

6TH ANNUAL CONFERENCE OF AQUASAN NETWORK IN BIH

What is the state of water services in Bosnia and Herzegovina today?

18 and 19 November 2025, Sarajevo, Hotel Hills

INVITATION

Dear Sir/Madam,

The Association for Water and Environmental Protection Sector "Aquasan Network in BiH" is pleased to invite you to a two-day conference entitled "What is the state of water services in Bosnia and Herzegovina today?"

The Conference will be held on 18 and 19 November 2025 in Sarajevo, Hotel Hills ([Hotel Hills Sarajevo](#)) starting at 11 am.

The partner of this year's Conference is the Embassy of the Kingdom of the Netherlands in Bosnia and Herzegovina.

The overall objective of the Conference is to enable the exchange of knowledge, experiences and good practices with the aim to contribute to overcoming the existing challenges and discussing opportunities for further improvement of the water service sector in BiH.

Specific objectives of the Conference:

- To enable dialogue between key actors in the water services sector through joint analysis of challenges, presentation of examples of good practice and harmonization of recommendations for the improvement of the sector;
- To contribute to strengthening the capacities of sectoral institutions, local government units (LGUs), public utility companies (PUCs) in order to improve the quality, efficiency and long-term sustainability of water services;
- To support the continuation of the cooperation amongst the participants and the enhancing of coordination, networking and joint action at all levels.

The Conference intends to respond to the needs of the water services sector in BiH, which continuously faces numerous challenges, but also recognizes opportunities for solving them and encourages further progress. Our goal is to create a space for generating new ideas and fostering partnership that can contribute to the development of a more efficient and

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sustainable system of providing water services to citizens.

The Conference will bring together a large number of actors from the water services sector in BiH from the local, cantonal, entity and state levels as well as the countries of Southeast and Western Europe including representatives of international development partners and financial institutions operating in BiH. As in previous years, a large number of mayors and heads of municipalities, directors and employees of PUC, line ministries, water agencies, environmental protection funds, representatives of the private and non-governmental sector and guests from neighbouring countries are expected.

An outline of the Conference agenda and a short overview are provided below the invitation.

The organizer has provided financial resources to cover the costs of participation fee and organization of the Conference, including the costs of coffee breaks and lunch during both days of the Conference. The costs of accommodation and transport are borne by the participants themselves as well as the organization of hotel reservations.

Please submit the completed Registration Form attached no later than 24 October, 2025 via e-mail address: info@aquasanbih.ba.

We are at your disposal for any additional questions and information.

Sincerely,



Vesna Muslić
President of the Aquasan Network in BiH

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AGENDA

DAY 1, 18 November 2025	
10:30 – 11:00	Arrival and registration of participants
11:00 – 11:45	Opening of the Conference
	▪ Welcome words ▪ Introduction to the Conference ▪ Contribution of Aquasan Network in BiH to the water services sector in BiH
11:45 – 13:15	Session 1: Framework for the Provision of Water Services
	▪ Status of the water services sector reform/modernisation: Feedback from the meeting of the Platform for Dialogue ▪ Positioning of the Water Management Department in the Ministry of Environment/Environmental Protection ▪ Panel discussion
13:15 – 13:45	Coffee break
13:45 – 14:45	Session 2: Efficiency through New Models of PUC Functioning
	▪ Feature interview: Corporate aggregation of PUCs – experience of the Republic of Croatia ▪ Questions & answers, discussion
14:45 – 16:15	Session 3: Examples of Good Practices
	▪ Poster presentations of good practices on the topic of improving energy efficiency, savings through reduction of apparent losses, functioning of drinking water treatment plants
16:15 – 16:30	End of the first day of the Conference
16:30	Lunch

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DAY 2, 19 November 2025

08:30 – 08:45	Opening of the Second Day ▪ Reflection on the first day of the Conference ▪ Brief introduction to the second day
08:45 – 10:15	Session 4: Asset Management ▪ Models of recording assets in the auxiliary book of fixed assets ▪ Panel discussion
10:15 – 10:45	Coffee break
10:45 – 12:15	Session 5: Price of Water Services ▪ Good practice in the calculation and adoption of water service prices ▪ Panel discussion
12:15 – 12:45	Coffee break
12:45 – 14:45	Session 6: How to Improve Wastewater Management? ▪ Application, advantages and potentials of decentralized wastewater systems and approaches to wastewater treatment ▪ Community of practice of wastewater treatment plant operators in BiH ▪ Panel discussion
14:45 – 15:00	Closing Session and Closing of the Conference ▪ Final considerations ▪ Conclusions and recommendations
15:00	Lunch

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CONFERENCE TOPICS

Session 1: Framework for Provision of Water Services

In the introductory session, the Conference will provide participants with basic information on the current status of the water service sector reform in BiH, i.e. in both its entities, the results achieved so far and next steps of the reform process. In addition, during this session, the participants will learn about the initiative for institutional reorganization of the water management (water) and environmental protection sector, i.e. the proposal to merge the water management and environmental protection departments within one public administrative body (ministry), including the advantages of merging these two sectors. In the second part of the session, a panel discussion will take place with several representatives of different sectoral institutions and joint participation of all Conference participants through questions and explanations.

Session 2: Efficiency through New Models of PUC Functioning

During this session, the Conference will provide an insight into the key information on the process of corporate aggregation of water service providers that is currently being implemented in the Republic of Croatia. The objectives of the corporate aggregation refer to the improvement of service delivery, increasing the efficiency of water service providers (PUCs), reducing non-revenue water, increasing human and financial capacities, rationalizing the management of water supply and sewage systems. In addition to achievements, the participants will be presented with key challenges, accomplishments, lessons learned, experiences and practices gained. After the presentation, the moderator will conduct a short interview with an expert from the Republic of Croatia in order to jointly convey recommendations for the possible implementation of a similar project in BiH.

Session 3. Examples of Good Practice

Through poster presentations, the participants will be presented with examples of good practice, lessons learned and experience gained on several valuable sectoral achievements related to the optimization of the functioning of water service providers, increasing the energy efficiency of pumping stations, reducing apparent water losses, improving the operation of drinking water treatment plants, etc. The participants will have the opportunity to visit the posters with various achievements, especially those of interest to their work and the work of their institutions and organizations, and to hear the presentations of the hosts who prepared the poster presentations. The hosts of the poster presentation will prepare short presentations related to the approach and methodology of the work, give appropriate recommendations and answer questions from the participants. The aim of the poster presentation session with examples of good practice is to encourage the active participation of all Conference participants, the exchange of knowledge and practical solutions that can be applied during the process of organizing and delivering water services.

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Session 4: Asset Management

This session focuses on key approaches to asset management in PUCs, with particular emphasis on identifying, recording and registering fixed assets in the main book of fixed assets in accordance with applicable legal regulations and accounting standards (IFRS, IAS). The participants will have the opportunity to learn about examples of good practices and to hear information that can help them improve asset management in their LGUs and PUCs. The session also includes a panel discussion that will allow the participants to exchange experiences, discuss challenges and offer practical recommendations for the legal and efficient keeping of records of fixed assets in PUCs.

Session 5: Price of Water Services

An example of good practice will be presented and a panel discussion will be provided on the topic of calculating the economic prices of services for water supply, wastewater collection and treatment. The participants will have the opportunity to learn the latest information on the application of the tariff methodology and experience gained and lessons learned related to the process of calculating the economic prices of water services, development of multi-year plans for price adjustment, processes of adoption of water services prices by the founders and the impact of economic prices of water services on the operational and financial operations of the PUC after their adoption.

Session 6: How to Improve Wastewater Management?

This session will address wastewater management by exploring the applications, benefits and potentials of decentralized wastewater systems and nature-based solutions to their treatment. It will present examples from the Netherlands on how the public and private sectors can achieve more efficient and sustainable wastewater management in the long term and how to choose the most optimal wastewater treatment technologies. In addition, the session will enable the participants to get acquainted with the development of the Community of Practice of Wastewater Treatment Plant Operators in BiH and its achievements and produced documents and initiatives. The participants will also have the opportunity to discuss experiences and exchange knowledge on good practices, innovative solutions and approaches to wastewater management.

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