



TECHNICAL ASSISTANCE ON SUPPORT TO REDUCE WATER LOSS WITHIN THE
REFORM OF THE WATER SECTOR IN CROATIA

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Project carried out with funding by the European Union in cooperation with the European Commission's DG REFORM

Navigating Water Loss & Enhancing Resilience in Croatia

Final Conference for the Technical Support Project to reduce water losses in the water supply network of Croatia

Zagreb, 21 November 2023

09:00 Opening

Opening remarks by high-level representatives

- Minister Davor Filipović, Ministry of Economy and Sustainable Development, Croatia
- Ms. Natalie Berger, Director General, DG Reform, European Commission
- Mr. Jehan Arulpragasam, Country Manager for Croatia, World Bank

Coffee break

10:15 Croatia's water supply status and developments since EU membership

Water directives harmonization, water service provision reform, water losses

- Ms. Elizabeta Kos, Director for Water Management and Sea Protection, Ministry of Economy and Sustainable Development, Croatia
- Mr. Zoran Đuroković, General Manager, Croatian Waters

10:45 National Action Plan to Improve Efficiency and Resilience of Croatia's Water Supply System

Presentation on the main activities and outcomes of the EU funded technical assistance project

- Ms. Ksenija Matošević, Head of Service, Ministry of Economy and Sustainable Development, Croatia
- Mr. Raimund Mair, Senior Water Resource Management Specialist, World Bank
- Ms. Vesna Grizelj Šimić, Consultant, World Bank



11:45 International experiences in water service organization and non-revenue water management

Presentations on international experiences and best practices

- Mr. Gary Wyeth, Secretary and Vice-Chair of the IWA Water Loss Specialist Group, International Water Association (IWA)
- Mr. Francisco Machado, Executive Director, Defining Future Options, Portugal

12:30 Experiences in water loss reduction and non-revenue water management in Croatia

Presentations on experiences from water utilities in Croatia

- Valter Batel, Head of Loss Detection Department, Vodovod Pula d.o.o., Pula
- Mario Mihovilić, Director of Zagorski Vodovod d.o.o. Zabok

13:00 Wrap-up and event closing

- Mr. Stjepan Gabrić, Senior Water Supply and Sanitation Specialist, World Bank
- Mr. Mario Šiljeg, Director, Water Institute 'Josip Juraj Strossmayer'

13:30 Lunch