



No: /BC-CTN

Can Tho, Date Month Year 2026

REPORT

2025 PRODUCTION AND BUSINESS PERFORMANCE RESULTS & 2026 OPERATIONAL PROGRAM

Can Tho Water Supply and Sewerage Joint Stock Company hereby summarizes the production and business performance results for 2025 and the operational program for 2026 as follows:

I. 2025 Performance Results

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

No.	Basic targets	Unit	Plan 2025	Actual		Comparison (%)	
				2025	2024	2025 Plan	2024
1	Clean water production	Million m ³	27.55	26.93	26.84	97.75	100.34
2	Revenue	Million VND	338,224	326,242	356,198	96.46	91.59
3	Profit after tax	Million VND	53,797	55,104	63,031	102.43	87.42
4	Water loss ratio	%	< 13	11.5	14	-1.5	-2.5
5	Number of new connections	Household	2,400	2,753	2,796	114.71	98.46
6	Number of customers	Household	80,375	80,873	78,375		

2. Capital Construction:

The total estimated investment budget for 2025 was 122.88 Billion VND. In 2025, 116.35 Billion VND was disbursed, primarily for implementing network expansion and water supply system renovation projects to serve water usage needs as requested by citizens, local authorities, and directed by city leadership, such as:

(1) Renovation of the 2,500 m³/day-night Bong Vang Water Treatment Plant

cluster; (2) Renovation of the water supply network in Ninh Kieu Ward, items: Installation of D.225, D.180, D.110 HDPE pipelines for 32 streets in Ninh Kieu Ward, Can Tho City, cutting off old pipes - Implementation of meter policy; (3) D.315 HDPE transmission pipeline, National Highway 61C (section from the road connecting Vam Xang bridge to Ba Lang bridge), Cai Rang Ward and Phong Dien Commune; (4) D.400 HDPE transmission pipeline - Phase 1, Vo Nguyen Giap Road (from Vu Dinh Lieu road to Cai Sau bridge); Phase 2, Vo Nguyen Giap Road (from Cai Sau bridge to the North-South expressway boundary), Hung Phu Ward; (5) D.180, D.110 HDPE water supply pipeline, road connecting Vam Xang bridge to National Highway 61C, Nhon Ai Commune; (6) D.400 HDPE transmission pipeline, National Highway 1A (from 30/4 road to Can Tho City Central Bus Station - National Highway 1A), Hung Phu Ward; (7) D400 HDPE transmission pipeline - IC3 - Phase 1, National Highway 1A (from Cai Tac IC3 bridge on Vo Nguyen Giap road - adjacent to IC3 intersection to Tran Hoang Na road), Cai Rang Ward; (8) Installation of D.180, D.110 HDPE water supply pipes, Xom Chai embankment road (from the residential road of Quang Trung bridge to Ba shrine), Hung Phu Ward, cutting off old pipes - Implementation of meter policy; (9) Renovation of the water supply network in Thoi Nhut 1 Resettlement Area, items: Installation of D225, D180, D110 HDPE water supply pipelines, Thoi Nhut Resettlement Area, Tan An Ward; (10) Recovery, treatment, and reuse system for sedimentation and filtration wash water at Can Tho 1 Water Treatment Plant; (11) D800 raw water pipeline for Can Tho 1 Water Treatment Plant; (12) Equipment and software for the Monitoring and Technology Application Center - Digital Transformation; (13) Carry-over projects from 2024 aimed at renovating and expanding the water supply network in the wards: Ninh Kieu, Tan An, An Binh, Hung Phu, Cai Rang, Phong Dien Commune, and Nhon Ai Commune.

3. Water Loss and Revenue Leakage Prevention:

- Continued to implement water loss and revenue leakage prevention, detecting and promptly fixing pipe burst incidents; conducted periodic inspections on 51,030 customer households, discovering 01 violation of the Water Usage Contract, recovering 110 m³ with a collected amount of 992,200 VND.

- Continued to establish a pressure and flow monitoring system with 118 measurement points outside the network, deployed cello installation for customers with large-sized meters. Completed the transition to using 4G NB-IoT SIMs to replace 2G SIMs, replaced cellos to improve data transmission and pressure control across the entire network to support water loss prevention efforts.

- Completed the new construction and continuous improvement of the WebGIS software for managing water supply network assets: updated valves (re-



CANTHO WATER SUPPLY - SEWERAGE JOINT STOCK COMPANY

2A Nguyen Trai Street, Ninh Kieu Ward, Can Tho City

(0292) 382 1711 - 381 0188

ctncanths@gmail.com

www.ctn-canths.com.vn

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indexed ID, location, image, description), pipelines, customer meters, etc., and expanded additional features:

- + Reports: network asset statistics, customers not yet updated in WebGIS, checking meters not connected to pipes.

- + Automatic connection when selecting a meter with a branch pipe.

- + Zoning for asset and customer statistics to report incidents.

- Used automatic water loss ratio calculation software to improve accuracy, timeliness, and better management of water loss prevention.

- Stable and maintained water pressure: at water treatment plants from 1.0 – 2.6 bar, minimum pressure at disadvantageous points 0.8 bar, average pressure across the entire network 1-1.5 bar.

- Sent to the Department of Construction Report No. 333/BC-CTN dated July 23, 2025, regarding the preliminary report on the Safe Water Supply Plan (KCA), water loss and revenue leakage prevention for the first 6 months and implementation directions for the last 6 months of 2025; Report No. 11/BC-CTN dated January 08, 2026, regarding the summary report on the Safe Water Supply Plan (KCA), water loss and revenue leakage prevention for 2025 and implementation directions for 2026.

4. Professional and Operational Work:

- Strictly implemented legal regulations regarding: Information disclosure for large-scale public companies in the UPCOM market (stock code: CTW), tax policies, and payment of all types of insurance for employees. Successfully organized the 2025 Employee Conference and Annual General Meeting of Shareholders. Re-elected members of the Board of Directors and Supervisory Board for the 2025-2030 term. Successfully organized the Company's Grassroots Trade Union Congress and Grassroots Youth Union Congress for the 2025-2030 term. The Company's Grassroots Youth Union was rated as having completed its 2025 Youth Union tasks excellently. The Company's Party Committee was rated as having completed its 2025 tasks excellently and received a Certificate of Merit from the Standing Committee of the City People's Committee Party Committee. Additionally, the Can Tho City People's Committee Party Committee is proposing that the City Party Committee award a Emulation Flag to the Company's Party Committee for 5 consecutive years (2021-2025) of excellent task completion.

- Completed the update of the seal and the Certificate of Business Registration for the Company and its branches following the change in new administrative boundaries.



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- The Can Tho City People's Committee evaluated and rated the quality of the representative of state capital in 2024 at Can Tho Water Supply and Sewerage Joint Stock Company as having excellently completed tasks.

- The Company received a Certificate of Merit from the Director of the Tax Department for its achievements in complying with tax policies and laws in 2024.

- The Company was assigned by the Can Tho City People's Committee to be the Head of Block XIV (Enterprise Emulation Block 1).

- The units basically completed the 2025 internal targets, contributing to increased labor productivity, production and business efficiency, and enhanced sense of responsibility, creativity, and proactivity of employees.

- Warned customers about fraudulent water supply staff calling to scam customers on the website, CTWcare customer service application, and sent via the company's Zalo and Facebook.

- Promoted non-cash payments through advertising payment channels: Website, Facebook, Zalo. The payment ratio through collection partners for the November 2025 billing cycle reached >99%, of which non-cash payments (via e-wallets and banks) accounted for 91.73% (an increase of 1.09% compared to the same period in 2024).

- Water quality management and continuous water supply:

+ Ensured safe and continuous water supply, with water quality meeting the Ministry of Health's QCVN 01-1:2018/BYT standards.

+ Announced the conformity of clean water according to the provisions of the 2025 law (Notice No. 847/TB-SYT dated August 12, 2025, and conformity announcement No. 01/HQ-CN.2025).

+ Maintained operations according to ISO 9001:2015 standards at 03 water treatment plants and operated the laboratory according to ISO/IEC 17025:2017 standards.

+ Prepared the KCA Plan according to Circular 08/2012/TT-BXD for 03 water treatment plants and sent it to the Department of Construction for 1st appraisal according to official dispatch No. 73/CTN dated February 24, 2025, and revised and resubmitted for the 2nd time according to official dispatch No. 451/CTN dated September 26, 2025.

+ Developed Plan No. 81/KH-CTN dated February 26, 2025 - Plan for responding to saltwater intrusion and water source pollution in 2025 and Plan No. 233/KH-CTN dated May 27, 2025, regarding the use of alternative water sources and responding to water source incidents.



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+ Signed the inspection record, determined the sanitary protection zone for the domestic water intake area, and completed environmental permits at 03 water treatment plants.

- Regularly coordinated with relevant units to inspect and promptly fix damages related to the drainage system, clearing flows at manholes, collection boxes, discharge gates, sewer beds, etc., to ensure good drainage in the wards.

- Continued to operate the wastewater treatment station for the 38.4ha Binh Khanh resettlement area, Ho Chi Minh City, according to the investor's opinion and prepared payment documents as prescribed.

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

+ Continued to perform well the operation of the Wastewater Treatment Plant (WWTP) according to Notice No. 21/TB-VPUB dated January 28, 2019; Official Dispatch No. 464/UBND – XDCB dated February 09, 2022, of the Can Tho City People's Committee and Official Dispatch No. 525/SXD-HTKT dated February 27, 2024, of the Can Tho Department of Construction regarding the operation of the drainage system and wastewater treatment plant project of Can Tho City, capacity 30,000 m³/day-night. Ensured that the output wastewater meets column A standards as prescribed.

+ Handover of the drainage and WWTP project to the Department of Construction: Completed the handover of documents and completed the actual asset inspection of the project for the Department of Construction according to official dispatch No. 464/UBND –XDCB dated February 09, 2022, of the Can Tho City People's Committee. On October 13, 2025, the Company issued Report No. 840/BC.CTN regarding reporting some contents according to Official Dispatch No. 3116/VPUB-KT of the City People's Committee on resolving difficulties and obstacles in determining boundaries, markers, and land area recovered for the Can Tho City Drainage and Wastewater Treatment Project. Currently, functional agencies have not provided opinions or guidance on subsequent procedures.

+ On December 05, 2025, the Company issued document No. 570/CTN regarding the submission of the price plan for operation, maintenance, and repair of the Wastewater Treatment Plant, pumping stations and tide prevention valves, management, and maintenance of the sewer system, pump chambers, and valve pits in 2025 to the Department of Construction as requested by the Department of Construction in official dispatch No. 3663/SXD-KCHT dated November 28, 2025. However, to date, the Department of Construction has not provided an opinion.

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

- Continued to operate well the online clean water quality monitoring system with 08 devices at plants and on the network to monitor and track 03 indicators in real-time: turbidity, PH, and Chlorine. Online river water quality monitoring system at 03 plants with indicators: color, iron, Ammonium, total mineral oil and grease, salinity.

- Integrated SMS Brandname into the CTWCare customer service application to receive OTP codes (implemented on March 11, 2025) to increase convenience for customers when using. To date, 42,712/81,041 customers (52.7%) have linked the CTWCare customer service application.

- Continued to implement customer service on Zalo: answering questions, guiding customers.

- Maintained water bill collection links with 15 banks and 08 forms of payment via e-wallets.

- Completed the combination with Industrial and Commercial Bank to implement QR code printing on water bills (free for 1 year) to promote the increase of non-cash payment ratios and stopped using Payoo's QR code to save costs.

- Continued to implement electronic contracts for domestic water supply contracts, the number of customers who have signed: 17,955/81,041 customers (22.16%).

- Used and coordinated with partners to improve features of document management software to track work progress and meeting conclusions.

- Continued to use the Power BI application to build a Dashboard to support summarizing, reporting, and analyzing business data for the water revenue segment.

- Completed the implementation of drainage service quotation software to help determine the amount to quote for customers quickly (about 5 minutes).

- Applied AI in recognizing water meter readings at customer homes through photos of the meter face to check the accuracy of data entry. The solution won the First Prize of the 2025 Vietnam Young Water Industry Personnel Award organized by the Vietnam Water Supply and Sewerage Association (Decision 45/QĐ-HCTNVN dated November 25, 2025).

- The Monitoring and Technology Application Center - Digital Transformation (MDC Center) has been in operation since July 01, 2025, to accelerate digital transformation and centralized monitoring of software, plant SCADA, etc. Currently, it has completed the integration of pressure, flow, DMA, built dashboards, and alerts according to pre-set algorithms via Telegram and is developing alerts via the application.



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- The Company's Science and Technology Council reviewed and recognized 08 initiatives and technical solutions; Solutions for task performance and savings in 2025.

6. Social work and caring for employee life:

- Cared for policies for employees on holidays and Tet, supported social work in the locality, etc., with an amount of 5,017,898,148 VND.

- The Trade Union distributed gifts to union members during the Lunar New Year to contribute to enjoying spring and welcoming Tet with an amount of: 152,350,000 VND. The Trade Union organized the 2025 Sports Festival, Workers' Day, and coordinated with the government to organize tourism for employees in June 2025 with an amount of 34,200,000 VND. In addition, it also contributed to funds such as: Supporting the people of Cuba, supporting flood victims, the Fund for the Poor, the Golden Heart Fund, with a total amount contributed to the above funds: 203,130,000 VND. The Company's Grassroots Youth Union organized the 2025 Mid-Autumn Festival for children of employees. Party cells organized trips to the source for party members and the masses.

II. 2026 Operational Directions

- Strive to achieve basic targets:

- + Production : 29.63 Million m³.
- + Revenue : 358,866 Million VND.
- + Profit after tax : 60,615 Million VND.
- + Tax payment : Correct, sufficient, and on time as prescribed.
- + Water loss ratio : 12 %.

- Review and reorganize the organizational structure of some subordinate units, improve labor productivity and production and business efficiency.

- Continue to implement the investment plan, especially projects:

+ Renovation and expansion of water supply network: Installation of D.225, D.180, D.110 HDPE water supply pipelines for 32 streets in Ninh Kieu Ward, cutting off old pipes - Implementation of meter policy; D180 HDPE water supply pipeline along Tra Nien Lon canal (Left bank from Tra Nien bridge to provincial road 918); D.225, D.180, D.110 HDPE water supply pipelines in Thoi Nhut 1 resettlement area, Tan An Ward, cutting off old pipes - Implementation of meter policy; Relocation of water supply pipelines located within the project construction scope - Intersection No. 1 (Mau Than - 3/2 - Tran Hung Dao) and intersection No. 4 (NVL - 3/2), Ninh Kieu Ward, Can Tho City; Recovery, treatment, and reuse system for sedimentation and filtration wash water at Can Tho 1 Water Treatment Plant; Transmission pipeline for Can Tho bridge approach road (National Highway

1A from IC3 to Ap My bridge); Transmission pipeline across Tay Do bridge - TL926 Truong Long, Nhon Ai Commune; Carry-over projects from 2025 aimed at renovating and expanding the water supply network in the service area.

+ Renovation projects to serve water loss prevention and upgrading, expanding the water supply network according to the requests of localities and customer management units to ensure the clean water usage needs of the people.

- Strengthen water loss prevention, control water loss ratio $\leq 12\%$.

- Drainage and WWTP project: Continue to coordinate with the Department of Construction to carry out the project handover according to the direction of the Can Tho City People's Committee and carry out procedures to sign operation contracts for 2024, 2025.

- Continue to operate the sewer line, pumping station, and Can Tho City Wastewater Treatment Plant, capacity 30,000 m³/day-night according to the approved proposal and plan.

- Wastewater treatment station for the 38.4ha Binh Khanh resettlement area, Ho Chi Minh City: Prepare final settlement documents as prescribed.

- Continue to bid and perform urban public utility services (maintenance, dredging of drainage systems, operation of WWTP) in the city in 2026 (if any).

- Continue to coordinate with relevant units to inspect, survey, propose, and perform maintenance and repair of the drainage system in the wards.

- Constantly strive to improve the quality of drainage and WWTP services to retain traditional customers. Besides that, continue to seek new customers in the city.

- Continue to maintain water bill payment via e-wallets and banks (reaching > 91%) to reduce the ratio of customers using cash; Continue to improve automatic loss ratio calculation software and add new features to WebGIS software; Promote guiding customers to install and use the CTWCare customer service application, moving towards not sending paper water bills to customers, only sending water bill notifications via the CTWCare application when implementing smart meters for 15mm customer meters; Complete the construction of the burst point management and repair module.

III. Comments and Recommendations

1. Comments:

Implementing the Resolution of the City People's Council, the direction of the City Party Committee and the City People's Committee, the Company always proactively expands the network in the service area to increase the clean water



supply ratio for the people. Tax payment and insurance for employees are paid correctly and sufficiently. Providing safe, quality, and continuous clean water; promptly performing drainage services at the request of the Investor; implementing renovation and expansion projects of the water supply network according to the annual plan. Management and customer service work are constantly improved; the sense of work execution of employees is increasingly raised, meeting work requirements in the new situation, labor usage is more efficient; employment, life, and policies for employees are always cared for and constantly improved.

In general, in 2025 compared to the same period in 2024, revenue decreased by 8.41%, profit after tax decreased by 12.58% (however, it increased by 2.43% compared to the 2025 plan). Revenue and profit decreased because the first quarter of 2024 recorded a large revenue (35 Billion VND) from operating the Wastewater Treatment Plant for three consecutive years (2021, 2022, 2023). Besides that, revenue decreased partly because water production in 2025 only increased by 0.34% compared to 2024 (while water production: 2024 increased by 3.47% compared to 2023; 2023 increased by 5.70% compared to 2022). The main reason is that in 2025 the rainy season came early, there was a lot of rain, administrative agencies were merged, some headquarters stopped operating, and the water price increase in 2024 made customer water usage demand low, leading to insignificant production increase in 2025 compared to 2024, the water loss ratio decreased sharply from 14% in 2024 to 11.5% in 2025 (the water loss ratio target assigned by the Prime Minister is 15% by 2025).

2. Recommendations

a. For the Department of Construction:

- Soon complete related procedures to submit to competent authorities for approval and payment of operation costs for the drainage and wastewater treatment project in 2024 and 2025 for the Company.

- Soon resolve difficulties and obstacles related to the Can Tho City Drainage and Wastewater Treatment Project so that the Company can complete the handover of the Project to the owner.

- Advise the City People's Committee to re-sign the water supply service agreement with the Company.

b. For the Department of Agriculture and Environment:

Soon complete procedures to grant certificates of land use rights, ownership of houses, and other assets attached to land for the Company's office, Can Tho 1 Water Treatment Plant, and An Binh water supply branch.



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c. For Can Tho City Tax Department:

Soon issue tax notices and deduct compensation, support, and resettlement costs into land rent for the Hung Phu Water Treatment Plant land plot so that the Company can complete its tax obligations.

Above is the summary report of the 2025 production and business performance results and the 2026 operational program of the Company./.

Recipient:

- Can Tho City People's Committee "for report";
- Department of Construction, Department of Finance "for report";
- Board of Directors, Supervisory Board, Board of General Directors;
- Trade Union Executive Committee;
- Subordinate units;
- Admin archive.

GENERAL DIRECTOR

Nguyen Tung Nguyen

