

PROGRAMA DE INDICADORES DE GESTION

Variables	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	Total
<b>1. Ingresos (A+C)</b>	<b>1,063,662.15</b>	<b>819,001.83</b>	<b>965,546.88</b>	<b>990,203.41</b>	<b>1,098,977.53</b>	<b>1,265,799.30</b>	<b>1,156,940.93</b>	<b>1,048,399.66</b>	<b>906,670.00</b>	<b>1,068,979.68</b>	<b>1,156,902.63</b>	<b>1,059,335.88</b>	<b>12,600,419.88</b>
A) Ingresos propios netos (a+b+c)	1,063,662.15	819,001.83	965,546.88	990,203.41	1,098,977.53	1,265,799.30	1,156,940.93	1,048,399.66	906,670.00	1,068,979.68	1,156,902.63	1,059,335.88	12,600,419.88
B) Ingresos por agua, alcantarillado y saneamiento netos (i+b+c)	1,026,270.49	809,872.39	934,047.72	948,799.06	1,062,342.04	1,197,369.27	1,098,369.83	1,009,505.71	872,290.49	1,025,018.39	1,107,978.04	1,022,493.32	11,834,346.75
a) Ingresos propios (i+ii)	1,225,121.65	923,141.03	1,072,460.74	1,120,276.91	1,236,097.78	1,398,690.88	1,337,365.86	1,243,858.62	1,010,601.63	3,315,582.29	7,972,281.49	2,866,812.01	24,722,290.89
i) ingresos por agua, alcantarillado y saneamiento brutos	1,187,729.99	914,011.59	1,040,961.58	1,078,872.56	1,199,462.29	1,050,250.85	1,278,794.76	1,204,964.67	976,222.12	3,271,621.00	7,923,356.90	2,829,969.45	23,956,217.76
ii) resto de los ingresos propios	37,391.66	9,129.44	31,499.16	41,404.35	36,635.49	348,440.03	58,571.10	38,893.95	34,379.51	43,961.29	48,924.59	36,842.56	766,073.13
b) Descuento social (numero en negativo)	-92,833.55	-87,277.57	-95,137.14	-105,817.01	-107,109.98	-95,191.48	-108,075.28	-102,736.33	-98,776.07	-101,456.86	-104,603.39	-96,905.47	-1,195,920.13
c) Bonificaciones (numero en negativo)	-68,625.95	-16,861.63	-11,776.72	-24,256.49	-30,010.27	-37,700.10	-72,349.65	-92,722.63	-5,155.56	-2,145,145.75	-6,710,775.47	-1,710,570.66	-10,925,950.88
d) Ajustes (numero en negativo) (DATO INFORMATIVO)	-17,444.52	-35,847.34	-123,594.29	-35,437.88	-45,896.74	-33,751.95	-56,247.03	-30,540.94	-27,881.08	-44,738.11	-145,669.47	-57,769.47	654,818.82
C) Ingresos indirectos													-
<b>2. Egresos (A+B+C)</b>	<b>972,247.95</b>	<b>787,278.31</b>	<b>878,194.41</b>	<b>1,165,694.16</b>	<b>1,349,172.30</b>	<b>1,039,127.59</b>	<b>1,000,865.94</b>	<b>1,028,180.49</b>	<b>893,430.43</b>	<b>1,019,609.66</b>	<b>1,207,048.90</b>	<b>1,167,035.76</b>	<b>12,507,885.90</b>
A) Gastos de operación (a+b+c+d+e)	949,185.75	771,451.31	869,229.51	1,078,585.16	995,262.30	891,277.59	1,000,865.94	916,333.17	874,329.12	795,755.89	1,207,048.90	1,096,116.76	11,445,441.40
a) Servicios personales	314,605.12	314,605.12	356,296.62	356,048.71	447,186.52	431,477.27	281,859.79	423,737.96	282,689.59	293,425.03	612,372.04	322,980.50	4,437,284.27
b) Materiales y suministros	251,458.32	133,452.39	251,608.37	286,997.66	329,665.98	102,082.70	289,840.41	183,404.14	271,832.65	190,311.49	229,881.72	465,401.47	2,985,937.30
c) Servicios Generales (i+ii)	349,581.08	278,469.91	219,621.10	355,726.43	148,586.36	281,983.79	361,529.48	228,034.07	247,158.27	219,588.73	290,817.96	235,929.35	3,217,026.53
i) Energía eléctrica	270,328.31	143,847.42	159,175.86	225,589.65	61,078.45	224,117.25	179,412.94	188,657.77	199,377.59	185,591.38	168,622.62	173,800.00	2,179,599.24
Energía eléctrica (para suministro de agua) (DATO INFORMATIVO)	270,328.31	134,317.25	159,175.86	216,783.89	61,078.45	224,117.25	179,412.94	188,657.77	192,631.90	179,022.41	168,622.62	173,800.00	2,147,948.65
ii) Resto de los Servicios	79,252.77	134,622.49	60,445.24	130,136.78	87,507.91	57,866.54	182,116.54	39,376.30	47,780.68	33,997.35	122,195.34	62,129.35	1,037,427.29
d) Transferencias, asignaciones, subsidios y ayudas	33,541.23	44,923.89	41,703.42	48,548.64	50,163.14	56,102.13	48,006.46	61,755.34	53,246.95	73,029.95	54,598.85	59,989.26	625,609.26
e) Otros Gastos				31,263.72	19,660.30	19,631.70	19,629.80	19,401.66	19,400.69	19,400.69	19,378.33	11,816.18	179,584.04
<b>Resultado del Ejercicio</b>	<b>114,476.40</b>	<b>47,550.52</b>	<b>96,317.37</b>	<b>- 88,381.75</b>	<b>103,715.23</b>	<b>374,521.71</b>	<b>156,074.99</b>	<b>132,066.49</b>	<b>32,340.88</b>	<b>273,223.79</b>	<b>- 50,146.27</b>	<b>- 36,780.88</b>	<b>1,154,978.48</b>
B) Créditos													-
C) Inversiones propias	23,062.20	15,827.00	8,964.90	87,109.00	353,910.00	147,850.00	-	111,847.32	19,101.31	223,853.77	-	70,919.00	1,062,444.50
<b>Superavit / Deficit</b>	<b>91,414.20</b>	<b>31,723.52</b>	<b>87,352.47</b>	<b>- 175,490.75</b>	<b>250,194.77</b>	<b>226,671.71</b>	<b>156,074.99</b>	<b>20,219.17</b>	<b>13,239.57</b>	<b>49,370.02</b>	<b>- 50,146.27</b>	<b>- 107,699.88</b>	<b>92,533.98</b>
D) Inversiones de Gobierno													-
<b>Saldo en Bancos</b>	<b>49,581.24</b>	<b>26,837.38</b>	<b>51,146.01</b>	<b>63,979.55</b>	<b>76,681.11</b>	<b>78,609.06</b>	<b>261,695.40</b>	<b>363,922.13</b>	<b>735,328.16</b>	<b>495,286.19</b>	<b>377,648.24</b>	<b>312,316.99</b>	
DFEA	6,649.35	9,944.89	14,484.39	4,640.25	4,470.79	4,107.80	5,063.78	5,099.51	3,700.35	10,406.57	31,313.84	10,033.64	109,915.16
5% JCAS	33,541.23	44,923.89	41,703.42	48,548.64	50,163.14	56,102.13	48,006.46	61,755.34	53,246.95	73,029.95	54,598.85	59,989.26	625,609.26
<b>Energía Eléctrica de Operación en KW (A+B+C)</b>	<b>95,390.00</b>	<b>85,015.00</b>	<b>93,732.00</b>	<b>85,554.00</b>	<b>96,163.00</b>	<b>93,563.00</b>	<b>99,632.00</b>	<b>99,976.00</b>	<b>95,466.00</b>	<b>89,143.00</b>	<b>88,992.00</b>	<b>90,626.00</b>	<b>1,113,252.00</b>
A) Agua potable	95,390.00	85,015.00	93,732.00	85,554.00	96,163.00	93,563.00	99,632.00	99,976.00	95,466.00	89,143.00	88,992.00	90,626.00	1,113,252.00
B) Alcantarillado													-
C) Saneamiento													-
<b>Desglose Consumo Eléctrico</b>													
kwh Básico	23,749.00	22,351.00	24,203.00	27,587.00	26,713.00	23,313.00	28,740.00	26,405.00	26,053.00	20,149.00	36,672.00	25,512.00	311,447.00
kwh Intermedio	53,377.00	46,294.00	52,866.00	59,160.00	63,920.00	64,641.00	63,672.00	66,145.00	62,777.00	68,994.00	52,320.00	51,683.00	705,849.00
kwh Pico (Excedente)													-
<b>kwh Totales</b>	<b>77,126.00</b>	<b>68,645.00</b>	<b>77,069.00</b>	<b>86,747.00</b>	<b>90,633.00</b>	<b>87,954.00</b>	<b>92,412.00</b>	<b>92,550.00</b>	<b>88,830.00</b>	<b>89,143.00</b>	<b>88,992.00</b>	<b>77,195.00</b>	<b>1,017,296.00</b>
<b>Volumen de agua producida en m3</b>	<b>167,907.70</b>	<b>152,462.80</b>	<b>168,869.90</b>	<b>153,857.30</b>	<b>164,259.20</b>	<b>169,783.60</b>	<b>174,410.60</b>	<b>163,867.50</b>	<b>166,811.40</b>	<b>152,975.00</b>	<b>151,832.10</b>	<b>143,224.10</b>	<b>1,930,261.20</b>
<b>Volumen de agua facturada (medida) en m3 (A+B+C+D+E)</b>	<b>61,720.00</b>	<b>55,563.00</b>	<b>54,092.00</b>	<b>56,534.00</b>	<b>63,986.00</b>	<b>66,931.00</b>	<b>72,537.00</b>	<b>65,855.00</b>	<b>62,608.00</b>	<b>61,172.00</b>	<b>61,171.00</b>	<b>63,048.00</b>	<b>745,217.00</b>
A) Doméstico m3	52,753.00	46,939.00	46,058.00	47,883.00	54,642.00	55,515.00	59,976.00	56,158.00	52,946.00	52,232.00	53,320.00	54,041.00	632,463.00
B) Comercial m3	3,490.00	3,715.00	3,269.00	3,426.00	3,486.00	4,039.00	4,351.00	4,209.00	4,351.00	4,216.00	3,507.00	3,702.00	45,355.00
C) Industrial m3	1,030.00	893.00	916.00	1,155.00	1,022.00	1,100.00	1,234.00	1,130.00	1,225.00	983.00	853.00	739.00	12,280.00
D) Escolar m3	2,050.00	1,869.00	1,992.00	1,303.00	1,326.00	1,124.00	1,702.00	1,487.00	994.00	1,504.00	1,403.00	1,323.00	17,077.00
E) Público m3	2,397.00	2,147.00	1,857.00	2,767.00	3,510.00	5,241.00	5,592.00	3,871.00	3,092.00	2,237.00	2,088.00	3,243.00	38,042.00
<b>Volumen de agua cobrado en m3 (A+B)</b>	<b>54,217.00</b>	<b>43,293.00</b>	<b>46,865.00</b>	<b>49,660.00</b>	<b>55,609.00</b>	<b>48,243.00</b>	<b>62,100.00</b>	<b>51,417.00</b>	<b>45,091.00</b>	<b>50,909.00</b>	<b>52,432.00</b>	<b>48,517.00</b>	<b>608,353.00</b>
A) A Tiempo m3	48,784.00	39,720.00	42,191.00	45,667.00	50,372.00	43,437.00	57,567.00	47,067.00	41,010.00	44,514.00	46,296.00	44,065.00	550,690.00
B) Con Rezago m3	5,433.00	3,573.00	4,674.00	3,993.00	5,237.00	4,806.00	4,533.00	4,350.00	4,081.00	6,395.00	6,136.00	4,452.00	57,663.00
<b>Volumen de agua residual (por tratar) en m3 (Entrada a PTAR)</b>													-
<b>Volumen de agua tratada en m3 (Salida de PTAR)</b>	<b>137,709.40</b>	<b>121,307.52</b>	<b>127,579.32</b>	<b>100,727.17</b>	<b>133,816.58</b>	<b>122,097.28</b>	<b>156,977.06</b>	<b>147,500.22</b>	<b>90,421.25</b>	<b>110,755.36</b>	<b>137,517.52</b>	<b>127,159.25</b>	<b>1,513,567.93</b>
<b>Facturación de Agua, Drenaje y Saneamiento en \$ (A+B+C+D+E)</b>	<b>1,126,633.90</b>	<b>1,107,903.45</b>	<b>1,100,128.88</b>	<b>1,111,357.62</b>	<b>1,176,669.84</b>	<b>1,229,205.59</b>	<b>1,302,954.42</b>	<b>1,234,942.70</b>	<b>1,246,822.95</b>	<b>1,211,958.24</b>	<b>1,208,666.05</b>	<b>1,234,759.02</b>	<b>14,292,002.66</b>
A) Doméstico facturado	919,952.31	897,559.69	898,819.10	898,475.79	953,113.45	964,362.87	1,007,864.97	993,819.35	994,306.70	984,507.49	1,006,981.29	1,011,459.01	11,531,222.02
B) Comercial facturado	97,849.27	106,097.45	97,643.89	97,643.89	102,518.73	102,518.73	102,518.73	123,930.09	118,214.66	108,914.94	108,914.94	1,267,266.08	1,267,266.08
C) Industrial facturado	33,694.91	32,857.25	33,877.78	42,713.82	37,013.62	37,757.35	48,509.49	40,017.43	44,350.13	38,806.03	34,886.48	30,298.64	454,782.93
D) Escolar facturado	32,129.43	28,130.71	30,543.18	20,325.38	20,431.28	15,644.33	25,479.11	7,742.51	14,485.91	21,801.56	21,641.29	19,111.22	258,265.85
E) Público facturado	43,007.98	43,258.35	40,990.83	52,237.97	68,467.60	108,922.31	117,270.90	79,115.22	69,750.12	48,628.50	44,640.79	64,175.21	780,465.78

<b>Cobrado de Agua, Drenaje y Saneamiento en \$ (A+B+C+D+E)</b>	<b>1,026,270.49</b>	<b>809,872.39</b>	<b>934,047.72</b>	<b>948,788.06</b>	<b>1,062,342.04</b>	<b>917,359.27</b>	<b>1,170,369.83</b>	<b>1,009,505.71</b>	<b>872,290.49</b>	<b>1,025,018.39</b>	<b>1,169,178.96</b>	<b>1,022,493.32</b>	<b>11,967,536.67</b>
A) Doméstico cobrado	810,346.39	632,624.62	702,247.05	756,184.43	884,547.36	780,489.36	822,379.15	809,133.49	711,362.25	816,252.75	1,003,649.19	822,923.88	9,552,139.92
B) Comercial cobrado	76,249.07	82,362.99	167,418.65	85,711.61	83,995.12	90,703.97	84,642.75	87,720.92	76,738.70	92,691.69	93,849.53	114,582.02	1,136,667.02
C) Industrial cobrado	50,950.34	23,945.64	12,614.82	50,198.62	24,538.74	20,584.38	48,329.89	41,040.38	8,255.39	68,523.27	33,058.96	27,838.07	409,878.52
D) Escolar cobrado	-	260.96	-	133.43	-	79.34	1.36	-	138.34	-	140.69	140.98	895.10
E) Público cobrado	88,724.69	70,678.18	51,767.20	56,559.97	69,260.82	25,502.22	215,016.68	71,610.92	75,795.81	47,550.68	38,480.57	57,008.37	867,956.11
a) A tiempo \$	613,819.06	551,944.19	567,053.33	626,894.83	676,708.19	592,596.36	838,573.81	724,545.45	590,402.43	655,836.21	649,418.78	654,884.33	
b) Con rezago \$	412,451.43	257,928.20	366,994.39	321,893.23	385,633.85	324,762.91	331,796.02	284,960.26	281,888.06	369,182.18	458,559.26	367,608.99	



Recursos humanos												
<b>A) Empleados Activos (a+b+c+d)</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>22</b>	<b>22</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>
a) Administración	5	5	5	5	5	4	4	4	4	4	4	4
i. Confianza	5	5	5	5	5	4	4	4	4	4	4	4
ii. Sindicalizado												
b) Comercialización	4	4	4	4	4	3	3	3	3	3	3	3
i. Confianza	4	4	4	4	4	3	3	3	3	3	3	3
ii. Sindicalizado												
c) Operación	16	16	16	16	16	15	15	14	14	14	14	14
i. Confianza	16	16	16	16	16	15	15	14	14	14	14	14
ii. Sindicalizado	-											
d) Eventuales (al día ultimo de mes)	-											
B) Pensionados y jubilados	-	-	-	-	-	-	-	-	-	-	-	-
i. Confianza												
ii. Sindicalizado												
No. de empleados dedicados al control de fugas	8	8	8	8	8	10	10	10	10	10	10	10
No. de fugas detectadas	245	189	148	198	184	115	103	151	73	142	120	103
No. de fugas reparadas	239	181	131	193	162	109	82	140	66	138	77	63
No. de usuarios abastecidos con pipas	384	384	293	420	486	615	609	415	442	391	385	398
No. de quejas recibidas	267	201	181	219	267	172	149	178	101	173	132	162
No. de quejas atendidas	261	197	172	214	239	151	124	169	94	155	107	62
No de tomas con servicio continuo	5,315	5,330	5,292	5,343	5,320	5,247	5,253	5,275	5,272	5,569	5,651	5,675
No. de tomas con servicio menor de 12 hrs	54	54	45	54	55	73	61	58	69	70	65	69

  
 C.P. FEDERICO MENDOZA ROMERO  
 DIRECTOR EJECUTIVO

  
 C. ADRIAN GONZALEZ GONZALEZ  
 DIRECTOR FINANCIERO