JUNTA RURAL DE AGUA Y SANEAMIENTO DE LAZARO CARDENAS

PROGRAMA DE INDICADORES DE GESTION DE ORGANISMOS OPERADORES

Ejercicio Fiscal 2020

Chihuahua
GOBIERNO DEL ESTADO

Variables	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	Total	Presupuesto Anual	Presupuesto Acumulado del Periodo	Diferencia	Ejer & Pptio
Resultados de Gestion																	
1. Ingresos (A+B)	**713,253.77**	**633,484.25**	**596,882.45**	**496,286.74**	**718,776.11**	**652,952.51**	**941,631.08**	**743,649.89**	**840,830.25**	**738,581.71**	**792,653.21**	**671,698.61**	**8,705,680.58**	**8,911,620.50**	**8,911,620.50**	**- 205,939.92**	**-2%**
A) Ingresos propios netos (a+b+c)	709,503.95	572,058.23	593,689.11	492,680.02	709,062.46	647,091.31	927,972.25	738,999.97	760,346.44	734,342.41	787,526.07	666,396.46	8,504,668.68	8,799,912.80	8,799,912.80	- 295,244.12	-3%
a) Ingresos propios (i+ii)	806,113.45	672,230.96	659,082.52	587,325.67	874,376.55	857,961.58	1,037,805.22	786,630.97	806,643.70	866,710.06	918,690.19	724,756.34	9,598,327.21	9,675,571.07	9,675,571.07	- 77,243.86	-1%
i) ingresos por agua	697,983.13	594,550.51	602,449.83	507,580.11	729,471.63	800,633.90	930,481.10	747,719.62	769,296.33	757,182.01	830,243.31	691,072.92	8,658,664.40	8,635,023.41	8,635,023.41	23,640.99	0%
ii) resto de los ingre	108,130.32	77,680.45	56,632.69	79,745.56	144,904.92	57,327.68	107,324.12	38,911.35	37,347.37	109,528.05	88,446.88	33,683.42	939,662.81	1,040,547.66	1,040,547.66	- 100,884.85	-10%
b) Descuento social	-22,938.90	-25,589.23	-26,400.31	-25,802.01	-28,119.81	-30,463.62	-31,972.38	-30,312.86	-30,856.05	-29,199.12	-29,676.47	-28,377.90	-339,708.66	-346,304.16	- 346,304.16	6,595.50	-2%
c) Bonificaciones	-73,670.60	-74,583.50	-38,993.10	-68,843.64	-137,194.28	-15,406.65	-77,860.59	-17,318.14	-15,441.21	-103,168.53	-101,487.65	-29,981.98	-753,949.87	-529,354.11	- 529,354.11	- 224,595.76	42%
c) Ajustes						-165,000.00							-165,000.00		-	- 165,000.00	
B) Ingresos indirectos	3,749.82	61,426.02	3,193.34	3,606.72	9,713.65	5,861.20	13,658.83	4,649.92	80,483.81	4,239.30	5,127.14	5,302.15	201,011.90	111,707.70	111,707.70	89,304.20	**80%**
2. Egresos (A+B+C)	**599,820.51**	**667,693.30**	**691,054.92**	**810,149.60**	**587,386.28**	**664,314.54**	**718,548.52**	**1,083,969.31**	**724,474.58**	**765,544.38**	**727,303.23**	**775,110.60**	**8,815,369.77**	**8,911,620.50**	**8,911,620.50**	**- 96,250.73**	-1%
A) Costos y gastos de Operación (a+	**496,917.51**	**523,929.10**	**555,430.16**	**727,774.50**	**499,567.77**	**536,594.12**	**582,934.88**	**686,166.23**	**480,457.70**	**553,892.75**	**515,787.75**	**729,759.68**	**6,889,212.15**	**6,545,100.50**	**6,545,100.50**	**344,111.65**	5%
a) Servicios personales	213,845.78	163,486.93	182,010.14	194,444.99	208,159.20	174,238.83	232,235.04	200,864.49	186,602.93	205,922.36	190,938.02	222,197.49	2,374,946.20	2,280,309.43	2,280,309.43	94,636.77	4%
b) Materiales y suministros	116,446.89	121,415.42	118,772.18	283,187.49	69,428.56	137,919.67	93,084.98	81,396.47	76,773.41	112,158.01	107,098.30	178,071.17	1,495,752.55	1,101,702.60	1,101,702.60	394,049.95	36%
c) Servicios Generales (i+ii+iii)	166,624.84	239,026.75	254,647.84	250,142.02	221,980.01	224,435.62	257,614.86	403,905.27	217,081.36	235,812.38	217,751.43	329,491.02	3,018,513.40	3,163,088.47	3,163,088.47	- 144,575.07	-5%
i) Energía eléctrica (	104,934.10	99,586.97	125,112.59	125,486.96	132,379.42	68,118.01	124,276.53	128,552.51	128,870.44	115,170.68	129,569.33	119,358.76	1,401,416.30	1,757,090.98	1,757,090.98	- 355,674.68	
ii) Aportaciones y De	35,475.20	28,781.07	29,684.46	24,634.00	35,453.12	40,604.57	46,398.61	36,955.00	38,017.32	36,717.12	39,376.30	33,319.82	425,416.59	442,428.78	442,428.78	- 17,012.19	-4%
iii) DFEA Pagados	13,948.25	24,309.08	29,644.48	33,249.88	21,762.85	23,327.62	21,139.88	23,059.98	7,504.69	652.40	2,513.56	4,024.45	205,137.12	362,556.62	362,556.62	- 157,419.50	-43%
iv) Resto de los Ser	12,267.29	86,349.63	70,206.31	66,771.18	32,384.62	92,385.42	65,799.84	215,337.78	42,688.91	83,272.18	46,292.24	172,787.99	986,543.39	963,568.71	963,568.71	22,974.68	
d) Apoyos y transferencias y Otros													-	-	-	-	**5%**
* NO REPETIR LAS BONIFICACIONES, DESCUENTOS Y AJUSTES EN LOS GASTOS OPERATIVOS.																	
Resultado del Ejercicio	**216,336.26**	**109,555.15**	**41,452.29**	**- 231,487.76**	**219,208.34**	**116,358.39**	**358,696.20**	**57,483.66**	**360,372.55**	**184,688.96**	**276,865.46**	**- 58,061.07**	**1,816,468.43**	**2,366,520.00**	**2,366,520.00**	**- 550,051.57**	-23%
B) Creditos	50,000.00	58,000.00			30,924.56		70,000.00	70,000.00					278,924.56	648,000.00	648,000.00	- 369,075.44	-57%
C) Inversiones propias	52,903.00	85,764.20	135,624.76	82,375.10	56,893.95	67,206.40	73,339.58	327,803.08	244,016.88	211,651.63	211,515.48	45,350.92	1,594,444.98	1,718,520.00	1,718,520.00	- 124,075.02	-7%
Ampliación			99,857.55	82,375.10	48,093.95	60,514.02	62,274.06	68,333.13	43,199.55	211,651.63	211,515.48	45,350.92	933,165.39	1,866,330.78			
Rehabilitación	52,903.00	9,100.00			8,800.00			259,469.95	200,817.33				531,090.28				
Activo Fijo		76,664.20	35,767.21			6,692.38	11,065.52						130,189.31				
Deficit	**113,433.26**	**- 34,209.05**	**- 94,172.47**	**- 313,862.86**	**131,389.83**	**49,151.99**	**215,356.62**	**- 340,319.42**	**116,355.67**	**- 26,962.67**	**65,349.98**	**- 103,411.99**	**- 56,901.11**	**-**	**-**	**- 56,901.11**	**0%**
D) Inversiones de Gobierno													-	-	-	-	0%
Cuentas de Balance																	
Saldo En Bancos	442,775.05	391,625.75	485,302.98	129,258.87	297,195.32	623,048.17	650,488.36	302,145.02	350,639.16	184,368.53	318,198.74	84,363.31					
Cuenta Corriente	131,670.61	69,072.22	194,776.59	22,938.87	26,337.63	282,778.65	104,932.59	79,589.74	73,595.64	1,049.75	83,074.67	10,501.22					
Provisiones	61,104.44	122,553.53	190,526.39	106,320.00	170,857.69	240,269.52	155,555.77	222,555.28	277,043.52	183,318.78	235,124.07	73,862.09					
Inversiones	250,000.00	200,000.00	100,000.00		100,000.00	100,000.00	390,000.00	-				-					
Activo Circulante	15,605,016.18	15,728,370.75	16,081,322.55	15,927,816.87	16,132,425.53	2,967,178.82	3,080,252.10	2,811,216.40	3,013,815.17	2,874,023.52	2,998,289.41	2,808,253.03					
Activo Total	36,923,515.09	37,132,518.86	37,371,029.53	37,300,105.70	37,561,382.46	24,463,771.31	24,650,590.34	24,709,638.97	25,156,593.51	25,233,382.79	25,569,164.16	25,424,478.70					
Pasivo Circulante	13,688,769.89	13,788,188.51	13,985,246.89	14,145,797.09	14,187,879.24	973,909.70	802,032.53	803,497.50	890,079.49	782,179.81	841,095.72	754,471.33					
Pasivo Total	13,688,739.89	13,788,188.51	13,985,246.89	14,145,797.09	14,187,879.24	973,909.70	802,032.53	803,497.50	890,079.49	782,179.81	841,095.72	754,471.33					
Saldo DFEA pendiente de pago	46,444.21	93,233.17	146,545.85	47,679.34	97,556.79	152,308.44	52,934.51	105,273.84	145,101.90	36,716.98	73,862.09	104,695.22					
Energía Eléctrica de Operación en KW (A+	**46,207.00**	**57,951.00**	**59,083.00**	**61,202.00**	**42,449.00**	**40,044.00**	**41,068.00**	**39,221.00**	**37,408.00**	**35,777.00**	**27,142.00**	**30,838.00**	**-**				
A) Agua potable	46,207.00	57,951.00	59,083.00	61,202.00	42,449.00	40,044.00	41,068.00	39,221.00	37,408.00	35,777.00	27,142.00	30,838.00					
B) Alcantarillado	-																
C) Saneamiento	-																
Desglose Consumo Eléctrico $ (Pesos)	**104,934.10**	**99,586.97**	**125,112.59**	**125,486.96**	**131,096.11**	**68,118.01**	**124,276.53**	**128,552.51**	**128,870.44**	**115,170.68**	**129,569.33**	**119,358.76**					
A) Agua potable	104,934.10	99,586.97	125,112.59	125,486.96	131,096.11	68,118.01	124,276.53	128,552.51	128,870.44	115,170.68	129,569.33	119,358.76					
B) Alcantarillado	-																
C) Saneamiento	-																
Avance de Estudio de Eficiencia Electromecanica (	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
Avance de Diagnostico de Medición de Presiones	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					
Agua Potable																	
Volumen de agua producida en m^3	**88,245**	**88,900**	**101,295**	**117,979**	**122,035**	**131,029**	**124,506**	**123,447**	**101,103**	**97,980**	**98,541**	**56,894**					
Pozo Profundo	88,245.00	88,900.00	101,295	117,979	122,035	131,029	124,506	123,447	101,103	97,980	98,541	56,894.00					
Galerias Filtrantes	-																
Manantial	-																
Presas	-																
Volumen de agua facturada en m3 (A+B+C	**51,461.00**	**53,476.00**	**55,575.00**	**56,747**	**74,292**	**73,864**	**77,206**	**83,292**	**70,891.00**	**67,980.00**	**73,114.00**	**52,701.00**	**790,599.00**				
A) Doméstico	43,857.00	47,554.00	49,207.00	51,884	67,265	66,785	69,285	73,309	63,079.00	60,288.00	65,893.00	46,122.00	704,528.00				
B) Comercial	2,083.00	1,683.00	2,245.00	1,800	2,356	2,271	2,428	2,795	2,458.00	2,025.00	2,199.00	1,976.00	26,319.00				
C) Industrial	886.00	1,365.00	1,383.00	1,315	1,396	1,955	2,190	2,680	1,815.00	2,893.00	3,139.00	2,194.00	23,211.00				
D) Escolar	3,614.00	1,806.00	1,801.00	709	1,502	1,174	951	1,510	1,546.00	1,501.00	942.00	1,655.00	18,711.00				
E) Público	1,021.00	1,068.00	939.00	1,039	1,773	1,679	2,352	2,998	1,993.00	1,273.00	941.00	754.00	17,830.00				
Volumen de agua cobrado en m3 (A+B)	**56,119.00**	**48,795.00**	**48,126.00**	**40,593.00**	**53,769.00**	**57,277.00**	**64,185.00**	**58,009.00**	**53,525.00**	**51,536.00**	**54,315.00**	**38,138.00**	**624,407.00**				
A) A Tiempo	39,838.00	38,272.00	40,178.00	34,916.00	49,002.00	52,584.00	58,008.00	54,901.00	49,136.00	46,976.00	49,562.00	35,053.00	548,426.00				
B) Con Rezago	16,281.00	10,523.00	7,948.00	5,677.00	4,787.00	4,693.00	6,177.00	3,108.00	4,389.00	4,560.00	4,753.00	3,085.00	75,981.00				
Saneamiento																	
Agua Tratada (lagunas de oxidación, PTAR, etc)																	
Volumen de agua tratado en m3	**73,872.00**	**69,033.60**	**71,625.60**	**72,057.60**	**73,785.60**	**71,712.00**	**73,958.40**	**74,131.20**	**71,798.40**	**74,390.40**							
Volumen de agua producido en m3 (sale de planta)																	
A) Vendida																	
B) Comprometida	-	-	-	-	-	-	-	-	-	-	-	-					
C) Descargada	-	-	-	-	-	-	-	-	-	-	-	-					
Comercial																	
Facturación de Agua, Alcant. y Saneamien	**727,754.24**	**748,967.93**	**765,618.33**	**772,436.50**	**964,980.36**	**811,305.60**	**1,001,656.62**	**1,091,759.45**	**952,157.49**	**938,424.86**	**1,020,977.70**	**780,017.85**					
A) Doméstico	600,414.43	643,983.94	655,243.40	680,527.53	843,556.40	700,648.94	863,529.55	920,900.11	815,557.96	795,149.61	881,467.54	654,339.46					
B) Comercial	42,045.58	36,173.58	42,819.33	36,974.86	44,058.94	36,846.03	43,602.44	48,619.22	45,493.42	40,479.55	43,571.64	41,321.39					
C) Industrial	18,426.31	27,721.99	27,766.57	27,182.26	27,971.40	33,651.39	44,197.23	54,222.77	37,565.15	60,105.60	64,628.28	45,444.87					
D) Escolar	49,764.48	23,216.85	23,576.12	9,713.20	20,893.73	14,841.54	12,994.07	21,004.04	21,411.07	20,701.86	13,521.29	24,124.50					
E) Público	17,103.44	17,871.57	16,212.91	18,038.65	28,499.89	25,317.70	37,333.33	47,013.31	32,129.89	21,988.24	17,788.95	14,787.63					
Cobrado de Agua, Alcant. y Saneamiento e	**674,416.43**	**576,993.21**	**572,277.61**	**471,506.39**	**682,938.55**	**742,100.68**	**874,782.57**	**688,875.87**	**736,792.16**	**717,708.93**	**797,533.31**	**673,369.92**					
A) Doméstico	614,369.70	516,743.05	498,706.84	430,886.45	604,515.55	663,518.17	756,915.73	589,769.48	627,425.25	635,663.52	602,397.44	558,230.14					
B) Comercial	30,060.53	35,149.67	28,042.79	21,436.26	39,124.82	28,049.27	41,690.90	30,866.00	37,147.12	41,620.53	33,904.01	34,706.45					
C) Industrial	16,333.31	11,250.85	29,420.81	4,493.65	23,331.48	24,066.35	47,316.02	37,437.93	35,243.42	28,982.76	49,532.36	68,658.13					

Variables	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	Total	Presupuesto Anual	Presupuesto Acumulado del Período	Diferencia	Ejer & Pptlo
Resultados de Gestion																	
D) Escolar				-							91,900.48						
E) Público	13,652.89	13,849.64	16,107.17	14,690.03	15,966.70	26,466.89	28,859.92	30,802.46	36,976.37	11,442.12	19,799.02	11,775.20					
No. De Cortes Efectivos del Mes	132.00	18.00	8.00	-			-	-	-	-	-	-					
No. De Reconexiones del Mes	72.00	40.00	19.00	13.00	15.00	9.00	10.00	4.00	3.00	7.00	12.00	3.00					
Importe de Multas Cobradas	2,524.60	3,848.40	3,835.40	2,227.60	4,464.40	2,765.40	2,531.40	2,540.20	957.00	1,322.20	3,011.20	3,442.40					
Padrón de usuarios																	
Total de conexiones de agua Activas (A+B)	**3,824**	**3,826**	**3,830**	**3,831**	**3,832**	**3,833**	**3,836**	**3,841**	**3,845**	**3,852**	**3,856**	**3,865**					
A) Conexiones de servicio medido (a	**3,821**	**3,823**	**3,827**	**3,828**	**3,829**	**3,830**	**3,833**	**3,838**	**3,843**	**3,850**	**3,854**	**3,863**					
a) Doméstico	3,602	3,605	3,610	3,612	3,614	3,615	3,622	3,628	3,634	3,642	3,646	3,657					
b) Comercial	143	142	141	140	140	140	137	137	138	137	137	136					
c) Industrial	21	21	21	21	20	20	20	20	19	19	19	18					
d) Escolar	20	20	20	20	20	20	20	20	20	20	20	20					
e) Público	35	35	35	35	35	35	34	33	32	32	32	32					
B) Conexiones de cuota fija (a+b+c+d	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**2**	**2**	**2**	**2**					
a) Doméstico	3	3	3	3	3	3	3	3	2	2	2	2					
b) Comercial																	
c) Industrial																	
d) Escolar																	
e) Público																	
C) Conexiones No Activas o Congeladas	332	332	332	331	336	338	339	340	346	341	339	342					
Total de descargas de alcantarillado	**3,636**	**3,640**	**3,643**	**3,643**	**3,649**	**3,652**	**3,653**	**3,658**	**3,662**	**3,664**	**3,666**	**3,671**					
Cobertura de Alcantarillado	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**	**95%**					
Analítico del Rezago																	
Monto del Rezago (A+B+C)	**12,865,628.15**	**12,973,542.99**	**13,092,532.47**	**13,318,903.60**	**13,337,891.89**	**13,530,963.90**	**13,525,901.44**	**13,841,634.27**	**14,106,657.83**	**14,253,834.86**	**14,260,449.60**	**14,392,413.46**					
A) Rezago cobrable (a+b+c)	**9,370,632.83**	**9,426,592.29**	**9,521,239.82**	**9,722,964.06**	**9,730,639.82**	**9,902,536.74**	**9,886,981.56**	**10,184,617.21**	**10,420,369.57**	**10,527,554.80**	**10,610,181.32**	**10,720,725.40**	-	-	-	-	-
a) Doméstico	8,805,905.05	8,852,260.26	8,942,385.40	9,101,661.58	9,119,988.06	9,274,243.53	9,275,409.06	9,551,860.29	9,770,570.93	9,873,186.28	9,943,482.94	10,057,990.71	-	-	-	-	-
b) Comercial	497,294.57	500,324.42	507,250.27	526,674.60	517,079.29	531,558.83	525,277.19	540,421.35	543,134.04	540,218.56	544,649.55	548,426.89					
c) Industrial	67,433.21	74,007.61	71,604.15	94,627.88	93,572.47	96,734.38	86,295.31	92,335.57	106,664.60	114,149.96	122,048.83	114,307.80					
B) Escolar	2,998,319.92	3,048,084.40	3,071,301.25	3,094,877.37	3,104,590.57	3,125,484.30	3,141,561.92	3,154,555.99	3,175,560.03	3,196,971.10	3,121,649.00	3,135,170.29					
C) Público	496,675.40	498,866.30	499,991.40	501,062.17	502,661.50	502,942.86	497,357.96	502,461.07	510,728.23	529,308.96	528,619.28	536,517.77					
No. De tomas con rezago:	**1,279**	**1,288**	**1,317**	**1,356**	**1,346**	**1,372**	**1,288**	**1,350**	**1,221**	**1,262**	**1,246**	**1,237**					
2 meses	137	134	161	188	172	176	131	152	148	176	162	145					
4 meses	270	269	237	187	189	184	165	152	168	167	157	160					
8 meses	120	124	149	200	201	195	175	167	131	130	134	129					
1 año	752	761	770	781	784	817	817	879	774	789	793	803					
Tarifa mas Popular $																	
Domiciliaria $ _____m3	10.00	10.00	10.00	10.00	10.00	10.00	-	20.00	-	20.00	10.00	-					
Comercial $ _____m3	5.00	5.00	10.00	10.00	-	10.00	-	10.00	0	10.00	10.00	-					
Industrial $ _____m3	20.00	20.00	20.00	10.00	-	15.00	-	-	-	36.00	16.00	15.00					
A los usuarios de cuota fija se asigna volumen esti	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00					
Coberturas de servicios																	
Coberturas de servicios	90%	99%	99%	91%	91%	91%	100%	100%	91%	100%	100%	100%					
No. habitantes según censo de INEGI	8,930	8,930	8,930	8,930	8,930	8,930	8,930	8,930	8,930	8,930	8,930	8,930					
No. de habitantes con servicio de agua potable	8,859	8,859	8,859	8,859	8,890	8,900	8,900	8,900	8,900	8,900	8,910	8,910					
No. de habitantes con servicio de alcantarillado	8,677	8,677	8,677	8,677	8,680	8,690	8,690	8,690	8,690	8,690	8,700	8,700					
No. de Localidades Atendidas (comunidades o cor	1	1	1	1	1	1	1	1	1	1	1	1					
No. de usuarios en las Localidades Atendidas	98	98	98	98	98	98	98	98	98	98	98	98					
No. de usuarios con pagos a tiempo	1,984	1,895	1,908	1,700	1,932	1,903	2,100	1,851	1,905	1,916	2,005	1,920					
No. de usuarios con descuento social	807	808	804	806	803	802	800	800	787	782	777	771					
Presion minima de suministro en la red (mca)																	
Presión media de suministro en la red (mca)																	
Presion maxima de suministro en la red (mca)																	
Longitud total de tubería de distribución (km)	55.90																
Longitud total de Alcantarillado (km)	48																
Longitud de tubería de distribución rehabilitada (Km)																	
No. de micromedidores rehabilitados																	
No. de micromedidores Instalados Nuevos	13	5	7	7	4	18	14	15	11	20	27	15					
No. de micromedidores funcionando	3,669	3,672	3,662	3,672	3,678	3,465	3,684	3,676		3,375	3,420						
No. de micromedidores calibrados																	
No. de macromedidores instalados en captaciones	3	3	3	3	2	2	2	2	2	2	2	2					
No. de macromedidores funcionando	3	3	3	2	2	2	2	2	2	2	2	2					
No. de macromedidores calibrados	3	3	3	2	2	2	2	2	2	2	2	2					
No. Fuentes de abastecimiento	**4**	**4**	**4**	**4**	**4**	**4**	**4**	**4**	**4**	**4**	**4**	**4**					
Pozos profundos	4	4	4	4	4	4	4	4	4	4	4	4					
Presas	-																
Galerías filtrantes	0	0	0	0	0	0	-	-		-		-					
Manantiales	0	0	0	0	0	0	-	-		-		-					
Otros	0	0	0	0	0	0	-	-		-		-					
No. Fuentes de abastecimiento Activas	2	2	2	2	2	2	3	3	3	3	3	3					
No. De Tanques de Almacenamiento	2	2	2	2	2	2	2	2	2	2	2	2					
Volumen de Almacenamiento de los Tanques m^3																	
Recursos humanos	14	14	14	14	14	14	14	14	14	14	14	14					
A) Empleados Activos (a+b+c)	**14**	**14**	**14**	**14**	**14**	**14**	**14**	**14**	**14**	**14**	**14**	**14**					
a) Administración Confia	2	2	2	2	2	2	2	2	2	2	2	2					
Sindica	-																
b) Comercialización Confia	3	3	3	3	3	3	3	3	3	3	3	3					
Sindica	-																
c) Operación Confia	9	9	9	9	9	9	9	9	9	9	9	9					
Sindica	-																
B) Pensionados y jubilados Confianza	-																
Sindicalizado	-																
Sistemas de Información de Usuarios																	
No. de empleados dedicados al control de fugas	7	7	7	7	7	7	5	7	7	7	7	7					
No. de fugas detectadas	14	9	4	2	1	24	6	12	21	17	19	33					
No. de fugas reparadas	14	9	4	2	1	24	6	12	21	17	19	33					
No. de usuarios abasteciidos con pipas	1					1	1	1	1	1	1	-					
No. de quejas recibidas	15	16	18	13	23	26	16	23	17	37	25	28					
No. de quejas atendidas	15	16	18	13	23	26	16	23	17	37	25	28					
No de tomas con servicio continuo	3,824	3,826	3,830	3,831	3,832	3,833	3,836	3,841	3,845	3,852	3,856	3,865					
No. de tomas con servicio menor de 12 hrs	-	-															

C. ROSA ELVIA MILLAN GALLEGOS
DIRECTORA EJECUTIVA

C. JULIA PION ANCHONDO
DIRECTORA FINANCIERA