



Implemented by:
giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH



BENCHMARKING AND ASSET MANAGEMENT NEXUS

Key tools for Regulators and Decision Makers

30 June 2022
Tirana, Albania

in cooperation with:



Danube Learning Partnership (D-LeaP)

The [Danube Learning Partnership \(D-LeaP\)](#) is designed as a regional, integrated and sustainable capacity building initiative of national water utility associations and [IAWD](#), the International Association of Water Service Companies in the Danube River Catchment Area, and provides a comprehensive curriculum to the staff of water and wastewater utilities located in the Danube region. D-LeaP has been established as a committee of IAWD, composed of representatives of national water utility associations in the region. The [Utility Benchmarking Program \(UBP\)](#) is a foundation program under D-LeaP and assists utilities in identifying areas, where performance improvement is needed. The ambition is to enlarge the network of utilities that jointly work on improving their services over time. While three UBP Hubs in Albania/Kosovo, Bulgaria and Ukraine are operated by national partners of IAWD, the regional UBP Danube Hub is implemented by IAWD and intends to include the leading utilities of the region.

SEEAM Program

[SEEAM](#) stands for “Integrated Asset Management for Water Utilities in South-East Europe” program funded by German Federal Ministry for Economic Cooperation and Development (BMZ) and Hydro-Comp Enterprises Ltd. (HCE) and implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH and HCE under developPPP.de programme. It aims to increase the AM capacities of water utility associations and water utilities in SEE by introducing and implementing effective integrated asset management methods through AM Hubs established within national water associations under the framework of the [Danube Learning Partnership](#). SEEAM additionally contributes to an improvement of quality and efficiency of water services and to an improved compliance with regulations and transparency.

Water Supply and Sewerage Association of Albania (SHUKALB)

The Water Supply and Sewerage Association of Albania ([SHUKALB](#)), which was established in 2000, is a professional, not-for-profit Association of water supply and sewerage professionals, who wish to improve the management of the Water Supply and Sewerage Sector in Albania, making it efficient, sustainable and effective in accordance with the current laws and regulations in Albania. The Association’s Mission Statement consists of four main mission objectives: To advocate the collective interests of professionals in the water sector in Albania; To serve as a leading resource for knowledge, professional development and networking; To invest time and resources to build awareness and attract future generations to seek a career in the water sector; and To be a positive force for mutual understanding, collaboration and regional partnerships in the Western Balkans.

Water and Wastewater Works Association of Kosovo (SHUKOS)

The Water and Wastewater Works Association of Kosovo ([SHUKOS](#)) is a non-for-profit organization established, by 7 Kosovo's Regional Water Supply and Sewerage Companies. The Association operates according to NGO law (No.04/L-57) has its own bodies, the Assembly and the Board of Directors, which consists of 7 Chief Executive Officers of 7 Regional Water Companies. SHUKOS's mission is to promote and protect the interests of its members, serving the benefit of RWCs and institutions, in order to achieve high standards of water and sanitation services in Kosovo. SHUKOS achieves this goal with a wide range of promotional and professional lobbying services, policy contribution, capacity building, knowledge transfer, promotion of ideas and projects, organization of thematic events, and creation of collaborative networks within the water services sector in Kosovo, then in the Western Balkans and beyond.

Target Audience

National institutions (ministries, regulators); national water and municipal associations, local government and utilities from the Danube region; representatives from regional utility (IAWD), municipality (NALAS) and regulators (WAREG) associations; representatives from the EU, UNECE, GIZ, SDC, the World Bank and other bilateral donors and IFIs; Young Water Professionals; academia; private companies; NGOs, and others.

Context and objective

The sustainability of urban water services requires medium- and long-term infrastructure planning, including not only the renewal of strategies and tactics, but also the financial, organizational and information management aspects that are needed to ensure that stakeholders' needs and expectations are met over time. Strategic Asset Management (SAM) in the water sector can be described as managing infrastructure capital assets to minimize the total cost of owning and operating them, while delivering the service levels customers desire. Components are regularly maintained over long planning cycles, and finally replaced when deterioration outweighs the benefit of further maintenance.

Sound SAM heavily relies on the availability of performance data and performance assessment routines, which are essential for (i) establishing objectives and targets, (ii) carrying out sound diagnoses that assess how far the organizations are from their targets and what are the infrastructures issues behind it; (iii) defining intervention priorities; (iv) comparing alternative solutions; and (v) monitoring the implementation of the solutions. Therefore, performance assessment and strategic asset management are complementing disciplines.

This event aims at featuring the two disciplines as well as ongoing activities in the Danube region and to allow for discussion among all stakeholders on the need to further support the initiatives developed so far.

Event's overview and Agenda

Benchmarking and Asset Management Nexus	Wednesday, 29 June	
	19:00	Joint Conference Dinner with 2022 DWF
	Thursday, 30 June	
	08:00 – 09:00	<i>Registration</i>
	09:00 – 10:30	Opening and Keynote: The Benchmarking and Asset Management Nexus <i>Room Antigonea 2</i>
	10:30 – 11:00	<i>Coffee Break</i>
	11:00 – 12:30	SEEAM Program Results & Way Forward – Enhancing the Cooperation Between Service Providers and Relevant National Institutions <i>Room Antigonea 2</i>
	12:30 – 13:30	<i>Lunch Break</i>
	13:30 – 15:00	From Benchmarking to Performance Improvement and Back <i>Room Antigonea 2</i>
	15:00 – 15:30	<i>Coffee Break</i>
15:30 – 17:00	Benchmarking and Asset Management as Foundation for Sustainable Infrastructure Investment <i>Room Antigonea 2</i>	

Opening and Keynote: The Benchmarking and Asset Management Nexus

Date: Thursday, 30 June 2022

Time: 09:00 -10:30

Location: Hotel Rogner, Room Antigonea 2

Chair: Ms. Elisabeta Poci, SHUKALB

Context and objective

The opening and keynote session will feature welcoming words and provide an overview of the event's structure. It will be followed by a keynote speech and highlight the benchmarking and asset management topics in Danube region. The session will be closed by a panel discussion on the subject topics.

Session structure

Time		Content	Speaker
09:00	5'	Introduction	Ms. Elisabeta Poci , Executive Director, SHUKALB, Albania
09:05	15'	Welcome from the Organisers	Mr. Walter Kling , President, IAWD, Austria Mr. Peter Wolff (tbc) , Fund Manager, ORF MMS, GIZ, Bosnia and Herzegovina Mr. Petrit Tare , President, SHUKALB, Albania Mr. Sokol Xhafa , President, SHUKOS, Kosovo Mr. Elton Kacidhja , General Manager, Tirana Water and Wastewater Utility, Albania
09:20	20'	Keynote "The Benchmarking and Asset Management Nexus"	Mr. Enrique Cabrera Rochera , Chair, IWA Specialist Group Benchmarking and Performance Assessment, IWA Senior Vice-President, Spain Ms. Rita Salgado Brito , Chair, IWA Specialist Group Strategic Asset Management, Portugal
09:40	10'	IAWD's benchmarking activities in the Danube region	Ms. Katerina Schilling , Interim Head of IAWD TS, IAWD, Austria
09:50	10'	Overview of AM activities in South-East Europe	Mr. Oliver Nachevski , Project Manager, ORF MMS, GIZ, North Macedonia

10:00	30'	Discussion with panelists and audience	<p>Moderated by Ms. Elisabeta Poci, Executive Director, SHUKALB, Albania</p> <p>Panelists:</p> <ul style="list-style-type: none"> - Ms. Rita Salgado Brito, Chair, IWA Specialist Group Strategic Asset Management, Portugal - Mr. Ndricim Shani, Chairman, Albanian Water Regulatory Authority (WRA), Albania - Mr. Klevis Jahaj, General Director, National Agency for Water Supply, Sewerage and Waste Infrastructure (AKUM), Albania - Ms. Maja Medenica, UTVSI AM Hub and Belgrade Water AM Center Head, UTVSI, Serbia - Ms. Sanja Zivkovic, Secretary, Committee for Communal and Environmental Affairs, Union of Municipalities of Montenegro, Montenegro
10:30		End of session	

SEEAM Program Results & Way Forward – Enhancing the Cooperation Between Service Providers and Relevant National Institutions

Date: Thursday, 30 June 2022

Time: 11:00 – 12:30

Location: Hotel Rogner, Room Antigonea 2

Chair: Mr. Georgi Hristov, GIZ

Context and objective

The session aims to look closer at Asset Management activities in Albania and Kosovo by presenting the status and results of the project "Integrated Asset Management for Water Utilities in South-East Europe" (SEEAM). It shall inform PUCs' representatives about the plans to continue the Asset Management activities and facilitate experience exchange between PUCs and relevant national institutions. The special focus is to highlight the significance of Asset Management in the context of the on-going water service sector reforms in Albania and regional organization of water services in Kosovo.

Session structure

Time		Content	Speaker
11:00	5'	Introduction	Mr. Georgi Hristov , Project Manager, GIZ
11:05	5'	Greeting remarks	Ms. Gabriele Lames , Program Manager, GIZ Albania
11:10	10'	Overview of SEEAM implementation in Albania	Ms. Arbana Kola , AM Hub Manager, SHUKALB
11:20	10'	Overview of SEEAM implementation in Kosovo	Ms. Erdonita Humolli , AM Hub Manager, SHUKOS
11:30	20'	How to continue AM activities after SEEAM	Mr. Petros Kolovopoulos , Executive Director, Hydro-Comp Enterprises Ltd., Cyprus
11:50	40'	Discussion with panelists and audience	Moderated by Mr. Georgi Hristov , Project Manager, GIZ, North Macedonia Panelists: <ul style="list-style-type: none"> - Mr. Florian Demi, Director, Directorate of Economic and Supportive Services, AKUM, Albania - Mr. Baton Begolli, Water Policy Advisor, Inter-Ministerial Water Council, Office of the Prime Minister, Kosovo - Mr. Petros Kolovopoulos, Executive Director, Hydro-Comp Enterprises Ltd., Cyprus - Ms. Valbona Paja, Deputy General Director, Shkoder Water and Wastewater Utility, Albania - Mr. Sokol Xhafa, Acting CEO, RWC Pristina, Kosovo
12:30		End of session	

From Benchmarking to Performance Improvement and Back

Date: Thursday, 30 June 2022

Time: 13:30 – 15:00

Location: Hotel Rogner, Room Antigonea 2

Chairs: Mr. Walter Kling, IAWD

Context and objective

For the past nine years IAWD has been building the Utility Benchmarking Program (UBP) family, a network of water and wastewater utilities committed to the improvement of services through knowledge exchange and benchmarking with other utilities from the region, but also against high performance benchmarks. This session highlights the result of the regional UBP Danube Hub and sheds light on the important cooperation between utilities and their owners, the Local government units (LGUs), in order to provide sustainable water services to their customers. An important element in this cooperation is the newly developed Utility Benchmarking Report for LGUs, which provides a short and condensed overview of the utility performance for the owners and indicates those areas, where action is needed.

Session structure

Time		Content	Speaker
13:30	5'	Introduction	Mr. Walter Kling , President IAWD, Austria
13:35	15'	Overview of water service sector performance in the Danube region	Mr. Aleksandar Krstic , CEO, Eutopia Pro (as IAWD UBP Coordinator for the Danube Region), Serbia
13:50	15'	Benchmarking regulation in Montenegro	Mr. Milos Petrovic , Energy and Water Regulatory Agency of Montenegro
14:05	15'	Benchmarking for LGUs	Ms. Emilija Milunovic , RCDN Project Manager, IAWD, Austria
14:20	40'	Discussion with panelists and audience	Moderated by Mr. Walter Kling , IAWD Panelists: <ul style="list-style-type: none"> - Mr. Aleksandar Krstic, CEO, Eutopia Pro (as IAWD UBP Coordinator for the Danube Region), Serbia - Mr. Milos Petrovic, Senior Analyst, Energy and Water Regulatory Agency of Montenegro, Montenegro - Ms. Albana Jani, Director, Directorate of Coordination, Analysis, and Information, AKUM, Albania - Mr. Agron Haxhimali, Executive Director, Association of Albanian Municipalities, Albania - Ms. Adelina Farrici, Executive Director, Association of Local Autonomy of Albania (ALAA), Albania - Ms. Nadire Bejtullahu Vitija, Training Manager, SHUKOS, Kosovo
15:00		End of session	

Benchmarking and Asset Management as Foundation for Sustainable Infrastructure Investment

Date: Thursday, 30 June 2022

Time: 15:30 – 17:00

Location: Hotel Rogner, Room Antigonea 2

Chairs: Mr. Raimund Mair, World Bank

Context and objective

Both Benchmarking and Asset Management are important decision-making tools when it comes to investment planning. Furthermore, they are key in guaranteeing investment sustainability. This session provides two case-studies in that regard. In addition, it brings in the perspective of the donors and IFIs on the use of these tools by water and wastewater utilities for sustainable infrastructure investment.

Session structure

Time		Content	Speaker
15:30	5'	Introduction	Mr. Raimund Mair , Senior Water Resource Management Specialist, World Bank, Austria
15:35	20'	Case Study 1 of BM&AM achievements and linkage to investment projects	Mr. Sokol Xhafa , Acting CEO, Regional Water Company Pristina, Kosovo
15:55	15'	Case Study 2 of BM&AM achievements and linkage to investment projects	Ms. Ivana Torbica , Investment, Development and Project Engineer, Gradiska utility, Bosnia and Herzegovina
16:10	40'	Discussion with panel and audience	Moderated by Mr. Raimund Mair , Senior Water Resource Management Specialist, World Bank, Austria Panelists: <ul style="list-style-type: none"> - Mr. Sokol Xhafa, Acting CEO, Regional Water Company Pristina, Kosovo - Ms. Ivana Torbica, Investment, Development and Project Engineer, Gradiska utility, Bosnia and Herzegovina - Mr. Eduart Rumani, National Programme Officer, Swiss Embassy, Albania - Ms. Hajrije Morina, Director, Water Services Regulatory Authority, Kosovo
16:50	10'	Closing of the conference	Ms. Elisabeta Poci , Executive Director, SHUKALB, Albania and Ms. Katerina Schilling , Interim Head of IAWD Technical Secretariat, IAWD, Austria

Logistical Details

Conference Venue

Hotel Rogner

Golden Eagle Shpk
Bulevardi Dëshmorët e Kombit 9,
Tiranë 1010, Albania

<http://www.rogner.com/tirana>

Directions from the airport

Hotel Rogner can be reached by Taxi. We recommend [TIA Taxi](#), where you can make your online reservation in advance.

Internet Access

At Hotel Rogner free WIFI access is available. The name is “Rogner Internet Access”, no password is required.

Nexus Group picture

The Group picture will be taken in the morning break of 30 June. Further information will be provided at the end of the first session.

Contacts

In case of any problem or question with the logistics of your participation, please contact the organizers at the conference venue or through email:

- ▶ IAWD: Antonia Püspök (puespoek@iawd.at)
- ▶ SHUKALB: Arbana Kola (arbana.kola@shukalb.al)

GDPR Disclaimer

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