**INDICADORES DE CONTROL SOCIAL VIGENCIA 2024**

De conformidad con lo dispuesto en el artículo 1.12.6. de la Resolución CRA 943 de 2021 ASEO PLUS S.A.S. E.S.P. informa a todos sus usuarios los Indicadores de Control Social de la Vigencia 2024 para las áreas de prestación del servicio APS de los municipios de Pereira y Dosquebradas:

***Servicio de Aseo:***

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| **PEREIRA** | | | | | | | | | |
| **TIPO** | **Suscriptores** | **Valor Facturado ($/año)** | **% Sub/Contr** | **TARIFA** | | | | | |
| **dic-23 (con acueducto)** | **dic-24 (con acueducto)** | **Variación % (con acueducto)** | **dic-23 (con energía)** | **dic-24 (con energía)** | **Variación % (con energía)** |
| Estrato 1 | 2,206 | $251,696,880 | -69.2% | $9,125.10 | $8,981.18 | -1.58% | $9,507.95 | $9,368.10 | -1.47% |
| Estrato 2 | 3,950 | $880,636,606 | -38.4% | $18,668.78 | $18,230.97 | -2.35% | $19,434.48 | $19,004.81 | -2.21% |
| Estrato 3 | 3,533 | $1,110,421,010 | -12.7% | $26,796.41 | $26,054.67 | -2.77% | $27,881.56 | $27,151.37 | -2.62% |
| Estrato 4 | 9,352 | $3,205,398,701 | 0.0% | $31,665.30 | $30,467.85 | -3.78% | $32,908.31 | $31,724.09 | -3.60% |
| Estrato 5 | 3,511 | $1,923,081,136 | 58.7% | $53,641.63 | $50,527.66 | -5.81% | $55,614.28 | $52,521.31 | -5.56% |
| Estrato 6 | 3,358 | $2,067,256,116 | 69.3% | $61,825.82 | $56,855.53 | -8.04% | $63,930.23 | $58,982.35 | -7.74% |
| Comercial | 1,253 | $775,282,585 | 58.7% | $72,434.73 | $62,588.57 | -13.59% | $74,407.39 | $64,582.22 | -13.20% |
| Industrial | 8 | $22,901,813 | 32.0% | $60,248.17 | $52,058.55 | -13.59% | $61,888.94 | $53,716.78 | -13.20% |

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| Oficial | 12 | $72,946,710 | 0.0% | $45,642.55 | $39,438.29 | -13.59% | $46,885.56 | $40,694.53 | -13.20% |
| **TOTAL** | **27,183** | **$10,309,621,557** |  | | | | | | |

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| **DOSQUEBRADAS** | | | | | | |
| **TIPO** | **Suscriptores** | **Valor Facturado ($/año)** | **% Sub/Contr** | **TARIFA** | | |
| **dic-23** | **dic-24** | **Variación %** |
| Estrato 1 | 603 | $81,609,947 | -35.0% | $10,502.73 | $11,594.52 | 10.40% |
| Estrato 2 | 105 | $16,281,096 | -25.0% | $12,498.04 | $13,794.86 | 10.38% |
| Estrato 3 | 2,120 | $450,901,342 | 0.0% | $16,953.06 | $18,710.63 | 10.37% |
| Estrato 4 | 1,363 | $266,564,941 | 0.0% | $17,675.91 | $19,503.98 | 10.34% |
| Estrato 5 | 0 | $0 | 50.0% | $28,898.92 | $31,874.39 | 10.30% |
| Estrato 6 | 0 | $0 | 60.0% | $34,063.17 | $37,554.02 | 10.25% |
| Comercial | 72 | $41,508,517 | 50.0% | $42,124.94 | $46,394.41 | 10.14% |
| Industrial | 31 | $14,263,805 | 30.0% | $36,508.28 | $40,208.49 | 10.14% |
| Oficial | 0 | $0 | 0.0% | $28,083.29 | $30,929.60 | 10.14% |
| **TOTAL** | **4,294** | **$871,129,648** |  | | | |

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| **INDICADOR** | **PEREIRA** | **DOSQUEBRADAS** |
| Número de Quejas Formuladas | 150 | |
| Número de Quejas Atendidas | 150 | |
| Continuidad Promedio del Servicio (%) | 100% | 100% |
| Cobertura (%) | 100% | 100% |
| Cobertura del Servicio | Urbano y Rural | Urbano y Rural |
| Costo de Recolección y Transporte ($/Ton) | $127,959.26 | $129,098.65 |
| Tipo de Disposición Final | Relleno Sanitario | |
| Costo de Disposición Final ($/Ton) | $33,877.46 | |
| # Trabajadores por cada 1,000 usuarios | 3.99 | 6,75 |
| Producción Promedio de Residuos (Ton/mes) | 1101.41 | 170.08 |
| Frecuencia de Recolección (veces/semana) | 3 | 3 |
| Eficiencia de Recaudo (%) | 96,231% | 96,241% |

***Indicadores y Cumplimiento:***

| **INDICADOR** | **Aseo** | | |
| --- | --- | --- | --- |
| **Meta** | **Obtenido** | **Resultado** |
| Reclamos Comerciales (4/1.000) | <4 | 0 | 100% |
| Compactación Relleno Sanitario (Pereira) | >1.10 | 1.13 | 100% |
| Compactación Relleno Sanitario (Dosquebradas) | >1.10 | 1.13 | 100% |