

Consulting

SETEC provides consulting services relating to the development of international projects in the water supply sector. SETEC draws on its employees' knowhow and experience gained from many years of activity in this field. The experts employed on the projects are largely from the individual divisions of SETEC.

Regarding feasibility studies, we investigate how the water supply system functions and what problems exist in the water supply, identify potential solutions, compare these solutions and then opt for the most technically and economically viable alternative. This is done with the inclusion of available technical administrative, economic and social information on the area supplied. The gathered data are complemented with extensive field tests and measurements.

The results of earlier feasibility studies and the available budget form the basis for selecting the investment measures that are ultimately implemented. With its experienced project team, SETEC verifies the suggested measures, factoring in all changes in the initial conditions and includes the client in the entire process from the very beginning.

SETEC's project management services break down into the three following sub-areas:

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|----------------|---|
| Administrative | <ul style="list-style-type: none">• Managing budget funds• Reporting• Client service, consultation and information• Mediating between stakeholders |
| Technical | <p>Investment measures</p> <ul style="list-style-type: none">• Feasibility studies• Gathering of all technically relevant data• Technically verifying planned investment measures• Creating cost estimates• Conceptual and detailed planning, from water supply networks, reservoirs, pump stations, water treatment plants, well fields and spring tapping, to the issue of permits and cost estimates• Preparing tender documents, conducting tenders, evaluating the proposals, negotiating contracts, creating contract documents and signing contracts• Handling delivery contracts (acceptance, invoicing and quality control)• Supervising the construction and rehabilitation of waterworks and networks, billing, acceptance and delivery to clients• Supporting the client during the guarantee |

period

Improving the water supply

- Creating utility maps (including pipeline locating)
- Constructing hydraulic models with calibration measurements
- Determining water losses (technical)
- Subdividing the supply area into service zones
- Developing and implementing operating and maintenance concepts under consideration of the energy savings potential
- Creating and implementing a GIS
- Theoretical and practical training for water loss reduction including leak location
- Feasibility studies:
 - Gathering of all financial, commercial, organizational (waterworks) and demographic data
 - Investigation of the financeability of the measures under consideration of the borrower's creditworthiness

- Checking, updating and improving the consumer database
- Determining administrative water losses
- Improving the commercial processes (account settlement cycle, collection procedures, customer complaints)
- Determining financial status and introducing cost control
- Introducing a management information system
- Developing and introducing a business plan
- Clarifying legal issues (collecting outstanding payments, cutting off tardy customers and drafting and implementing service agreements)
- Introducing and supervising benchmarking
- Specifying and verifying performance criteria
- Carrying out measures for building public awareness and improving customer relations
- Assisting in the development and introduction of organizational structures and HR management
- Developing tariff models and tariff implementation plans and monitoring their implementation
- Developing a repayment concept for credits

Institutional

with the involvement of the stakeholders

[To top](#)