

WATER SERVICES: THE STATE OF THE SECTOR 2015 DANUBE WATER CONFERENCE

Vienna, May 2015

Conference Report



Wednesday May 6 th	8:00-17:00	Registration (conference venue, first floor foyer)		
	9:00-11:00	Working Group on Asset Management Sigmund Freud 2	IAWD Board / General Assembly Karl Kraus	
	10:00-12:30	Regulators' Meeting Sigmund Freud 1		
	11:00-12:30	Waterworks Association Meeting Karl Kraus		
	12:30-14:00	Lunch (hotel restaurant)		
	14:00-15:30	Working Group on Training Sigmund Freud 2	DANUBIS Steering Group Sigmund Freud 1	Field Trip: Danube Island-North waterworks bus from hotel at 14:00
	15:30-17:00	Working Group on NRW Sigmund Freud 2		
	17:30-19:15	Water and Development: Infrastructure and Institutions, the WB experience Ministry of Finance, Johannesgasse 5, 1010 Vienna, bus from hotel at 16:45		
Thursday May 7 th	8:00-12:00	Registration (conference venue, first floor foyer)		
	9:00-9:45	Opening Session Gustav Mahler		
	9:45-11:00	The State of the Sector Gustav Mahler		
	11:00-11:30	Coffee break (conference venue, first floor foyer)		
	11:30-12:45	Parallel Sessions A: Getting Institutions and Policies right Regulation – At what cost? Gustav Mahler	Local governments: helping each other? Sigmund Freud	
	12:45-14:15	Networking and Country Group Lunch (hotel restaurant)		
	14:15-15:30	Parallel Sessions B: Developing and managing Assets for all Beyond Public Supply Sigmund Freud	Asset Management as a tool for good governance Gustav Mahler	
	15:30-16:00	Coffee break (conference venue, first floor foyer)		
	16:00-17:15	Parallel Sessions C: Efficiency, the unfinished agenda When Utilities take the Lead Gustav Mahler	Promoting efficient Services Sigmund Freud	
	17:15-18:30	Speed networking, Cocktail & Posters Gustav Mahler, Foyer, poster exhibition room		
	19:30	Official Dinner (Melia Restaurant, Golden Wave room, bus from hotel at 19:15)		
Friday May 8 th	8:45-9:30	European Water Policies – Everything you always wanted to know Gustav Mahler		
	9:30-10:45	Session D: Building capacity for WSS services Gustav Mahler		
	10:45-11:15	Coffee break (conference venue, first floor foyer)		
	11:15-12:30	Parallel Sessions E: Financing for sustainable and affordable services Affordability and service provision Sigmund Freud	Financing as a governance tool Gustav Mahler	
	12:30-14:00	Networking and Country Group Lunch (hotel restaurant)		
	14:00-15:00	What are the best performers doing? Gustav Mahler		
	15:00-16:00	Wrap up and conclusions Gustav Mahler		
	16:00	End of Conference		

I. THE ORGANIZERS

World Bank / IAWD Danube Water Program

The World Bank / IAWD Danube Water Program supports **smart policies, strong utilities and sustainable water and wastewater services** in the Danube region by partnering with regional, national and local stakeholder, promoting an informed policy dialogue around the sector's challenges and strengthening the technical and managerial capacity of the sector's utilities and institutions.



Why this program?

In the wake of the European Union (EU) accession and harmonization, countries in the Danube region are undergoing a process of rapid modernization that has had a major impact on the organization and development of water and wastewater services. Professionals, institutions, and utility companies in the sector have shown interest in building their capacity, learning from each other, and analyzing their particular situation. The Danube Water Program was created to respond to this demand. Implemented jointly by the World Bank and the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) with a €4.5 million grant from the government of Austria, the Program works with regional, national, and local stakeholders to promote an informed policy dialogue around the core challenges facing the sector and to strengthen the technical and managerial capacity of the sector's utilities and institutions.

Who participates?

Key decision makers and professionals from line ministries, regulatory agencies, utility companies and professional associations, and local governments are participating in the more than 40 program activities, which range from capacity building activities on asset management or energy efficiency, to knowledge exchanges on regulatory practices, or concrete policy advice on sector reform. The Program targets primarily Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, the Former Yugoslav Republic of Macedonia, Moldova, Montenegro, Romania, Serbia, and Ukraine; however in recent activities representatives from most countries of the watershed, including Austria, Czech Republic, Germany, Hungary, Slovakia, Slovenia have also participated.

What has been achieved?

The Danube Water Program was launched formally in Vienna in May 2013 in partnership with line ministries, regulators, waterworks associations, and local government representatives of a dozen countries in Southeast Europe. Since then, the Program has facilitated knowledge exchanges among more than 230 sector professionals and policy makers in the region and beyond, conducted four capacity-building programs benefiting more than 80 utilities, supported local initiatives worth more than €700,000 through competitive grants, launched a regional State of the Sector diagnostic, developed a partnership around DANUBIS.org, a platform for sharing information on utilities, cooperated with a variety of organizations such as the Open Regional Fund, the European Benchmarking Cooperation, and national utility associations on the delivery of key elements.

www.danube-water-program.org

GIZ Open Regional Fund for South East Europe Modernization of Municipal Services

Challenges

South East European countries are currently implementing reforms aimed at easing their accession to the European Union. At the communal level, municipalities often lack capacity and instruments necessary for implementing the EU's demanding standards, which require the improvement of the quality of their municipal services. In order to meet these challenges, the Open Regional Fund – Modernization of Municipal Services (ORF MMS) works closely with regional networks such as the *Network of Associations of Local Authorities in South East Europe* (NALAS) and the *Regional Water Associations Partnership*, as well as with individual citizens, municipalities and other partners in the joint implementation of regional projects.



Our Approach

Together with representatives of municipalities, municipal associations, political decision-makers, and other relevant partners, ORF MMS begins by analyzing the most urgent problems that communal services in the countries of South East Europe face. Next, partners develop specific project ideas with ORF MMS support. These project proposals undergo detailed examination before the decision on financing is taken. Our focus areas are water supply and disposal, waste management, improvement of the range of services offered by municipalities, and capacity building for municipal management structures.

Impact

With support from ORF MMS, municipal associations have developed instruments, methods, recommendations and comparative regional analyses regarding the most pertinent issues faced by municipalities. These results are used by municipalities to improve the services offered to citizens, and can act as the basis for legal framework improvements. For example, ORF MMS has advised the Regional Water Associations Partnership in their selection and implementation of EU-compliant technologies for water waste management. Another success story is the establishment of a regional certification model for business friendly municipalities. National legislators and authorities in Montenegro and Bosnia and Herzegovina have used recommendations to improve legal framework conditions for municipal finances and urban planning. ORF MMS has established itself as a relevant cooperation and networking platform for all regional stakeholders interested in improving municipal services in South East Europe.

www.giz.de/regional-funds-southeasteurope

II. WEDNESDAY, MAY 6TH (PRE-MEETINGS, BY INVITATION ONLY)

Side Meeting: Working Group on Asset Management

Note: this side meeting is by invitation only.

Date: Wednesday, May 6th

Time: 9:00 to 11:00

Location: Sigmund Freud 2

Chair: Christoph di Marco, GIZ

Simultaneous Translation: No

Time		Content	Speaker
09:00	30'	Introduction Conclusions from the previous meetings – follow up Follow-up of the Meeting with the Utility and Municipality officials in Bijeljina	Moderation: Violeta Wolff
09:30	30'	Follow-up on activities of the NALAS AM project – status / progress of activities	Miodrag Kolic
10:00	30'	Training on AM The best approach and methodology	Moderation: Violeta Wolff
10:30	30'	Status of the dissemination plan	Moderation: Oliver Nachevski
11:00		End of meeting	

Side Meeting: IAWD Board Meeting

Note: this side meeting is by invitation only.

Date: Wednesday, May 6th

Time: 9:00 to 10:00

Location: Karl Kraus

Chair: Vladimir Tausanovic, IAWD

Simultaneous Translation: No

Side Meeting: IAWD General Assembly

Date: Wednesday, May 6th

Time: 10:00 to 11:00

Location: Karl Kraus

Chair: Vladimir Tausanovic, IAWD

Simultaneous Translation: No

Side Meeting: Regulators Meeting

Note: this side meeting is by invitation only.

Date: Wednesday, May 6th

Time: 10:00 to 12:30

Location: Sigmund Freud 1

Chair: David Michaud, World Bank

Simultaneous Translation: No

Time		Content	Speaker
10:00	10'	Opening and introduction	Chair
10:10	50,	Brief updates From participating regulatory agencies (5-10 minutes each) on on-going activities of overarching relevance or interest.	Updates from: <ul style="list-style-type: none"> Albanian Regulatory Authority of the Water Supply and Wastewater Disposal and Treatment Sector Croatian Water Services Council Hungarian Energy and Public Utility Regulatory Authority Italian Regulator of Electricity, Gas and Water Kosovo Water and Wastewater Regulatory Office Moldovan National Energy Regulatory Agency Ukrainian National Commission of the State Public Utilities Regulation
11:00	30'	WAREG Presentation and Discussion WAREG, the Water REGulators Network, followed by questions and discussion	Fabio Tambone , Head of International Affairs, Italian Regulator of Electricity, Gas and Water
11:30	30'	OECD Regulatory Work Presentation of the new OECD report on the governance of water regulators, followed by questions and discussions	Céline Kauffmann , Deputy Head, Regulatory Policy Division, OECD
12:00	20'	ERRA's Water Initiative ERRA's water initiative, followed by questions and discussion	Réka Timár , Program Manager, Energy Regulators Regional Association
12:20	10'	Closing and next steps	Chair
12:30		End of session	

Side Meeting: Waterworks Association Meeting

Note: this side meeting is by invitation only.

Date: Wednesday, May 6th

Time: 11:00 to 12:30

Location: Karl Kraus

Chair: Philip Weller, IAWD

Simultaneous Translation: In Serbian/Croatian/Bosnian/Montenegrin and Ukrainian

Time		Content	Speaker
11:00	5'	Opening and introduction	Walter Kling , IAWD General Secretary
11:05	10'	Introduction of participants	
11:15	15'	Presentation of Capacity Building Concept	Philip Weller , IAWD
11:30	40'	Discussion of Capacity Building Concept	Participants
12:10	10'	Introduction of Expression of Interest Letter	
12:20	10'	Next steps and Conclusions	
12:30		End of session	

Side Meeting: DANUBIS Steering Group

Note: this side meeting is by invitation only.

Date: Wednesday, May 6th

Time: 14:00 to 16:30

Location: Sigmund Freud 1

Chair: David Michaud, World Bank

Simultaneous Translation: No

Time		Content	Speaker
14:00	10'	Opening and brief introduction of participants	Chair
14:10	35'	Summary Efforts by country on improving scope and quality of publicly available utility performance data (2-3 minute each)	Updates from each participant / country in attendance
14:45	15'	DANUBIS demonstration and discussions Second version of the DANUBIS platform, and feedback from participants	David Michaud , World Bank
15:00	60'	Discussion on platform extension Proposed data collection and presentation improvements	Working Group , comprised of representatives of Albania, Bosnia and Herzegovina, Kosovo, Moldova and Montenegro, as well as IAWD and World Bank
16:00	30'	Conclusions and next steps	Chair
16:30		End of session	

Side Meeting: Working Group on Training and Capacity Building

Note: this side meeting is by invitation only.

Date: Wednesday, May 6th

Time: 14:00 to 15:30

Location: Sigmund Freud 2

Chair: Boran Ivanoski, Network of Associations of Local Authorities of South-East Europe (NALAS)

Simultaneous Translation: No

Time		Content	Speaker
14:00	10'	Opening and introduction	Chair
14:10	30'	Working Group on Training – the Concept: Basic principles of cooperation between NALAS and IAWD in the area of training in water sector	Discussion: Network of Associations of Local Authorities of South-East Europe (NALAS) International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) German international cooperation (GIZ) Swiss development cooperation (SDC/ SECO)
14:40	30'	Training Needs Assessment Regional Initiatives - Methodology, scope, target group, lessons learnt and challenges - Main findings: importance of the training topics for the Municipalities and the Public Utility Companies	Sandi Zulic , Network in the sector of Water and Environmental protection in Bosnia and Herzegovina (Aquasan) Elisabeta Poci , Water Supply and Sewerage Association of Albania (SHUKALB) Pavle Donev , Local Leaders in South East Europe (GIZ LL SEE)
15:10	10'	Local Leaders in South East Europe (LL SEE) Regional Training Delivery Scheme	Update on the activities Miodrag Kolic, Network of Associations of Local Authorities of South-East Europe (NALAS)
15:20	10'	Closing and next steps	Chair
15:30		End of session	

Side Meeting: Working Group on Non-revenue Water

Note: this side meeting is by invitation only.

Date: Wednesday, May 6th

Time: 15:30 to 17:00

Location: Sigmund Freud 2

Chair: Samir Alibabic, AQUASAN

Simultaneous Translation: No

Time		Content	Speaker
15.30	5'	Welcome address	Georgi Hristov, GIZ ORF MMS
15:35	5'	Adoption of the Minutes of Meeting from the First SC meeting (Skopje, 12.02.2015)	Samir Alibabic, AQUASAN
15:40	10'	What has been done in-between?	Samir Alibabic, AQUASAN
15:50	15'	Detailed presentation of the updated project operational plan	Samir Alibabic, AQUASAN
16:05	10'	Immediate next steps: <ul style="list-style-type: none"> In-classroom trainings (May/June 2015) IWA Conference on NRW (Bucharest, June 2015) 	Samir Alibabic, AQUASAN Georgi Hristov, GIZ ORF MMS
16:15	10'	Q/A on NRW project implementation	All participants
16:25	15'	Sharing experience from the region: "Reduction of Non-Revenue Water" in Kumanovo, Macedonia	Dragan Chorobenski, PUC Kumanovo
16:40	15'	Panel discussion: What can be done in the region to improve Reduction of Non-Revenue Water?	All participants
16:55	5'	Wrap-up & conclusions	Samir Alibabic, AQUASAN
17:00		End of meeting	

All presentations for the side meetings can be found at <http://www.danube-water-program.org/pages/events/2015/danube-water-conference.php>.

Side Meeting: Water and Development: Infrastructure and Institutions. Lessons from the World Bank

Note: this side meeting and cocktail reception is open to all, but participants need to register by email until May, 4th 2015 with Ms. Rosa Kugler at: rosa.kugler@bmf.gv.at. Please note the side meeting is taking place in the city center (Ministry of Finance, see address below), not at the Conference venue. A minibus service will leave the hotel at 16:45, or participants can reach the location by taking the U1 metro line to Stephansplatz. No return is organized.

Date: Wednesday, May 6th

Time: 17:30 to 19:15

Location: Federal Ministry of Finance, Room J5.440, Johannesgasse 5, 1010 Vienna

Chair: Elisabeth Gruber, Ministry of Finance, Austria

Simultaneous Translation: No

Time		Content	Speaker
17:30	10'	Welcome remarks The World Bank – Austria partnership in a strategic context	Harald Waiglein , Director General, Austrian Ministry of Finance Ellen Goldstein , Country Director, World Bank
17:40	20'	Water and Development: Infrastructure and Institutions Water and Sanitation Program, Danube Water Program and other activities.	Junaid Ahmad , Senior Director, Water Global Practice, World Bank
18:00	45'	Panel Discussion and Q&A with audience	Anton Mair , Deputy Director General for Development Cooperation, Ministry for Europe, Integration and Foreign Affairs Steven Schonberger , Practice Manager for Western Balkans, Middle East and North Africa, Water Global Practice, the World Bank Jyoti Shukla , Senior Manager, Water and Sanitation Program, the World Bank Helmut Habersack , Head, Institute for Water Management, Hydrology and Hydraulic Engineering, University of Natural Resources and Life Sciences Vladimir Tausanovic , President, International Association for Water Supply Companies in the Danube Water Catchment Area
18:45	30'	Light reception and informal exchange	
19:15 or later		End of reception	

Summary

The discussion took opportunity of the presence of Mr. Junaid Ahmad, the World Bank's Water Senior Director, and part of his management team, in Vienna to discuss lessons from the Bank's experience in building water institutions and infrastructure to address water development challenges.

Water is at the center of economic and social development: it is vital to maintaining health, growing food, generating energy, managing the environment, and creating jobs. Water impacts whether poor girls are getting an education and whether poor villages can withstand flood or drought. Water security is emerging as the number one global risk in terms of development impact. The world will not be able to meet the great development challenges of the 21st century – human development, livable cities, climate change, food security, and energy security – without improving how countries manage their water resources and ensuring that people have access to reliable water and sanitation services.

The World Bank has been engaged for more than 60 years in building water infrastructure and the institutions that manage it; with Austrian support, it has developed specific programs to work with government partners to address the challenges highlighted above, including the Water and Sanitation Program, an international partnership to help the poor gain sustained access to improved water supply and sanitation services; the Danube Water Program, which supports smart policies, strong utilities, and sustainable water and wastewater services in the Danube Region; or the Water Partnership Program, which seeks to mainstream climate-resilient growth and pragmatic approaches in Water Resources Management and Water Supply and Sanitation projects and analytical work.



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Field trip to Danube Island-North waterworks

Note: this side event is open to all but limited to the first 50 participants present at departure

Date: Wednesday, May 6th

Time: 14:00 to 16:30

Meeting Point: 13:50 at NH Danube City Hotel lobby

Destination: Danube Island – North Waterworks

Simultaneous Translation: No

Supply safeguarded by reserve waterworks

Increasing the security of water supply for the city is a key task of the Municipal Department 31 (MA 31) – Vienna Water, which is now met even more efficiently with the start-up of the Danube Island-North waterworks. The peculiarity of this installation is that it serves as a “reserve facility”. Thus its water is fed into Vienna’s water supply network only under extraordinary operating conditions. Up to 43,200 m³ of water (500 l/s) daily can be fed into the system, which corresponds roughly to 11% of the average daily requirement of the Viennese population. The “standby waterworks” is another element designed to safeguard crisis-proof supply, made possible by installing two UV units, each with a throughput volume of 250 litres of water per second.

Quality assurance was given special priority in this project. For this reason, the UV units were subjected to a factory acceptance test before delivery. Installation and refurbishment activities at the Danube Island-North waterworks began in April 2014. In the course of these works, one of the horizontal filter wells was rehabilitated, while the control system of the pre-existing seven wells was brought up to the state of the art. The plant took up pilot operation in March 2015.



III. THURSDAY, MAY 7TH

Plenary Opening session: Together for Sustainable Services

Date: Thursday, May 7th

Time: 9:00 to 9:45

Location: Gustav Mahler

Chairs: David Michaud, World Bank and Philip Weller, IAWD

Simultaneous Translation: Yes

Time		Content	Speaker
9:00	5'	Introduction	Chairs
9:05	5'	Welcome words from the Austrian Ministry of Finance	Konstantin Huber , Deputy Director, Austrian Ministry of Finance
9:10	5'	Welcome words from the World Bank	Ellen Goldstein , Country Director for Western Balkans, the World Bank
9:15	5'	Welcome words from GIZ	Christophe di Marco , Sector Fund Manager, Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
9:20	5'	Welcome words from the International Association of Waterworks in the Danube Catchment Area	Walter Kling , Secretary General, IAWD
9:25	5'	Overview of the event and practical aspects	Chairs
9:30	15'	Ice Breaker / presentation with electronic voting	Chairs
9:45		End of session	

- ▶ **Konstantin Huber** is Deputy Director of the Department for International Financial Institutions at the Ministry of Finance of Austria, with more than 35 years of experience in development research, development policy and development cooperation, 17 years thereof in developing countries and multilateral institutions. Before his present position he was Executive Director of the World Bank Group from 2008 to 2012, and before that Senior Advisor for strategic issues at the Ministry of Foreign Affairs and the Ministry of Finance, Regional Director for Austria's bilateral development cooperation in Eastern Africa, Senior Advisor in the African Development Bank, Project Director in various countries and University Lecturer for development economics. He studied Economics and Socioeconomics at the Johannes Kepler University in Linz, Austria, and Development Finance at SOAS, University of London.
- ▶ **Ellen Goldstein** has spent over thirty years as development practitioner, specializing in results-based management, monitoring and evaluation systems and science of delivery. She was the founding manager of the World Bank's Results Secretariat and co-chairperson of the OECD/DAC Joint Venture on Managing for Development Results. She played a leading role in the development of a methodology for results-based country strategies and in defining the results measurement system for monitoring the use of the World Bank's concessional resources. Ms. Goldstein also

established the Quality Assurance and Results Department at the African Development Bank. In her current position, Ms. Goldstein is the World Bank's Country Director for Southeast Europe. She is responsible for leading economic dialogue, managing the World Bank portfolio, ensuring timely delivery, coordinating with partner organizations and engaging in outreach on economic growth and poverty reduction in the Western Balkans. Prior to this position, Ms. Goldstein was the World Bank's Country Director for Bangladesh and Nepal. Ms. Goldstein has a Master's Degree in Public Policy from the Woodrow Wilson School of Public and International Affairs at Princeton University and a Master's Degree in Public Health from the Johns Hopkins School of Public Health.

- ▶ **Christophe di Marco** is Fund Manager at GIZ Open Regional Fund Modernization of Municipal Services in South-East Europe with more than 25 years of professional experience. Before joining GIZ, Mr. Di Marco has worked for Chappel Ltd as Private Equity fund manager and at Caisse des dépôts as Project Executive for Eastern Europe. His professional focus is on financial advisory services, investment, economic development and asset management. Mr. Di Marco holds a Master2 in Project finance and structured finance from Ecole Nationale des Ponts et Chaussées / Paris X and a Master2 in Financial and tax engineering from Ecole Supérieure de Commerce de Paris ESCP EAP. Besides his native French language, he speaks fluent English, German and some Slavic languages (Serbian/Croatian/Bosnian).
- ▶ **Walter Kling** is Deputy Managing Director of Vienna Waterworks, a position he has held since 2001. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in his region of East Europe by organizing a number of events. For the period of 2006 to 2008 he joined the IWA Board of Directors as the incoming Congress President. 2010 he was elected IWA Vice President and reelected in 2012 for the period until the WWC 2014 in Lisbon. In this time he managed to invite IWA to hold their Governing Assembly 2011 at the Vienna City Hall by invitation of the Mayor of Vienna. He also successfully organized the IWA European Utility Conference 2012 and the IWA Water Loss Conference 2014 in Vienna. An important background for this supporting work was his role as the General Secretary of IAWD (International Association of Waterworks in the Danube Catchment Area), which he started in 1993. Founded by an initiative of the Mayor of Vienna, IAWD is a long-term partner of IWA in various activities and one of the two organizations behind the Danube Water Program.

Summary

The opening session featured welcoming words from senior representatives of the various institutions with the organization of the 2015 Danube Water Program, presenting their visions on working together towards sustainable services.

The formal opening was followed by an overview of the event's structure and practical aspects, and a brief icebreaker.



Plenary Session: the State of the Sector

Date: Thursday, May 7th

Time: 9:45 to 11:00

Location: Gustav Mahler

Chair: Philip Weller, IAWD

Simultaneous Translation: Yes

Time		Content	Speaker
9:45	5'	Introduction	Phil Weller , Danube Water Program Coordinator, IAWD
9:50	20'	Presentation: the State of the Sector	David Michaud , Danube Water Program Leader, World Bank
10:10	20'	Opening Statement (5-10' each): The State of WSS services in the region in an international context	Junaïd Ahmad , Senior Director, Water Global Practice, World Bank Ger Berkamp , Executive Director, International Water Association
10:30	25'	Panel and Open Discussion: Dialogue, Questions and Answers from the audience (through electronic question scheme)	Chair and panelists
10:55	5'	Introduction to following session	Chair
11:00		End of session	

- ▶ **David Michaud** is a senior water and sanitation specialist with the World Bank's Water Global Practice and the Danube Water Program Leader on the Bank's side. While at the Bank, Mr. Michaud has worked mostly in Europe and Latin America, gradually moving the focus of his activities from infrastructure and projects development to utility efficiency and sector reform programs, and has also led analytical work and policy advice to national governments on issues such as sector financing, utility governance and sector performance monitoring. Prior to joining the Bank, Mr. Michaud worked as an engineer and project manager in the private and non-profit sectors on water, sanitation and water resources management projects in the Middle East and West Africa. He has an M.Sc. in Environmental and Sanitary Engineering from the Ecole Polytechnique Fédérale de Lausanne in Switzerland and an M.Sc. in Engineering and Management from the Massachusetts Institute of Technology.
- ▶ **Junaïd Ahmad** leads the World Bank Group's Water Global Practice (GP), which supports governments to build a water-secure world for all. The Water GP focuses on improvement of water resources management and delivery of services in a context of water in the broader economy. Mr. Ahmad takes on this role following his position as Director for Sustainable Development in the Middle East and North Africa Region, a position he held from 2012-2014. He joined the World Bank as a Young Professional in 1991, working as an Economist in Africa and Eastern Europe before joining the Africa Infrastructure Unit. He spent 10 years in the field, first as the Deputy Resident Representative and Principal Economist in South Africa, and then as Regional Team Leader of the Water and Sanitation Program for the South Asia region based in India. He later became Sector Manager for Social Development for the South Asia region and subsequently for Urban Water and Sanitation before taking on the latter responsibility across the Africa region in 2010. He was a team member of the 2004 World Development Report (WDR): Making Services Work for Poor People.

Mr. Ahmad brings a strong track record of management and leadership in the area of service delivery, combining intellectual and analytical rigor with strategic operational focus. Recognizing that reform in the water sector can rarely be addressed in isolation, he has championed the cause of the sector through local governments, communities and the private sector. Focusing on institutional reform, he has taken an inter-sectoral approach to water, linking the sector to important drivers of change such as decentralization, regional cooperation, and climate change. He holds a PhD in Applied Economics from Stanford University, an MPA from Harvard University, and a BA in Economics from Brown University.

- ▶ **Ger Bergkamp** is the Executive Director of the International Water Association – the international network of water professional with approx. 10,000 members in 130 countries. He is a recognized leader in water and environment issues with over 25 years of experience in sustainable development focusing on solutions for worldwide water challenges. He has supported colleagues in over 40 countries as a director in international organizations, program coordinator, scientist and as a private consultant. Dr. Bergkamp's experience in water and environmental issues include scientific research, local water management, national water policy and international negotiations. His special areas of expertise include optimizing water resources for human and environmental needs, adaptation to climate change, and management of large-scale infrastructure in river basins. Most recently he has focused on urban water management, water – energy optimization and utility management. As a manager, Dr. Bergkamp has been instrumental in developing world-wide programs on water management and building capacity to for local change processes. He is the author of several books and reports, speaks and facilitates regularly at international events focusing on transitions and innovations in water management. In doing so, he helps to create strategic insight and foresight for global water security.

Summary

This session took stock of the State of Water and Wastewater services in the region, building on a regional State of the Sector report launched by the World Bank.

The presentation was followed by a panel and open discussion featuring senior representatives from two international organization directly involved with water and wastewater services, the World Bank's Water Global Practice and the International Water Association. The panel placed water and wastewater services in the Danube region in an international context, building on the earlier presentation and the accumulated knowledge of their respective institutions.



Parallel Session A: Regulation: How, by whom and at what cost?

Date: Thursday, May 7th

Time: 11:30 to 12:45

Location: Gustav Mahler

Chair: Steven Schonberger, World Bank

Simultaneous Translation: Yes

Time		Content	Speaker
11:30	5'	Introduction	Steven Schonberger , Practice Manager, the World Bank
11:35	10'	Framing the issue: Regulation in the Danube region and beyond	Céline Kauffmann , Deputy Head, Regulatory Policy Division, OECD
11:45	10'	Presentation: the Italian experience	Alberto Biancardi , Commissioner of the Italian Regulator of Electricity, Gas and Water, and Member of WAREG - European Water Regulators
11:55	10'	Presentation: the Austrian experience	Manfred Eisenhut , Head of the water department, Austrian Association for Gas and Water
12:05	10'	Presentation: the Albanian experience	Avni Dervishi , Chairman, Albanian regulator
12:15	30'	Panel discussion, Q&A and discussion with the audience: Regulation, pros and cons?	Chair and speakers
12:45		End of session	

- ▶ **Céline Kauffmann** joined the OECD in 2000. She is Deputy Head of the Regulatory Policy Division in the OECD Public Governance and Territorial Development Directorate, where she leads the work on the governance of water regulators among other assignments. Previously, she was with the Investment Division of the OECD Directorate for Financial and Enterprises Affairs, responsible for the work on private sector participation in infrastructure and on private investment and green growth. Before that she was responsible for coordinating the OECD work on the annual African Development Bank / OECD African Economic Outlook Report. Before the OECD, Ms. Kauffmann contributed to the 2000 Transition Report of the European Bank for Reconstruction and Development and worked at the London School of Economics. She holds a PhD in Economics from the Université Paris I, Panthéon-Sorbonne.
- ▶ **Alberto Biancardi** is a Commissioner of the Italian Electricity and Gas Regulatory Authority since February 2011. Mr. Biancardi holds a degree in Economic and Social Studies from the Milan "L. Bocconi" University. With a background as economist, he served with the following institutions: AGCM (the Italian Antitrust Authority, the Italian Electricity and Gas Regulatory Authority, the Single Buyer, the Ministry for Industry and the Italian Prime Minister's Office. In the latter institution, he coordinated the NARS (the counseling unit operating with the Interministerial Committee for Economic Planning, or 'CIPE', on the regulatory themes related to network-infrastructure services). He also served with Eni and Enel (as the President's assistant). From March 2007 to the current office, he served as Director General of the Equalization Fund for the Electricity Sector (CCSE); untenured Professor at the Genoa University, and Energy and Infrastructure Area Manager with AREL. He is the author of numerous publications on public services and economic regulation.
- ▶ **Manfred Eisenhut**, head of the water department of the Austrian Association for Gas and Water (ÖVGW), has been employed by ÖVGW since 1986 and is the head of the water department for

more than 19 years. Since 2003 he is responsible for the ÖVGW representation in Brussels and coordinator of cooperation's between ÖVGW and other international organizations like EUREAU. Mr. Eisenhut is also secretary general of the Austrian IWA National Committee. He has a degree in mechanical engineering.

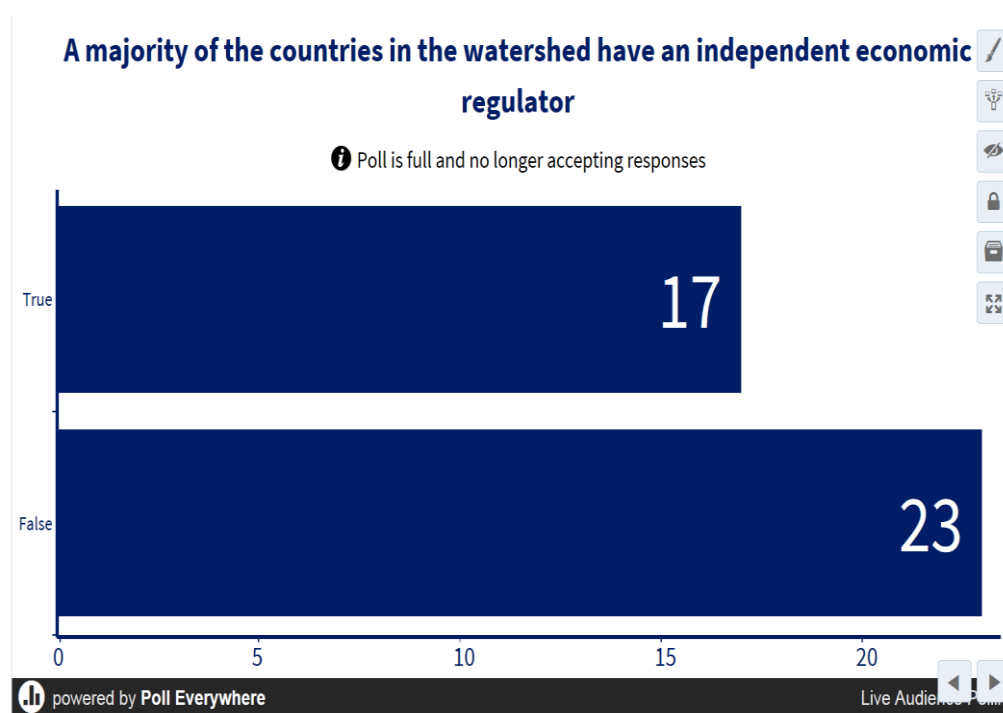
- ▶ **Avni Dervishi** is the Chairman of the National Regulatory Commission of the Water Regulatory Authority in Albania since May 2008. He has over 25 years of experience in research, design, supervision and management of water supply and sewerage systems. His involvement in the water sector in Albania is very strong, following the dynamism of the sector developments, such as his participation in the development and implementation of the water sector strategies, especially, in regulatory terms. He has participated in many national and international Conferences representing the Water Regulatory Authority and its current achievements and challenges. Under his direction the institution has made significant steps forward in expanding and strengthening the regulatory role in the sector.

Summary

This session aimed at discussing recent policy trends in the region – in particular the creation of regulatory authorities in more than half of the region's countries, over the last 10 years, and the influence those regulators have had on the sector's performance.

The session was introduced by a high-level overview of the evolution of regulation of water services in the Danube region and beyond, followed by short presentations of real cases and a panel discussion. The speaker-panelists reflected a diversity of situations, ranging from established regulatory agencies, to more recently created regulators and countries without independent regulation.

Some of the main questions explored, were whether and how regulators could regulate public municipal companies; if regulators would survive a cost/benefit analysis in the region, and how much regulators were substituting for the lack of policy making in the region.



Parallel Session A: Local Governments helping each other?

Date: Thursday, May 7th

Time: 11:30 to 12:45

Location: Sigmund Freud

Chair: Frank Wiederkehr, Swiss Agency for Development and Cooperation (SDC)

Simultaneous Translation: Yes

Time		Content	Speaker
11:30	5'	Introduction	Frank Wiederkehr, SDC
11:35	10'	Presentation: Local Government's (conflicting) roles as owner, regulator, service provider	Georgi Hristov, GIZ ORF MMS
11:45	10'	Local water supply policies – For users? For service providers? For politicians?	Ambrus Denis, Deputy Mayor, Osijek
11:55	10'	Implementing local water supply policies – burden or support to water services?	Andrejevic Dejan, Director Water Utility, Nis
12:05	40'	Opening questions & answers Panel Discussion	Panelists: <ul style="list-style-type: none"> • Andrea Goetler, GIZ Water Department • Denis Ambrus, Deputy Mayor of Osijek • Dejan Andrejevic, General Manager of Water Utility in Nis • Georgi Hristov, GIZ ORF MMS • Dusan Protic, European Policy Centre, Belgrade
12:45		Wrap-up	Frank Wiederkehr, SDC

- ▶ **Dejan Andrejevic** has more than 23 years of working experience and some 20 years of management experience. Before taking the position of General Manager in Public Water Company "Naisus" in Nis (Republic of Serbia) in 2013, he has been working for the local government in the City of Nis as Head of Mayor's office for two years and 15 years as a Manager in LLC "Prohrom" Nis. Mr. Andrejevic completed the Technical College at the University in Nis, graduated from Economics at the Faculty for Business Economics and holds a Master of Science in Economics from the Educons University at Novi Sad. He is a certified standalone authorized accountant by the Serbian association of accountants and auditors. Mr. Andrejevic speaks English and some Italian.
- ▶ **Georgi Hristov** has more than 20 years of professional experience and currently works for the GIZ Open Regional Fund Modernization of Municipal Services as a Project Manager. He graduated from Electronics and Telecommunication and earned his MBA in Finance Management at the University of Sheffield (UK). Currently, Mr. Hristov is finalizing his PhD thesis on quality management of water supply systems at the University St. Cyril and Methodius in Skopje. He is a registered Project Management Professional at the Project Management Institute (PMI) and holds the EU Trainer Certificate. Mr. Hristov started his professional career at the Macedonian Telecom and later managed a public utility company for water supply and solid waste in the municipality of Kocani (Macedonia). During the last 10+ years, he was involved in supporting the decentralization and improvement of municipal services in South-East Europe, working on bi-lateral and regional projects funded by the EU, UNDP, USAID and World Bank. Mr. Hristov is the author/co-author of several

publications in the area of decentralization, local government and utility service provision with a focus on water supply and wastewater.

- ▶ **Denis Ambruš** was born in Osijek in 1970 where he finished high school. He graduated from the Faculty of Architecture of the Zagreb University and obtained a postgraduate degree in spatial and urban planning in Civil Engineering at the University of Ljubljana and earned a master's degree in science. He worked at several design offices, at the Osijek the Institute of Economy and Technology as well as an assistant at the Faculty of Civil Engineering, the J. J. Strossmayer University Osijek. He is the author of numerous business and other projects (banks, schools, shopping centers...). Mr. Ambrus won several awards on various architectural and urban competitions at home and abroad and some of his works were bought out. In the international competition "Solutions" held during the 24th Youth Salon in Zagreb, Mr. Ambruš received the prestigious award "Honorable Mention", with Makoto Sei Watanabe as reviewer. He was an active participant of numerous national and international meetings of urban planners in which he held scientific and professional presentations. He lives in Osijek and speaks English and Slovenian.
- ▶ **Dušan Protić** is a legal professional who held the positions of deputy and assistant minister in several ministries in Serbia during the period between 2001 and 2015 (Ministry of Justice and Local Self-Government, Ministry of Agriculture, Forestry and Water Management, and until recently, Ministry of Trade, Tourism and Telecommunications). Mr. Protić was primarily in charge of the legislation preparation process. Moreover, he was director of the Judicial Training Centre (currently, Judicial Academy), as well as manager of legal affairs in the corporate sector. Today he works as an independent consultant in the field of market regulations and public sector reform, and is the program manager for internal market and competitiveness at the European Policy Centre (CEP), a Belgrade based independent think-tank.

Summary

In general, utilities bear two main features: (1) natural monopoly - no competition and not influenced by market liberalization; and (2) serving public interests – secure services for all.

In the context of South-East Europe (SEE), local governments are often the owners of service providers (public utilities), but also at the same time (a kind of) regulator and in some instances even service provider themselves. These conflicting roles of local governments usually challenge taking the right decisions and making evidence based policies. In general, water companies in SEE face low efficiency, inadequate tariffs, missing funds for regular maintenance and capital investments, poor management practices, etc... All these hamper everyday operations, jeopardize the sustainability of the services in the long run and bring many challenges to both municipalities and utilities.

This session aimed at revealing the existing relationship between local governments and utilities and discussing different aspects of this relation in the context of SEE Europe. Particular focus was put on the main drivers that influence local decisions and policies taken by local governments, and how these decisions and policies affect operations of water utilities. The presenters covered the aspects of (local) regulation, political (over) control, (local) investment policies, pricing, etc... setting the stage for plenum discussion on how local governments and utilities can help each other in order to satisfy consumers' needs and expectations.

Parallel Session B: Beyond Public Supply – Services for All

Date: Thursday, May 7th

Time: 14:15 to 15:30

Location: Sigmund Freud

Chair: Kirsten Hommann, World Bank

Simultaneous Translation: Yes

Time		Content	Speaker
14:15	10'	Overview of the 'State of Access' and Introduction of the Speakers	Chair
14:25	15'	Public provision in the remote locations of the Austrian Alps	Wolfgang Aichsleder , General Manager, Upper Austria Water Association
14:40	15'	Rural water supply in Kosovo	Hajrije Morina , Community Development Initiative, Kosovo
14:55	25'	Panel	Panelists: two speakers, plus <ul style="list-style-type: none"> Gheorghe Constantin, Water Director, Ministry of Environment, Waters and Forests, Romania Oljan Kanushi, Prime Minister's office, Albania
15:20	10'	Interaction with Audience	
15:30		End of session	

- ▶ **Kirsten Hommann** is a senior economist at the World Bank, and has been working on water, sanitation and other urban services in South and East Asia and Eastern Europe for 15 years. She graduated from the University of Sussex in economics and, having taught econometrics at the university, is widely familiar with empirical methods that she applied to survey analyses, public expenditure reviews, impact evaluations and other diagnostic studies. Before joining the Vienna-based Danube Water team, she led the work on governance for all infrastructure sectors from the anchor within the World Bank in Washington, DC. Apart from being passionate about providing safe, reliable and affordable water to all, Kirsten is interested in understanding the constraints of social and geographical mobility in Eastern European countries, and their implications on urban and welfare systems.
- ▶ **Hajrije Morina** has a Master's degree in water supply and sanitation and has participated in the Advanced Studies on Integrated Water Resource Management at the Bern University of Applied Sciences Architecture, Wood and Civil Engineering in Switzerland. She has 15 years of experience in the water sector in supporting, monitoring and implementation of water sector development projects. For the past five years, she worked also as a consultant in different water capacity building projects. Currently she is working as an Institutional Development Expert in the Rural Water and Sanitation Support Program in Kosovo, Phase V, funded by the Swiss and Kosovo Governments.
- ▶ **Wolfgang Aichseder** is the General Manager of Upper Austria Water Association Limited, an association of more than 1800 small rural water services providers (including 1000 water supply systems, 275 wastewater treatment plants, 525 rural drainage- and flood protection systems, 1 irrigation facility 1 hydro power plant) in Upper Austria. Mr. Aichseder was appointed general manager in 1987; until 2014 he was working also for the Government of the State of Upper Austria Administration to support the Association and its members. In 2015 the tasks were split into a support unit organized in the Administration and one in the Association, which he took over. As part

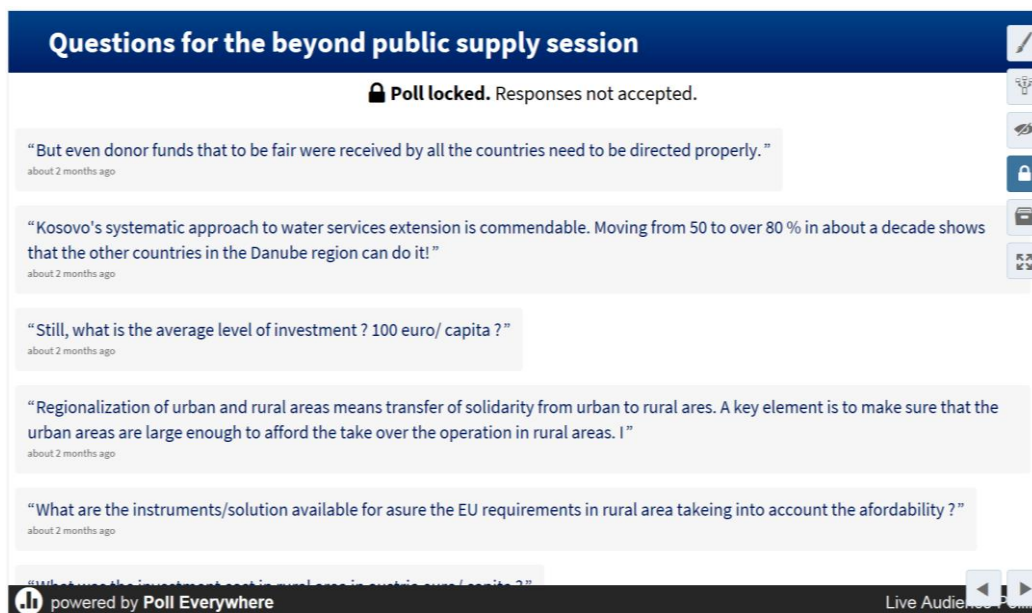
of his work, Mr. Aichlseder has also been supporting the establishment of similar associations in Uganda with EU financing. He lectures on rural water and sanitation services at the University of Natural Resources and Life Science in Vienna, of which he is a graduate.

- **Gheorghe Constantin** is the director for water resources management at the Ministry of Environment, Waters and Forests of Romania and also the Water and Marine Director. In this position he is in charge of the implementation of the EU water directives in Romania, including wastewater and drinking water directives. Moreover he is in charge of the international cooperation in the water management field and since 2007 he is the chair of the East Europe, Caucasus and Central Asia component of the European Union Water Initiative.

Summary

About 23 million people within the Danube watershed do not have access to piped public water services and 28 million do not have flush toilets. While some of these access gaps can be explained by geographic location – i.e. rural areas with low population density are reached less cost-effectively with network services – some countries managed to close the rural-urban divide while others did not. Not only geography but also household income and, correlated, ethnicity can be shown to explain differences in the access to public services. What can be done, within the limits of available fiscal budgets, to reach the currently un-served population more effectively?

This session outlined the need for good diagnostics in understanding service gaps and will bring together best practices on targeted interventions and subsidies to reach the underserved. It also looked at the type of incentives and the role of regulation that could motivate service providers to extend services beyond the low hanging fruits and will contrast the cost or disincentives by these providers to serve perceived 'risky' clientele.



Questions for the beyond public supply session

Poll locked. Responses not accepted.

- "But even donor funds that to be fair were received by all the countries need to be directed properly."
about 2 months ago
- "Kosovo's systematic approach to water services extension is commendable. Moving from 50 to over 80 % in about a decade shows that the other countries in the Danube region can do it!"
about 2 months ago
- "Still, what is the average level of investment ? 100 euro/ capita ?"
about 2 months ago
- "Regionalization of urban and rural areas means transfer of solidarity from urban to rural ares. A key element is to make sure that the urban areas are large enough to afford the take over the operation in rural areas. I"
about 2 months ago
- "What are the instruments/solution available for assure the EU requirements in rural area taking into account the affordability ?"
about 2 months ago
- "Still, how the investment can be made in rural areas?"

powered by **Poll Everywhere** Live Audience Polling

Parallel Session B: Asset Management as a tool for good governance

Date: Thursday, May 7th

Time: 14:15 to 15:30

Location: Gustav Mahler

Chair: Violeta Wolff, IAWD and Oliver Nachevski, GIZ ORF MMS

Simultaneous Translation: Yes

Time		Content	Speaker
14:15	5'	Introduction and presentation of the session by the Chairman	Violeta Wolff / Oliver Nachevski
14:20	10'	AM practices in SEE	Erna Zildžović , Lead Researcher, Hydro-Engineering Institute Sarajevo, Bosnia and Herzegovina
14:30	10'	AM experience of PU Bijeljina How the good AM practices contributed to better local governance!	Ivana Stanišić , Coordinator of AM activities in PU Bijeljina, Bosnia and Herzegovina
14:40	10'	Presentation Local Government's Asset Management Tools and Trainings for facilitating more transparent and accountable role	Petros Kolovopoulos - Executive Director, Hydro-Comp Enterprises, Cyprus
14:50	35'	Panel Can sound asset management practices facilitate a more transparent and accountable role of local governments?	Moderator: Violeta Wolff Panelist: <ul style="list-style-type: none"> Petros Kolovopoulos, Cyprus Vladimir Taušanović, President of IAWD Osman Čaušević, Manager, PUC Velika Kladuša, Bosnia and Herzegovina Elia Pendavinji, Administrative Department Manager, PU Korca, Albania Miodrag Gluščević – Head of Department at Standing Conference of Towns and Municipalities, Serbia Marius Anghel, Head of Department Monitoring Services, Bucharest Utility (Romania)
15:25	5'	Wrap-up	Chair / Moderator
15:30		End of the session	

- **Erna Zildžović** has a Master's in Economy with 12 years of experience working in the water and environmental sector. Her key qualifications are as follows: legal, institutional, commercial and financial due diligence of public companies; Cost-Benefit Analysis (CBA) of investments in water and environmental sector; financial modeling of investment projects; calculation of economic tariffs of public services; assessment of financial cost-effectiveness of investments in the water and environmental sector; assessment of socio-economic effects of investments in the water and

environmental sector; planning of financial and operational performance improvement in public companies; application of economic instruments in environment protection; development of strategic and planning documents in the water and environment sector.

- ▶ **Ivana Stanišić** has a M.Sc. in Civil Engineering. She graduated in structural engineering in 2007 at the Faculty of Technical Sciences University of Novi Sad, Serbia. She obtained her Master's degree in 2009 on hydraulic engineering at the same faculty. Since October 2007 she is working in the Department for development and design, as well as a technical manager in the Water and Wastewater company Bijeljina, Bosnia and Herzegovina (A.D. Vodovod i kanalizacija Bijeljina). Since October 2013 she acts as a manager in the department for managing the water supply network where she is responsible for leak detection, hydraulic model, GIS, measuring equipment, replacement of water meters and the verification of water meters. She has been involved as a speaker in various home workshops and conferences in the water sector.
- ▶ **Petros Kolovopoulos** obtained his doctorate in hydraulic engineering at the University of the Witwatersrand in South Africa in 1985. In 1989 he joined as Director Hydro-Comp Enterprises a company specializing in the consulting services and information technology for effective utility management. The company at present has its headquarters in Cyprus, has offices in numerous countries and carries out rehabilitation and institutional strengthening projects in more than 30 countries throughout the world. Dr Kolovopoulos is also the Product Manager of the EDAMS line of products, the I.T. solutions of the company. He is the author of more than 70 publications in the field of Water Supply and Utility Management and is regarded as an authority in the field of Utility Asset Management.

Summary

The assets that make up a water or wastewater system generally lose value over time as the system ages and deteriorates. Along with this deterioration, it may be more difficult to deliver the type of service that the utility's customers want. The public utilities lack effective methods for Asset Management for their water supply and sanitation system in order to offer efficient services and to plan necessary investments. The asset management methods have been refined and standardized by the international community. They help the long-term sustainability of an asset by helping its owner to make better decisions on when it is most appropriate to repair, replace, or rehabilitate particular aging asset's components and by developing a long-term funding strategy. The utilities can offer the required level of performance longer and at better costs. This improves the efficiency of the public utilities and it will be easier for them to maintain or increase the quality of their public services.



Parallel Session C: When Utilities take the Lead

Date: Thursday, May 7th

Time: 16:00 to 17:15

Location: Gustav Mahler

Chair: Miroslav Klos, VRV Consulting

Simultaneous Translation: Yes

Time		Content	Speaker
16:00	5'	Introduction	Chair: Miroslav Klos
16:05	10'	Case Study in Utility Leadership in Achieving Efficiency	Lyubomir Filipov , Director, Sofiyska voda
16:15	10'	Case Study in Utility Leadership in Achieving Efficiency	Csaba Haranghy , CEO, Budapest Water Works
16:25	10'	Case Study In Utility Leadership in Achieving Efficiency	Petrit Tare , Manager, PU Korca, Albania / President of SHUKALB, Albania
16:35	20'	Panel Response and Discussion	Panelists <ul style="list-style-type: none"> Jane Vrteski, Advisor, ADKOM Macedonia Sergiu Rusu, Director, Floresti, Moldova
16:55	20'	Questions and Discussion	Audience
17:15		End of Session	

- ▶ **Csaba Haranghy**, is Secretary General of the Hungarian Water Cluster, and Chief Executive Officer of the Waterworks of Budapest. He is an economist with 12 years experience in the field of water.
- ▶ **Lyubomir Filipov** is a Strategic Partnerships and Projects Director in Sofiyska voda, Bulgaria – a subsidiary of VEOLIA. He has extensive experience in structuring and managing PPP and concession deals both in the public and the private sectors. Currently, Mr. Filipov is responsible for the overall management of the Concession contract of Sofiyska voda JSC – the only PPP in the Bulgarian water sector. His duties include preparation of strategic planning for the company and the coordination of the day-to-day work relations with the main partners of the company – the Municipality of Sofia, the Commission for Energy and Water Regulation, the Ministry of Regional Development and other institutions.
- ▶ **Sergiu Rusu** is Director of SA "Servicii Comunale Floresti" since 2000. SA "Servicii Comunale Floresti" (SCF) is a Water Utility Company situated in the North region of the Republic of Moldova, Floresti district. SCF is a Regional Operator providing qualitative water supply and sanitation services in Floresti town and a large number of rural localities, located in the region within a coverage of 60 km distance. Mr. Rusu was born July 10, 1960 (Moldova) and attended the State University of The Republic of Moldova.
- ▶ **Petrit Tare** is Director of the Water Supply and Sewerage Company of Korca, he is a cofounder of the Water Supply and Sewerage Association of Albania, and has been elected for 7 years as the president of the association; currently he is one of the members of the Board of Directors of the Association. Since two years now, he represents Albanian Association at the EWA (European Water Association) as a member of the EWA Council. Mr. Tare has been trained and has

exchanged professional experiences in the water and sewer sector in different countries such as Germany, Sweden, Lithuania, England, Greece, Kosovo, and Macedonia. Mr. Tare has a university degree in Hydromechanics, from University of Tirana, he has completed the post university studies - Master Degree on "Water supply, sewerage and treatment plants"; he has been specialized in Managing the Public Enterprises in Infrastructure, from the Technical University of Berlin

- ▶ **Mr. Jane Vrteski**, MSc CMC, has more than 20 years of professional experience and more than 15 years of consulting experience in the Republic of Macedonia and internationally. He has been engaged on high-level positions in both the public and the private sector as well as in donor community projects in the country and abroad. Mr. Vrteski has worked in the local government and development and water sector management and has served as a Mayor, Utility Manager, Team Leader, Project Manager, Management Consultant, Researcher, Evaluator and Trainer.

Summary

This session focused on what makes it possible for a utility to provide leadership and success in promoting efficient services. What are the factors that need to exist to have efficient service, what are the factors that can prevent a utility from providing efficient services? Following introductory presentations from three leading utilities that have improved efficiency, a panel discussion involving two additional utility representatives responded to the presentations and provided their own experience. The session concluded with a panel discussion on how utilities and utility managers can provide leadership in achieving efficient services



Parallel Session C: Promoting efficient Services

Date: Thursday, May 7th

Time: 16:00 to 17:15

Location: Sigmund Freud

Chair: Stjepan Gabric, World Bank

Simultaneous Translation: Yes

Time		Content	Speaker
16:00	5'	Introduction	Chair
16:05	10'	Promoting efficient services in Danube region – analytical analysis	Michael Klien , WU Vienna University of Economics and Business
16:15	10'	Management of small rural water services providers in Upper Austria	Wolfgang Aichlseder , General Manager of Upper Austria Water Association Limited
16:25	10'	Service efficiency promotion from a regulator point of view in Kosovo	Sami Hasani , Water and Wastewater Regulatory Office Kosovo
16:35	40'	Panel	Panelists: <ul style="list-style-type: none"> • Miodrag Gluscevic LGU, Serbia • Vlado Simic, Croatian Waters, Croatia • Maria Hristova, Association of Danube Municipalities, Bulgaria • Ylber Mirta, Ministry of Environment and Physical Planning, FYR Macedonia
17:15		End of session	

- ▶ **Michael Klien** is a researcher at the Austrian Institute of Economic Research (WIFO). He received his M.Sc. and his doctorate from the Vienna University of Economics and Business and worked as a post-doctoral researcher at the IAE de Paris, Sorbonne Graduate Business School. His research centers on the organization and performance of public services, ranging from public economics, political economy, and organizational studies to institutional and industrial economics.
- ▶ **Wolfgang Aichlseder** is the General Manager of Upper Austria Water Association Limited, an association of more than 1800 small rural water services providers (including 1000 water supply systems, 275 wastewater treatment plants, 525 rural drainage- and flood protection systems, 1 irrigation facility 1 hydro power plant) in Upper Austria. Mr. Aichlseder was appointed general manager in 1987; until 2014 he was working also for the Government of the State of Upper Austria Administration to support the Association and its members. In 2015 the tasks were split into a support unit organized in the Administration and one in the Association, which he took over. As part of his work, Mr. Aichlseder has also been supporting the establishment of similar associations in Uganda with EU financing. He lectures on rural water and sanitation services at the University of Natural Resources and Life Science in Vienna, of which he is a graduate.
- ▶ **Sami Hasani**, graduated from the University of Pristine, Faculty of Economics, and continued his post-graduate studies at the University of Zagreb, Faculty of Economics, and he did a course on Marketing. He is a certified Accountant and has the Certificate on Procurement with Public Funds. In 2005 he joined the Water and Wastewater Regulatory Office (WWRO) in Kosovo, as the Head of the Finance and Tariff Department.

Summary

The session showed that both central and local governments can play an important role in promoting service efficiency, through examples of different European countries, and presentations of a possible range of policy decisions and tools that Government entities have at their disposal to promote service efficiency.

The increased level of services and the higher quality of service provision in the region, together with the wider adoption of the cost recovery principle, are bringing to the surface the issue of water service efficiency as one way to lower costs of service provision. The role of the Government in this process is often considered secondary when compared to the role and forms of service providers itself, but it is becoming increasingly relevant. The session therefore looked at present experiences from different countries and explore options that the Governments (at all levels) have to impact and improve efficient provision of services by water utilities.



Speed Networking and Ideas Fair: What are you missing out?

Date: Thursday, May 7th

Time: 17:15 to 18:30

Location: Gustav Mahler and subsequently foyer and poster exhibition room

Chair: Violeta Wolff, IAWD and Georgi Hristov, GIZ

Simultaneous Translation: Yes

Time		Content	Speaker
17:15	5'	DWP supported Competitive Grant: "Development of Geographical Information system (GIS) for water and sewerage network in East Sarajevo"	Dejan Romić , Public Utility Company East Sarajevo, Bosnia and Herzegovina
17:20	5'	ORF MMS project: "Regional Model for a Smart Municipal Services Reporting System for the citizens"	Hari Shutoski , ORF MMS
17:25	5'	DANUBIS water platform	David Michaud , World Bank
17:30	5'	DWP supported Competitive Grant: "Reduction of Non-Revenue Water" in Kumanovo, Macedonia	Dragan Chorobenski , Public Utility Company Kumanovo, Macedonia
17:35	5'	DWP supported Competitive Grant "Strengthening the Capacity of Water Utilities in the Region – BiH, Serbia and Montenegro"	Milan Bulatović , Public Utility Company Bijelo Polje, Montenegro
17:40	5'	Summary of ORF MMS water related projects in SEE	Oliver Nachevski , ORF MMS
17:45	5'	Global Water Operators Partnership	Faraj El-Awar , UN-Habitat
17:50	40'	Invitation to visit poster exhibition and enjoy a drink	
18:30		End of session	

- ▶ **Dejan Romić** is employed at the PUC "Vodovod i kanalizacija" j.s.c. in East Sarajevo. He has 5 years of experience in the Planning Department, where he is responsible for designing and planning of the water supply and sewer system. He has participated in many projects related to the municipal infrastructure in East Sarajevo and is a coordinator of the IPA CBC Program. Recently he is working on development of GIS for water supply and sewer system in his company. He holds a M.Sc. degree in civil engineering from the University of Sarajevo (2009).
- ▶ **Dragan Chorobenski** holds a M.Sc. degree in Computer Technology Information and Automation from the Faculty of Electrical Engineering and Information Technology in Skopje, Macedonia. Since 2003 he works for P.U. VODOVOD Kumanovo, a utility in charge of water supply, disposal of waste and storm water, water and wastewater treatment. In his 12 years as a professional he was the head of the Department for Geodesy and IT, involved in strategic planning activities in the utility. Mr. Chorobenski was part of the project team responsible for the implementation of the WWTP in Kumanovo and Project Manager for the project "Reducing of Non-Revenue Water in Kumanovo" financed by IAWD – Danube Water Program.
- ▶ **Milan Bulatovic** holds a M. Sc. from the Faculty of Economics in Podgorica, Montenegro. As a member of different Working Groups established by the Government of Montenegro, Mr. Bulatovic actively participated in drafting the Laws on Water, Water Management Financing and Public Utilities. He started his professional engagement in Vodovod „Bistrica” Bijelo Polje in 1985, while

since 1989 he holds the position of a General Manager of the Utility Company. Mr. Bulatovic is one of the founders of the Association of Water Utilities of Montenegro, is a member of the Management Board and in the period 2003-2010 he acted as Chairperson of the Management Board.

- ▶ **David Michaud** is a senior water and sanitation specialist with the World Bank's Water Global Practice and the Danube Water Program Leader on the Bank's side. While at the Bank, Mr. Michaud has worked mostly in Europe and Latin America, gradually moving the focus of his activities from infrastructure and projects development to utility efficiency and sector reform programs, and has also led analytical work and policy advice to national governments on issues such as sector financing, utility governance and sector performance monitoring. Prior to joining the Bank, Mr. Michaud worked as an engineer and project manager in the private and non-profit sectors on water, sanitation and water resources management projects in the Middle East and West Africa. He has an M.Sc. in Environmental and Sanitary Engineering from the Ecole Polytechnique Fédérale de Lausanne in Switzerland and an M.Sc. in Engineering and Management from the Massachusetts Institute of Technology.
- ▶ **Oliver Nachevski** obtained his diploma in Applied Hydraulics – Sanitary Engineering at the University of St. Cyril and Methodius, Faculty of Civil Engineering in Skopje, Macedonia in 1984. Currently he is working as Project Manager at the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, Open Regional Fund for South East Europe - Modernization of Municipal Services, and is responsible for water and wastewater related projects. He has more than 29 years of extensive professional experience in all phases of the project cycle, incl. project identification and development of numerous civil engineering projects, master plans, feasibility studies, detail designs, construction supervision and commissioning, training and institutional strengthening, project co-ordination and management. Since 2013 Mr. Nachevski is President of Engineers Without Borders – International (EWB-I), an international federation of more than 60 national EWB Member Associations. He is also an active member of several IWA strategic groups.
- ▶ **Hari Shutoski** holds a B.Sc. in Mechanical Engineering and a M.Sc. degree in Economics. Currently he is pursuing his Ph.D. in project management. His areas of research include critical success factors for projects and criteria for project success. He works for GIZ since 2002. At the moment he works as Sub-project manager in the GIZ Open Regional Fund for South East Europe Modernization of Municipal Services (ORF MMS). He is senior expert in local and regional economic development and private sector promotion, with extended experience in project design and implementation, project cycle management, project monitoring and evaluation, strategic management, organizational development and institutional capacity building, business association management, as well as organization and delivery of capacity building measures to different public and private stakeholders. He has experience with EU funded projects as well as a consultant and trainer.
- ▶ **Faraj El-Awar** is the program Manager for the Global Water Operator Partnership. He is a water expert with over 20 years of experience. He In 1993, Dr. El-Awar joined the Department of Soil and Water Resources at the American University of Beirut where he taught, conducted research, and managed numerous projects in dryland hydrology, integrated water resources management, watershed management, water harvesting, water demand management, natural resources conservation, and sustainable development in remote and marginal areas of Lebanon. In March 2006, Dr. El-Awar started coordinating the establishment process of the Arab Countries Water Utilities Association (ACWUA), where he has been appointed as the first ACWUA Secretary General. Since May 2008, Dr. El-Awar joined UN-Habitat in Nairobi, Kenya, as the Programme Manager of the Global Water Operators Partnerships Alliance.

Summary

A number of short but cohesive projects were presented to trigger further ideas for collaboration and to connect professionals coming from various institutions. Short presentations were given by professionals, institutions, and utility companies in the sector who have shown interest in building their capacity, learning from each other, and analyzing their particular situation. These projects were / are being implemented with financial support provided by Danube Water Program (implemented jointly by the World Bank and the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD)), the GIZ Open Regional Fund for Modernization of Municipal Services (a program commissioned by the

German Federal Ministry of Economic Cooperation and Development (BMZ) within region of South East Europe) and the Swiss Development Cooperation water program.



All presentations and photos of day 1 can be found at <http://www.danube-water-program.org/pages/events/2015/danube-water-conference.php>.

Dinner reception

Date: Thursday, May 7th

Time: 19:30 (bus from Conference venue at 19:15)

Location: Melia Hotel and Restaurant, Golden Wave room

A dinner reception took place on Thursday, May 7th from 19:30 to 23:00, after the *Networking & Posters* session.

Meeting Point

19:15 at NH Danube City Hotel lobby

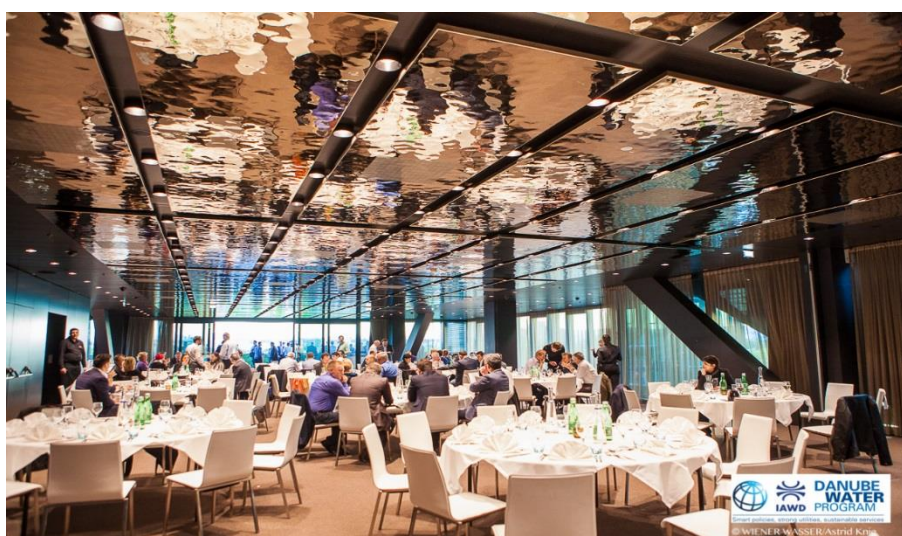
Restaurant for dinner reception

Melia Hotel and Restaurant

1st floor, The Golden Wave room

Donau-City-Straße 7

1220 Vienna



IV. FRIDAY, MAY 8TH

Plenary Session: European Water Policies – Everything you always wanted to know

Date: Friday, May 8th

Time: 8:45 to 9:30

Location: Gustav Mahler

Chair: David Michaud, World Bank

Simultaneous Translation: Yes

Time		Content	Speaker
8:45	5'	Introduction	Chair
8:50	10'	Brief quiz on the European water policy	Chair, audience
9:00	15'	Opening statement	Balázs Horvath , Policy Officer, European Commission
9:15	15'	Question and Answers with the audience	Speaker and audience
9:30		End of session	

- **Balázs Horváth** is a European Commission DG Environment Water Unit Policy Officer. He is working for the European Commission Directorate General for Environment since 2008. In the Water Unit he is responsible for following the implementation of the Water Framework Directive and Groundwater Directive in the Member States. He is co-chair of the River Basin Management Expert Group of the International Commission for the Protection of the Danube River (ICPDR). Before joining the Commission he worked for 6 years for the Ministry of Environment of Hungary on the national implementation of the EU Directive on integrated pollution prevention and control. He was also involved in the work of regional authorities in the field of environment protection and water management in Hungary.

Summary

This session aimed at providing an informal background on the European water policies, including the on-going water framework directive, the drinking water directive revision, and the response to the Right2Water citizens' initiative by the European Commission.

The session furthermore offered an opportunity for participants to ask questions about the European water policies, and what they mean for accession and acceding countries, in terms of water supply and wastewater policies and service provision.

Session D: Building Capacity for WSS services

Date: Friday, May 8th

Time: 9:30 to 10:45

Location: Gustav Mahler

Chair: Brigitta Meier, GIZ

Simultaneous Translation: Yes

Time		Content	Speaker
09:30	5'	Introduction	Chair
09:35	15'	State of play Presentation The capacity building measures for PUs and LGUs in the WSS sector in SEE - gaps and challenges	Sandi Zulic , President, Network Aquasan, Bosnia and Herzegovina
09:50	10'	Good practice presentation Enhancing Human Capacity Development (HCD) through regional coordination	Heiko Heidemann , Senior Programme Manager, GIZ Water Hub
10:00	30'	Panel discussion	Moderation: Dr. Brigitta Meier Panelists: <ul style="list-style-type: none"> • Heiko Heidemann, Senior Programme Manager, GIZ Water Hub • Silviu Lacatusu, Executive Director, Water training center, Romanian Water Association • Predrag Bogdanovic, Executive Director for Development and Design, Belgrade Waterworks and sewerage, Belgrade, Serbia • Sandi Zulic, President, Network Aquasan, Bosnia and Herzegovina • Faraj El-Awar, Programme Manager, Global Water Operators Partnerships Alliance, UN-Habitat
10:30	15'	Q&A	Panelists
10:45		End of session	

- ▶ **Heiko Heidemann** holds a M.Sc. in International Development of Agriculture and has been working for GIZ since 1995. His regional focus is Africa and he has been working as a Program Coordinator in Lesotho, Tanzania and Ghana in the rural development and water sector. Since 2009 he is based in Germany and working as a Senior Program Manager responsible for the implementation of two regional Human Capacity Development (HCD) projects in the water and natural resources sector in East and Central Africa. Presently he is also in charge, together with Ms. Brigitta Meier, of the Water Hub – a virtual Unit at GIZ that offers HCD services to GIZ water projects worldwide.
- ▶ **Sandi Zulic** holds a M.Sc. in civil engineering and has almost 20 years of professional experience as a project manager and consultant in the water and environmental protection sector. His specific

and practical experience relates to multi-level analysis, project management and provision of capacity building programs and support in institutional strengthening of municipalities, public utility companies and cantonal authorities, including knowledge in the improvement of communal services. He has profound knowledge of the local governance and socio-political context in Bosnia and Herzegovina and the region through a significant number of water supply and sanitation projects entrusted to him. Mr. Zulic has broad and practical experience in the development, design and implementation of engineering and management solutions at all levels, that integrate legal and institutional, technical, economic, socio-cultural and environmental aspects and in working in a variety of institutional settings.

- ▶ **Faraj El-Awar** is the program Manager for the Global Water Operator Partnership. He is a water expert with over 20 years of experience. In 1993, Dr. El-Awar joined the Department of Soil and Water Resources at the American University of Beirut where he taught, conducted research, and managed numerous projects in dryland hydrology, integrated water resources management, watershed management, water harvesting, water demand management, natural resources conservation, and sustainable development in remote and marginal areas of Lebanon. In March 2006, Dr. El-Awar started coordinating the establishment process of the Arab Countries Water Utilities Association (ACWUA), where he has been appointed as the first ACWUA Secretary General. Since May 2008, Dr. El-Awar joined UN-Habitat in Nairobi, Kenya, as the Programme Manager of the Global Water Operators Partnerships Alliance.
- ▶ **Silviu Lacatusu** joined the Romanian Water Association (ARA) staff in 2002, working under direct coordination of the ARA President, Mr. Vasile Ciomos, as secretary for three Specialist Groups (IT&C, Water losses and Human Resource). Since 2009 he is the Executive Director of ARA's Water Training Centre, and has been responsible for the training activities dedicated to the Romanian water utilities promoted by ARA.
- ▶ **Predrag Bogdanovic** earned his degree from the Faculty of Civil Engineering, Department of Water Engineering at the University of Belgrade. He was previously working with the Yugoslav Railways. He joined Belgrade Waterworks and Sewerage 30 years ago, where he gained extensive experience both in wastewater and drinking water, working on development projects, design, operations and maintenance, and sewerage. Currently he is the Executive Director for Development and Design of the Company. Prior to that he held positions of Assistant Managing Director, responsible for sales and collection of water services as well as for quality assurance. He is also Chairman of the Water Technology and Sanitary Engineering Assembly and former President of the Association's Managing Board in the period of 2003- 2014.

Summary

Municipalities and municipal water and wastewater utilities in South East Europe (SEE), particularly the Western Balkans, are facing many challenges with regards to their management, leadership and cooperation capacities, which are needed in order to improve the municipal services and the subsequent capacities to absorb dedicated international funds.

Introductory presentations provided an overview of the state of play with regards to the current needs and offer of capacity building measures and gaps and also showed good practices from other regions in the world. This information prepared the stage for the panel discussion of key stakeholders on the possibilities and opportunities to address gaps and challenges in the capacity building for PUs and LGUs and the role and contribution of donors (IFIs) in those efforts.

Parallel Session E: Financing as a governance tool?

Date: Friday, May 8th

Time: 11:15 to 12:30

Location: Gustav Mahler

Chair: Anna Cestari, World Bank

Simultaneous Translation: Yes

Time		Content	Speaker
11:15	5'	Introduction	Chair
11:20	10'	Framing the issue: Sector financing in the Danube region	Maria Salvetti , researcher, Sorbonne University
11:30	10'	Presentation: Utility financing in Austria	Christoph Prandstetten , Senior Consultant, Kommunalkredit Public Consulting GmbH, Austria
11:40	10'	Presentation: KfW conditional financing	Vibeke Christensen , Senior Project Manager, KfW Development Bank
11:50	10'	Presentation: Bulgarian strategic financing use	Radoslav Russev , Senior Advisor, Bulgarian Ministry of Regional Development
12:00	30'	Panel discussion, Q&A and discussion with the audience: Financing, a tool for sector governance?	Chair and speakers
12:30		End of session	

- **Maria Salvetti** has joined the “Economics of Public Private Partnerships” chair at La Sorbonne University. She is coordinating a European working group on economic regulation of the water sector, in partnership with the Florence school of regulation (part of the European research institute). She is also working as an expert for the Danube Water Program. Ms. Salvetti is a former chief economist for the French national agency for water and aquatic environment (Onema) and produced the first report on water services performance, which was presented during the World Water Forum in March 2012. She worked on several environmental and socio-economic studies required by the European water framework directive (WFD). From 2008 to 2010, she worked for the largest water service in Europe (SEDIF) providing economic and financial advice in the preparation of the service management contract. She has also worked as a principal economist for Seine Normandy water Agency (France) and the Environment Agency (England & Wales). Since 2002, she has worked on WFD economic appraisal: cost-recovery analysis, cost-benefit analysis, cost-effectiveness analysis and distribution analysis. During this period, she was also in charge of the Seine Normandy water price and services research institute and was involved in a twinning project with Polish river basins to share her knowledge and experience on WFD economic appraisal implementation.
- **Christoph Prandstetten**, born in 1972, completed his studies in Environmental Technology and Water Resources at the University of Natural Resources and Applied Life Sciences in Vienna. After working with an Austrian consulting company for 7 years, designing and supervising projects in the fields of water supply, waste water disposal and waste across Austria and abroad, Mr. Prandstetten moved to Kommunalkredit Public Consulting (KPC) in 2005. As a Senior Consultant at KPC his main areas of expertise include the management of the Austrian environmental funding schemes as well as international development cooperation projects. He specializes in the implementation and coordination of consultancy and research projects in the water sector across Central, Eastern and

South-Eastern Europe. Over the course of his career, he has honed his skills in project identification, project preparation, project monitoring and project management, as well as institutional strengthening, capacity development, program evaluation and development. Since Mr Prandstetten joined KPC he has served as a key consultant for the Austrian Development Agency, World Bank, EBRD, OECD and KfW on various environmental and water management projects in Albania, Kosovo, Macedonia, Montenegro, Serbia and Romania. Furthermore, he advises the Austrian Development Agency on its water policy.

- ▶ **Radoslav Russev** is an Advisor to the Minister of Regional Development, Bulgaria. Mr. Russev has held various positions in expert, management and policy-making roles in the water sector. For almost 10 years he has been part of the team at the first and only water concession in Bulgaria – Sofiyska voda, now part of Veolia. There he has been responsible for a number of functions including network operations, metering, control and call center, regulatory, etc. Later in his career, in 2012 – 2013, Mr. Russev was an interim Managing Director of a state-owned water operator, ViK Dobrich, which needed a change-management plan. In 2014 he took the position of Deputy Minister of Regional Development within a caretaker government with a key focus on the reform in the water and sanitation sector in Bulgaria. Currently he advises the Minister of Regional Development and Public Works in Bulgaria on the continuing water reform. Occasionally he undertakes advisory projects in South East Europe targeted at restructuring and performance-strengthening processes in utility companies. Mr. Russev is a business graduate with an ACCA qualification.
- ▶ **Vibeke Christensen** has been with KfW, the German Development Bank, for 12 years. She has worked as Project Manager in the Water Sector in the Balkans and the Middle East, as Water Sector Economist within the Bank, as Senior Macroeconomist and Country Manager for North Africa and the Middle East. Since 2011 she is responsible for the water supply and wastewater programs financed within the scope of the Serbian-German Financial Cooperation.

Summary

This session aimed at discussing interesting practices around the region and beyond, where financing has been used as a tool to promote the sector's overall performance and governance.

The panelists were chosen in order to represent a variety of situations and institutions, including a utility manager committed to self-financing; a financing institution which puts teeth to its loans; and a national government that is seeking to use EU funds in a savvy way to influence the sector's trajectory.

Some of the main questions explored were:

- ▶ Which role can external financiers play, and how to trade client responsiveness with long-term sector development priorities?
- ▶ Why is a sound financing policy crucial for good sector outcomes? And why is it so difficult to put in place?
- ▶ Is the full cost recovery principle a thing of the past, and when and for what should taxes and transfers be used?

Parallel Session E: Affordability and Service Provision

Date: Friday, May 8th

Time: 11:15 to 12:30

Location: Sigmund Freud

Chair: Stjepan Gabric, World Bank

Simultaneous Translation: Yes

Time		Content	Speaker
11:15	5'	Introduction	Chair
11:20	10'	Affordability and water services in Danube region – DWP Regional Report	Kirsten Hommann , Senior Economist, World Bank
11:30	10'	Romanian experience with affordability issue in water supply in the context of EU accession	Teodor Popa , Financial Manager at SC Compania Apa Brasov SA, Brasov, Romania
11:40	10'	Value and price: perception and transparency of water services	Ildiko Czeglédi , European Water Association (EWA)
11:50	10'	Affordability of water service in the context of consumer protection and EU integration (view from Belgrade)	Dusan Protic , Independent Consultant, European Policy Centre, Belgrade, Serbia
12:00	30'	Panel	Presenters plus: <ul style="list-style-type: none"> Sami Hasani, Head of Tariff and Finance Water and Wastewater regulator, Kosovo Ivan Ivanov, Bulgarian Water Association Sandi Zulic, UNA Consulting, Bosnia and Herzegovina
12:30		End of session	

- **Kirsten Hommann** is a senior economist at the World Bank, and has been working on water, sanitation and other urban services in South and East Asia and Eastern Europe for 15 years. She graduated from the University of Sussex in economics and, having taught econometrics at the university, is widely familiar with empirical methods that she applied to survey analyses, public expenditure reviews, impact evaluations and other diagnostic studies. Before joining the Vienna-based Danube Water team, she led the work on governance for all infrastructure sectors from the anchor within the World Bank in Washington, DC. Apart from being passionate about providing safe, reliable and affordable water to all, Kirsten is interested in understanding the constraints of social and geographical mobility in Eastern European countries, and their implications on urban and welfare systems.
- **Teodor Popa** is Financial Manager at SC Compania Apa Brasov SA, Brasov, Romania, and chair of the IWA Tariffs and Finance Working Group. Starting as an engineer in 1991, he was involved in various rehabilitation projects funded by European Bank for Reconstruction and Development, the European Union and other donors. In addition to the company's financial strategy, he is responsible for the regionalization and restructuring process: institutional transformation, tariff strategy and concession contract implementation.

- ▶ **Dušan Protić** is a legal professional who held the positions of deputy and assistant minister in several ministries in Serbia during the period between 2001 and 2015 (Ministry of Justice and Local Self-Government, Ministry of Agriculture, Forestry and Water Management, and until recently, Ministry of Trade, Tourism and Telecommunications). Mr. Protić was primarily in charge of the legislation preparation process. Moreover, he was director of the Judicial Training Centre (currently, Judicial Academy), as well as manager of legal affairs in the corporate sector. Today he works as an independent consultant in the field of market regulations and public sector reform, and is the program manager for internal market and competitiveness at the European Policy Centre (CEP), a Belgrade based independent think-tank.
- ▶ **Ildiko Czeglédi**, senior economist, is regularly involved in the activities of significant professional associations (e.g. Hungarian Water Association), at present she coordinates the activity of the European Water Association's Working Group on Water Economics. She has been involved in the preparation of several major water projects, as well as in the elaboration of the 1st River Basin Management Plans of Hungary. She is also a trainer of Dynamic Cost Comparison (DCC) methodology and editor of the Hungarian DCC Guidelines. Her special field of expertise includes: economic-financial planning and evaluation of water investments, Dynamic Cost Comparison Calculations (DCC), Cost-benefit Analysis (CBA), EU tendering procedures, water utility asset management, regulatory and policy issues, methodological developments.

Summary

The session looked at the issue of affordability of water service provision in context of increasing prices following the adoption of the cost recovery principle during the EU expansion in the region. The increased level and quality of water service provision in the region, over the past two decades, inevitably leads to an increase of water tariffs needed to cover increased costs of operation and amortization of newly constructed infrastructure. This situation is further aggravated by the widespread adoption of the EU cost recovery principle, leading to potentially serious affordability issue for the poorest segment of the society, whose income increase has not followed the growth of living and water services costs. The session aimed at presenting the seriousness of this problem in the region, and showcase potential measures that could be used to alleviate this issue, including presenting experience with different subsidy schemes from selected EU countries. The session findings built on findings of the DWP regional study.

Plenary Session: What are the best Performers doing?

Date: Friday, May 8th

Time: 14:00 to 15:00

Location: Gustav Mahler

Chair: David Michaud and Philip Weller

Simultaneous Translation: Yes

Time		Content	Speaker
14:00	5'	Introduction	David Michaud , World Bank and Philip Weller , IAWD
14:05	10'	Statement on the structure of the Czech Water Sector	Pavel Puncochar , Ministry of Agriculture of the Czech Republic
14:15	10'	Statement on the Structure of the Austrian Water Sector	Dorith Breindl , Federal Ministry of Agriculture, Forestry, Environment and Water Management, Austria
14:25	10'	Statement on operating a utility under different governance arrangements	Christian Hasenleithner , Energie AG
14:35	25'	Questions to the Panel from the Chair and Audience	Moderators and Panelists
15:00		End of session	

- ▶ **Pavel Puncochar** is the General Director of the Section of Water Management at the Ministry of Agriculture in the Czech Republic and has served in this position since 2007. He is the Czech Water Director to the EU and was President of the Elbe River Commission and the Oder River Commission from 2011 to 2013. He is also a representative of the Czech Republic to the International Commission for the Protection of the Danube River. He is the author of over 350 papers in Czech and international journals on both topics related to biology and sciences as well as the implementation of the EU water directives and activities connected with the International River Commission's and trans-boundary cooperation.
- ▶ **Dorith Breindl** is the head of the division of Water Management in Residential Areas in the Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management. In this position she is responsible for the Austrian environmental support scheme for water management, which ensures and aids the efficient implementation of measures to ensure proper wastewater disposal as well as guaranteeing a sufficient supply of top drinking water quality.
- ▶ **Christian Hasenleithner** studied Civil Engineering at the Vienna University of Technology. After 10 years of working as a project engineer in hydro power plant construction, he switched to the sector of water supply and waste water treatment in 1995. Mr. Hasenleithner developed the business segment "Water" at Energie AG Oberösterreich, a mainly public entity, located in Linz and is General Manager of Energie AG Wasser GmbH, which is active in Austria, the Czech Republic and Slovenia. 8 companies of the group supply about 1 Mio. Inhabitants with drinking water and collect and clean wastewater for 750.000 inhabitants.

Summary

This session provided examples of the organization of the water sector from two countries (Austria and Czech Republic) and use these examples for a panel discussion with key stakeholders. The chair introduced the topic and then the three panelists will be asked to provide short (max 10 min statements) on the situation in each country and how they have addressed the five transversal topics. The presentations from the two country representatives highlighted the differences in the organization of the water sector and show different approaches in the respective country that have led to a successful delivery of water services. The third panelist provided the perspective of a representative of a utility operating in both countries on the organization of the service. These panelist statements were then followed by a moderated discussion led by the moderator and involving audience input.



All presentations and photos of day 2 can be found at <http://www.danube-water-program.org/pages/events/2015/danube-water-conference.php>.

Closing Session: The Future of the Sector

Date: Friday, May 8th

Time: 15:00 to 16:00

Location: Gustav Mahler

Chairs: David Michaud, World Bank and Philip Weller, IAWD

Simultaneous Translation: Yes

Time		Content	Speaker
15:00	10'	Introduction and summary of main sessions	David Michaud , World Bank and Philip Weller , IAWD
15:10	40'	Panel discussion with audience: What have we learned and where do we see the sector going?	Panelists from regional and national partners organizations <ul style="list-style-type: none"> • Elizabeta Poci, Deputy Executive Director, SHUKALB, Albania • Ivan Zavadsky, Executive Secretary, ICPDR • Vladimir Tausanović, President, IAWD • Steven Schonberger, Practice Manager, World Bank • Baton Begolli, Water Policy Advisor, Prime Minister's office, Kosovo • Dobri Simidchiev, Chair of Board, FLAG, Bulgaria • Danijela Đurović, NALAS Task Force, Montenegro
15:50	10'	Closing , evaluation	David Michaud , World Bank and Philip Weller , IAWD
16:00		End of session / Conference	

- ▶ **Vladimir Taušanović**, M.Sc., graduated from the Faculty of Civil Engineering, Department of Water Engineering, Belgrade University. Mr. Taušanović spent more than 30 years with the Belgrade Waterworks and Sewerage working both in wastewater and drinking water on various positions (Project Manager, Department Director). From 2000 to 2009 he was the Managing Director of BWS. In the same period he was President of the Serbian Waterworks Association. His current positions include President of the International Association of Waterworks in the Danube Catchment Area-IAWD (where he has been Board member of this organization since 1995) and the National Committee member of IWA.
- ▶ **Steven Schonberger** is the Practice Manager for the Water and Agriculture Global Practices, responsible for the World Bank's programs in the Middle East and North Africa and the Western Balkans. In this capacity, Mr. Schonberger ensures that the World Bank is providing the highest quality technical and implementation support to clients in the region through its lending, analytical, advisory and other knowledge exchange services. Mr. Schonberger is an economist who has worked in the public, private and civil society sectors on issues of agricultural development, water resources management, agribusiness and rural and microfinance services. In addition to the World Bank, Mr. Schonberger has worked with private banks in his native California, in farming in several parts of the World, and with United Nations agencies.
- ▶ **Danijela Djurovic** is Deputy Director of the Public Waste Company in Herceg Novi, Montenegro with over 15 years in experience in solid waste management in Montenegro and the region. She is a national expert on solid waste management, Member of the Montenegro national team for Chapter 27, Environment and Climate Change, member of the NALAS Task Force on Solid Waste and

Waste Water, representative of the Union of Municipalities of Montenegro. Before her present position she was President of the Parliament of the Municipality of Herceg Novi, City Manager of Herceg Novi and Project Manager on Water Supply and Sanitation Adriatic Coast Phase III for Herceg Novi. She studied Engineering Management at the University of Belgrade and holds a Master's degree in Ecology and Environmental protection from the University of Montenegro.

- ▶ **Ivan Zavadsky** has more than 30 years of experience in environment and water management, including senior management positions in the government. His international exposure comprises project management, e.g. two GEF/UNDP regional projects addressing the nutrient pollution and ecological rehabilitation of the Black Sea from eutrophication, coordination of the International Water focal area within the GEF Secretariat and recently managing the 14 countries strong river basin organization - the International Commission for Protection of the Danube River as the Executive Secretary. He holds a Master's degree in water management from the Slovak Technical University in Bratislava and a post-graduate degree on water management economics from the same university.
- ▶ **Dobromir Simidchiev** holds a Master's degree in Water Treatment from UACEG and a Master's degree in Business Administration from the University in Seattle. Mr. Simidchiev currently acts as a chair of the board of directors of one of the water infrastructure funds in Bulgaria FLAG. Previously he was acting as Deputy Minister in the Ministry of Regional Development and Public Works. He was responsible for policy making in the water supply and sanitation sector and started a major national water reform. He was part of three consecutive governments and worked with three different ministers. During his time, the reform built up pace and several important legal and institutional steps were taken and complete. Before his governmental role he was part of the team of the Sofia water company – Sofia Water, part of United Utilities (2000 – 2010) and Veolia (2010 – current). Initially he occupied technical expert positions until 2006 when he was appointed to a managerial position. Since then he managed several departments and division and finished his career as the Capital Works and Engineering Services Director.
- ▶ **Elisabeta Poci** has been working with the Water Supply and Sewerage Association of Albania (SHUKALB), for almost ten years. During her work for the Association, she has held different positions, and more recently, she assumed the position of Deputy Executive Director, which she has held for the past two years. Her major responsibility, among others, includes the development of SHUKALB's Grants-based Projects Program. Ms. Poci is currently managing the Project "Sustainable Water Sector Capacity Development in Albania", a grant received by SHUKALB from USAID. The main objective of the project is to develop an institutionalized, financially self-sustaining curriculum of training, which is designed to qualify candidates for test-based operator certification. Ms. Poci holds a Bachelor Degree in Environmental Engineering from the Polytechnic University of Tirana and a Master's degree in Environmental and Water Resources Engineering from the University of Texas at Austin, USA, under a Fulbright Scholarship.
- ▶ **Baton Begolli** is the Water Policy Advisor to the Inter-Ministerial Water Council at the Office of Prime Minister of Kosovo. As part of his functions, he advises the Deputy Prime Minister (chairman of the Council) and other Council members (Minister of Environment & Spatial Planning, Minister of Economic Development, Minister of Local Governance, and Minister of Foreign Affairs) on water policy development and implementation, supports the drafting of sector policies and strategies and oversees their implementation, and organizes and coordinates donor involvement in the sector. Prior to his current position Mr. Begolli worked in director and advisor positions in the Ministry of Environment and Spatial Planning and accompanied many of the water sector reform steps. Mr. Begolli has a M.Sc. in Environmental Management of the University of East Anglia and a B. Sc. in Environmental Engineering from the Middle East Technical University.

Summary

This session aimed at reflecting on the main takeaways from the various sessions to identify the future paths for the sector to provide sustainable services for all.

The session built on the discussions in the Conference's main sessions as well as the results of the country group discussions. It consisted of a panel of senior stakeholders from the region and beyond, representing a diversity of institutions and realities. The panel discussed and summarize the key takeaways from the Conference to draw some general conclusions on the future paths for the sector.

V. COUNTRY GROUP DISCUSSIONS

Representatives from the various countries worked together to:

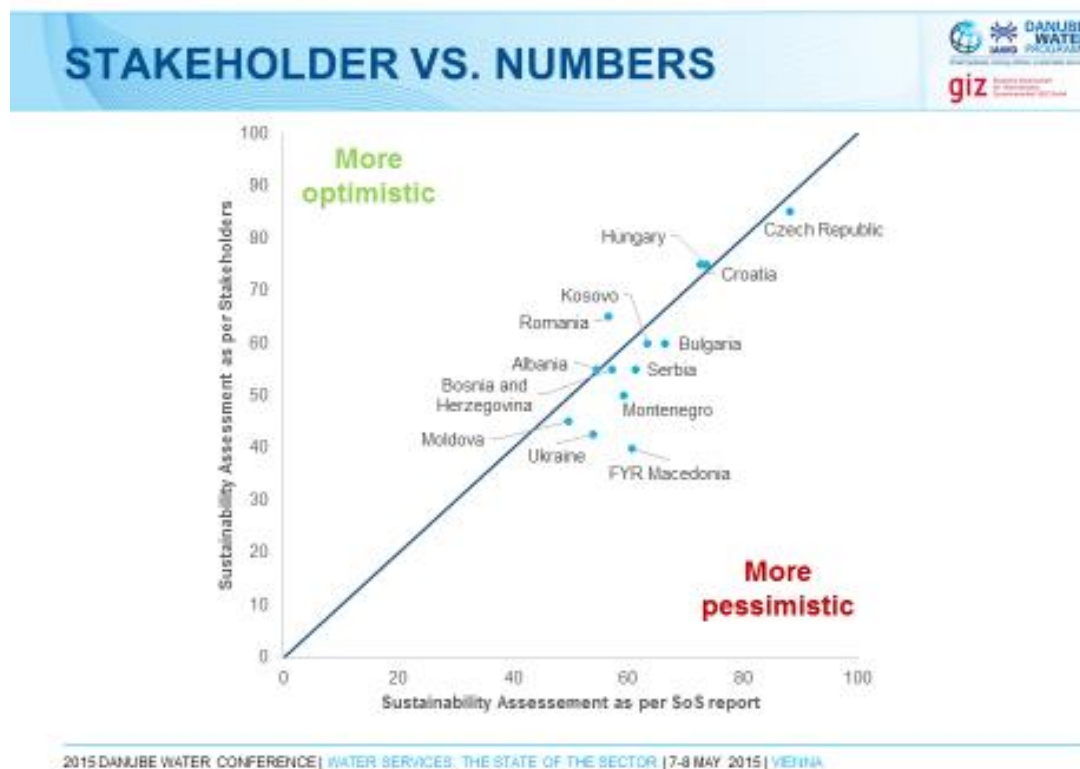
- ▶ Assess the sustainability of services in their country, taking into account the level of access, the quality, the efficiency and the financing of services;
- ▶ Identify the most important constraints to addressing the current situation; and
- ▶ Discuss the need for any concrete, in-country dissemination and follow-up to the regional State of the Sector work.

Summary

The regional State of the Sector launched at the Conference provides a diagnostic of the sustainability of water services in the Danube Region, at regional and country level. The diagnostic is based predominantly on publicly available data and statistics, rather than the opinion of sector professionals in each country, and might therefore differ from the consensus among national stakeholders.

The Country Group discussions were meant to allow stakeholders from each country to discuss among themselves how they see the sustainability of water services in their country, and what are the main constraints for improvement.

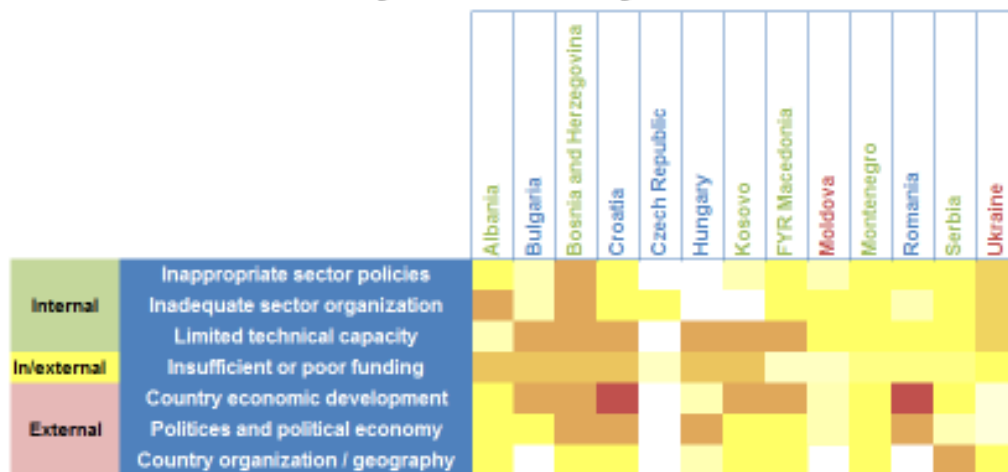
Discussion Results



CONSTRAINTS TO SUSTAINABILITY



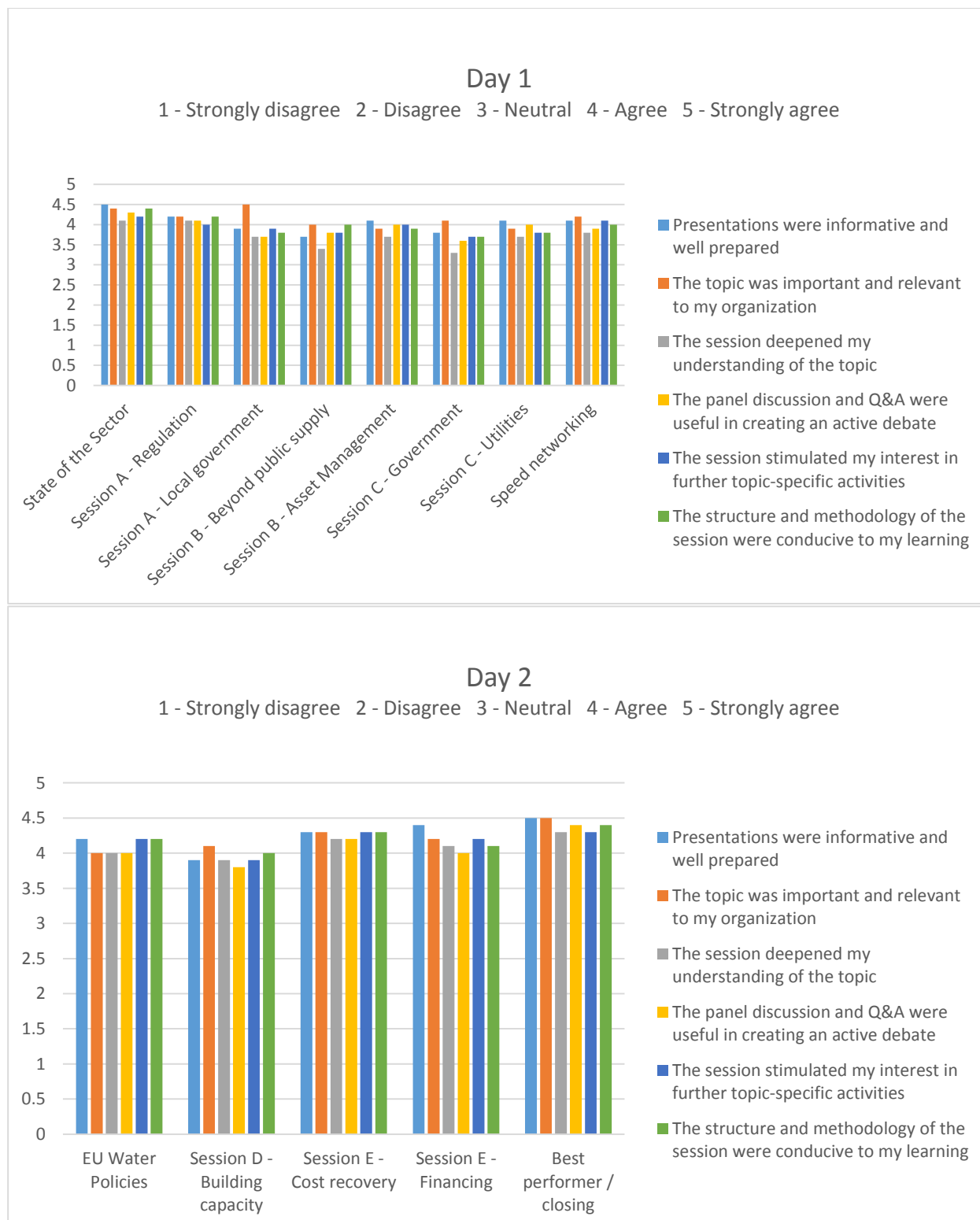
- Most countries see constraints within the sector, not only externally



2015 DANUBE WATER CONFERENCE | WATER SERVICES: THE STATE OF THE SECTOR | 7-8 MAY 2015 | VIENNA



VI. EVALUATION RESULTS



VII. PARTICIPANTS LIST

Last Name	First Name	Position	Organization	Country
Bonāti	Hantin	National Secretary for Water Secretary	Technical Secretariat of the National Water Council	Albania
Cacaj	Aida	Legal Officer	Albanian Association of Communes	Albania
Dervishi	Avni	Chairman	Albanian Regulatory Authority of the Water Supply and Wastewater Disposal and Treatment Sector	Albania
Hodaj	Fatos	Executive Director	Albanian Association of Municipalities	Albania
Kanushi	Oljan	Water Coordinator	Office of the Prime Minister	Albania
Pendavinji	Elia	Administrative Department Manager	Korça Water Utility	Albania
Poci	Elisabeta	Deputy Executive Director	Water Supply and Sewerage Association of Albania	Albania
Tare	Petrit	President	SHUKALB	Albania
Aichsleder	Wolfgang	General Manager	OOE Wasser	Austria
Bourdeaux	Raymond	Program Leader	World Bank	Austria
Breindl	Dorith	Head of division	Ministry of Agriculture, Forestry, Environment and Water Management	Austria
Burtscher	Robert	Senior Advisor for Water and Sanitation	Austrian Development Agency	Austria
Clemenzenz	Nikolaus	Data Processing Analyst	World Bank	Austria
Eisenhut	Manfred	Head of water department	Austrian Association for Gas and Water (OVGW)	Austria
Goldstein	Ellen	Country Director for the Western Balkans	World Bank	Austria
Gruber	Elisabeth	Senior Advisor	Ministry of Finance	Austria
Hahn	Christoph	Editor-in-Chief	Aqua Press International	Austria
Hasenleithner	Christian	CEO	Energie AG Oberoesterreich	Austria
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