



No. 80180/BC-CTN

Can Tho, April 29, 2025

REPORT

RESULTS OF PRODUCTION-BUSINESS ACTIVITIES IN 2024 & ACTIVITY PROGRAM FOR 2025

Can Tho Water Supply - Sewerage JSC reports a summary of the results of production and business activities in 2024 and the activity program for 2025, as follows:

I. Results of Activities in 2024

1. Results of achieving planned targets (according to audited financial statements):

No.	Key indicators	Unit	Plan 2024	Implemented		Comparison (%)	
				2024	2023	Plan 2024	2023
1	Clean water output	Million m ³	26.50	26.84	25.94	101.28	103.47
2	Total Revenue	Million VND	335,251	356,198	238,304	106.25	149.47
3	Profit after tax	Million VND	59,864	63,031	29,815	105.29	211.41
4	Water loss Percentage	%	12.5	14	12.7	+1.5	+1.3
5	Number of new connections	Households	2,570	2,796	2,386	108.79	117.18
6	Number of customers	Households	78,067	78,375	75,867		

2. Capital Construction:

The total estimated investment cost in 2024 is 70.19 Billion VND. In 2024, 65.18 Billion VND was disbursed, mainly for implementing network expansion and water supply system renovation projects to serve water usage needs according to the recommendations of residents, localities, and the direction of the City Leaders, such as: (1) Renovating D110 HDPE water supply network, cutting old pipes in Company 8 residential area; (2) D225 HDPE water supply pipeline on both sides of Hoang Quoc Viet street, cutting old pipes, implementing meter policy; (3) D400 HDPE transmission pipeline - IC3 phase 1; (4) D315 HDPE pipeline (connecting to old D400 National Highway 1A pipe); (5) Renovating the 2,500 m³/day-night Bong

Vang water treatment plant cluster; (6) Water supply renovation and network expansion projects in 2024; (7) D.225, D.180, D.110 HDPE water supply pipelines, cutting old pipes - Implementing meter policy (Phase 1) for 32 streets in Ninh Kieu district; (8) D315 HDPE transmission pipeline on National Highway 61C (section from Vam Xang bridge connection road to Ba Lang bridge); (9) D400 HDPE transmission pipeline phase 1, Vo Nguyen Giap street (from Vu Dinh Lieu street to Cai Sau bridge), Cai Rang district; (10) Transitional projects from 2023 aimed at renovating and expanding the water supply network in Ninh Kieu district, Cai Rang district, and Phong Dien district,...

3. Water Loss and Non-Revenue Water Control Work:

- Continue to implement clean water loss and non-revenue water control work, detect, identify, and promptly fix pipe bursts; conducted periodic inspections on 50,631 customer households, detecting 03 cases of violation of Water Usage Contracts, recovering 54,860 m³ with the collected amount being 546,947,970 VND.

- Maintain and establish a pressure and flow monitoring system with 103 measurement points outside the network. Replaced cellos to improve data transmission and network-wide pressure control to support water loss control work.

- Developed a new WebGIS software for Water Supply Network Asset Management: user authorization by branch/layer/function, DMA zoning, updating pipelines, customer meters, valves, and fire hydrants.

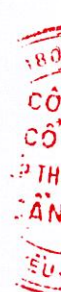
- Developed new software for automatic water loss percentage calculation to improve accuracy and better manage water loss control work.

- Completed solutions to increase water pressure on the network: changed pumping schedule and increased pumping pressure at the plant, deployed some transmission pipelines to complete water transmission axes in the area, zoned service areas for water plants, used pressure reducing valves, etc. Pressure at the water plant is from 1.0 – 2.3 bar, minimum pressure at disadvantageous points increased from 0.5 bar to 0.8 bar, average network pressure is 1 – 1.5 bar.

4. Professional Work:

- Strictly comply with legal regulations on: Information disclosure for large-scale public companies on the UPCOM market (Stock symbol: CTW), tax policies, and payment of various types of insurance for officers, employees, and laborers. Successfully organized the 2024 Annual General Meeting of Shareholders and the 2024 Laborers' Representative Conference.

- The Company received the Government's Emulation Flag for excellently and comprehensively completing its tasks, leading the 2023 patriotic emulation movement of Can Tho City; a Certificate of Merit for excellent completion of tax



obligations in 2023; Recognition as a typical example in the 2024 all-people movement to protect national security.

- Implemented the application of new water prices according to Decision No. 215/QĐ-UBND Date February 01, 2024 of Can Tho City People's Committee regarding the Regulation on domestic clean water prices in Can Tho City (Decision effective from the date of signing) and Official Letter No. 457/UBND-KT Date February 01, 2024 of Can Tho City People's Committee regarding clarifying the Content in Clause 1, Article 1 of Decision No. 215/QĐ-UBND, specifically clarifying the Content as follows: "The price includes Value Added Tax, but does not include the environmental protection fee for domestic wastewater and forest environmental service fee."

- All units and professional departments achieved and completed the 2024 internal targets (except for the water loss target, which increased due to objective factors but is still lower than the 15% level stipulated by the Prime Minister by 2025), contributing to increased labor productivity, business production efficiency, enhanced sense of responsibility, thinking ability, and proactiveness of officers, employees, and laborers.

- Ensure safe and continuous water supply, with water quality meeting the standard of the Ministry of Health QCVN 01-1:2018/BYT.

- Maintain operation according to ISO 9001:2015 standard at 03 water plants and operate the laboratory according to ISO/IEC 17025:2017 standard.

- Completed the Surface water exploitation and use license and the Approval of the sanitary protection zone for the domestic water intake area at Hung Phu Water Plant 20,000 m³/day-night and Bong Vang Water Plant 15,000 m³/day-night.

- Completed participation in the Pairing cooperation program with Urban Utilities Company (Brisbane, Australia) to share experience in customer management, pipeline network, and wastewater treatment plant operation. Sent a delegation of 01 group of 03 officials to Urban Utilities Company from Date March 18, 2024 to March 23, 2024 to discuss: The company's actual management status (in the office and in the field), network zoning and separation, and management and troubleshooting of the water supply network.

- Promoted non-cash payment by advertising payment on channels: Website, Facebook, Zalo. The Percentage of payment through collection partners for the December 2024 billing period reached >99%, of which non-cash payment (via e-wallets and banks) was 90.61% (an increase of 5.01 compared to the same period in 2023).

- Regularly coordinate with relevant units to inspect and promptly fix damages related to the drainage system, clear the flow at manholes, catch basins, outlets, sewer pipes, etc., ensuring good drainage in the areas of the districts.

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- Continue operating the wastewater treatment plant for the Binh Khanh 38.4ha resettlement residential area, District 2, Ho Chi Minh City and prepare payment documents according to regulations.

- Operation work of Can Tho City Wastewater Treatment Plant, capacity 30,000 m³/day-night:

+ Continue to perform well the operation work of the Wastewater Treatment Plant according to Notice No. 21/TB-VPUB Date January 28, 2019; Official Letter No. 464/UBND – XDCB Date February 09, 2022 of Can Tho City People's Committee and Official Letter No. 525/SXD-HTKT Date February 27, 2024 of Can Tho City Department of Construction regarding the operation of the Can Tho City Drainage System and Wastewater Treatment Plant Project, capacity 30,000 m³/day-night. Ensure output wastewater meets standard column A according to regulations.

+ Handover of the Drainage & Wastewater Treatment Project to the Department of Construction: Completed the handover of documents and the physical asset inspection of the project to the Department of Construction according to Official Letter No. 464/UBND-XDCB Date February 09, 2022 of the Can Tho City People's Committee. The draft handover minutes have been submitted to the Department of Construction for review and comments before submission for signing.

+ Completed payment of operating costs for the Drainage and Wastewater Treatment Project for the years 2021, 2022, and 2023.

5. Research and application of science and technology and information technology in production, business management and operation:

- Continued to operate the online clean water quality monitoring system effectively with 08 devices at the plants and on the network for real-time monitoring of 03 parameters: turbidity, pH, and Chlorine. The online river water quality monitoring system at 03 plants monitors parameters including: color, iron, Ammonia, total mineral oil and grease, salinity.

- Maintained water bill collection linkage with 15 Banks and 08 e-wallet payment methods.

- Completed improvements to the Customer Care (CTWCare) mobile application and customer care website: Improved login for security and increased access speed, fixed errors, and updated according to the new mobile operating system version.

- Deployed and officially used the incoming and outgoing document management software starting from August 2024.

- Deployed customer care on Zalo: answering questions, guiding customers. Completed the implementation of the plan to switch customers using Zalo to the CTWCare mobile application and the Company's Customer care website. Stopped allowing water bill lookup on Zalo starting from Date June 30, 2024.

- Continued to deploy electronic contracts for domestic water supply contracts.
- Continued to deploy the Power Bi application to build a Dashboard to support the summarization, reporting, and analysis of business data in the water revenue sector.

- Transformed the Information Technology Team into the Center for Monitoring and Technology Application - Digital Transformation (MDC Center).

6. Social work, caring for the lives of employees and laborers:

- Cared for policies for employees on holidays, supported local social work, etc., with the amount of 5,065,990,074 VND.

- The Trade Union distributed gifts to union members during the Lunar New Year to contribute to celebrating the spring and the new year with the amount: 153,000,000 VND. The Grassroots Trade Union organized the 2024 Sports Festival and Workers' Day; contributed 01 day's salary for flood and storm relief in the North with the amount: 139,340,909 VND; contributed to the Golden Heart Fund launched by the Can Tho City Federation with the amount: 18,660,000 VND; contributed to the Fund for the Poor launched by the Fatherland Front Committee with the amount: 72,700,000 VND.

- The Party cells organized trips to historical sites combined with tourism in 2024 for Party members and the masses.

II. Operational Direction for 2025

- Implement basic targets:

- + Output : 27.55 million m³.

- + Revenue : 338,224 Million VND.

- + Profit After Tax : 53,797 Million VND.

- + Tax Payment : Correctly, sufficiently, and on time as regulated.

- + Water loss Percentage : <13 %.

- Reviewed and rearranged the organizational structure of some affiliated units, improved labor productivity and production-business operational efficiency.

- Continued negotiating the water supply service area with Phong Dien district.

- Continue to implement the investment plan, especially the following projects:

- + D225 HDPE water supply pipeline on both sides of Hoang Quoc Viet street, cutting off old pipes, implementing meter policy; D.225, D.180, D.110 HDPE water supply pipelines, cutting off old pipes - Implementing meter policy (Phase 1) for 32 streets in Ninh Kieu district; D400 HDPE transmission pipeline - IC3 (Phase 1); National Highway 61C water supply pipeline; D315 HDPE pipeline (connecting to old D400 QL1A pipe); Renovation of the 2,500 m³/day-night cluster of Bong Vang Water Supply Branch; 5,000 m³/day-night clean water reservoir of Hung Phu Water Plant; System for recovery, treatment, and reuse of sedimentation and filtration wash water at Plant 1; CT1 Water Plant solar power system; Transitional projects in 2024

aimed at renovating and expanding the water supply network in Ninh Kieu district, Cai Rang district, and Phong Dien district.

- + Renovation projects serving water loss prevention and upgrading, expanding the water supply network as requested by local authorities, customer management units to ensure the clean water usage needs of the people.

- Enhance water loss prevention efforts after completing the pressure increase across the entire network.

- Drainage & Wastewater Treatment Project: Complete the project handover as directed by the City People's Committee and carry out procedures to sign the operation contract for 2024, 2025.

- Continue to operate the sewer lines, pumping stations & Can Tho City Wastewater Treatment Plant, with a capacity of 30,000 m³/day-night according to the approved plan.

- Continue to perform urban public utility services (maintenance, dredging of drainage systems, operation of Wastewater Treatment Plant) within the city area in 2025.

- Continue to coordinate with relevant units to inspect, survey, propose, and carry out maintenance and repair of the drainage system according to the contract signed by the Company and the requirements of the Investors.

- Continuously strive to improve the quality of drainage and wastewater treatment services to retain traditional customers. In addition, continue to seek new customers within the city area.

- Put the Monitoring and Technology Application Center - Digital Transformation into operation.

- Continue to maintain water bill payment through e-wallets and banks (achieving $\geq 90\%$) to reduce the Percentage of customers using cash; Improve the automatic loss Percentage calculation software and WebGIS software; Increase the Percentage of customers using the Customer Care application (CTWCare); Develop a Customer Care Virtual Assistant.

III. Comments and Recommendations

1. Comments:

Implementing the Resolution of the City People's Council, directives of the City Party Committee and the City People's Committee, the Company has always proactively expanded the network in the service area to increase the Percentage of clean water supply to the people. Taxes and insurance for Officers, Employees, and Workers are paid fully and on time. Safe, quality, and continuous clean water is provided; drainage services are promptly carried out as required by the Investors; renovation and expansion projects of the water supply network are implemented

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according to the annual plan. Management and operation, customer service are constantly improved; the work execution awareness of Officers, Employees, and Workers is increasingly enhanced and more proactive, meeting the requirements in the new situation, labor utilization is more effective; employment, living conditions, and policies for Officers, Employees, and Workers are always given attention and continuously improved.

Overall, in 2024 compared to the same period in 2023, revenue increased by 49.47%, profit after tax increased by 111.41%. Revenue increased due to the water price increase from February 01, 2024, revenue from the operation of the Wastewater Treatment Plant for 03 consecutive years (2021, 2022, 2023) amounting to 35 Billion VND was recognized during the period, in addition, the Company recognized revenue (2.061 Billion VND) from the liquidation of long-standing inventory materials.

2. Recommendations:

- The Department of Agriculture and Environment advises the City People's Committee to complete procedures for signing land lease contracts for the Company Office, Can Tho Water Plant 1, and An Binh Water Supply Branch; Expedite the issuance of environmental permits for 02 water plants (Can Tho Water Plant 1, Bong Vang Water Plant).
- The Department of Construction should expedite the completion of related procedures to submit to the competent authority for approval of operating cost payment for the Drainage and Wastewater Treatment Project in 2024.

This is the summary report of the 2024 production-business results and the 2025 action plan of the Company./.

Recipients:

- Can Tho City People's Committee "for reporting";
- Department of Construction, Department of Finance "for reporting";
- Board of Directors, Board of Supervisors, The General Directors;
- Executive Committee of the Trade Union;
- Affiliated units;
- Archive: Administration.

GENERAL DIRECTOR

Nguyen Tung Nguyen