

| AUTORIDAD NACIONAL DE LOS SERVICIOS PUBLICOS (ASEP) | | | | | | | | | | | | | | | | | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| DIRECCIÓN NACIONAL DE ELECTRICIDAD AGUA POTABLE Y ALCANTARILLADO SANITARIO | | | | | | | | | | | | | | | | | | | | | | |
| INDICADORES DEL SERVICIO DE AGUA POTABLE | | | | | | | | | | | | | | | | | | | | | | |
| INDICADORES IDAAN | 1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| PRODUCCIÓN Y CONSUMO DE AGUA POTABLE | | | | | | | | | | | | | | | | | | | | | | |
| Población servida - agua potable | 1,188,014 | 1,206,827 | 1,260,224 | 1,281,337 | 1,373,821 | 1,442,069 | 1,486,513 | 1,643,767 | 1,818,939 | 1,889,327 | 1,827,413 | 2,121,504 | 2,250,464 | 2,366,897 | 2,461,149 | 2,561,536 | 2,631,633 | 2,693,369 | 2,755,105 | 2,836,115 | 2,921,198 | 3,008,791 |
| Metros Cúbicos (m3) | | | | | | | | | | | | | | | | | | | | | | |
| Volumen de agua producida IDAAN | 292,522,029 | 300,447,324 | 290,061,469 | 301,509,599 | 311,034,379 | 313,592,676 | 319,219,921 | 341,570,931 | 344,951,987 | 354,148,338 | 365,096,953 | 414,249,133 | 411,366,465 | 422,672,036 | 446,055,329 | 419,063,229 | 496,892,930 | 548,008,176 | 550,688,009 | 560,690,942 | 574,608,796 | 577,200,125 |
| Volumen de agua comprada ACP | 79,942,468 | 80,584,784 | 77,772,899 | 78,173,119 | 81,006,813 | 80,147,006 | 88,791,889 | 78,239,970 | 89,155,942 | 91,620,749 | 104,636,957 | 107,270,318 | 106,642,157 | 110,749,186 | 113,614,269 | 141,959,879 | 146,037,472 | 156,154,807 | 157,829,958 | 157,327,014 | 157,011,567 | 163,308,452 |
| Volumen de agua comprada Aguas Panamá | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18,427,093 | 28,535,201 | 28,940,980 | 28,173,191 | 26,787,104 | 24,417,774 | 27,587,074 | 29,326,900 | 29,475,776 | 29,129,447 | 28,101,817 | 28,210,984 | 28,275,848 | 27,950,208 | 27,558,134 |
| Total agua producida | 372,464,497 | 381,032,108 | 367,834,368 | 379,682,718 | 392,041,192 | 393,739,682 | 408,011,809 | 438,237,994 | 462,643,130 | 474,710,068 | 497,907,101 | 548,306,556 | 542,426,397 | 561,008,297 | 588,996,499 | 590,498,883 | 672,059,849 | 732,264,799 | 736,728,952 | 746,293,804 | 759,570,572 | 768,066,711 |
| Promedio Diario | 1,020,451 | 1,043,924 | 1,007,765 | 1,040,227 | 1,074,085 | 1,078,739 | 1,117,841 | 1,200,652 | 1,267,515 | 1,300,576 | 1,364,129 | 1,502,210 | 1,486,100 | 1,537,009 | 1,613,689 | 1,617,805 | 1,841,260 | 2,006,205 | 2,018,435 | 2,044,641 | 2,081,015 | 2,104,292 |
| Producción diaria de agua potable por habitante servido (m3/día/hab) | 0.86 | 0.87 | 0.80 | 0.81 | 0.78 | 0.75 | 0.75 | 0.73 | 0.70 | 0.69 | 0.75 | 0.71 | 0.66 | 0.65 | 0.66 | 0.63 | 0.70 | 0.74 | 0.73 | 0.72 | 0.71 | 0.70 |
| Volumen de agua facturada | 212,581,378 | 209,783,785 | 210,442,460 | 212,248,747 | 223,031,525 | 224,015,098 | 222,569,254 | 244,523,982 | 257,573,282 | 268,774,868 | 290,496,276 | 307,104,444 | 317,289,731 | 333,745,530 | 335,544,606 | 340,888,119 | 351,471,041 | 364,228,653 | 379,102,918 | 391,599,292 | 404,755,999 | 418,240,049 |
| Volumen de agua facturada por día por habitante servido (m3/día/hab) | 0.49 | 0.48 | 0.46 | 0.45 | 0.44 | 0.43 | 0.41 | 0.41 | 0.39 | 0.39 | 0.44 | 0.40 | 0.39 | 0.39 | 0.37 | 0.36 | 0.37 | 0.37 | 0.38 | 0.38 | 0.38 | 0.38 |
| Millares de Galones | | | | | | | | | | | | | | | | | | | | | | |
| Volumen de agua producida IDAAN | 77,284,320 | 79,378,183 | 76,634,240 | 79,658,836 | 82,175,283 | 82,851,185 | 84,337,903 | 90,243,040 | 91,136,315 | 93,565,991 | 96,458,615 | 109,444,621 | 108,683,020 | 111,669,952 | 117,847,818 | 110,716,505 | 131,279,112 | 144,783,760 | 145,491,772 | 148,134,547 | 151,811,644 | 152,496,273 |
| Volumen de agua comprada ACP | 21,120,800 | 21,290,500 | 20,547,600 | 20,653,338 | 21,402,000 | 21,174,839 | 23,458,817 | 20,671,000 | 23,555,000 | 24,206,202 | 27,645,084 | 28,340,818 | 28,174,858 | 29,259,935 | 30,016,890 | 37,505,800 | 38,583,100 | 41,256,100 | 41,698,675 | 41,565,797 | 41,482,456 | 43,146,093 |
| Volumen de agua comprada Aguas Panamá | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4,868,438 | 7,539,000 | 7,646,207 | 7,443,357 | 7,077,153 | 6,451,176 | 7,288,505 | 7,748,167 | 7,787,500 | 7,696,000 | 7,424,500 | 7,453,342 | 7,470,479 | 7,384,445 | 7,280,859 |
| Total agua producida | 98,405,120 | 100,668,683 | 97,181,840 | 100,312,174 | 103,577,283 | 104,026,024 | 107,796,720 | 115,782,478 | 122,230,315 | 125,418,400 | 131,547,056 | 144,862,592 | 143,309,054 | 148,218,392 | 155,612,875 | 156,009,805 | 177,558,212 | 193,464,360 | 194,643,789 | 197,170,823 | 200,678,545 | 202,923,225 |
| Promedio Diario | 269,603 | 275,805 | 266,252 | 274,828 | 283,773 | 285,003 | 295,333 | 317,212 | 334,878 | 343,612 | 360,403 | 396,884 | 392,628 | 406,078 | 426,337 | 427,424 | 486,461 | 530,039 | 533,271 | 540,194 | 549,804 | 555,954 |
| Producción diaria de agua potable por habitante servido (gal/hab/día) | 227 | 229 | 211 | 214 | 207 | 198 | 199 | 193 | 184 | 182 | 197 | 187 | 174 | 172 | 173 | 167 | 185 | 197 | 194 | 190 | 188 | 185 |
| Volumen de agua facturada | 56,164,000 | 55,424,876 | 55,598,898 | 56,076,119 | 58,924,929 | 59,184,789 | 58,802,797 | 64,603,236 | 68,050,861 | 71,010,320 | 76,749,116 | 81,136,994 | 83,827,947 | 88,175,569 | 88,650,885 | 90,062,641 | 92,858,649 | 96,229,210 | 100,158,991 | 103,460,533 | 106,936,535 | 110,499,021 |
| Volumen de agua facturada por día por habitante servido | 130 | 126 | 121 | 120 | 118 | 112 | 108 | 108 | 102 | 103 | 115 | 105 | 102 | 102 | 99 | 96 | 97 | 98 | 100 | 100 | 100 | 101 |
| MEDICIÓN / AGUA NO CONTABILIZADA | | | | | | | | | | | | | | | | | | | | | | |
| Agua no contabilizada (%) | 42.9 | 44.9 | 42.8 | 44.1 | 43.1 | 43.1 | 45.5 | 44.2 | 44.3 | 43.4 | 41.7 | 44.0 | 41.5 | 40.5 | 43.0 | 42.3 | 47.7 | 50.3 | 48.5 | 47.5 | 46.7 | 45.5 |
| Conexiones de agua en la República | | | | | | | | | | | | | | | | | | | | | | |
| Conexiones de agua en la República con medidor | 109,970 | 131,215 | 169,786 | 180,268 | 182,187 | 183,236 | 173,779 | 175,823 | 228,585 | 245,632 | 184,545 | 166,654 | 157,856 | 250,585 | 253,129 | 260,064 | 280,322 | 321,725 | 374,678 | 411,101 | 441,575 | 457,491 |
| Porcentaje de micromedición | 36.1 | 41.3 | 49.8 | 50.6 | 49.1 | 47.8 | 43.7 | 42.8 | 51.5 | 51.8 | 37.1 | 32.4 | 32.3 | 48.4 | 47.2 | 47.2 | 49.2 | 54.7 | 61.8 | 65.5 | 68.1 | 68.8 |
| Conexiones de agua en la ciudad de Panamá (totales) | | | | | | | | | | | | | | | | | | | | | | |
| Conexiones de agua en la ciudad de Panamá con medidor | 72,693 | 73,841 | 75,791 | 94,089 | 95,141 | 114,139 | 94,779 | 98,527 | 124,396 | 134,000 | 142,476 | 92,910 | 91,101 | 143,284 | 145,228 | 150,335 | 157,440 | 172,616 | 199,422 | 210,535 | 220,311 | 225,406 |
| Porcentaje de Medición Panamá | 43.3 | 43.2 | 43.9 | 54.2 | 52.2 | 60.8 | 48.0 | 48.3 | 57.9 | 58.0 | 59.3 | 37.3 | 37.6 | 56.5 | 56.1 | 56.7 | 57.9 | 61.8 | 69.5 | 71.2 | 72.3 | 72.8 |
| Conexiones de agua en la ciudad de Colón (totales) | | | | | | | | | | | | | | | | | | | | | | |
| Conexiones de agua en la ciudad de Colón con medidor | 4,083 | 4,424 | 5,341 | 5,332 | 5,707 | 9,627 | 4,225 | 5,455 | 8,453 | 10,861 | 11,311 | 5,531 | 5,008 | 10,664 | 10,987 | 10,864 | 10,812 | 6,342 | 6,125 | 11,531 | 16,329 | 16,818 |
| Porcentaje de Medición Colón | 26.4 | 23.8 | 26.2 | 26.6 | 27.2 | 43.8 | 18.5 | 23.4 | 34.1 | 40.8 | 41.1 | 19.7 | 19.1 | 38.5 | 38.5 | 36.9 | 35.5 | 20.0 | 19.1 | 35.7 | 49.6 | 50.6 |

| AUTORIDAD NACIONAL DE LOS SERVICIOS PUBLICOS (ASEP) | | | | | | | | | | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| DIRECCIÓN NACIONAL DE ELECTRICIDAD AGUA POTABLE Y ALCANTARILLADO SANITARIO | | | | | | | | | | | | | | | | | | | | | | |
| INDICADORES DEL SERVICIO DE AGUA POTABLE | | | | | | | | | | | | | | | | | | | | | | |
| INDICADORES IDAAN | 1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| COSTOS Y PERSONAL | | | | | | | | | | | | | | | | | | | | | | |
| Ingresos de Operación Facturación en B/. | 56,953,000 | 62,627,000 | 63,324,323 | 63,979,464 | 64,781,008 | 66,081,204 | 66,135,153 | 67,336,000 | 71,276,000 | 71,980,000 | 78,164,000 | 85,143,000 | 86,999,000 | 88,416,000 | 98,338,000 | 103,861,000 | 115,540,000 | 121,673,000 | 138,648,000 | 121,426,000 | 135,438,000 | 115,462,000 |
| Ingresos Percibido por Venta de agua (B/.) | 52,900,000 | 56,561,000 | 58,731,000 | 59,231,000 | 61,420,000 | 58,476,000 | 62,775,000 | 59,804,000 | 56,236,000 | 52,560,000 | 79,343,000 | 69,968,000 | 79,384,000 | 73,627,000 | 88,095,000 | 92,949,000 | 112,709,000 | 113,201,000 | 140,858,000 | 146,706,000 | 121,498,000 | 72,542,000 |
| Gastos de Operación (B/.) | 61,967,000 | 66,103,000 | 80,859,967 | 69,033,464 | 73,209,776 | 78,236,952 | 77,363,709 | 79,273,000 | 85,750,000 | 91,579,000 | 93,861,000 | 101,457,000 | 121,037,000 | 118,658,000 | 129,346,000 | 131,222,000 | 147,091,000 | 174,673,000 | 181,011,000 | 171,831,000 | 201,737,000 | 128,193,000 |
| Costos de Explotación por volumen de agua potable producida (B/./m3) | 0.27 | 0.30 | 0.30 | 0.30 | 0.29 | 0.29 | 0.30 | 0.28 | 0.28 | 0.27 | 0.27 | 0.28 | 0.27 | 0.26 | 0.29 | 0.30 | 0.33 | 0.33 | 0.37 | 0.31 | 0.33 | 0.28 |
| Costos de Explotación por volumen de agua potable producida (B/./1000gal.) | 0.63 | 0.66 | 0.83 | 0.69 | 0.71 | 0.75 | 0.72 | 0.68 | 0.70 | 0.73 | 0.71 | 0.70 | 0.84 | 0.80 | 0.83 | 0.84 | 0.83 | 0.90 | 0.93 | 0.87 | 1.01 | 0.63 |
| Costos de Explotación por volumen de agua potable facturada (B/./m3) | 0.29 | 0.32 | 0.38 | 0.33 | 0.33 | 0.35 | 0.35 | 0.32 | 0.33 | 0.34 | 0.32 | 0.33 | 0.38 | 0.36 | 0.39 | 0.38 | 0.42 | 0.48 | 0.48 | 0.44 | 0.50 | 0.31 |
| Costos de Explotación por volumen de agua potable facturada (B/./1000gal.) | 1.10 | 1.19 | 1.45 | 1.23 | 1.24 | 1.32 | 1.32 | 1.23 | 1.26 | 1.29 | 1.22 | 1.25 | 1.44 | 1.35 | 1.46 | 1.46 | 1.58 | 1.82 | 1.81 | 1.66 | 1.89 | 1.16 |
| Incidencia de los costos de energia en los costos totales (%) | 16.00% | 19.00% | 15.00% | 16.00% | 18.00% | 21.00% | 19.00% | 19.00% | 20.00% | 34.34 | 33.50 | 27.57 | 33.67 | 26.50 | 25.07 | 23.12 | 24.33 | 23.53 | 22.37 | 28.16 | 17.04 | 27.27 |
| Incidencia de los costos de insumos quimicos en los costos totales (%) | 2.00% | 4.80% | 2.00% | 2.50% | 2.00% | 2.00% | 2.00% | 2.00% | 2.00% | 2.00% | 2.70% | 3.17 | 3.55 | 3.77 | 3.23 | 2.31 | 3.44 | 3.84 | 3.47 | 3.15 | 3.22 | 3.39 |
| Costo de Personal | 15,109,000 | 17,278,000 | 17,022,000 | 16,207,868 | 17,227,063 | 16,869,656 | 16,395,341 | 16,484,709 | 16,994,000 | 15,791,000 | 16,659,000 | 16,855,000 | 17,637,000 | 19,226,000 | 19,684,000 | 23,096,000 | 26,008,000 | 34,822,000 | 33,656,000 | 34,538,000 | 52,027,000 | 39,307,000 |
| Incidencia de los costos de personal en los costos totales (%) | 24.38 | 26.14 | 21.05 | 23.48 | 23.53 | 21.56 | 21.19 | 20.79 | 19.82 | 17.24 | 17.75 | 16.61 | 14.57 | 16.20 | 15.22 | 17.60 | 17.68 | 19.94 | 18.59 | 20.10 | 25.79 | 30.66 |
| Número de Empleados | 2,662 | 2,722 | 2,750 | 2,642 | 2,827 | 2,669 | 2,536 | 2,715 | 2,569 | 2,465 | 2,187 | 2,394 | 2,584 | 2,548 | 2,612 | 2,645 | 2,755 | 2,805 | 2,788 | 3,019 | 3,191 | 3,715 |
| Cantidad de empleados por cada 1000 clientes (Empleados / 1000 clientes) | 6.39 | 6.53 | 6.60 | 6.34 | 6.79 | 6.41 | 6.09 | 6.52 | 6.17 | 5.92 | 4.40 | 4.66 | 5.29 | 4.92 | 4.88 | 4.80 | 4.84 | 4.77 | 4.60 | 4.81 | 4.92 | 5.58 |
| Costo anual de empleado por cada 1000 clientes (B/./1,000 empleados/año) | 17.619 | 15.754 | 16.156 | 16.301 | 16.410 | 15.821 | 15.468 | 16.470 | 15.117 | 15.610 | 13.128 | 14.204 | 14.651 | 13.253 | 13.270 | 11.452 | 10.593 | 8.055 | 8.284 | 8.741 | 6.133 | 9.451 |

