

# BENCHMARKING REGULATORIO DE LAS EPS (Datos 2014)

# 2014



Gerencia de Políticas y Normas  
Gerencia de Supervisión y Fiscalización



Tabla 2. Resumen del benchmarking 2014

| Puesto en el benchmarking | Empresa Prestadora             | Tamaño de EPS | Número de conexiones de agua potable | Puntaje referencial | Calificación 2014 | Calificación 2013 | Variación |
|---------------------------|--------------------------------|---------------|--------------------------------------|---------------------|-------------------|-------------------|-----------|
| 1                         | SEDAPAL                        | S             | 1,438,026                            | 76.08               | B+                | B+                |           |
| 2                         | EPS TACNA S.A.                 | G2            | 90,002                               | 70.11               | B+                | B-                | ▲         |
| 3                         | SEDACUSCO S.A.                 | G2            | 74,333                               | 68.87               | B-                | B-                |           |
| 4                         | SEDA AYACUCHO S.A.             | G2            | 53,945                               | 66.39               | B-                | B-                |           |
| 5                         | EPS ILO S.A.                   | M             | 24,814                               | 65.26               | B-                | B+                | ▼         |
| 6                         | SEDACAJ S.A.                   | G2            | 40,470                               | 61.39               | B-                | B-                |           |
| 7                         | EMUSAP S.R.L. (Amazonas)       | P             | 7,109                                | 61.25               | B-                | B-                |           |
| 8                         | SEDAPAR S.A.                   | G1            | 282,297                              | 60.66               | B-                | B-                |           |
| 9                         | EPSEL S.A.                     | G2            | 160,600                              | 60.01               | B-                | C+                | ▲         |
| 10                        | SEMAPACH S.A.                  | G2            | 45,637                               | 59.96               | C+                | C+                |           |
| 11                        | EPS SIERRA CENTRAL S.R.L.      | P             | 9,913                                | 59.14               | C+                | C+                |           |
| 12                        | EPS GRAU S.A.                  | G1            | 192,552                              | 59.12               | C+                | C+                |           |
| 13                        | SEDACHIMBOTE S.A.              | G2            | 87,756                               | 56.89               | C+                | C+                |           |
| 14                        | EPS CHAVIN S.A.                | M             | 27,385                               | 56.84               | C+                | C+                |           |
| 15                        | EPS MANTARO S.A.               | G2            | 18,173                               | 55.88               | C+                | C+                |           |
| 16                        | SEDA HUANUCO S.A.              | G2            | 42,056                               | 55.63               | C+                | B-                | ▼         |
| 17                        | SEDAJULIACA S.A.               | G2            | 49,937                               | 54.62               | C+                | C+                |           |
| 18                        | AGUAS DE TUMBES S.A.           | G2            | 42,547                               | 53.36               | C+                | C+                |           |
| 19                        | EMAPA SAN MARTIN S.A.          | G2            | 41,362                               | 52.93               | C+                | C+                |           |
| 20                        | EMUSAP ABANCAY S.A.C.          | P             | 13,686                               | 52.04               | C+                | C+                |           |
| 21                        | EPS MOQUEGUA S.A.              | M             | 20,724                               | 51.85               | C+                | B+                | ▼         |
| 22                        | EPS NOR PUNO S.A.              | P             | 8,834                                | 51.37               | C+                | C+                |           |
| 23                        | EMAPICA S.A.                   | G2            | 52,335                               | 51.09               | C+                | C+                |           |
| 24                        | SEMAPA BARRANCA S.A.           | P             | 13,300                               | 50.46               | C+                | C-                | ▲         |
| 25                        | SEDAM HUANCAYO S.A.C.          | G2            | 69,630                               | 50.35               | C+                | C+                |           |
| 26                        | SEDALIB S.A.                   | G1            | 171,751                              | 49.61               | C-                | C+                | ▼         |
| 27                        | EPS MARAÑON S.R.L.             | G2            | 17,751                               | 49.46               | C-                | C+                | ▼         |
| 28                        | EMAQ S.R.L.                    | P             | 6,979                                | 48.93               | C-                | C+                | ▼         |
| 29                        | EMSA PUNO S.A.                 | M             | 36,553                               | 48.55               | C-                | C+                | ▼         |
| 30                        | EMAPA HUANCAMELICA S.A.C       | G2            | 8,294                                | 48.46               | C-                | C+                | ▼         |
| 31                        | EMPSSAPAL S.A.                 | P             | 13,975                               | 48.41               | C-                | C+                | ▼         |
| 32                        | EMAPISCO S.A.                  | M             | 24,315                               | 47.91               | C-                | C+                | ▼         |
| 33                        | EMAPAT S.R.L.                  | M             | 16,044                               | 47.57               | C-                | C+                | ▼         |
| 34                        | EMAPA HUACHO S.A.              | M             | 23,979                               | 45.62               | C-                | C+                | ▼         |
| 35                        | EMAPAVIGS S.A.C.               | G2            | 8,929                                | 45.02               | C-                | C-                |           |
| 36                        | EMAPA MOYOBAMBA S.R.L.         | P             | 12,047                               | 44.37               | C-                | C+                | ▼         |
| 37                        | EMAPA CAÑETE S.A.              | M             | 33,082                               | 44.06               | C-                | C-                |           |
| 38                        | SEDAPAR S.R.L. (Rioja)         | P             | 5,893                                | 43.76               | C-                | C+                | ▼         |
| 39                        | EPS SEDALORETO S.A.            | G2            | 89,430                               | 43.31               | C-                | C-                |           |
| 40                        | EMSAPA YAULI S.R.L. (La Oroya) | P             | 3,276                                | 43.25               | C-                | C-                |           |
| 41                        | EPS AGUAS DEL ALTIPLANO S.R.L. | P             | 6,304                                | 42.97               | C-                | C+                | ▼         |
| 42                        | EMAPA HUARAL S.A.              | P             | 13,662                               | 40.12               | C-                | C+                | ▼         |
| 43                        | EMSAPA CALCA S.R.L.            | P             | 3,558                                | 40.04               | C-                | C-                |           |
| 44                        | EPS SELVA CENTRAL S.A.         | M             | 22,932                               | 39.41               | D+                | D+                |           |
| 45                        | EPSSMU S.R.L.                  | P             | 8,271                                | 37.78               | D+                | C-                | ▼         |
| 46                        | EMAPA PASCO S.A.               | P             | 11,422                               | 36.59               | D+                | D+                |           |
| 47                        | EMAPA Y S.R.L.                 | P             | 4,880                                | 36.11               | D+                | C+                | ▼         |
| 48                        | EMAPACOP S.A.                  | M             | 25,200                               | 35.43               | D+                | C-                | ▼         |
| 49                        | EMSAPA CHANKA S.R.L.           | P             | 4,906                                | 34.60               | D+                | C+                | ▼         |
| 50                        | EMAPAB S.R.L.                  | P             | 4,896                                | 29.98               | D-                | D+                | ▼         |

Fuente: Información de las EPS. Elaboración propia.



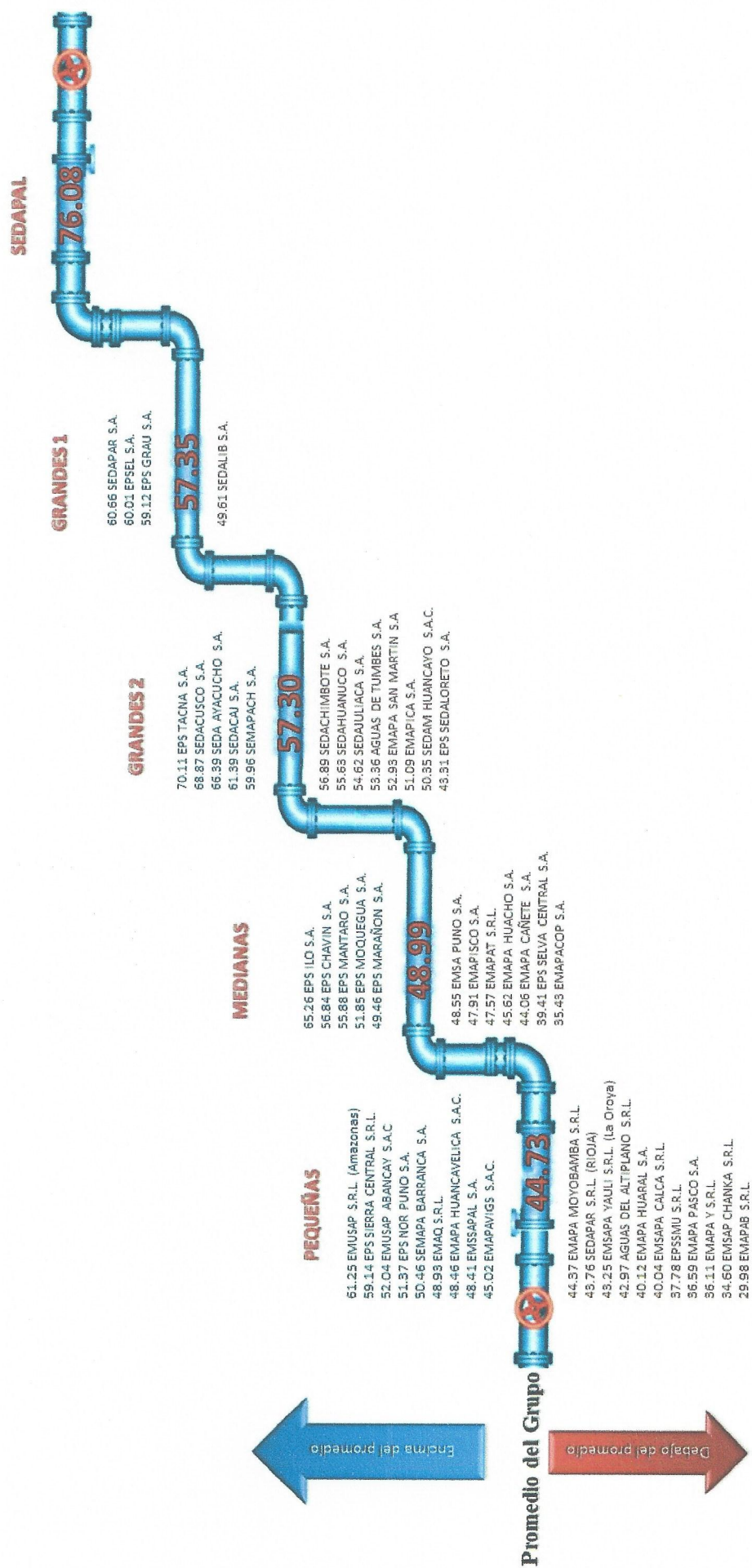
Gráfico 3. Ubicación de las EPS en el Perú



Elaboración propia.



Gráfico 4. Puntajes del benchmarking 2014





Cuadro 9A. Resultados del benchmarking regulatorio 2014 (datos 2014).

| N°                                                                        | Empresa Prestadora    | Cobertura de agua potable (%) | Cobertura de alcantarillado (%) | Acceso (días) | Tratamiento de aguas residuales (%) | Continuidad de servicio (horas/día) | Densidad de roturas (rot./km²) | Densidad de actores (actor/km²) | Micromedida (%) | Relación de trabajo (%) | Inf. página web (%) | Índice de satisfacción del cliente (%) | Costo de energía (S/100 m³) | Índice de clima laboral (%) | IGRD (%) | Puntaje ref. | Calif. 2014 | Calif. 2013 |
|---------------------------------------------------------------------------|-----------------------|-------------------------------|---------------------------------|---------------|-------------------------------------|-------------------------------------|--------------------------------|---------------------------------|-----------------|-------------------------|---------------------|----------------------------------------|-----------------------------|-----------------------------|----------|--------------|-------------|-------------|
| SEDAPAL (Más de 1 000 000 conexiones de agua potable)                     |                       |                               |                                 |               |                                     |                                     |                                |                                 |                 |                         |                     |                                        |                             |                             |          |              |             |             |
| 1                                                                         | SEDAPAL               | 91.60                         | 88.38                           | 6.84          | 74.42                               | 21.87                               | 0.20                           | 0.20                            | 82.61           | 76.25                   | 90.00               | 74.40                                  | 81.39                       | ...                         | 100.00   | 76.08        | B+          | B+          |
| EPS Grandes 1 (Más de 100 000 hasta 1 000 000 conexiones de agua potable) |                       |                               |                                 |               |                                     |                                     |                                |                                 |                 |                         |                     |                                        |                             |                             |          |              |             |             |
| 1                                                                         | SEDAPAR S.A.          | 93.56                         | 80.82                           | ...           | 13.80                               | 22.63                               | 0.48                           | 0.47                            | 76.86           | 73.46                   | 80.00               | 70.00                                  | 42.60                       | ...                         | 75.00    | 60.66        | B-          | B-          |
| 2                                                                         | EPSEL S.A.            | 89.40                         | 80.82                           | 22.93         | 93.66                               | 17.38                               | 0.88                           | 1.97                            | 31.06           | 87.30                   | 90.00               | 80.40                                  | 65.42                       | 80.40                       | 100.00   | 60.01        | B-          | C+          |
| 3                                                                         | EPS GRAU S.A.         | 89.34                         | 75.19                           | 6.23          | 42.02                               | 12.43                               | 1.76                           | 1.54                            | 56.40           | 69.89                   | 80.00               | 60.20                                  | 178.77                      | 76.80                       | 100.00   | 59.12        | C+          | C+          |
| 4                                                                         | SEDALIB S.A.          | 85.61                         | 81.77                           | 7.11          | 52.98                               | 8.92                                | 0.89                           | 0.95                            | 69.66           | 92.18                   | 40.00               | -                                      | 78.17                       | 75.60                       | 100.00   | 49.61        | C-          | C+          |
| EPS Grandes 2 (Más de 40 000 hasta 100 000 conexiones de agua potable)    |                       |                               |                                 |               |                                     |                                     |                                |                                 |                 |                         |                     |                                        |                             |                             |          |              |             |             |
| 1                                                                         | EPS TACNA S.A.        | 99.17                         | 98.42                           | ...           | 76.30                               | 19.38                               | 0.14                           | 0.28                            | 56.48           | 84.80                   | 100.00              | ...                                    | 34.03                       | ...                         | 100.00   | 70.11        | B+          | B-          |
| 2                                                                         | SEDACUSCO S.A.        | 98.39                         | 96.37                           | 23.78         | 87.18                               | 20.63                               | 1.21                           | 1.61                            | 85.89           | 67.87                   | 80.00               | ...                                    | ...                         | 78.00                       | 100.00   | 68.87        | B-          | B-          |
| 3                                                                         | SEDA AYACUCHO S.A.    | 95.13                         | 86.39                           | 2.44          | 99.83                               | 20.49                               | 4.64                           | 2.12                            | 67.74           | 85.27                   | 100.00              | 96.20                                  | 23.03                       | 74.00                       | 75.00    | 66.39        | B-          | B-          |
| 4                                                                         | SEDACAJ S.A.          | 84.66                         | 83.70                           | 4.16          | -                                   | 16.82                               | 0.44                           | 0.52                            | 85.42           | 81.96                   | 100.00              | 53.40                                  | 12.47                       | 72.20                       | 100.00   | 61.39        | B-          | B-          |
| 5                                                                         | SEMAPACH S.A.         | 94.51                         | 75.37                           | 5.08          | 100.00                              | 13.53                               | 0.39                           | 1.47                            | 6.58            | 89.62                   | 90.00               | ...                                    | 27.78                       | ...                         | 100.00   | 59.96        | C+          | C+          |
| 6                                                                         | SEDACHIMBOTE S.A.     | 99.34                         | 96.13                           | 15.97         | 60.85                               | 12.64                               | 0.52                           | 0.58                            | 61.54           | 166.00                  | 100.00              | ...                                    | ...                         | 81.60                       | 25.00    | 56.89        | C+          | C+          |
| 7                                                                         | SEDA HUANCAYO S.A.    | 87.61                         | 82.32                           | ...           | -                                   | 23.28                               | 0.44                           | 0.57                            | 83.30           | 78.77                   | 80.00               | 70.20                                  | 40.63                       | 77.40                       | ...      | 55.63        | C+          | B-          |
| 8                                                                         | SEDAULIACA S.A.       | 82.49                         | 83.99                           | 39.30         | 51.34                               | 8.05                                | 0.21                           | 0.15                            | 13.86           | 88.36                   | 100.00              | ...                                    | ...                         | 79.80                       | ...      | 54.62        | C+          | C+          |
| 9                                                                         | AGUAS DE TUMBES S.A.  | 81.33                         | 51.44                           | 17.00         | 29.39                               | 16.49                               | 0.85                           | 1.02                            | 49.37           | 96.09                   | 100.00              | 67.00                                  | 131.78                      | 82.60                       | 100.00   | 53.36        | C+          | C+          |
| 10                                                                        | EMAPA SAN MARTIN S.A. | 96.56                         | 78.18                           | 19.09         | -                                   | 11.69                               | 3.60                           | 4.26                            | 76.87           | 83.01                   | 60.00               | 64.20                                  | ...                         | 75.20                       | 100.00   | 52.93        | C+          | C+          |
| 11                                                                        | EMAPICA S.A.          | 91.45                         | 83.83                           | 44.56         | 99.70                               | 12.31                               | 0.29                           | 0.57                            | 9.74            | 87.91                   | 60.00               | 64.60                                  | 138.14                      | 82.20                       | 25.00    | 51.09        | C+          | C+          |
| 12                                                                        | SEDAM HUANCAYO S.A.C. | 83.86                         | 77.50                           | 30.35         | -                                   | 17.32                               | 0.18                           | 0.40                            | 34.35           | 93.65                   | 80.00               | ...                                    | 65.50                       | 68.20                       | ...      | 50.35        | C+          | C+          |
| 13                                                                        | EPS SEDALORETO S.A.   | 94.53                         | 54.65                           | 11.30         | -                                   | 10.10                               | 2.08                           | 2.35                            | 38.70           | 101.68                  | 80.00               | ...                                    | 142.80                      | ...                         | 25.00    | 43.31        | C-          | C-          |

Fuente: Elaboración propia

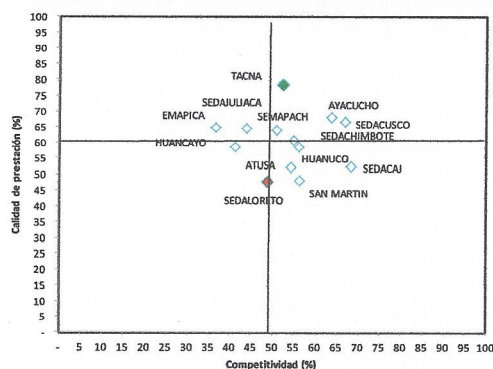
Notas: a) "El símbolo ..." es que la EPS no tiene dato válido o no remitió información, b) El símbolo "-" significa que el indicador es 0.



## BENCHMARKING REGULATORIO 2014

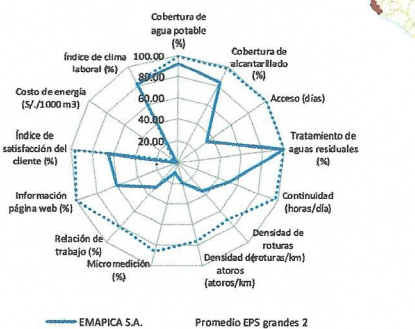
| Benchmarking                 | Nº de EPS   | Puesto | Puntaje (De 0 a 100) | Calificación |
|------------------------------|-------------|--------|----------------------|--------------|
| General                      | (De 1 a 50) | 23     | 51.09                | C+           |
| Por grupo de EPS (grandes 2) | (De 1 a 13) | 11     |                      |              |

## Competitividad y calidad de prestación del servicio

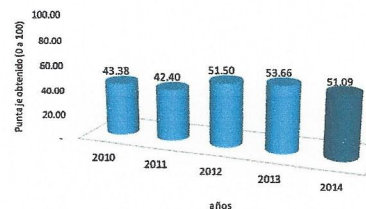


EMAPICA S.A.

037

Conexiones agua potable: 52,335Grupo al que pertenece: EP5 grandes 2

## Resultados históricos del benchmarking



## Resultados del benchmarking regulatorio por indicador

