ERSAR

ENTIDADE REGULADORA DOS SERVIÇOS DE ÁGUAS E RESÍDUOS

THE WATER AND WASTE SERVICES REGULATION AUTHORITY DEMATERIALISING REGULATORY INFORMATION ERSAR'S EXPERIENCE RegTechs: Feedbacks from First Experimentations

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RegTechs Paris-Dauphine University November 27th, 2018

ABOUT ERSAR



ERSAR regulates three services: drinking water supply, wastewater management and municipal waste management. The size and diversity of the regulated operators are vast, spanning state owned companies and numerous municipalities.





A PLATFORM FOR REGULATORY INFORMATION



ERSAR has developed a centralized platform for gathering all the regulatory information about the operators, aiming to simplify the interactions and the compliance with regulatory requirements. Main characteristics:

- A platform for interaction with the operators ("single sign on")
- Information reported uniformly
- Optimized internal and external procedures, which are uniformly adopted
- Automatized pre-validation of information gathered
- Centralized information to support decisions
- Ability to obtain information at all management levels
- Helpdesk focused on procedures and practices
- Increased efficiency of operators' procedures
- Increased effectiveness and efficiency of ERSAR's procedures
- Improved quality of ERSAR's service to society

PORTAL ERSAR

INTEGRATED INFORMATION







Regulatory model where ERSAR plays a pivotal role in ensuring an adequate implementation of the legislation by each operator.

Very important activity because of its relation with public health.

Three main pillars:

- Planning of quality control analysis – PCQA (year n-1)
- Implementation of the plan and reporting of noncompliances in 24 hours (year n)
- Reporting of full stack of analysis (year n+1)



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DRINKING WATER QUALITY REGULATION

PAPER BASED PROCESS

Previously:

- Paper based documentation
- Checking the compliance of the plan with the legislation was done manually
- Non-compliances were reported by fax or letter (sometimes by e-mail) which did not allow for a rapid intervention
- Ad-hoc reports and data analysis compiled manually
- Very difficult to perform inspections which required documental data to be brought to premises
- Very difficult to prove compliance with EU legislation





PORTAL ERSAR

- Now Planning stage (year n-1): Detailed information about water sources, including:
 - Unequivocal reference
 - Type of source
 - Volumes abstracted
 - Geographic coordinates
 - Relation with agricultural uses and other uses affecting the source
 - Geographic area served
 - Type of treatment applied

						ERSAR
PCQA						
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PORTAL ERSAR

Now – Planning stage (year n-1): Detailed information about water supply zones, including:

- Unequivocal reference
- Population served
- Volumes supplied
- Functioning period
- Water sources
- Geographic area served
- Parameters
- Sampling locations
- Automatic calculation of number of analysis to be performed and check of compliance with legislation

Voltar Zonas de Abastecimento		
Descrição:	Zona de Abastecimento 1	*
Código EG	ZA 1	
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Volume (m ³ /dia):	_	*
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- Designação - População - Volume		Controlo de Rolina 2 Sem Registos
 - Volume - Período de funcio - Origens de água - Concelho - Parâmetros 	namento	Controlo de Inspecção Sem Registos

- Pontos de amostragem
- Calendário



PORTAL ERSAR

- Now Planning stage (year n-1): Detailed information about the planned sampling calendar, including:
 - Unequivocal reference
 - Type of quality control
 - Parameters checked
 - Sampling locations
 - Dates for sampling
 - Laboratories responsible for checking the samples
- Automatic calculation of number of analysis to be performed and check of compliance with legislation
- Pre- validation of information





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DRINKING WATER QUALITY REGULATION

🚱 Início

PCQA Incumprimento

Alterações

Biblioteca Gestão de Pedidos

🐸 Eónuns

R Directório

PORTAL ERSAR

Now – Implementation stage (year n): Reporting of non-compliances with a maximum delay of 24 h.

Detailed information about the non-compliance, including:

- Unequivocal reference
- Immediate relation with the planned sampling calendar (sampling location, date and laboratory)
- Parameters with noncompliance
- Causes for non-compliance
- Correction measures
- Verification sampling and health authorities opinion

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DRINKING WATER QUALITY REGULATION

PORTAL ERSAR

Now – Reporting stage (year n+1): Reporting of all sample results every year in March.

Detailed information about the results of each parameter in each sample, allowing:

- Generation of standardized reports
- Immediate relation with the planned sampling calendar (sampling location, date and laboratory)
- Identification of non-compliance results
- Assessment of drinking water quality per supply zone

PORTAL ERSAR

- Now Reporting stage (year n+1): Allows ERSAR to produce the necessary regulatory information to:
 - Assess the results of each operator and compare them with each other
 - Assess the results per geographic area in order to make it available to the population
 - Publish the annual report on the drinking water quality control
 - Assess the results nationwide to report the compliance of EU directive

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PORTAL ERSAR

Main benefits:

- Harmonized information
- Pre-validation of data prior to submission
- E-mail notifications (immediate information)
- Management tool for both Regulator and operators
- Easier information production and analysis
- Information portability to support reporting and on field inspections



EVOLUTION AND RESULTS



In Portugal, it is now completely safe to drink tap water, in line with the best results worldwide.

The drinking water controlled and with quality according the European requirements improved 49 p.p. between 1993 and 2017 (includes all drinking water suppliers and all water supply zones):





ENTIDADE REGULADORA DOS SERVIÇOS DE ÁGUAS E RESÍDUOS THE WATER AND WASTE SERVICES REGULATION AUTHORITY

Thank you!

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