 85.3%                   | 24.3%             | 78.8%                                  | 80.0%                       | 99.0%                                      | 78.8%                       | 2.5%                                 | 1.0%   | 80.0%        | S.I.                   | 60.8                | B-                | B+                |
| 7   | EPSISA                    | 88.2%                         | 78.1%                           | 99.2%                             | 37.9%                 | 85.1%                   | 73.0%             | 63.8%                                  | 20.0%                       | 90.6%                                      | 77.6%                       | 2.2%                                 | 2.1%   | 40.0%        | 22.0%                  | 58.3                | C+                | B-                |
| 8   | EPS SEDALORETO S.A.       | 89.9%                         | 52.0%                           | 0.0%                              | 59.5%                 | 89.3%                   | 34.0%             | 67.0%                                  | 100.0%                      | 50.8%                                      | 77.0%                       | 3.1%                                 | 0.3%   | 100.0%       | 100.0%                 | 57.3                | C+                | C-                |
| 9   | SEDALULLACA S.A.          | 82.1%                         | 81.3%                           | 66.2%                             | 8.0%                  | 78.0%                   | 16.3%             | 43.8%                                  | 100.0%                      | 29.5%                                      | 73.0%                       | 12.8%                                | 0.4%   | 0.0%         | S.I.                   | 49.9                | C-                | D+                |
| 10  | SEMAPACH S.A.             | 96.0%                         | 73.7%                           | 100.0%                            | 55.4%                 | 83.4%                   | 3.9%              | 70.6%                                  | 30.0%                       | 76.9%                                      | 85.0%                       | 4.3%                                 | 1.8%   | 20.0%        | S.I.                   | 50.8                | C+                | B-                |
| 11  | SEDAM HUANCAYO S.A.       | 89.2%                         | 81.3%                           | 0.0%                              | 42.4%                 | 68.7%                   | 17.7%             | 63.8%                                  | 80.0%                       | 61.0%                                      | 80.8%                       | 5.4%                                 | 1.0%   | 0.0%         | 11.1%                  | 50.0                | C+                | B-                |
| 12  | EPS GRAU S.A.             | 90.1%                         | 73.9%                           | 44.3%                             | 53.9%                 | 92.0%                   | 41.5%             | 50.4%                                  | 60.0%                       | S.I.                                       | 72.8%                       | 5.6%                                 | 1.2%   | 100.0%       | 6.2%                   | 47.6                | C-                | C+                |
| 13  | EMAPICA S.A.              | 81.9%                         | 75.2%                           | 100.0%                            | 37.2%                 | 110.5%                  | 5.0%              | 73.6%                                  | 40.0%                       | S.I.                                       | 72.0%                       | 4.1%                                 | 0.4%   | 60.0%        | S.I.                   | 45.6                | C-                | C+                |
|   | <b>Total EPS Grandes</b>  | <b>90.2%</b>                  | <b>77.9%</b>                    | <b>57.5%</b>                      | <b>41.4%</b>          | <b>77.3%</b>            | <b>49.7%</b>      | <b>64.7%</b>                           | <b>63.8%</b>                | <b>78.4%</b>                               | <b>75.4%</b>                | <b>22.1%</b>                         | <b>0.6%</b>  | <b>72.4%</b> | <b>81.2%</b>           | <b>65.8</b>         | <b>B-</b>         | <b>B+</b>         |
| <b>EPS MEDIANAS- Entre 15 000 y 40 000 conexiones</b> |                           |                               |                                 |                                   |                       |                         |                   |  |                             |  |                             |                                      |  |              |                        |                     |                   |                   |
| 1   | EPSTILO S.A.              | 95.8%                         | 86.4%                           | 90.5%                             | 53.3%                 | 77.9%                   | 58.2%             | 73.2%                                  | 80.0%                       | S.I.                                       | 71.6%                       | 4.5%                                 | 0.6%   | S.I.         | 100.0%                 | 61.5                | B-                | B-                |
| 2   | SEDARCA S.A.              | 92.3%                         | 90.6%                           | 14.8%                             | 28.2%                 | 91.1%                   | 85.2%             | 94.4%                                  | 100.0%                      | 82.5%                                      | 66.8%                       | 4.1%                                 | 4.3%   | 40.0%        | 35.8%                  | 59.2                | C+                | B+                |
| 3   | EPS MOQUEGUA S.A.         | 83.6%                         | 83.9%                           | 51.8%                             | 50.8%                 | 101.3%                  | 22.2%             | 73.2%                                  | 90.0%                       | 66.7%                                      | 69.2%                       | 3.5%                                 | 2.5%   | 80.0%        | 64.8%                  | 58.3                | C+                | B-                |
| 4   | EPS CHAVIN S.A.           | 91.1%                         | 80.1%                           | 0.0%                              | 46.2%                 | 81.8%                   | 69.4%             | 67.6%                                  | 90.0%                       | 84.1%                                      | 77.2%                       | 2.0%                                 | 0.7%   | 40.0%        | 21.4%                  | 56.8                | C+                | B-                |
| 5   | SEDA HUANUCO S.A.         | 78.5%                         | 74.3%                           | 0.0%                              | 45.6%                 | 78.7%                   | 77.1%             | 68.2%                                  | 70.0%                       | 91.0%                                      | 73.6%                       | 2.0%                                 | 1.2%   | 60.0%        | 12.3%                  | 55.5                | C+                | C+                |
| 6   | EMAPA SAN MARTIN S.A.     | 96.5%                         | 79.4%                           | 4.2%                              | 35.3%                 | 79.4%                   | 55.2%             | 70.4%                                  | 0.0%                        | S.I.                                       | 83.2%                       | 4.7%                                 | S.I.   | 40.0%        | 68.4%                  | 51.7                | C+                | C-                |
| 7   | EMAPA HUACHO S.A.         | 83.1%                         | 86.6%                           | 0.0%                              | 36.6%                 | 105.8%                  | 63.4%             | 63.2%                                  | 70.0%                       | 79.4%                                      | 77.5%                       | 4.8%                                 | 0.5%   | 60.0%        | S.I.                   | 50.4                | C+                | C+                |
| 8   | EMAPISCO S.A.             | 96.9%                         | 84.5%                           | 100.0%                            | 53.3%                 | 97.0%                   | 1.2%              | 61.6%                                  | 80.0%                       | S.I.                                       | 75.2%                       | 1.6%                                 | 1.6%   | S.I.         | 50.0%                  | 49.2                | C-                | C+                |
| 9   | EMSA PUNO S.A.            | 94.6%                         | 78.1%                           | 64.2%                             | 20.4%                 | 76.8%                   | 44.3%             | 52.4%                                  | 30.0%                       | S.I.                                       | 69.0%                       | 11.3%                                | S.I.   | 0.0%         | 19.8%                  | 49.0                | C-                | B-                |
| 10  | EMAPA CANETE S.A.         | 87.2%                         | 64.5%                           | 9.1%                              | 47.5%                 | 86.4%                   | 15.2%             | 50.8%                                  | 70.0%                       | 80.7%                                      | 62.0%                       | 4.8%                                 | S.I.   | 60.0%        | S.I.                   | 46.2                | C-                | C+                |
| 11  | AGUAS DE LUMBES           | 73.1%                         | 47.4%                           | 24.7%                             | 66.7%                 | 94.7%                   | 19.6%             | 60.0%                                  | 100.0%                      | S.I.                                       | 80.0%                       | 3.7%                                 | 0.4%   | 100.0%       | 12.4%                  | 43.8                | C-                | C-                |
| 12  | EPS SELVA CENTRAL S.A.    | 73.1%                         | 67.1%                           | 25.8%                             | 53.2%                 | 81.3%                   | 25.2%             | 63.6%                                  | 10.0%                       | 48.1%                                      | 61.4%                       | 11.9%                                | S.I.   | 80.0%        | 8.2%                   | 43.3                | C-                | C+                |
| 13  | SEMAPA BARRANCA S.A.      | 89.2%                         | 81.4%                           | 0.0%                              | 65.7%                 | 88.8%                   | 4.8%              | 60.2%                                  | 50.0%                       | 96.4%                                      | 73.6%                       | 2.6%                                 | 0.0%   | S.I.         | 2.6%                   | 43.0                | C-                | C+                |
| 14  | EPS MANTARO S.A.          | 91.0%                         | 63.5%                           | 3.7%                              | 54.6%                 | 84.6%                   | 16.4%             | 71.6%                                  | 30.0%                       | S.I.                                       | 70.8%                       | 6.0%                                 | 4.7%   | S.I.         | S.I.                   | 37.7                | D+                | C-                |
| 15  | EMAPACOP S.A.             | 46.3%                         | 45.9%                           | 0.0%                              | 46.5%                 | 90.1%                   | S.I.              | 64.0%                                  | 20.0%                       | S.I.                                       | 72.4%                       | 12.7%                                | 0.6%   | 0.0%         | 68.5%                  | 35.6                | D+                | C+                |
|   | <b>Total EPS Medianas</b> | <b>82.4%</b>                  | <b>70.9%</b>                    | <b>22.8%</b>                      | <b>48.2%</b>          | <b>87.3%</b>            | <b>43.8%</b>      | <b>62.4%</b>                           | <b>38.7%</b>                | <b>78.6%</b>                               | <b>73.0%</b>                | <b>8.4%</b>                          | <b>1.2%</b>  | <b>44.6%</b> | <b>77.9%</b>           | <b>54.8</b>         | <b>C+</b>         | <b>B-</b>         |
| <b>EPS PEQUEÑAS- Menos de 15 000 de conexiones</b>    |                           |                               |                                 |                                   |                       |                         |                   |  |                             |  |                             |                                      |  |              |                        |                     |                   |                   |
| 1   | EMUSAP AMAZONAS           | 86.4%                         | 69.4%                           | 0.0%                              | 33.1%                 | 80.4%                   | 93.1%             | 81.2%                                  | 100.0%                      | 99.3%                                      | 85.0%                       | 23.1%                                | 1.1%   | 0.0%         | 50.4%                  | 63.0                | B-                | B+                |
| 2   | EMUSAP ABANCAY            | 99.2%                         | 89.1%                           | 0.0%                              | 46.7%                 | 69.4%                   | 82.1%             | 43.2%                                  | 10.0%                       | 99.3%                                      | 71.8%                       | 7.8%                                 | 20.5%  | S.I.         | 70.4%                  | 58.7                | C+                | B+                |
| 3   | EMISAPA YAULI             | 96.9%                         | 77.7%                           | 0.0%                              | 13.8%                 | 86.3%                   | 78.3%             | 47.2%                                  | 0.0%                        | 80.0%                                      | 67.1%                       | 5.0%                                 | 0.8%   | 20.0%        | 100.0%                 | 56.7                | C+                | C+                |
| 4   | NOR PUNO S.A.             | 81.6%                         | 62.0%                           | 45.5%                             | 8.7%                  | 81.4%                   | 54.9%             | 63.4%                                  | 0.0%                        | S.I.                                       | 78.3%                       | 100.0%                               | 0.5%   | S.I.         | 88.2%                  | 55.4                | C+                | C-                |
| 5   | EMISAP CHANKA             | 69.3%                         | 66.6%                           | 0.0%                              | 29.9%                 | 74.7%                   | 83.4%             | 83.6%                                  | 10.0%                       | S.I.                                       | 79.0%                       | 12.3%                                | S.I.   | 20.0%        | 100.0%                 | 54.8                | C+                | C+                |
| 6   | EPS SIERRA CENTRAL S.R.L. | 78.8%                         | 72.7%                           | 0.0%                              | 54.3%                 | 90.1%                   | 28.0%             | 66.8%                                  | 20.0%                       | 61.7%                                      | S.I.                        | 1.9%                                 | 76.8%  | 60.0%        | 81.3%                  | 53.5                | C+                | C-                |
| 7   | EMISSAPAL S.A.            | 93.5%                         | 77.7%                           | 0.0%                              | 43.5%                 | 77.2%                   | 62.5%             | 56.2%                                  | 40.0%                       | S.I.                                       | 73.0%                       | 5.9%                                 | 6.7%   | S.I.         | 100.0%                 | 52.7                | C+                | C+                |
| 8   | EMAPAVIGSSA               | 78.0%                         | 77.2%                           | 69.3%                             | 55.7%                 | 111.2%                  | 1.1%              | 59.8%                                  | 100.0%                      | S.I.                                       | 60.0%                       | 2.8%                                 | S.I.   | 0.0%         | 100.0%                 | 48.9                | C-                | C-                |
| 9   | EMAPAB S.R.L.TDA          | 86.0%                         | 82.6%                           | 0.0%                              | 62.6%                 | 90.3%                   | 2.5%              | 86.0%                                  | 10.0%                       | S.I.                                       | 66.6%                       | 2.3%                                 | 17.9%  | 0.0%         | 100.0%                 | 45.6                | C-                | C+                |
| 10  | EMAPA HUARAL S.A.         | 86.0%                         | 74.1%                           | 0.0%                              | 47.2%                 | 82.7%                   | 37.5%             | 67.6%                                  | 20.0%                       | 74.2%                                      | 67.4%                       | 2.8%                                 | 2.8%   | S.I.         | S.I.                   | 44.0                | C-                | B-                |
| 11  | EMAPA MOYOBAMBA S.R.L.TDA | 81.4%                         | 61.4%                           | 9.4%                              | 35.3%                 | 99.1%                   | 78.6%             | 78.4%                                  | 0.0%                        | 69.5%                                      | 84.2%                       | 9.9%                                 | 4.3%   | S.I.         | S.I.                   | 43.2                | C-                | B-                |
| 12  | EPS MARANON               | 45.4%                         | 42.4%                           | 91.8%                             | 57.2%                 | 89.1%                   | 66.8%             | 70.4%                                  | 0.0%                        | S.I.                                       | 68.8%                       | 1.9%                                 | 100.0%   | S.I.         | S.I.                   | 42.4                | C-                | C-                |
| 13  | EMAPA HUANCAYELICA S.A.C  | 87.8%                         | 82.3%                           | 0.0%                              | 54.5%                 | 89.1%                   | 72.1%             | 59.2%                                  | 40.0%                       | S.I.                                       | 72.2%                       | 11.3%                                | 9.6%   | 0.0%         | S.I.                   | 41.6                | C-                | C+                |
| 14  | EMAPA S.R.L.TDA           | 83.4%                         | 46.0%                           | 0.0%                              | 34.0%                 | 92.0%                   | 88.1%             | 61.4%                                  | 20.0%                       | S.I.                                       | 77.5%                       | 1.4%                                 | 0.2%   | S.I.         | S.I.                   | 38.5                | D+                | C-                |
| 15  | SEDAPAR S.R.L. (Rosa)     | 95.8%                         | 47.6%                           | 0.0%                              | 36.1%                 | 97.2%                   | 59.2%             | 72.0%                                  | 0.0%                        | S.I.                                       | 78.0%                       | 2.9%                                 | S.I.   | 20.0%        | S.I.                   | 37.4                | D+                | C-                |
| 16  | EPSSMU S.R.L.TDA          | 78.3%                         | 51.7%                           | 0.0%                              | 37.0%                 | 87.4%                   | S.I.              | 80.2%                                  | 0.0%                        | S.I.                                       | 82.7%                       | 7.6%                                 | 33.9%  | S.I.         | 0.0%                   | 36.7                | D+                | C-                |
| 17  | EPS AGUAS DEL ALTIPLANO   | 96.5%                         | 92.3%                           | 25.4%                             | S.I.                  | 115.2%                  | S.I.              | 60.6%                                  | 0.0%                        | S.I.                                       | 67.8%                       | 5.9%                                 | 0.6%   | 20.0%        | S.I.                   | 34.9                | D+                | C-                |
| 18  | EMAO S.R.L.TDA            | 69.5%                         | 59.9%                           | 0.0%                              | 69.2%                 | 85.9%                   | S.I.              | 75.2%                                  | 0.0%                        | S.I.                                       | 82.0%                       | 15.3%                                | 22.7%  | S.I.         | S.I.                   | 33.6                | D+                | C-                |
| 19  | EMAPA Y.                  | 88.8%                         | 65.1%                           | 0.0%                              | 58.8%                 | 81.0%                   | S.I.              | 47.2%                                  | 0.0%                        | S.I.                                       | 68.2%                       | S.I.                                 | S.I.   | S.I.         | S.I.                   | 32.1                | D+                | D-                |
| 20  | EMISAPA CALCA             | 89.4%                         | S.I.                            | S.I.                              | 39.1%                 | 88.5%                   | S.I.              | 56.4%                                  | 0.0%                        | S.I.                                       | 77.0%                       | 3.6%                                 | S.I.   | S.I.         | S.I.                   | 31.6                | D+                | D+                |
| 21  | EMAPA PASCO S.A.          | 82.0%                         | 81.6%                           | 0.0%                              | S.I.                  | 95.5%                   | S.I.              | S.I.                                   | 0.0%                        | S.I.                                       | S.I.                        | 6.6%                                 | 0.1%   | 0.0%         | S.I.                   | 28.7                | D+                | D+                |
|   | <b>Total EPS Pequeñas</b> | <b>80.8%</b>                  | <b>66.9%</b>                    | <b>24.0%</b>                      | <b>48.8%</b>          | <b>88.5%</b>            | <b>60.3%</b>      | <b>66.1%</b>                           | <b>8.1%</b>                 | <b>80.7%</b>                               | <b>76.2%</b>                | <b>6.8%</b>                          | <b>1.0%</b>  | <b>14.2%</b> | <b>100.0%</b>          | <b>54.0</b>         | <b>C+</b>         | <b>C+</b>         |
|   | <b>Total de EPS</b>       | <b>88.5%</b>                  | <b>80.2%</b>                    | <b>32.7%</b>                      | <b>39.0%</b>          | <b>71.6%</b>            | <b>61.3%</b>      | <b>61.3%</b>                           | <b>42.8%</b>                | <b>79.0%</b>                               | <b>75.4%</b>                | <b>100.0%</b>                        | <b>0.7%</b>  | <b>76.7%</b> | <b>41.0%</b>           | <b>66.2</b>         | <b>B-</b>         | <b>B+</b>         |

Fuente y elaboración propia