

Resultados del Benchmarking regulatorio de las EPS 2011

Nº Ranking	EMPRESA	Parámetros de comparación												Puntaje referencial	Calificación 2010	Calificación 2009
		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 gestión (%)	Desempeño global del estudio tanto (%)	Índice de clima laboral (%)	Densidad de atención de reclamos (%)	Costo de energía eléctrica por vol producido (%)			
SEDAPAL - Más de 1,000,000 de conexiones																
1	SEDAPAL S.A.	84.3%	80.1%	20.7%	38.2%	59.8%	69.2%	60.0%	69.2%	78.8%	80.6%	96%	75%	75.7	B+	B+
EPS GRANDES- Más de 40,000 de conexiones																
1	EPS - SEDACUSCO S.A.	96.3%	88.9%	92.9%	35.3%	63.6%	80.7%	66.0%	7.7%	91.8%	74.0%	33.1%	49.9%	75.2	B+	A
2	EPS TACHA S.A.	96.6%	94.3%	87.8%	25.1%	71.2%	57.8%	49.4%	0.0%	90.1%	77.2%	49.7%	89.4%	74.8	B+	B+
3	SEDALIB S.A.	90.4%	77.6%	67.1%	40.0%	63.6%	60.7%	66.2%	0.0%	84.0%	76.6%	75.5%	71.7%	73.1	B+	B+
4	SEDAPAR S.A.	86.6%	77.8%	15.0%	31.8%	62.4%	80.2%	73.0%	0.0%	95.7%	66.6%	55.1%	79.7%	71.8	B+	B+
5	EPSBEL S.A.	87.1%	78.2%	88.1%	40.8%	76.5%	12.8%	64.8%	23.1%	98.3%	78.8%	77.9%	79.1%	71.5	B+	B+
6	SEDAMHUANCAYO S.A.	86.3%	79.2%	0.0%	47.7%	83.8%	9.3%	46.0%	29.9%	88.3%	74.4%	71.5%	83.3%	67.6	B	B
7	EPSASA	65.8%	74.5%	99.7%	39.0%	87.4%	83.6%	44.0%	81.5%	95.3%	81.8%	39.0%	85.6	85.6	B	A
8	SEDACHIMBOTES S.A.	91.2%	89.1%	58.0%	45.1%	82.3%	33.2%	38.0%	0.0%	88.8%	73.0%	51.7%	76.5%	62.8	B	B
9	EMAFICAS S.A.	87.8%	79.3%	100.0%	41.1%	98.3%	5.1%	54.4%	46.2%	SI	61.4%	61.4%	62.6	52.2	C	B
10	EPS GRAU S.A.	87.0%	69.1%	49.0%	54.1%	87.6%	26.6%	64.0%	46.2%	SI	73.6%	84.0%	SI	50.6	C+	B
11	EPS SEDALORETO S.A.	83.1%	52.0%	0.0%	62.9%	89.4%	27.6%	58.8%	38.5%	SI	78.0%	68.6%	44.4%	42.6	C-	C-
12	SEDAJULIACA S.A.	82.6%	81.0%	0.0%	-0.7%	94.9%	18.7%	57.6%	0.0%	23.9%	45.4%	96.0%	SI	36.9	D+	B
Total EPS Grandes		87.5%	75.7%	57.6%	43.3%	74.0%	44.6%	41.0%	36.9%	36.1%	37.5%	66.1%	0.0%	52.5	C+	B+
EPS MEDIANAS- Entre 15,000 y 40,000 conexiones																
1	SEMAFACHS S.A.	96.3%	72.1%	99.8%	54.9%	86.6%	3.1%	64.8%	15.4%	98.0%	81.8%	74.1%	89.7%	68.6	B-	B
2	EPS CHAVIN S.A.	89.5%	78.9%	0.0%	49.9%	73.1%	42.0%	77.3%	23.1%	90.0%	80.0%	60.0%	98.0%	68.4	B	B
3	SEDACAJ S.A.	88.6%	59.9%	7.4%	26.5%	68.4%	83.2%	57.4%	61.5%	87.5%	68.6%	56.7%	SI	68.3	B	B+
4	EPS MOQUEJUA S.A.	88.3%	78.3%	53.1%	51.4%	85.4%	19.3%	59.2%	81.5%	85.6%	86.4%	81.5%	84.9%	65.6	B	B+
5	EPS ILO S.A.	94.3%	78.7%	97.8%	59.2%	77.0%	41.4%	70.0%	61.5%	SI	70.8%	75.6%	75.9%	65.3	B	B
6	EMSA PUNO S.A.	89.9%	82.1%	65.5%	22.4%	56.9%	41.9%	55.6%	30.8%	SI	73.0%	90.9%	SI	62.3	B	B
7	SEMAPA BARRANCAS S.A.	92.1%	84.3%	0.0%	69.0%	81.7%	0.7%	59.8%	46.2%	91.6%	66.6%	42.1%	96.8%	60.2	B	C+
8	SEDAHUANUCO S.A.	78.6%	72.9%	0.0%	46.0%	78.4%	75.1%	61.8%	7.7%	100.0%	76.2%	50.5%	SI	58.5	C+	B
9	EMAPA CAÑETE S.A.	88.2%	66.2%	8.6%	51.5%	62.5%	26.7%	61.4%	30.8%	SI	83.4%	83.4%	80.7%	57.8	C+	C+
10	EMAPA HUACHO S.A.	80.4%	86.2%	0.0%	42.2%	85.4%	54.6%	56.4%	0.0%	87.6%	83.4%	67.6%	SI	56.6	C+	C+
11	EPS SELVA CENTRAL S.A.	84.5%	67.3%	33.9%	58.4%	86.6%	18.9%	58.4%	0.0%	86.2%	74.0%	88.5%	SI	54.0	C+	B
12	EMAPISCO S.A.	96.4%	85.1%	100.0%	64.1%	103.6%	4.2%	60.6%	0.0%	SI	76.6%	50.7%	90.2%	52.2	C+	B
13	EMAPA SAN MARTIN S.A.	96.4%	81.4%	4.2%	37.1%	90.3%	53.7%	65.2%	0.0%	SI	73.0%	59.9%	SI	47.7	C-	B
14	AGUAS DE TUMBES	69.9%	45.5%	29.5%	64.7%	98.8%	19.1%	60.0%	25.0%	42.0%	80.0%	76.1%	58.1%	47.3	C-	C-
15	EPS MARIANO S.A.	99.0%	73.4%	3.8%	50.2%	79.9%	17.7%	55.2%	0.0%	SI	76.8%	76.8%	SI	46.1	C-	B
16	EMAPACOPS S.A.	43.6%	38.4%	0.0%	48.2%	90.5%	SI	81.4%	0.0%	SI	66.0%	60.9%	91.4%	38.6	D+	C-
Total EPS Medianas		80.8%	69.8%	31.7%	52.9%	82.6%	36.5%	33.7%	34.3%	33.7%	31.5%	69.4%	0.0%	44.4	C-	C-
EPS PEQUEÑAS- Menos de 15,000 de conexiones																
1	EMUSAPABANCAY	99.0%	95.6%	0.0%	46.2%	70.2%	75.3%	56.2%	0.0%	99.6%	80.2%	82.5%	99.3%	72.0	B+	B+
2	EMUSAPAMAZONAS	84.6%	67.9%	0.0%	30.3%	79.9%	92.6%	70.8%	46.2%	86.7%	75.8%	96.3%	73.9%	71.7	B+	B+
3	EMAPA MOYOBAMBA S.R.LTDA.	79.8%	60.0%	21.5%	37.4%	96.2%	75.5%	65.2%	53.8%	85.3%	77.4%	75.0%	95.3%	66.1	B	B+
4	EMAPA HUARAL S.A.	88.5%	81.2%	0.0%	47.1%	105.4%	36.5%	73.2%	0.0%	85.1%	86.6%	65.9%	96.3%	60.3	B	B
5	EMPSAFAL S.A.	93.2%	75.3%	0.0%	42.9%	68.0%	63.2%	64.0%	38.5%	SI	68.0%	92.9%	SI	56.3	C+	B-
6	EMSA PA YALU	93.3%	77.3%	0.0%	12.1%	95.8%	76.7%	60.0%	0.0%	80.0%	60.0%	46.0%	SI	55.9	C+	B+
7	EMAPA HUANCVELICA S.A.C	82.3%	79.9%	0.0%	57.9%	95.4%	55.7%	76.2%	0.0%	SI	73.8%	85.8%	98.5%	52.8	C+	B+
8	EMAPAB S.R.LTDA	83.5%	81.1%	0.0%	65.6%	86.6%	2.5%	82.8%	0.0%	SI	99.0%	66.2%	94.4%	52.8	C+	B
9	EMAPA OISSA	74.9%	74.2%	62.3%	16.4%	113.3%	4.8%	86.0%	0.0%	SI	82.0%	75.6%	SI	49.3	C-	B
10	EMAPAT S.R.LTDA	86.1%	40.4%	0.0%	35.5%	81.2%	87.9%	66.4%	30.8%	SI	68.4%	12.1%	50.1%	48.7	C-	B
12	EMAQ S.R.LTDA	67.7%	59.5%	0.0%	69.4%	86.0%	7.2%	62.8%	0.0%	SI	86.0%	88.8%	99.4%	46.5	C-	C+
14	EMSA P CHANKA	69.6%	68.9%	0.0%	29.2%	89.4%	SI	60.0%	0.0%	SI	79.5%	79.5%	SI	46.3	C-	C+
13	EPSMU S.R.LTDA	72.6%	46.8%	0.0%	45.3%	92.5%	SI	57.0%	0.0%	SI	81.4%	80.4%	98.0%	44.2	C-	D+
10	EPSAGUAS DEL ALTIPLANO	93.2%	89.9%	24.3%	-10.2%	81.0%	SI	68.8%	0.0%	SI	81.2%	58.1%	SI	43.0	C-	C+
17	EPS SIERRA CENTRAL S.R.L.	75.0%	70.4%	0.0%	56.7%	102.9%	25.3%	0.0%	0.0%	65.3%	0.0%	95.1%	99.9%	42.2	C-	C+
18	NOR PUNO S.A.	79.3%	59.8%	51.7%	5.4%	75.5%	54.9%	0.0%	0.0%	SI	0.0%	SI	62.9%	41.4	C-	B
15	EPS MARANON	43.3%	40.5%	92.8%	60.4%	79.1%	62.6%	0.0%	0.0%	SI	0.0%	70.7%	93.9%	40.7	C-	B-
16	EMAPA PASCO S.A.	79.7%	78.9%	0.0%	-64.0%	72.7%	SI	63.8%	0.0%	SI	78.0%	26.2%	SI	37.6	D+	C-
19	EMAPA CALCA	67.5%	SI	SI	39.1%	86.2%	SI	64.0%	0.0%	SI	85.0%	62.1%	SI	36.9	C-	C-
20	SEDAPAR S.R.L (Riqa)	49.5%	49.0%	0.0%	47.6%	102.2%	83.8%	59.0%	0.0%	SI	75.0%	0.0%	SI	36.3	D+	C-
21	EMAPA Y	89.4%	84.3%	0.0%	56.7%	83.3%	SI	0.0%	0.0%	SI	0.0%	SI	SI	24.4	D-	C-
Total EPS Pequeñas		78.7%	65.2%	24.7%	44.4%	88.4%	54.8%	54.1%	43.2%	40.3%	42.1%	67.5%	1.2%	48.3	C-	C+
Total de EPS		82.9%	74.9%	33.6%	42.1%	63.9%	54.6%	53.3%	50.9%	49.4%	46.5%	73.2%	35.1%	60.9	B-	B+

Fuente y Elaboración: SUNASS

Mejor del indicador y del grupo