

## Resultados del Benchmarking regulatorio 2012

Nº Ranking	EMPRESA	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 web (%)	Desempeño global del estudio tarifario (%)	Índice de clima laboral (%)	Densidad de atención de reclamos (%)	Costo de energía eléctrica por volumen producido (%)	IGRD (%)	Acceso al servicio (%)	Puntaje referencial	Calificación 2012	Calificación 2011
<b>SEDAPAL - Más de 1 000 000 de conexiones</b>																		
1	SEDAPAL S.A.	89.4%	84.9%	20.6%	34.6%	67.4%	77.3%	57.6%	80.0%	78.9%	S.I.	5%	75%	80%	28%	62.4	B-	B+
<b>EPS GRANDES- Más de 40 000 de conexiones</b>																		
1	EPS TACNA S.A.	98.3%	96.1%	89.3%	20.5%	62.5%	57.6%	56.4%	100.0%	89.1%	77.8%	3.0%	0.4%	80.0%	100.0%	78.8	B+	B+
2	EPS - SEDACUSCO S.A.	97.7%	91.2%	93.8%	34.5%	66.2%	83.8%	77.0%	100.0%	90.4%	69.2%	2.4%	0.3%	40.0%	100.0%	77.3	B+	B+
3	SEDALIB S.A.	91.3%	78.2%	59.4%	40.6%	70.3%	72.0%	60.2%	87.3%	77.2%	4.6%	0.5%	80.0%	100.0%	77.5	B+	B+	
4	SEDACHIMBOTE S.A.	94.9%	86.4%	57.8%	45.2%	92.7%	53.1%	64.6%	40.0%	97.3%	74.2%	2.5%	0.6%	80.0%	68.2%	62.2	B-	B-
5	SEDAPAR S.A.	90.0%	80.4%	14.7%	26.3%	63.3%	76.4%	68.8%	50.0%	94.6%	73.0%	2.9%	0.6%	80.0%	S.I.	61.8	B-	B+
6	EPSSEL S.A.	86.5%	78.2%	89.9%	38.8%	85.3%	24.3%	78.8%	80.0%	99.0%	78.8%	2.5%	1.0%	80.0%	S.I.	60.8	B-	B+
7	EPSASA	88.2%	78.1%	99.2%	37.9%	85.1%	73.0%	63.8%	20.0%	90.6%	77.6%	2.2%	2.1%	40.0%	22.0%	58.3	C+	B-
8	EPS SEDALORETO S.A.	88.9%	52.0%	0.0%	59.0%	89.3%	34.0%	67.0%	100.0%	50.8%	77.0%	3.1%	0.3%	100.0%	100.0%	57.3	C+	C-
9	SEDAJULIACA S.A.	82.1%	81.3%	66.2%	8.0%	78.0%	16.3%	49.8%	100.0%	25.5%	73.6%	12.8%	0.4%	0.0%	S.I.	49.9	C-	D+
10	SEMAPACH S.A.	96.0%	73.7%	100.0%	55.4%	83.4%	3.9%	70.6%	30.0%	76.9%	85.0%	4.3%	1.8%	20.0%	S.I.	50.8	C+	B-
11	SEDAMHUANCAYO S.A.	89.2%	81.3%	0.0%	42.4%	68.7%	17.7%	63.8%	80.0%	61.0%	80.8%	5.4%	1.0%	0.0%	11.1%	50.0	C+	B-
12	EPS GRAU S.A.	90.1%	73.9%	44.3%	53.9%	92.0%	41.5%	50.4%	60.0%	S.I.	72.8%	5.6%	1.2%	100.0%	6.2%	47.6	C-	C+
13	EMAPICA S.A.	81.9%	75.2%	100.0%	37.2%	110.5%	5.0%	73.6%	40.0%	S.I.	72.0%	4.1%	0.4%	60.0%	S.I.	45.6	C-	C+
	<b>Total EPS Grandes</b>	<b>90.2%</b>	<b>77.9%</b>	<b>57.5%</b>	<b>41.4%</b>	<b>77.3%</b>	<b>49.7%</b>	<b>64.7%</b>	<b>63.8%</b>	<b>78.4%</b>	<b>75.4%</b>	<b>22.1%</b>	<b>0.6%</b>	<b>72.4%</b>	<b>81.2%</b>	<b>65.8</b>	<b>B-</b>	<b>B+</b>
<b>EPS MEDIANAS- Entre 15 000 y 40 000 conexiones</b>																		
1	EPS ILO S.A.	95.8%	86.4%	90.5%	53.3%	77.9%	58.2%	73.2%	80.0%	S.I.	71.6%	4.5%	0.6%	S.I.	100.0%	61.5	B-	B-
2	SEDACAJ S.A.	92.3%	90.6%	14.8%	28.2%	91.1%	14.8%	28.2%	100.0%	82.5%	66.8%	4.1%	4.3%	40.0%	35.8%	59.2	C+	B-
3	EPS MOQUEGUA S.A.	93.8%	83.9%	51.5%	50.8%	101.3%	22.2%	73.2%	90.0%	66.7%	69.2%	3.5%	2.5%	80.0%	64.8%	58.3	C+	B-
4	EPS CHAVIN S.A.	91.1%	80.1%	0.0%	46.2%	81.8%	69.4%	67.8%	90.0%	84.1%	77.2%	2.0%	7.7%	40.0%	21.4%	56.8	C+	B-
5	SEDAHUANUCO S.A.	78.5%	74.3%	0.0%	45.6%	78.7%	77.1%	68.2%	70.0%	91.0%	73.6%	2.0%	1.2%	60.0%	12.3%	55.5	C+	C+
6	EMAPA SAN MARTIN S.A.	96.5%	79.4%	4.2%	35.3%	79.4%	55.2%	70.4%	0.0%	S.I.	83.2%	4.7%	S.I.	40.0%	68.4%	51.7	C+	C-
7	EMAPA HUACHO S.A.	83.1%	86.6%	0.0%	36.6%	105.8%	63.4%	63.2%	70.0%	79.4%	77.5%	4.8%	0.6%	60.0%	S.I.	50.4	C+	C+
8	EMAPISCO S.A.	96.9%	84.5%	100.0%	53.3%	97.0%	1.2%	61.6%	80.0%	S.I.	75.2%	1.6%	1.6%	S.I.	50.0%	49.2	C-	C+
9	EMSA PUÑO S.A.	94.6%	78.1%	64.2%	20.4%	76.8%	44.3%	52.4%	30.0%	S.I.	69.0%	11.3%	S.I.	0.0%	19.8%	49.0	C-	B-
10	EMAPACANETE S.A.	87.2%	64.5%	9.1%	47.5%	86.4%	15.2%	60.8%	70.0%	80.7%	62.0%	4.8%	S.I.	60.0%	S.I.	46.2	C-	C+
11	AGUAS DE TUMBES	73.1%	47.4%	24.7%	66.7%	94.7%	19.6%	60.0%	100.0%	S.I.	80.0%	5.7%	0.4%	100.0%	12.4%	43.8	C-	C-
12	EPS SELVA CENTRAL S.A.	73.1%	57.1%	25.8%	53.2%	81.3%	25.2%	63.6%	10.0%	48.1%	61.4%	11.9%	S.I.	80.0%	8.2%	43.3	C-	C+
13	SEMAPA BARRANCAS S.A.	89.2%	81.4%	0.0%	65.7%	88.8%	4.8%	60.2%	50.0%	96.4%	73.6%	2.6%	2.6%	0.0%	S.I.	43.0	C-	C+
14	EPS MANTARO S.A.	91.0%	63.5%	3.7%	54.6%	84.6%	16.4%	71.6%	30.0%	S.I.	70.8%	6.0%	4.7%	S.I.	S.I.	37.7	D+	C-
15	EMAPACOP S.A.	46.3%	45.9%	0.0%	46.5%	90.1%	S.I.	64.0%	20.0%	S.I.	72.4%	12.7%	0.6%	0.0%	68.5%	35.6	D+	D+
	<b>Total EPS Medianas</b>	<b>82.4%</b>	<b>70.9%</b>	<b>22.8%</b>	<b>48.2%</b>	<b>87.3%</b>	<b>43.8%</b>	<b>62.4%</b>	<b>38.7%</b>	<b>78.6%</b>	<b>73.0%</b>	<b>8.4%</b>	<b>1.2%</b>	<b>44.6%</b>	<b>77.9%</b>	<b>54.8</b>	<b>C+</b>	<b>B-</b>
<b>EPS PEQUEÑAS- Menos de 15 000 de conexiones</b>																		
1	EMUSAP AMAZONAS	86.4%	69.4%	0.0%	33.1%	80.4%	93.1%	81.2%	100.0%	99.3%	85.0%	23.1%	1.1%	0.0%	50.4%	63.0	B-	B+
2	EMUSAP ABANCAY	89.2%	89.1%	0.0%	46.7%	69.4%	82.1%	43.2%	10.0%	99.3%	71.8%	7.8%	20.5%	S.I.	70.4%	58.7	C+	B+
3	EMSA YAULI	96.9%	77.7%	0.0%	13.8%	86.3%	78.3%	47.2%	80.0%	80.0%	67.1%	5.0%	0.8%	20.0%	100.0%	56.7	C+	C+
4	NOR PUÑO S.A.	81.8%	62.0%	45.5%	8.7%	81.4%	54.9%	63.4%	0.0%	S.I.	78.4%	100.0%	0.5%	S.I.	68.2%	55.4	C+	C-
5	EMSA P CHANKA	69.3%	68.6%	0.0%	28.9%	74.7%	83.4%	10.0%	S.I.	79.0%	12.3%	S.I.	20.0%	100.0%	54.8	C+	C+	
6	EPS SIERRA CENTRAL S.R.L.	76.8%	72.7%	0.0%	54.3%	90.2%	28.0%	66.8%	20.0%	61.7%	S.I.	1.9%	76.8%	60.0%	81.3%	53.5	C+	C-
7	EMPSAPAL S.A.	93.5%	77.7%	0.0%	43.5%	77.2%	62.5%	56.2%	40.0%	S.I.	73.0%	5.9%	6.7%	S.I.	100.0%	52.7	C+	C+
8	EMAPAVGSSA	78.0%	77.2%	69.3%	55.7%	111.2%	1.1%	59.8%	100.0%	S.I.	60.0%	2.8%	S.I.	0.0%	100.0%	46.9	C-	C-
9	EMAPAB S.R.L.TDA.	85.0%	82.6%	0.0%	62.6%	90.3%	2.5%	86.0%	10.0%	S.I.	66.6%	2.3%	17.9%	0.0%	100.0%	45.6	C-	C+
10	EMAPA HUARAL S.A.	86.0%	74.1%	0.0%	47.2%	82.7%	37.5%	67.6%	20.0%	74.2%	81.4%	2.8%	2.8%	S.I.	S.I.	44.0	C-	B-
11	EMAPA MOYOBAMBA S.R.L.TDA.	81.4%	61.4%	9.4%	35.3%	78.6%	78.6%	78.4%	69.5%	84.2%	9.9%	4.3%	S.I.	S.I.	43.2	C-	B-	
12	EPS MARANON	45.4%	42.4%	91.8%	57.2%	89.1%	66.8%	70.4%	0.0%	S.I.	68.8%	1.9%	100.0%	S.I.	S.I.	42.4	C-	C-
13	EMAPA HUANCVELICA S.A.C	87.8%	82.3%	0.0%	54.5%	89.1%	72.1%	59.2%	40.0%	S.I.	72.2%	11.3%	9.6%	0.0%	S.I.	41.6	C-	C+
14	EMAPAT S.R.L.TDA.	88.4%	46.0%	0.0%	34.0%	92.0%	88.1%	61.4%	20.0%	S.I.	77.8%	1.4%	0.2%	S.I.	S.I.	38.5	D+	C-
15	SEDAPAR S.R.L. (Rioja)	95.8%	47.6%	0.0%	36.1%	97.2%	59.2%	72.0%	0.0%	S.I.	78.0%	2.9%	S.I.	20.0%	S.I.	37.4	D+	C-
16	EPSSMU S.R.L.TDA.	78.3%	51.7%	0.0%	37.0%	87.4%	S.I.	80.2%	0.0%	S.I.	82.7%	7.6%	33.9%	S.I.	0.0%	36.7	D+	C-
17	EPS AGUAS DEL ALTIPLANO	96.5%	92.3%	25.4%	S.I.	115.2%	S.I.	60.6%	0.0%	S.I.	67.8%	5.9%	20.0%	S.I.	S.I.	34.9	D+	C-
18	EMAQ S.R.L.TDA.	69.3%	59.9%	0.0%	69.2%	85.8%	S.I.	75.2%	0.0%	S.I.	82.0%	15.3%	S.I.	S.I.	33.6	D+	C-	
19	EMAPAY	89.8%	65.1%	0.0%	58.8%	81.0%	S.I.	47.2%	0.0%	S.I.	67.2%	S.I.	S.I.	S.I.	S.I.	32.1	D+	D-
20	EMSA CALCA	89.4%	S.I.	S.I.	39.1%	88.5%	S.I.	56.4%	0.0%	S.I.	77.0%	S.I.	S.I.	S.I.	S.I.	31.6	D+	D+
21	EMAPA PASCO S.A.	82.0%	81.6%	0.0%	S.I.	95.5%	S.I.	S.I.	0.0%	S.I.	S.I.	6.6%	0.1%	0.0%	S.I.	28.7	D-	D+
	<b>Total EPS Pequeñas</b>	<b>80.8%</b>	<b>66.9%</b>	<b>24.0%</b>	<b>48.8%</b>	<b>88.5%</b>	<b>60.3%</b>	<b>66.1%</b>	<b>8.1%</b>	<b>80.7%</b>	<b>76.2%</b>	<b>6.8%</b>	<b>1.0%</b>	<b>14.2%</b>	<b>100.0%</b>	<b>54.0</b>	<b>C+</b>	<b>C+</b>
	<b>Total de EPS</b>	<b>88.5%</b>	<b>80.2%</b>	<b>32.7%</b>	<b>39.0%</b>	<b>71.6%</b>	<b>61.3%</b>	<b>61.3%</b>	<b>42.6%</b>	<b>79.0%</b>	<b>75.4%</b>	<b>100.0%</b>	<b>0.7%</b>	<b>76.7%</b>	<b>41.0%</b>	<b>66.2</b>	<b>B-</b>	<b>B+</b>

Fuente y elaboración: GSF-SUNASS