



DANUBE
WATER
PROGRAM

Smart policies, strong utilities, sustainable services

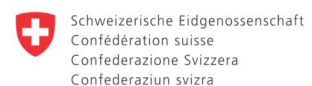


Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

ADDRESSING THE DOUBLE CHALLENGE

2016 DANUBE WATER CONFERENCE

Vienna, May 2016
Conference Report



Wednesday May 11	8:00-17:00	Registration (conference venue, first floor foyer)		
	9:00-10:00	GIZ Non-Revenue Water Conference		
	10:00-12:30	IAWD General Assembly Gustav Mahler	Sigmund Freud 2+3	
	12:30-14:00	Lunch (hotel restaurant)		
	14:00-16:00	Waterworks Associations & D-Leap meeting Gustav Mahler	Regulatory Agencies meeting Sigmund Freud 1	Continued: GIZ Non-Revenue Water Conference Sigmund Freud 2+3
	16:00-18:00		DANUBIS Steering Group meeting Karl Krauss + Siegfried Markus	
	19:00	Water Utility Leaders Dinner Stadtgasthaus Eisvogel, Riesenradplatz 5	Policy Makers Networking Dinner World Bank Office Praterstrasse 31/19 th Floor	Mayors Networking Dinner NH Hotel
Thursday May 12	8:00-12:00	Registration (conference venue, first floor foyer)		
	9:00-9:45	Opening Session Gustav Mahler		
	9:45-10:45	Keynote: Leveraging EU Accession Gustav Mahler		
	10:45-11:15	Coffee break (conference venue, first floor foyer)		
	11:15-12:30	The Double Challenge in Practice: the experience of Bulgaria Gustav Mahler		
	12:30-14:00	Group Photo; Networking and Country Group Lunch (hotel restaurant)		
	14:00-15:15	Parallel Sessions: Addressing the Double Challenge: creating an enabling environment		
		Institutions Gustav Mahler	Information Sigmund Freud	
	15:15-15:45	Coffee break (conference venue, first floor foyer)		
	15:45-17:00	Continued Parallel Sessions		
	Institutions Gustav Mahler	Information Sigmund Freud		
17:00-19:00	Speed networking, cocktail and Ideas Fair Gustav Mahler			
20:00	Official Dinner Donauturm, Donauturmstraße 4			
Friday May 13	9:00-9:30	Keynote: The double challenge in practice – the example of Leipzig Gustav Mahler		
	9:30-10:45	Parallel Sessions: Addressing the double challenge: two concrete examples		
		Non-revenue Water Gustav Mahler	Sustainable Wastewater Management Sigmund Freud	
	10:45-11:15	Coffee break (conference venue, first floor foyer)		
	11:15-12:30	Continued Parallel Sessions:		
		Nonrevenue Water Gustav Mahler	Sustainable Wastewater Management Sigmund Freud	
	12:30-14:00	Networking and Country Group Lunch (hotel restaurant)		
14:00-16:00	Closing session: key take aways from sessions and countries, and closing panel Gustav Mahler			
16:00	End of Conference			

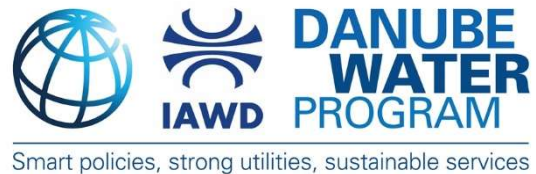
I. THE ORGANIZERS

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?

Governments and water professionals in the Danube region face a double challenge of meeting their citizens' demand for universal, good quality, efficient, and financially sound or - in one word - sustainable water and wastewater services, while catching up to the environmental requirements of the European Union *acquis communautaire*. To address this double challenge, the World Bank and the International



Association of Water Supply Companies in the Danube River Catchment Area (IAWD) have partnered to launch the Danube Water Program, with a 9.5M Euro, 2-phased financing from the Government of Austria. The Program supports smart policies, strong utilities, and sustainable services in the Danube Region by partnering with regional, national, and local stakeholders, promoting an informed policy dialogue around the sector's challenges and strengthening the technical and managerial capacity of the utilities and institutions.

What has the Program achieved?

The Danube Water Program was formally launched in May 2013 in partnership with line ministries, regulators, waterworks associations, and local government representatives of a dozen countries in Southeast Europe. Since the launch of the Program, knowledge exchanges among more than 360 sector professionals and policy makers in the region and beyond, four capacity building programs benefiting over 100 utilities, and local initiatives worth more than €700,000 through competitive grants have been supported. Together with many actors in the region, the World Bank and IAWD have developed DANUBIS.org, a platform for sharing information on water and wastewater services, cooperated with a variety of organizations such as the Open Regional Fund, the European Benchmarking Cooperation, and national utility associations, and leveraged over €2.5 million of funding from beneficiaries and other donors, including Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) and Swiss Cooperation.

What is coming now?

The first phase, which ended in 2015, saw the successful completion of more than 40 individual knowledge sharing, capacity building and analytical work activities, demonstrating a strong demand for the Program supported activities. The second phase, scheduled to end in December 2018, focuses on establishing the basis for sustainable impact beyond the duration of the Program. A few key "legacy" initiatives are being supported, including the establishment of the annual Danube Water Conference as the prime gathering of sector professionals in the region; the development of the DANUBIS.org website into a lively platform of information exchange and benchmarking for the whole region; and the consolidation of capacity building activities under D-LeaP, a sustainable learning partnership of national and regional waterworks associations.

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 11TH (PRE-MEETINGS, BY INVITATION ONLY)

Side Meeting: GIZ Nonrevenue Water Project regional conference

Note: This Regional Conference was primarily for partners of the “Reduction of Non-revenue Water in South-East Europe” project, but open to other participants of Danube Water Conference who were interested in issues of non-revenue water.

Date: Wednesday, May 11th

Time: 9:00 to 16:00

Location: Sigmund Freud 2+3

Chair: Georgi Hristov, GIZ & Vesna Muslic, Aquasan Network

Simultaneous Translation: Yes

Session Structure

Time	Content	Speaker
09:00	5' Introduction	Chairs
09:05	15' Welcome words	Christophe di Marco, Fund Manager GIZ ORF MMS Frank Wiederkehr, Regional Advisor on Water & Environment, Swiss Embassy Sandi Zulic, Executive Director, AQUASAN
09:20	10' Conference objectives & project video	Vesna Muslic, AQUASAN
09:30	75' Project pilots' achievements <ul style="list-style-type: none"> • Velika Kladusa, Bosnia Herzegovina • Lipljan, Kosovo • Kocani, Macedonia 	Osman Causevic, Velika Kladusa Sokol Xhafa, Lipljan Zoran Georgiev, Kocani
10:45	30' Coffee break	
11:15	55' Approach, tools and recommendations for NRW reduction <ul style="list-style-type: none"> • NRW regional baseline assessment • Guidelines for NRW reduction • Capacity building and trainings 	Bojan Ristevski, NRW expert Sead Badnjevic, NRW expert Gerhard Zimmerl, NRW expert
12:10	10' Added value and sustainability	Vesna Muslic, AQUASAN
12:20	10' Delivery of Certificates	Christophe di Marco, ORF Fund Manager
12:30	Lunch	

14:00	10'	Conclusions from national conferences	Georgi Hristov, GIZ ORF MMS
14:10	35'	Panel discussion: „Demand side“ (of project partners) and „Supply side“ (of donors and experts) experiences from the project	Panelists from PUs, LGs, associations, experts, donors
14:45	20'	Audience discussion	All participants
15:05	15'	Agreement on NRW Declaration	All participants (voting equipment)
15:20	10'	Main concluding remarks	Chairs
15:30		End of conference	

Side Meeting: IAWD General Assembly

Note: The IAWD – General Assembly was a formal annual meeting of members of the association. This year the meeting was open for representatives of utilities and associations who had prior to the meeting expressed their interest to join IAWD as new members. Therefore, the agenda was split into a first part for member issues and formal association business and a second part for information on IAWD activities. The participation in the IAWD – General Assembly requested a formal invitation.

Date: Wednesday, May 11th

Time: 10:00 to 12:30

Location: Gustav Mahler

Chair: Vladimir Tausanovic, IAWD

Simultaneous Translation: Yes

Side Meeting: Waterworks Association and D-LeaP Meeting

Note: This meeting was exclusively for members of the Waterworks Roundtable and followed up the working agenda set by this group. The main task at this meeting was to discuss the responsibilities of the waterworks associations within D-Leap. Towards the end of the meeting a joint declaration was signed by the participants of the “Round Table of Waterworks Associations”.

Date: Wednesday, May 11th

Time: 14:00 to 18:00

Location: Gustav Mahler

Chair: Philip Weller, IAWD

Simultaneous Translation: Yes

Side Meeting: Regulators Meeting

Note: this side meeting was by invitation only.

Date: Wednesday, May 11th

Time: 14:00 to 16:00

Location: Sigmund Freud 1

Chair: David Michaud, World Bank

Simultaneous Translation: No

Session Structure

Time	Content	Speaker
14:00	10'	Opening and introductions
		Chair
14:10	50'	Brief updates
		From participating regulatory agencies (5-10 minutes each) on on-going activities of overarching relevance or interest. Particular focus on professionalization of utility staff.
		Updates from: Albanian Regulatory Authority of the Water Supply and Wastewater Disposal and Treatment Sector Bulgaria State Energy and Water Regulatory Commission Czech Republic Benchmarking and Regulatory unit in the Ministry of Agriculture FYR Macedonia Energy Regulatory Commission Hungarian Energy and Public Utility Regulatory Authority Moldovan National Energy Regulatory Agency Ukrainian National Commission of the State Public Utilities Regulation
15:00	20'	WAREG, an update Presentation and Discussion
		WAREG, the WAtER REGulators Network, followed by questions and discussion
		Szilvia Szalóki , WAREG Vice-President, Hungarian Energy and Public Utility Regulatory Authority
15:20	20'	Danube Water Program activities under the 2nd phase
		Introduction to key activities planned under the DWP's 2 nd phase, and opportunities for regulatory support
		David Michaud , Danube Water Program Leader / World Bank
15:40	5'	Closing and next steps
		Chair
15:45		End of session

Side Meeting: DANUBIS Steering Group

Note: this side meeting was primarily for Steering Group members, but open to all those interested in utility benchmarking as well. Towards the end of the meeting, the DANUBIS Data Collection and Management (DCM) platform Memorandum of Understanding was signed between IAWD and participating Managing Institutions.

Date: Wednesday, May 11th

Time: 16:00 to 18:00

Location: Karl Kraus + Siegfried Markus

Chair: David Michaud, World Bank

Simultaneous Translation: No

Session Structure

Time	Content	Speaker
16:00 10'	Opening and brief introduction of participants	Chair
16:10 30'	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
16:40 20'	DANUBIS demonstration and discussions Improvements based on the Steering Group meeting decisions from February 13 th , 2016	David Michaud, World Bank
17:00 10'	DANUBIS DCM platform Brief overview of the platform under development	David Michaud, World Bank
17:10 30'	DANUBIS long term development and governance Open discussion on the governance and long-term development of the platform	Chair
17:40 5'	Conclusions and next steps	Chair
17:45 15'	Formal signing of DANUBIS DCM MoU	DANUBIS DCM Managing Institutions, IAWD, World Bank
18:00	End of session	

Minutes

1. **Introductions.** Representatives from Albania, Bosnia and Herzegovina, Bulgaria, Czech Republic, FYR Macedonia, Hungary, Kosovo (remotely), Moldova, Montenegro, Romania and Serbia, as well as IAWD, the World Bank, NALAS, GIZ and IB-Net attended the meeting and briefly summarized their country's activities with regards to utility performance data collection systems and benchmarking. All participants underlined again the value of having a regional platform to allow for exchanges and benchmarking of utility performance over country boundaries, and many indicated that they are using DANUBIS.org regularly in their work.

2. **Presentation of the Platform.** All of the changes agreed upon at the February 2016 Steering Group meeting have been incorporated into the DANUBIS.org website, and a full presentation of the new features was made, including:

- **Utility Performance Scorecard.** The new utility performance scorecard, particularly targeted to decision makers within national and local governments, provides a quick overview of how a utility performs compared to similar companies in the region;
- **Utility Benchmarking Report.** The new utility benchmarking report provides a comprehensive report on all aspects of the performance of a given utility and its evolution over time and compared to similar companies. It is primarily aimed at utility professionals and management.
- **Improved updates functionalities.** The ability for users to register on the DANUBIS homepage and receive daily and/or weekly updates on changes and news from DANUBIS.org, was presented and participants were encouraged to subscribe. Registered users have automatically been subscribed but can change their update preferences in their profile. The DANUBIS LinkedIn group has also been created and actively moderated since February – participants are also encouraged to connect.

3. **Comments and feedback on the platform.** Participants strongly endorsed the improvements made to the platform. Some of the additional comments made included:

- The risks and opportunities associated with making utility performance data available to a wide public. Sector professionals will need to make a special effort to reach out to their elected representatives and the media to ensure that the information is understood properly, which was seen as an opportunity to move the dialogue to a more results-focused, fact-based discussion.
- The need to focus on improving the coverage and quality of the data available in the platform to ensure that the results of the benchmarking are useful to users;
- The importance to support utility performance data systems at national level, building on existing institutions and ensuring that the results are also fed back to utilities in the country to ensure an positive performance improvement impact.

4. **Dissemination and usage of the platform.** Very significant resources have now been invested in making the DANUBIS platform available for all. Participants in the Steering group agreed that the focus in coming months should now be on ensuring that the platform is as widely known and used as possible, before further developments are tackled. Institutions in the steering group should play the main role in ensuring a lively and useful platform. The following actions were discussed:

- **All participants.** Participants in the Steering Group should make a commitment not only to upload resources and information to the platform, but to also publicize and promote it further. The new brochure (attached) can be used for that purpose as well. All participating institutions were also invited to create a link to DANUBIS.org on their website and mention it in their newsletters.
- **National institutions.** institutions in each country should consider whether to follow the example of Bulgaria, BiH, Kosovo and Serbia and setup a country portal in their national language to ensure the platform content, and in particular the utility database, is accessible to their national professionals. The amount of work involved with creating and maintaining a country portal is rather limited and can also be an easy way for institutions collecting utility performance data to make it available to their members, in national language, in a highly interactive manner.
- **National Waterworks Associations.** National associations are seen as prime interlocutor to ensure that their member utilities are aware and make use of the platform. They were invited to ensure that DANUBIS is presented and explained to member utilities, for example on the side of their national events.
- **NALAS.** Local governments would be an important potential audience and target of the DANUBIS.org platform, in particular with regards to the new utility performance scorecard. NALAS will explore how it can ensure a better diffusion of the platform, through its website, its newsletter and possible a dedicated training to national LGU associations so they can relay it to their members.
- In order to facilitate dissemination of the platform, IAWD and the World Bank confirmed their availability to organize follow-up trainings, virtually or in person, on the platform so that national institutions would be able to promote it adequately. Interested institutions should feel free to contact the DANUBIS team.

5. **Future priorities.** The meeting participants agreed that the following would be the priorities for the coming period:

- **Governance:** the participants did not consider that DANUBIS required a more formal governance framework for now, and the use of a relatively open Steering Group to guide and advise the DANUBIS team was sufficient for now.
- **Visibility:** The main priority of the coming months will be to ensure that the platform received as much visibility in the region. IAWD has just hired a new knowledge management and capacity building coordinator, Katerina Schilling (schilling@iawd.at) who will be supporting the participants in the Steering Group to ensure this is jointly achieved.
- **Potential award for leading utilities:** the idea to highlight best performing utility companies, and best improving companies, at the region's level and for each country, was discussed and will be explored further in the coming months.

6. **DANUBIS Data Collection and Management Platform.** The participants were also informed that in parallel with the public DANUBIS.org platform, at the request of the Kosovo regulatory agency, a separate, online data collection and management platform is being developed to allow national institutions to easily collect, validate, manage, share and publish utility performance data. The platform is in final development stage and a training workshop will be held in Belgrade on June 22-24 with representatives of the four national institutions that are planning to use the platform in their country: ADKOM (Macedonia); the Kosovo regulatory agency, the Montenegro Waterworks Associations; and the Serbian water professionals association. The same signed on May 11th a MoU with IAWD and the World Bank to define the roles and responsibilities of each institution with regards to the DANUBIS DCM platform. Further institutions interested in knowing more, or making use of the platform, should approach the IAWD / World Bank team.

We hope that this summarizes our discussions and invite you to engage with us should you have any question or comment. In parallel, please do your part to ensure that the platform continues to grow in content and usefulness – spread the word, and connect! The full minutes as well as the slides presented at the meeting can be found in the Steering Group News section on www.danubis.org!

Side Meeting: Networking Dinners

Utility leaders dinners (by invitation only)

The utility senior executive dinner took place at 19:00 at the Stadtgasthaus Eisvogel restaurant:

*Stadtgasthaus Eisvogel,
Riesenradplatz 5,
1020 Vienna*

Contact: Philip Weller (++43 (0)664 250 7025)

Access: by metro, line U1, Praterstern stop (same line that is passing at the NH Hotel, 3rd stop towards city center / Reumannplatz).

You may join the group leaving the NH hotel lobby at 18:30.

Policy makers and regulatory agency representatives (by invitation only)

The networking policy maker and regulators dinner took place at 19:00 at the World Bank's Vienna office:

*Praterstrasse 31, 19th floor
Vienna*

Contact: David Michaud (++1 202 250 1042)

Access: by metro, line U1, Nestroyplatz stop (same line that is passing at the NH Hotel, 4th stop towards city center / Reumannplatz).

You may join the group leaving the NH hotel lobby at 18:30.

Mayor's dinners (by invitation only)

The Mayors' dinner took place at 20:00 at the NH hotel restaurant.

Note: if you were not participating in one of the invitation-only dinners, buffet dinner was available for registered participants at the hotel's restaurant.

All presentations and photos can be found at <http://www.danube-water-program.org/pages/events/2016/dwc2016.php>. Photo credits: Astrid Knie

III. THURSDAY, MAY 12TH

Plenary Opening session

Date: Thursday, May 12th

Time: 9:00 to 9:45

Location: Gustav Mahler

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

Simultaneous Translation: Yes

Session structure

Time	Content	Speaker
9:00	5' Introduction	Chairs
9:05	5' Welcome words from the Austrian Ministry of Finance	Günther Schönleitner , Director for International Financial Institutions, Austrian Federal 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	Lorenz Petersen , Department Director - Climate Change, Rural Development, Infrastructure, Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
9:20	5' Welcome words from IAWD	Vladimir Taušanović , President, the International Association of Waterworks in the Danube Catchment Area (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	

Speakers Bios

- ▶ **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 project development to utility efficiency and sector reform programs. He 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 a water engineer and project manager in the private and non-profit sectors. He has a 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.
- ▶ **Philip Weller** is an environmental planner by training and since July 2013 has served as the Head of the Technical Secretariat of the International Association of Water Companies of the Danube Catchment (IAWD) whose main responsibility is administering and managing a joint project

together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and waste water companies – the Danube Water Program. Mr. Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. He has also managed successful consulting businesses and has done numerous assignments for governments and international organizations.

- ▶ **Günther Schönleitner** is Director for International Financial Institutions at the Austrian Federal Ministry of Finance. In his position he is responsible for Austria's cooperation with the World Bank Group and other multilateral development banks. Prior to his current position he worked for the Investment Climate Department (FIAS/CIC) of the World Bank Group in Washington, and earlier as the head of division for Private Sector and Development of the Austrian Development Agency. Mr. Schönleitner holds both a master degree and a PhD in development studies from the London School of Economics and Political Science, as well as a doctoral degree in law from the University of Salzburg.
- ▶ **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.
- ▶ **Lorenz Petersen** became head of the GIZ Department for Climate Change, Rural Development, and Infrastructure in September 2015. Previously, Lorenz Petersen was head of the GIZ Water, Energy and Transport Division, after serving three years as GIZ Country Director in Mozambique. He also managed the GIZ Competence Center for Climate Change for five years and held positions as technical expert on environmental policy issues, both at GIZ headquarters in Eschborn, Germany. By education he is an environmental economist with a specialisation in international environmental policy, and governance aspects of natural resources management. He holds a postgraduate degree in agricultural science and a PhD in Environment and Natural Resources Economics with 25 years of experience in economic analysis, policy design and implementation in an international development and environmental policy context. Before joining GIZ he held long term positions as Campaign Coordinator with Greenpeace International and the Food and Agriculture Organisation of the United Nations in Rome with its World Bank Co-operative Program.
- ▶ **Vladimir Taušanović**, M.Sc. Civ. Eng, 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 in various positions (Project Manager, Department Director). From 2000 to 2009 he was a Managing Director of BWS. In the same period he was the 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 is also a Board member since 1995, and National Committee member of IWA.

Summary

The opening session featured welcoming words from senior representatives of the various institutions with the organization of the 2016 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.

Keynote: Leveraging EU accession to address the double challenge

Date: Thursday, May 12th

Time: 9:45 to 10:45

Location: Gustav Mahler

Chair: Walter Kling, IAWD

Simultaneous Translation: Yes

Session structure

Time		Content	Speaker
09:45	5'	Introduction	Chair: Walter Kling IAWD General Secretary
09:50	15'	EU Accession Process and Water Service Challenges	Marianne Wenning , Director of Quality of Life Air, Water, DG Environment
10:10	20'	Meeting sector shortcomings and the link to the Sustainable Development Goals	Jennifer Sara , Director of Water, The World Bank
10:30	15'	Audience Discussion and Questions	Discussion and Questions from the Audience
10:45		End of session	

Speakers bios

- ▶ **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 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.
- ▶ **Marianne Wenning** is currently Director for 'Quality of Life, Water & Air' in DG Environment of the European Commission. In this capacity she is overseeing the implementation and enforcement of an extensive body of environmental legislation with regard to air quality, industrial emissions, water & marine issues and industrial accidents and works towards the further integration of environmental and sustainability aspects into other Community policies. Ms. Wenning has been working for the European Commission since 1992. She was a Head of Unit in Europe Aid (Asia) and in DG Environment (industrial emissions & air quality) before she become Director for 'Legal Affairs & Cohesion' in DG Environment from 2011 to 2013. Her experience in developing and implementing environmental policies, cutting across also areas such as transport, agriculture, regional, industrial, research and development policies includes the economic aspects of environmental policy, program-management in Asia as well as negotiations at European and international/UNECE level in particular with regard to the Kyoto, the Montreal and the Gothenburg Protocols.
- ▶ **Jennifer Sara** is the Director for the World Bank Group's Water Global Practice. She takes on this role following her positions as Sector Manager for Sustainable Development for Vietnam. She joined the Bank as a Research Analyst for the Water and Sanitation Program in 1989, and has spent 13 years in the field, including assignments in Brazil, Bolivia and Vietnam. Other positions she has held include Lead Infrastructure Specialist in Latin America & the Caribbean, Senior

Water and Sanitation Specialist in Africa and Water and Sanitation Specialist for WSP. Jennifer has worked to ensure an integrated approach across all water-related projects, customizing the Bank’s global water strategy to the country dialogue, and providing policy advice and operational support in response to specific client needs. She holds an MSc in Environmental Management from the University of London, Wye College, and a BSc in Environmental Engineering from Brown University.

Summary

The purpose of this session was to focus on the conference theme of addressing the double challenge of achieving the European *acquis communautaire*, while also tackling broader sector shortcomings. The session involved keynote presentations on these two related and interlinked challenges, bringing them in the development context of their respective institutions.

The session began with a first keynote presentation by Ms. Marianne Wenning, a senior official from the European Commission Directorate General for Environment, outlining the key policies, strategies and activities of the EU related to water and wastewater services and the lessons learned from the accession process in that regard. A particular focus was on the recently released audit on waste water and plans and activities of the Commission related to innovation and Green Economy and how these might affect developments in the sector.

This presentation was followed by a second keynote presentation by Ms. Jennifer Sara, the World Bank Director for Water, discussing the importance of also tackling broader sector shortcomings (millions of people without piped water or flush toilets, insufficient financing of long-term operational costs, limited efficiency and quality of services offered by many utility companies) in order to achieve the recently adopted Sustainable Development Goals, which call to ensure availability and sustainable management of water and sanitation for all by 2030.

The session concluded with a short period for audience questions and comments.



Plenary: The double challenge in practice: the experience of Bulgaria

Date: Thursday, May 12th

Time: 11:15 to 12:30

Location: Gustav Mahler

Chair: Ivaylo Kolev, World Bank

Simultaneous Translation: Yes

Session structure

Time		Content	Speaker
11:15	10'	Introduction	Ivaylo Kolev , the World Bank, Chair
11:25	15'	Challenges and solutions for the WSS sector in Bulgaria	Nevena Ivanova, Head of Department, WSS directorate, MRDPW
11:40	35'	Panel	Panelists: <ul style="list-style-type: none"> • Conka Dryankova, ministry of environment • Dimitar Kochkov and Ivaylo Kaschiev, regulatory commission • Ivan Ivanov, Bulgarian Water Association • Lyubomir Filipov, Sofia Waterworks
12:15	15'	Questions and answers	
12:30		End of session	

Speakers bios

- ▶ **Ivaylo Kolev** has 10+ years of experience in the WSS sector. He is a financial specialist who has worked for the ministry of finance in Bulgaria dealing with EU funds for the WSS sector, Sofia WSS company with responsibilities for business planning and price setting, internationally as WSS financial bid manager, IFC PPP advisory and now in IBRD, Water global practice.
- ▶ **Nevena Ivanova**, head of department, WSS directorate, MRDPW. Nevena is working on the Bulgarian WSS sector reform since 2009 and participated actively in the process WSS Master plan preparation, application of the Water act concerning the new public ownership of WSS assets, setting up Water supply and sanitation associations and signing up delegation contracts between associations and WSS operators. She is currently actively working for the finalization of the reform and developing of new policies for improved management of WSS sector in Bulgaria.

Summary

The session started with a presentation of the recent development and management of the WSS sector in Bulgaria; main challenges and solutions regarding compliance issues and financing (with special attention to EU financing). Both the presentation and panel discussion tried to answer the question: can administrative and contractual regulation work together to ensure good quality services, sufficient financing and sustainability of the WSS sector? Another interesting topic covered during the discussion was to what extent the ongoing WSS reform process was externally provoked and imposed, if there is an internal buyout from the key stakeholders and whether the current institutional set up is fit to deliver the expected results.

Parallel Session: Institutions: Getting utility governance right: Does it really matter?

Date: Thursday, May 12th

Time: 14:00 to 17:00

Location: Gustav Mahler

Chair: William Kingdom, World Bank

Simultaneous Translation: Yes

Session structure

Time		Content	Speaker
14:00	5'	Introduction	Chair
14:05	10'	Utility Governance: conceptual framework and of practices in the region and beyond	William Kingdom , Lead Water and Sanitation Specialist and head of water supply and sanitation Global Solutions Group of the World Bank
14:15	10'	Utility Governance, does it matter: an overview of the evidence	Michael Klien , researcher at Austrian Institute of Economic Research (WIFO).
14:25	15'	Q & A and audience comments	Chair, speakers and audience
14:40	10'	Internal governance: an example of customer orientation	Evis Gjebrea , Vice General Director, Tirana utility, Albania
14:50	10'	Internal governance: the importance of sound HR practices	Zoltán Istókovichs , CEO, Szeged utility, Hungary
15:00	15'	Q & A and audience comments	Chair, speakers and audience
15:15	30'	Coffee Break	
15:45	10'	External governance: An example of regional integration	Darius Bör , benchmarking and financial expert, Apaserv Satu Mare, Romania
15:55	10'	External governance: An example of private sector participation	Dani Milan Cabré , General Manager, Tarragona water utility, Spain
16:05	30'	Panel / audience discussion: what are the lessons learned from those examples	Speakers, plus <ul style="list-style-type: none"> • Voltana Ademi, Mayor, Shkodra, Albania • Victoria Gratii, Senior Advisor, Ministry of Environment, Moldova • Andrei Busuioc, Sr. Financial Management Specialist, the World Bank
16:35	20'	Audience discussion at existing tables	Audience: 3-5 groups
16:55	5'	Conclusion	Chair
17:00		End of session	

Speakers bios

- ▶ **Bill Kingdom** is the Global Lead for Water Supply and Sanitation in the Water Global Practice. During his career in the sector he has worked extensively in South and East Asia, the Middle East, UK, USA, and Canada. He has led urban and rural water supply and sanitation investment projects, supported regulators, provided policy advice and implemented a number of innovative PPP projects including small town and performance based leakage reduction contracts in Vietnam, wastewater operations contracts in Canada and a novel approach to deliver 24/7 water supplies in India. He has authored many papers including on the characteristics of well-run utilities, the role of aggregation in service delivery, performance based leakage control, and the challenges of measuring institutional performance. He is a benchmarking advocate and led the creation of IBNET which is now the world's largest performance database of water utilities. As Global Lead, Bill is working to ensure that leading edge knowledge, people, and practices, both inside and outside the Bank, are made accessible to task teams so that they can give World Bank clients the best support possible.
- ▶ **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.
- ▶ **Evis Gjebrea** is the Deputy General Director at Tirana Water Utility since March 2016. In September 2015 Ms. Gjebrea joined the Municipality of Tirana being a board member of the Tirana Water Utility as the Municipality's representative. For the period of 2008-2015, Ms. Gjebrea has been a full time lecturer at the European University of Tirana. Ms. Gjebrea has previous broad experience working with the Ministry of Finance at the Foreign Debt Department for 8 years (2000-2008) and World Bank as a consultant in Washington D.C and Tirana. Ms. Gjebrea has published many articles nationally and internationally mainly in the area of water and sewerage. Her PhD thesis is on "Analysis of three efficiency models for water supply and sewerage sector in Albania". Ms. Gjebrea continues to lecture part time at master level in the subject of Public Administration at the European University of Tirana. Ms. Gjebrea received her Bachelor degree in International Economic Relations from the Romanian Academy of Economic Studies in Bucharest and a Master's Degree (2002) in Banking and Finance for Development from Giordano dell'Amore Foundation in collaboration with University of Bocconi and Milan State University, in Milan – Italy. In 2007 Ms. Gjebrea was enrolled in a one year Advanced Studies Program for Visiting Scholars at the George Washington University in Washington DC.
- ▶ **Zoltán Istókovics** has been the CEO of the Szeged utility in Hungary since 2010. His responsibilities include monitoring the performance of the company's operative tasks, exercise of management rights, exercise of employer's rights, establishment and management of the Company's work organization. Prior to his appointment he was the general deputy managing director for the Érd water utility, in Hungary, and previously a project manager in different companies. Mr. Istókovics is a foundation engineer by training and has an additional MBA from Budapest University of Technology and Economics. Between 2011 and 2013 he was also a member of the Board of the Hungarian Water Utility Association.
- ▶ **Darius Bör** is a benchmarking and financial expert at S.C. Apaserv Satu Mare S.A., a water and sewerage utility in Romania. In 2003 he earned a university degree in Finance and Banks at Oradea University. He is working at the water utility since March 2007 and had several responsibilities, like: benchmarking coordinator, financial expert for European cofounded Projects, financial controller, budget and price responsible. He has great experience and knowledge in benchmarking. He participated and encouraged the participation in all benchmarking activities in which APASERV SATU MARE S.A. was and is involved. Apaserv Satu Mare is one of the few Eastern European water utilities to have participated in the European Benchmarking Cooperation initiative on its own.
- ▶ **Daniel Milan Cabré** received a Degree in Biology (Fundamental Biology) from the University of Barcelona (1989). He is also Technical Engineer in Agricultural Industries (Polytechnic University of Catalonia 1991). He completed an MBA by La Salle / Manhattan College (University Ramon Llull in 1991) and holds also a master course in Occupational Health and Safety Management. In 1996 he was the chief of a sewage treatment plant in Tarragona, a facility operated by the Water Municipal Company of Tarragona (EMATSA). In 2000 he was appointed Director of the Laboratory

of the Municipal Water Company in Tarragona. Since December 2014, his current position is Chief Executive Officer of EMATSA.

- ▶ **Voltana Ademi**, is the Mayor of the Shkodra municipality in Albania.
- ▶ **Victoria Gratii** has been, since October 2014, a Senior Advisor to the Water Management Division of the Ministry of Environment of the Republic of Moldova. She received a Degree of licensed engineer-manager, specialization – Environmental management and protection at the Technical University of Moldova (2007), and was a design engineer for water supply systems and sewerage at the design Insitute „Acvaproiect” between 2007 and 2014.
- ▶ **Andrei Busuioc** has over 18 years of experience in accounting and auditing in both the private and public sectors and including university lecturing. He joined the World Bank Centre for Financial Reporting Reform (CFRR) in Vienna, Austria, in 2008 with responsibility for financial reporting reform in a number of central and eastern European countries and for audit regulation in Western Balkan countries. He has been part of Accounting and Auditing Reports on the Observance of Standards and Codes (ROSC) teams. Prior to joining the CFRR, Mr. Busuioc worked in the World Bank Country Office in Moldova as a Financial Management Specialist, covering fiduciary activities, public finance management development, and corporate financial reporting development. He is an accountant by training, and a member of the UK Association of Chartered Certified Accountants (ACCA). Mr. Busuioc holds a university degree in economics from the Moldova State Agricultural University, and a Ph.D. in economics from the Academy of Economic Studies of Moldova. He also holds a postgraduate diploma in public financial management from the Centre for Financial and Management Studies, University of London. He speaks Romanian, Russian, English, as well as basic Bulgarian and German.

Summary

The session was chaired by Bill Kingdom, who started with a short presentation on the state of the sector report. He talked about the characteristics of sector improvement through good governance: 1-Autonomy; 2-Accountability; 3-Customer orientation; 4- Market orientation. Then he continued with a range of options, and the importance and challenges of aggregation.

In the first part of the session, Mr. Klien gave an overview of water utility governance and performance, and posted the question of “Does it matter?”. He gave practical examples on how private sector participation, benchmarking, regulations and corporatization can improve overall efficiency of water utilities. Mrs. Gjebrea started her presentation with a general overview of the governance and administrative structure of Tirana Water Utility. Then she focused on customer service management and the improvements that Tirana utility is undertaking and plans for the future. Mr. Istókovics presented the importance of Human Resources practices in internal governance. He presented general data of Szeged utility, its shareholders and framework of cooperation.

The second part included two presentations and a panel discussion. They gave each an example of external governance. Mr. Bör's example was on regional integration and the importance of regionalization. Mr. Cabré's example consisted in the participation of the private sector in utility governance, more specifically that of Tarragona in Spain. The panel concentrated its discussion on the lessons learned from this session and what lesson can be applied in the respective countries. The session concluded with an audience discussion and questions. (Contribution by Besion Ndreu).

Parallel Session: Information: Data Alone is Not Enough: How Can Utilities and Policy Makers Collect and Use Information Better

Date: Thursday, May 12th

Time: 14:00 to 17:00

Location: Sigmund Freud

Chair: Philip Weller, IAWD and Miodrag Kolic, NALAS

Simultaneous Translation: Yes

Session structure

Time		Content	Speaker
14:00	10'	Introduction	Chairs
14:10	20'	Why is data important, and to whom: What TYPES of Information are needed for efficient and effective water services and transparency. An overview presentation on data and information (what for and why)	Heidrun Maier Verband der Öffentlichen Wirtschaft, VÖEWG, Austria
14:30	10'	Data and information necessary for Regulating Water Services	Zelmina Mackova , Czech Min of Agriculture, Benchmarking and Water Unit
14:40	10'	Collecting Data for Utility Operation and Improvement	Predrag Perkovic , Manager VIK Bijeljina, Bosnia and Herzegovina
14:50	10'	Data and information for Municipal Officials and Public Transparency	Petros Kolovolopoulos , CEO, Hydro Comp
15:00	10'	Using Data for Public Policy	Baton Begolli , Kosovo President Office
15:10	5'	Conclusion of the Presentations	Chair
15:15	30'	Coffee Break	
15:45	50'	Panel and Audience Discussion on data needed for accountability and transparency of information on water services	Chair, panelists: <ul style="list-style-type: none"> • Artum Chumak, Ukraine regulatory agency • Philip Giantris, SUKALB, Albania • Djerdjika Mrdjanov, Municipality of Subotica, Serbia • Marijana Loncar Velkova, President of Consumers' Organization of Macedonia
16:35	20'	Audience discussion at existing tables	Audience: 3-5 groups
17:00		End of session	

Speakers bios

- ▶ **Philip Weller** is an environmental planner by training and since July 2013 has served as the Head of the Technical Secretariat of the International Association of Water Companies of the Danube Catchment (IAWD) whose main responsibility is administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and waste water companies – the Danube Water Program. Mr. Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. Mr. Weller has also managed successful consulting businesses and has done numerous assignments for governments and international organizations.
- ▶ **Miodrag Kolić** works as a Project Manager of the projects “Local Leaders in SEE: Lead for change” and “Asset Management for water and sanitation sector in SEE” in the Network of Associations of Local Authorities of South-East Europe (NALAS). Prior to NALAS, he was Program Coordinator at the Forum Coordination Unit of the SDC “Community Forums” Programme and Project Officer/Trainer at the Macedonian Center for International Cooperation (MCIC). His professional experience is mainly focused on good governance, local community development, capacity building and training delivery for local authorities. He holds MBA and his education includes BS in Mechanical Engineering and Post-BA in Regional and Economic Development.
- ▶ **Heidrun Maier** studied political science and history from 1995 until 2002, and from 1996 until 2002 law at the University of Vienna. She has worked as a Legal Assistant with main emphasis on commercial and insolvency law as well as court internship. From 2004 until 2009 she has been the Office Manager of Dr. Hannes Swoboda in the European Parliament in Brussels and Strasbourg with the focus on energy and foreign policies. Since March she is the 2010 Executive Director of the Association of Public Services and Public Enterprises Austria (VÖWG), Austrian section of European Centre of Employers and Enterprises providing Public Services (CEEP) and Executive director of the Association of local enterprises (VKÖ).
- ▶ **Želmíra Macková** is head of the analytical and benchmarking division of the Department of supervision and regulation of the water industry of the Ministry of Agriculture of Czech Republic. She graduated from the University of Economics in Bratislava (1999) and deepened hers management knowledge at the Brno Business School - Nottingham Trent University (2008,). After graduation, she worked for foreign venture capital funds focusing on environmental investments in the region of Central Europe. From the investment and advisory area she moved to practice as Executive Director of the municipal water company “Trenčianske vodárne a kanalizácie, a.s.” (region of Trenčín, Slovakia), where she had been active for four years. Since 2011 she is the expert member of “The Czech Water Association (CzWA)” of the specialist group “Lifetime and rehabilitation of urban water infrastructure”.
- ▶ **Predrag Perković**, B.Sc of Law, has been holding a position of General Manager in A.D. “Vodovod i kanalizacija” Bijeljina since January 2013. Prior to this current position, he was also employed with the same company only at different position (Acting General Manager from November 2012 to January 2013; Acting Executive Director of Economic and Legal Department from September 2011 to November 2012). His work experience includes numerous executive and leadership roles. Mr. Perković has extensive knowledge and experience in water sector.
- ▶ **Petros Kolovopoulos** obtained his doctorate in hydraulic engineering at the University of the Witwatersrand in South Africa in 1985 and his MBA in 1990. In 1989 he joined Hydro-Comp, a company specializing in the consulting services and information technology for effective utility management, as Director. The company at present has its head-quarters in Cyprus, with offices in many countries and has carried 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 100 publications in the field of Water Supply and Utility Management and is regarded as an authority in the field of Utility Asset Management.
- ▶ **Baton Begolli** is the Water Policy Advisor to the Inter-Ministerial Water Council at the Office of the Prime Minister of Kosovo. As part of his function, 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

The purpose of this session was to understand the information needs of utilities and policy makers and to evaluate what information is being collected, if it needs to be collected, and how it can be better used to help create improvements in utility performance from both the utility itself and policy makers at local (local government), national or regional (government and regulators) level.

During the session different kinds of data and information were presented. While plans for the sector at the political level is important information, (long term) planning must also be founded on statistical data – be it technical data or information on costs and prices or demographic developments. The primary thoughts when designing a system of data collecting should therefore concern the question, what the data is meant to be used for.

Another subject was the importance of providing consumers and society with information. Many participants of the session agreed that the more chances a municipality or enterprise or any other institution working in water supply and sanitation uses to inform the public on what it is doing and why, the less they will be confronted with difficulties like citizens opposing their investment choices or unsatisfied consumers. (Contribution by Philipp Päcklar).



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

Date: Thursday, May 7th

Time: 17:00 to 18:00 (with ensuing cocktail until 19:00)

Location: Gustav Mahler

Chair: Violeta Wolff, IAWD

Simultaneous Translation: No

Session structure

Time		Content	Speaker
17:00	8'	GIZ ORF MMS project: Promoting dialogue between impacting and impacted municipalities for reducing floating debris in the river catchment Tara – Drina – Sava	Hari Shutoski
17:18	7'	IWA Young Water Professionals in the Danube region: Focus on activities of Austrian IWA YWPs	Katharina Steinbacher
17:25	7'	NALAS project: “Local Leaders in South-East Europe: Lead for Change” (LL SEE)	Miodrag Kolic
17:32	8'	Urban Partnership Program: Strengthening local government capacity in SEE	Tamara Nikolic
17:40	7'	ConWeb: Consumers organisation network of SEE	Zoran Nikolic
17:47	7'	NALAS: E-learning academy and e-learning course on Asset management	Jelena Janevska
17:54	8'	IAWD: D – LeaP Danube Learning partnership	Philip Weller
18:02		Invitation to cocktail reception	
19:00		End of session	

Speakers bios

- ▶ **Hari Shutoski** holds a B.Sc. in Mechanical engineering, M.Sc. degree in Economics, and Ph.D. in Technical sciences. His area of research includes projects' critical success factors and success criteria. He works for GIZ since 2002. At the moment he works as a Project manager in the GIZ Open Regional Fund for South East Europe Modernization of Municipal Services (ORF MMS). He is a 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, organisational development, business association management, as well as design and delivery of capacity development measures to different stakeholders from public, private and civil society sector. He has experience with EU funded projects as well as a consultant, trainer and moderator. He has gained strong experience in conducting participative processes and facilitating dialogue between stakeholders from different levels.
- ▶ **Katharina Steinbacher** works in the Federal Ministry of Agriculture, Forestry, Environment and Water Management in the division for water management in residential areas. Her field of responsibility includes funding for the implementation of the EU Water Framework Directive. Besides her work in the Federal Ministry, Katharina Steinbacher is chair of the Austrian Young Water Professionals (YWP) of the International Water Association (IWA). Ms. Steinbacher did her Bachelor and her Master Degrees at the University of Natural Resources and Life Sciences,

Vienna in the studies of environmental engineering and water management. During her studies she worked for different companies and gathered experience in several issues concerning the water sector. After the completion of her study and an internship at VA TECH WABAG GmbH she started to work at the Federal Ministry of Agriculture, Forestry, Environment and Water Management.

- ▶ **Miodrag Kolić** works as a Project Manager of the projects “Local Leaders in SEE: Lead for change” and “Asset Management for water and sanitation sector in SEE” in the Network of Associations of Local Authorities of South-East Europe (NALAS). Prior to NALAS, he was Program Coordinator at the Forum Coordination Unit of the SDC “Community Forums” Program and Project Officer/Trainer at the Macedonian Center for International Cooperation (MCIC). His professional experience is mainly focused on good governance, local community development, capacity building and training delivery for local authorities. He holds MBA and his education includes BS in Mechanical Engineering and Post-BA in Regional and Economic Development.
- ▶ **Tamara Nikolic** obtained her Masters in Comparative Local Development as a part of joint European program of the University of Trento, Regensburg, Ljubljana and Corvinus in 2008. Tamara has more than 10 years of international experience working on different programs and projects focusing on cities in EU and accession countries. Tamara joined the World Bank in 2011 working on an Urban Partnership Program that focuses on strengthening capacity of local government in 7 countries of West Balkans. Prior to World Bank she worked for the Regional Environmental Center for Central and Eastern Europe, GIZ, European Agency for Reconstruction.
- ▶ **Zoran Nikolic** works as a Manager of the Regional Consumer Advisory Center for central Serbia. He is responsible for managing the activities of informing, educating, counselling and defending consumers before the court. Mr. Nikolic has over fifteen years of professional experience in the consumer protection area, focusing primarily on drafting the laws and bylaws, promoting consumer rights and making new networks for consumer protection. He is a founder and vice-president of National consumer protection of Serbia (NOPS), member of National consumer protection Council. Mr. Nikolic has participated in many different workshops and training sessions worldwide related to consumer protection in general.
- ▶ **Jelena Janevska** works as a Knowledge and Communications Manager of the Network of Associations of Local Authorities of South-East Europe (NALAS). In this role, Ms. Janevska is responsible for managing the comprehensive NALAS Knowledge System, from knowledge generation to knowledge dissemination to relevant target groups in the whole South-East Europe. Ms. Janevska has over sixteen years of professional experience in the development area, focusing primarily on democracy building, rule of law, civil society development, decentralization and local development, working for: the United Nations, DPK International/USAID, Center for Institutional Development, PEP International/SIDA, Institute for Sustainable Communities/USAID and the Regional Environmental Center for Central and Eastern Europe. Ms. Janevska is a university lecturer (Modules: Crisis Communication, Business Communication) and has extensive international consultant and training experience. She holds an MSc degree in Local Development from the University of Trento, Italy, and a BA degree in Journalism and Communications from the University in Skopje.
- ▶ **Philip Weller** is an environmental planner by training and since July 2013 has served as the Head of the Technical Secretariat of the International Association of Water Companies of the Danube Catchment (IAWD) whose main responsibility is administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and waste water companies – the Danube Water Program. Mr. Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. The ICPDR is the forum for the 14 major Danube countries and the European Commission to implement the commitments they have made under the Danube River Protection Convention. Mr. Weller has worked for the World Wide Fund for Nature (WWF) as Danube Carpathian Program Director and has also managed successful consulting businesses in both Canada and Austria and has done numerous assignments for governments and international organizations.

Summary

A number of cohesive projects were presented, to trigger further ideas for collaboration and to connect professionals coming from various institutions. Presentations were done by professionals, institutions,

and utility companies in the sector who have shown interest in building their capacity, learning from each other, and analysing 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)), GIZ Open Regional Fund for Modernisation of Municipal Services (a program commissioned by the German Federal Ministry of Economic Cooperation and Development (BMZ) within the region of South East Europe), the World Bank-Austria Urban Partnership Program (UPP) that aims to strengthen the capacity of local governments in SEE, and to equip local elected officials, city administrators and technical staff with practical tools for decision-making, and NALAS (Network of Associations of Local Authorities of SEE) that brings together 16 associations and so represent roughly 9000 local authorities, directly elected by more than 80 million citizens of this region.

Furthermore, a number of IWA Young Water Professionals presented an initiative that provides a great network and great opportunities for young people to get involved in the water sector and to enhance knowledge. The activities for the members of the Austrian Chapter contain for example workshops and lectures as well as regular meetings for an informal way of networking and co-operations with other networks.



Dinner reception

Date: Thursday, May 12th

Time: 20:00

Location: Donauturm, Donauturmstraße 4, 1220 Vienna

A dinner reception took place on Thursday, May 12th at 20:00, after the *Networking* session. A bus took all participants from and back to the hotel.

Meeting Point

19:30 at NH Danube City Hotel lobby

Restaurant for dinner reception

Donauturm

Donauturmstraße 4
1220 Vienna



IV. FRIDAY, MAY 13TH

Keynote: The double challenge in practice – the example of Leipzig

Date: Friday, May 13th

Time: 9:00 to 9:30

Location: Gustav Mahler

Chair: Christophe di Marco, GIZ ORF MMS Fund Manager

Simultaneous Translation: Yes

Time		Content	Speaker
09:00	5'	Introduction	Christophe di Marco, GIZ ORF MMS Fund Manager, Chair
09:05	15'	Challenges and solutions for the WSS sector in Leipzig	Dr. Jürgen Wummel, Managing director of Sachsen Wasser GmbH
09:20	10'	Questions and answers	All participants
09:30		End of session	

Speakers bios

- ▶ **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, he 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 Master's in Project finance and structured finance from Ecole Nationale des Ponts et Chaussées / Paris X and a Master's 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 ex-YU languages (Serbian/Croatian/Bosnian).
- ▶ **Jürgen Wummel** is managing director of Sachsen Wasser GmbH based in Leipzig (SaWa) founded 2000 as a 100 percent subsidiary of Leipzig waterworks (KWL), one of the largest water and sewage disposal companies in Germany. Since 2015, the company is an independent consulting company - still connected cooperatively with KWL. The company's goal is the provision of services in the field of drinking water and wastewater. Currently the company is active, among others Tajikistan, Turkey, Georgia, Bolivia, Albania, Tanzania, Palestine, Montenegro, Moldova and Iran. Emphasis of the service is the development of practical suitable solutions for public water and wastewater companies. Dr. Wummel works, together with his team, both on questions of strategy and restructuring of water supply and sewage-disposal company, as well as the training of local staff at various levels. Before moving to Leipzig, Dr. Wummel was active in Berlin, Cologne, Dusseldorf and Essen, mainly in the fields of energy and utilities. Currently, he is also a Spokesman in Working Group Cluster Environment in the Leipzig region, Spokesman in a Working Group of German water Partnership, Board member VBI LV Saxony and Lecturer at the University of Leipzig.

Summary

This key note session presented a remarkable history of turning around water and wastewater services through Leipzig waterworks successful experience. It outlined the Leipzig experience in addressing sector shortcomings while achieving the European *acquis communautaire* water requirements.

Parallel Session: Non-revenue water: Not (just) a technical issue

Date: Friday, May 13th

Time: 9:30 to 12:30

Location: Gustav Mahler

Chair: Georgi Hristov, GIZ

Simultaneous Translation: Yes

Session structure

Time	Content	Speaker
09:30	2'	Introduction
		Chair
09:32	13'	Non-Revenue Water: the cornerstone in delivering efficient and effective water services
		Bambos Charalambous , Chair of IWA Intermittent Water Supply Task Group (former Chair of the IWA WLSG), Cyprus
09:45	10'	EU Reference document Good Practices on Leakage Reduction: General (policy) recommendations to the key stakeholder groups
		Jurica Kovac , IWA Water Loss Specialist Group, Croatia
09:55	15'	NRW in South-East Europe: Tradition of ignoring NRW
		Sead Badnjevic , AQUASAN Network, Bosnia and Herzegovina
10:10	5'	Brief Q & A
		Chair
10:15	15'	Case study 1 - Water Utilities of Velika Kladusa/Lipljan/Kocani: It is not all about the money...
		Bojan Ristovski , Aquasave, Macedonia
10:30	15'	Case study 2 - Ho Chi Minh City project: ... yet, money and innovative approaches are needed
		Bill Kingdom, World Bank
10:45	30'	Coffee Break
11:15	10'	Capacity Building for NRW in SEE: Does effort pay off?
		Andreas Lutschounig , SETEC Engineering, Austria
11:25	10'	WFD Cost-recovery principle: Can/should be NRW attributed to users/consumers?
		Zoran Nikolic , National Consumer Organization, Serbia
11:35	25'	Panel discussion: <i>more</i> (raw) water vs. <i>less</i> NRW
		Chair, All speakers
12:00	20'	Audience discussion
		Panelists + audience
12:20	10'	Main concluding remarks
		Audience: 3-5 groups
12:30		End of session

Speakers bios

- ▶ **Georgi Hristov** has more than 20 years of professional experience and currently works for the GIZ Open Regional Fund Modernization of Municipal Services as Project Manager. He graduated from Electrotechnical Faculty in Skopje, earned his MBA in Finance Management at the University

of Sheffield (UK) and currently is finalizing PhD thesis on quality management through metrics in 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. During the last 10+ years, Mr. Hristov has worked on bi-lateral and regional projects in South-East Europe funded by the EU, USAID, UNDP and World Bank, in supporting decentralization and improvement of municipal services. He 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.

- ▶ **Bambos Charalambous** is a chartered civil engineer with experience in water related areas spanning over 35 years and has worked on numerous water projects in Europe, Middle East, Africa and Asia. He has more than 20 years of experience in managing public water utility operations and is a recognized expert in the field of Non-Revenue Water (NRW) reduction. His recent experience includes concept development in Water Loss reduction and efficiency improvement for water utilities based on output results. He has published numerous papers relating to the management of urban water supply networks and water loss and taken part in many research projects, conferences, seminars workshops and debates. Bambos is a fellow of the International Water Association (IWA), Past Chair of IWA Water Loss Specialist Group and currently Chair of the IWA Intermittent Water Supply Task Group.
- ▶ **Jurica Kovac** has more than 23 years of experience and for the last 19 years has been involved in the development and promotion of new ideas, technologies and methodologies in the Western Balkans (SE Europe) regarding water loss reduction strategies and practices. He has wide experience based on numerous activities for water utilities in the region; leak detection, flow and pressure measurements, data analyses, programs and strategies development, demand management, meters accuracy analyses, equipment selection and implementation, project management, education and training, promotional activities. He translated to Croatian and Serbian languages free software for fast calculation of IWA Water loss indicators – CheckCalcs (2010) and EurWB&PICalcs (2015) and published more than 30 papers in local and international magazines. He was one of coauthors of the EU Reference document Good Practices on Leakage Management WFD CIS WG PoM (2015) and is a regular speaker on local and international conferences with a special focus on management skills, education skills and human behavior. In 2014 he was recognized as IWA Fellow and since February 2016 also is active as new Secretary of IWA Water Loss Specialist Group.
- ▶ **Sead Badnjevic** has been working as civil engineer through all construction phases for more than 20 years. He worked for national and international companies. During his position as technical director of the public utility in Bosanska Krupa one of the best public utility in B&H was established. In this period, he was actively involved in all major infrastructure projects in the Municipality of Bosanska Krupa, thus gaining invaluable practical experience. Mr. Badnjevic has many years of experience in reduction of Non-revenue Water and experience as a team leader for detection and removal of water losses. He has wide knowledge in using equipment for detection and removal of water losses (ultrasonic flow meter, correlators, geophones, etc.), on geographic information system (GIS) and hydraulic modeling. Currently, Mr. Badnjevic works for Una Consulting Ltd., Bihac, Bosnia and Herzegovina.
- ▶ **Bojan Ristovski** is an electrical engineer with over 20 years of experience including management positions in PE "Water Supply and Sewerage"-Skopje. His experience includes comprehensive knowledge of the principles and practices of operation and maintenance of water equipment and facilities, developing effective leakage reduction methodology, water leak detection, training to water utility staff in NRW activities, performance monitoring and benchmarking in water and sewerage utilities, asset management for water and sanitation sector. As an active member of the IWA Water Loss Specialist Group since its founding in 2002, he has participated and presented papers on many conferences and workshops worldwide, actively contributed to all work produced and promoted the WLSG techniques and methodologies in Macedonia and in the Balkans as a whole. Currently, Mr. Ristovski is owner and Managing Director at Aquasave LTD Skopje, a specialized company in water loss control, engaged in several project financed by GIZ, SDC, EU and WB.
- ▶ **Bill Kingdom** is the Global Lead for Water Supply and Sanitation in the Water Global Practice. During his career in the sector he has worked extensively in South and East Asia, the Middle East, UK, USA, and Canada. He has led urban and rural water supply and sanitation investment projects, supported regulators, provided policy advice and implemented a number of innovative

PPP projects including small town and performance based leakage reduction contracts in Vietnam, wastewater operations contracts in Canada and a novel approach to deliver 24/7 water supplies in India. He has authored many papers including on the characteristics of well-run utilities, the role of aggregation in service delivery, performance based leakage control, and the challenges of measuring institutional performance. He is a benchmarking advocate and led the creation of IBNET which is now the world's largest performance database of water utilities. As Global Lead, Bill is working to ensure that leading edge knowledge, people, and practices, both inside and outside the Bank, are made accessible to task teams so that they can give clients the best support possible.

- ▶ **Andreas Lutschounig** is a qualified civil engineer with 12 years of working experience which he spent principally in the Balkan region countries. With a strong emphasis on civil engineering, Mr. Lutschounig has collected professional experience in varied fields of engineering works for water supply and sanitation projects, including data collection and –evaluation, conceptual and detailed design, development of concepts for NRW reduction and water balance assessment, supervision of works for construction and installation of equipment, customer care and warehouse administration. Since 2010, he is continuously involved in the KfW funded programs in Serbia for the “Rehabilitation of Urban Water Supply and Sewage Project in Medium Sized Municipalities”.
- ▶ **Zoran Nikolic** works as a Manager of regional Consumer Advisory Centre for central Serbia. He is responsible for managing the activities of informing, educating, counselling and defending consumers before the court. Mr. Nikolic has over fifteen years of professional experience in consumer protection area, focusing primarily on drafting the laws and by-laws, promoting consumer rights and making new networks for consumer protection. He is a founder and vice-president of National Consumer Protection Organization of Serbia (NOPS) and member of National Consumer Protection Council. Mr. Nikolic has participated in many different workshops and trainings worldwide related to consumer protection in general.

Summary

Dealing with Non Revenue Water is a very important for the sustainability of utility companies, but often you will find a tradition of a „Passive Approach“, which increases NRW in time. Utilities find themselves in a vicious cycle leading to customer dissatisfaction. Many utilities face the challenge of getting out of this cycle. To achieve this, utilities have to develop a long term strategic action plan. The technical solutions are well known, e.g. the establishment of DMAs or an efficient pressure Management. The main conclusion of the session was that the most important things are a motivated & good management and a broad network. Companies have to build capacity and need to raise the awareness of costumers. Reducing NRW is a long term process and not a project. Utilities need to set realistic targets and have to achieve it step by step. NRW is not just a technical issue. It also has a political, social and financial aspect, that needs careful consideration. (Contributions by Theresa Schütz and Emil Tsanov).

Parallel Session: Sustainable Waste Water management in the context of EU accession

Date: Friday, May 13th

Time: 9:30 to 12:30

Location: Sigmund Freud

Chair: Stjepan Gabric, World Bank

Simultaneous Translation: Yes

Session structure

Time		Content	Speaker
9:30	5'	Introduction and presentation of the session by the Chairman	Stjepan Gabric , Senior Water and Sanitation Specialist, World Bank
9:35	20'	Introduction to EU water directives, and current status of EU compliance in the region	Helmut Bloech , Water Consultant, Belgium
9:55	15'	Danube Basin River Management Plan: status of river quality and wastewater treatment	Adam Kovacz , International Commission for the Protection of the Danube River
10:10	30'	Early beginners: Bulgaria and Slovak Republic – 9/12 years after EU membership	Orlin Dikov , Water Consultant, Bulgaria Alena Bujnova , Head of Department of Water Protection, Ministry of Environmental Protection, Slovak Republic
10:40	10'	Coffee break	
10:50	30'	Candidate countries: B&H and Albania – preparation and challenges ahead	Petrit Tare , General Manager of Korca utility, Albania) Hazima Hadzovic , Assistant Minister, Federal Ministry of Water, Agriculture and Forestry, Bosnia and Herzegovina
11:20	15'	Sustainable wastewater management under private sector financing and management	Mathieu De Kervenoael , Suez - Treatment Infrastructure, Head of Global Strategy & Development
11:35	15'	Sustainable wastewater experience and concept of circular economy applied to the water cycle.	Ole Johnsen , CEO, Billund water utility, Denmark
11:50	30'	Panel How to implement EU water legislation while maintaining sustainable wastewater management practices in effective way?	Moderator: Helmut Bloch; All speakers, and: <ul style="list-style-type: none"> Genevieve Connors, World Bank Karoly Kovacs, European Water Association

12:20	10'	Group discussion on sustainable wastewater treatment approaches (main conclusions and remarks)	Audience: 3-5 groups
12:30		End of the session	

Speakers' bios

- ▶ **Helmut Bloch** (Vienna Technical University, Vienna Business School; MSc, PhD) following a career in the Lower Austria Government, he spent 17 years working for the European Commission, being responsible for development and implementation of EU water policy and legislation, including Water Framework Directive and Directives on waste water and drinking water. Since 2011 he works as a freelance lecturer and consultant, with a large number of publications in environmental policy and scientific journals.
- ▶ **Stjepan Gabric** MsC SE (Delft, Netherlands) is a Senior Water Supply and Sanitation Specialist with 24 years of experience in the water and sanitation sector, including construction, design supervision and project management of water and sanitation projects. He works for the World Bank since 2003, and during this period has been involved in a large number of Bank financed water projects in countries of Eastern Europe and central Asia.
- ▶ **Adam Kovacs** (MSc from Budapest University of Technology and Economics, PhD from Vienna University of Technology). Following a career in teaching and research in the Department of Sanitary and Environmental Engineering Budapest University of Technology and Economics, and Institute for Water Quality, Resource and Waste Management, Vienna University of Technology, he currently works as a technical expert at the International Commission for the Protection of the Danube River (ICPDR). Key fields of his work include: water quality modelling, river basin management, organic, nutrient and hazardous substances pollution, measures implementation, good agricultural practices, and waste water treatment.
- ▶ **Orlin Dikov** is a civil engineer with more than 35 years of professional experience. He has worked on various projects in the field of water and wastewater and transport as a technical expert and team leader. He has been involved in project preparation and implementation in Albania, Azerbaijan, Bulgaria, Kirgiz, Macedonia, Moldova, Romania and Russia. His experience also includes analytical work pertaining to water sector financing, advisory services and preparation of water and transport sector strategies. He works as a consultant at the World Bank and provides project implementation support and advisory services to the Government of Bulgaria, in the field of water and wastewater.
- ▶ **Alena Bujnova** (Water Policy Department, Ministry of Environment of the Slovak Republic) is head of the department for water policy, with responsibilities for creating a water policy at national and international level, preparation of policy documents in the field of water policy, preparation of legislative tools in the water area, control, decision-making, coordinating, methodological and motivational activities in the field of water policy in Slovak Republic. Before joining the Ministry of Environment, she was working in the Regulatory Office for Network Industries, Ministry of Agriculture, and the West Slovakian Water Supply and Sewage e.g. Bratislava.
- ▶ **Hazima Hadžović** is Assistant Minister in the Water Management Sector of Federal Ministry of Agriculture, Water Management and Forestry (Federation of Bosnia and Herzegovina). During her 15 years of experience in this position, Ms. Hadžović was engaged in the preparation of water laws and by-laws and in their implementation in FBiH. She was leading the Working Group for the preparation of the Water Management Strategy of FBiH between 2010-2022, and is a member of the working group for the preparation of the Action Plan for flood protection and water management for the period of 2014- 2017. She has specialised in the harmonisation of domestic water legislation with EU Water EU Acquis and the implementation of BiH EU integration in the water sector.
- ▶ **Petrit Tare** has a university degree in Hydrotechnic, from the University of Tirana, and a Master's Degree on "Water supply, sewerage and water treatment", with a specialization in managing Public Enterprises in Infrastructure, from the Technical University of Berlin. For the past 17 years, he is the General Director of the Korca Joint Stock Company as one of the best utilities in Albania.

He currently holds the position of President of the Water Supply and Sewerage Association of Albania (SHUKALB), and is a member of the Management Committee of the European Water Association.

- ▶ **Mathieu de Kervenoael** (SUEZ – Head of Global Strategy & Development for Suez' Water & Waste Treatment Infrastructure) holds an MBA from HEC Paris and the Community European Management Schools, which included semester exchanges with the Haas Business School at UC Berkeley, and the Wirtschaftsuniversität of Vienna. Since 2011, he is the CFO of SUEZ Water Treatment Infra business line, and prior to that, Mathieu had worked in the water sector in France, managing the field operations of the Bordeaux water & wastewater concession, then developing the renewable energy business. From the mid-1990s to the mid-2000s he developed international water business in Asia, Eastern Europe, Africa & USA, including a 3-year assignment in Manila and a 4-year assignment in New York. His current duties consist of supporting regional business development, developing strategic relationships with global stakeholders and continuously adapting global strategy & innovation in Water & Waste Treatment Infrastructure.
- ▶ **Ole P. Johnsen** (MSc in Environmental Engineering, Denmark) held the position of head engineer and manager for wastewater and drinking water in the municipality of Vejen (Denmark), and the role of a project manager for large wastewater facilities and wastewater management in SWECO. Since 2011 he is CEO for Billund Water Utility Company in Billund, Denmark, which is one of world-leading examples of circular economy applied to the water cycle, working with drinking water, wastewater management and energy & biogas production.

Summary

The objective of the session was to identify the overall wastewater management situation in South Eastern European countries under the EU sphere of influence (including, recent EU members, candidates and potential candidates), with a closer focus on compliance with EU legislation, financial and institutional challenges, and sustainability of wastewater management in the new environment.

Water pollution is the second most common concern after air pollution in the EU. In terms of financing, the EU Urban Wastewater Treatment Directive (UWTD) is recognized as the single most expensive piece of EU legislation. Full compliance with the UWTD standards will require high rate of investments in the near future. The total costs were estimated at EUR 45 billion, with 75% falling onto new EU members. Addressing the double challenge in the wastewater sector is exceptionally delicate bearing in mind that many of the EU candidates and recent EU members have started their accession process with very low levels of wastewater collection and treatment. While more than a half of the 28 EU members apply sensitive area protection measures in a more stringent way than proposed by the EU, wastewater treatment coverage in non-EU countries is below 5% so far. This is due to many different factors, but primarily to a low level of public awareness, political interference, and lack of expertise along with affordability problems, which has led to a low efficiency in the absorption of EU funding.

In regard to the Danube basin, overall improvements in the wastewater sector have resulted in reduced nutrient emissions, but still 1/3 of total PE need significant investments in basic infrastructure. The issue of organic pollutants and heavy metals is recognized as a major knowledge gap due to data scarcity. It is still difficult to differentiate between the contributions of wastewater and agriculture to the nutrient emissions into the Danube.

Relatively new EU members (i.e. early beginners Bulgaria and Slovakia) presented their efforts and major obstacles on the way towards improved wastewater services. For instance, 90% of receiving waters of Bulgaria are classified as sensitive areas. The representatives of candidate countries (B&H and Albania) addressed affordability problems and proposed a gradual increase in the price of water and/or wastewater as a potential tradeoff between affordability and full investment return. Part of the session was dedicated to the experiences and innovations from sustainable wastewater management under private sector financing and management. The concept of a circular economy, which relies on the interactions between the wastewater sector and related economy branches, was introduced as an advanced approach towards sustainability in wastewater management. (Contribution by Dusan Kostic.)

Closing Session: The double challenge, addressed?

Date: Friday, May 13th

Time: 14:00 to 16:00

Location: Gustav Mahler

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

Simultaneous Translation: Yes

Session Structure

Time		Content	Speaker
14:00	5'	Introduction and preparation to the selection of best ideas for presentation	David Michaud , World Bank and Philip Weller , IAWD
14:05	20'	Summary of the key conference sessions (utility governance; information and transparency; non-revenue water, and sustainable wastewater management)	Rapporteurs: young water professionals from the region.
14:25	5'	Audience voting to select the best ideas from the countries and topic sessions.	Chairs
14:30	35'	Ignite-style short talks about the best ideas (3 countries and 4 topics, 5 minutes each sharp!)	Rapporteurs for each of the selected ideas.
15:05	45'	Panel discussion with audience: What have we learned about addressing the double challenge?	Panel and audience , facilitated by Frank Wiederkehr, Swiss Cooperation <ul style="list-style-type: none"> • Lindita Sotiri, Director of European Integration, Ministry of Transport and Infrastructure, Albania • Behric Edin, Mayor of Velika Kladusa, Bosnia and Herzegovina • Csaba Haranghy, CEO, Budapest waterworks, Hungary • Ivaylo Kastchiev, Head of Department, State Energy and Water Regulatory Commission, Bulgaria • Bill Kingdom, Global Lead for Water Services, World Bank • Elena Elisabeta Manea, Young Water Professional, Romania • Milos Raznatovic, President of the Board of the Association of Waterworks of Montenegro
15:50	10'	Closing , evaluation	Chairs
16:00		End of session / Conference	

Speakers bios

- ▶ **Frank Wiederkehr** has been working for the Swiss Agency for Development and Cooperation (SDC) over the past 10 years in Mongolia, Peru and Switzerland, where he, among others, was the responsible Program Manager for Afghanistan. Since 2013 he is based in Skopje, Macedonia, working as a Regional Advisor for Water & Environment. In this position, Mr. Wiederkehr supports

the Swiss Cooperation offices in the Western Balkans in the implementation of their respective projects and activities in the water, infrastructure and environment sector. Topics such as capacity building in the water sector, multi-level water governance, water and wastewater infrastructure, river basin management planning, nature conservation and environmental protection are his current fields of work. He holds an MA in Natural Science as well as in Development Studies, both from ETH Zurich.

- ▶ **Bill Kingdom** is the Global Lead for Water Supply and Sanitation in the Water Global Practice. During his career, he has worked extensively in South and East Asia, the Middle East, UK, USA, and Canada. He has led urban and rural water supply and sanitation investment projects, supported regulators, provided policy advice and implemented a number of innovative PPP projects including small town and performance based leakage reduction contracts in Vietnam, wastewater operations contracts in Canada and a novel approach to deliver 24/7 water supplies in India. He has authored many papers including on the characteristics of well-run utilities, the role of aggregation in service delivery, performance based leakage control, and the challenges of measuring institutional performance.
- ▶ **Csaba Haranghy** is CEO of the Waterworks of Budapest and the Secretary General of the Hungarian Water Cluster. He is an economist with more than 10 years of experience in the field of water. His current position includes Vice-President of the International Association of Waterworks in the Danube Catchment Area-IAWD and he is a Board member of this organization since 2004.
- ▶ **Behric Edin** is the Mayor of Velika Kladusa in Bosnia and Herzegovina.
- ▶ **Ivaylo Kastchiev** is Head of the prices and business plans Department at the Energy and Water Regulatory Commission of Bulgaria. His main responsibility is the approval and control of WSS operators' regulatory business plans and related prices. He participated actively in the drafting of the new ordinances for quality of WSS services and price setting, which will be applied from 2017.
- ▶ **Lindita Sotiri** is the Director of Integration at the Ministry of Transport and Infrastructure in Albania. In her position she is also the head of the "Water for People" thematic group in charge of preparing the government's national water program on water services as part of the Integrated Water Management sector reform being developed. Prior to her appointment as a Director, she was the head of the legal and procurement sector in the General Directorate for Water Supply and Sewerage of the Ministry, and an Advisor to the Minister on issues ranging from the preparation and negotiation of concession contracts, to the development of legal acts and the successful implementation of water reform. Ms. Sotiri is a lawyer by training.
- ▶ **Milos Raznatovic** graduated from the Faculty of Economics in Podgorica and was a postgraduate student at the Faculty of Economics in Podgorica. He worked as advisor to the Ministry of Economy in the sector of industry and entrepreneurship development, acted at the Local Public Revenue Administration of Cetinje, was General Director of "Water and Sewerage" Cetinje, most recently Executive Director of LLC "Water and sewage - Cetinje" (March 2015) and since October 2014, he is the President of the Board of the Association of Waterworks Montenegro.
- ▶ **Elena Elisabeta Manea** is a PhD Lecturer at the Department of Hydraulics, Hydraulic Machines and Environmental Engineering, University Politehnica of Bucharest, published over 25 scientific papers and worked in multiple consultancy and research projects focused on wastewater treatment and environmental risks assessment. Since June 2013 she is the chair of the Romanian Water Young Professionals. Her expertise ranges from design to modeling and simulation of wastewater treatment processes.

Summary

This session aimed at highlighting some of the main messages and ideas coming from the discussions throughout the conference, and reflecting on the main takeaways from the various sessions to identify the future paths for the sector to address the double challenge.

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 series of quick talks by rapporteurs from the audience, followed by panel of senior stakeholders from the region and beyond, representing a diversity of institutions and realities. The panel discussed and summarized the key takeaways from the Conference to draw some general conclusions on future paths for the sector.

V. COUNTRY GROUP DISCUSSIONS: ADDRESSING THE DOUBLE CHALLENGE

Instructions

The country groups:

- ▶ Discussed among all of the representatives of each country, what would be ONE idea (policy action, financing change, etc.) which, if implemented, would significantly improve the sector's ability to address the double challenge of EU accession and sector short-comings.
- ▶ Summarized the idea in no more than 2-3 sentences in the box below, and handed it to the Organizers by Friday 13th, 1:30pm or earlier.
- ▶ Decided on who would be the rapporteur in case your idea is selected for the plenary closing session.
- ▶ Discussed what would be the key messages delivered by the rapporteur if their idea was selected for the closing panel, along the following lines:
 - What is the challenge that you seek to address;
 - What is the proposed idea;
 - Why will it make a difference.

Session Timing and Location

The country group assignment was introduced in the Conference's introductory session on Thursday morning. Countries delegations agreed internally when and where to meet to discuss; the agenda gave two main spaces for country groups to meet and discuss. The lunches on Thursday and Friday were both open; and the long coffee breaks presented further opportunities. Groups could gather at any place of their convenience.

Session Results

Out of the ten challenges and proposed ideas to address them, the three best ideas were selected by the audience and presented at the plenary closing session on Friday afternoon. The best proposal came from Vesna Arar Maricic suggesting to raise awareness of the general population on water as a valuable resource. The second best idea, by Darius Bor, addressed the affordability challenge which water companies face. And thirdly, Iuri Nistor, suggested focusing on WSS legislation, planning and instruments.

List of proposed ideas

#	Voted	Idea	Country	Name
1	6	Diagnostic of WSS services, expansion of WSS coverage and sustainability. Develop a program to assess service situation, highlight needs, expand services (particularly in rural areas) and integrate with regional water companies to ensure sustainability.	Kosovo	Sokol Xhafa
2	9	Improve asset management for sustainable WSS service provision. Lack of a complete asset inventory and scarce databases provide ill-environments for sustainable, cost-effective management. An enhanced asset inventory along with data collection should be one of the very first activities towards sustainable WSS services management and satisfied customers.	Serbia	Predrag Bogdanovic

#	Voted	Idea	Country	Name
3	10	Engage stakeholders in WSS service provision. Developing an environment in which local self-government units, citizens/customers, state and public utilities are partners in development and implementation of the policies in the water sector. Establishing and enabling processes of participatory development in the water sector, which should lead to corporate development of the PUCs and increasing investment in WSS.	R. of Macedonia	Jane Vrteski
4	3	WSS legislation, planning and instruments. Ensure that the country's legal base is coherent with EU legislation, translate WSS schemes into master plans, and strengthen capacities through manuals for utilities, trainings, seminars, demonstration of good practices for all the stakeholders in the sector and incorporating a training system for technical staff.	R. of Moldova	Nistor Iuri
5	2	Affordability. The challenge is to find the balance between correct policy for water and sanitation services, which could cover operation, maintenance and sustainable development of the water company, but at the same time affordable for almost all costumers (the water bills) for the poorest costumers by local/national authority (not by the utilities).	Romania	Bor Darius
6	1	Raise awareness of the general population regarding water as a valuable resource, involve them as active stakeholders because at the end of the day they will have to pay.	Croatia	Vesna Arar Maricic
7	8	Regulation and planning actions. Establish branch marking, asset management, investments for regulation, NRW and construction of wastewater treatment infrastructure)	Montenegro	Didanovic Snezana
8	7	Systematic approach to reduce non-revenue water which is related to the water governance, the financing gap to access EU funds, the financing gap to provide service to all citizens	Albania	Lindita Sotiri
9	4	New legislation. New legislation to address the consolidation of WSOs, Improved corporate governance and capacity improvement	Bulgaria	Ivaylo Kastchiev
10	5	Harmonize tax loads and eliminate especial temporary taxes	Hungary	Csaba Haranghy

VI. TOPIC GROUP DISCUSSIONS: ADDRESSING THE DOUBLE CHALLENGE

Instructions

The topic groups:

- ▶ Discussed among colleagues around each table / work group, what would be ONE idea (policy action, financing change, technology development etc.) which, if implemented, would significantly contribute to addressing the challenges discussed during the session.
- ▶ Summarized the idea in no more than 2-3 sentences in the box below, and handed it to the Organizers by the end of the session.
- ▶ Decided on who would be the rapporteur in case your idea is selected for the plenary closing session.
- ▶ Discussed what would be the key messages delivered by the rapporteur if their idea was selected for the closing panel, along the following lines:
 - What is the challenge that you seek to address;
 - What is the proposed idea;
 - Why will it make a difference.

Session Timing and Location

The topic group assignment was introduced in the Conference's introductory session on Thursday morning. Delegations agreed internally when and where to meet to discuss; the agenda gave two main spaces for country groups to meet and discuss. The lunches on Thursday and Friday were both open; and the long coffee breaks presented further opportunities. Groups could gather at any place of their convenience.

Session Results

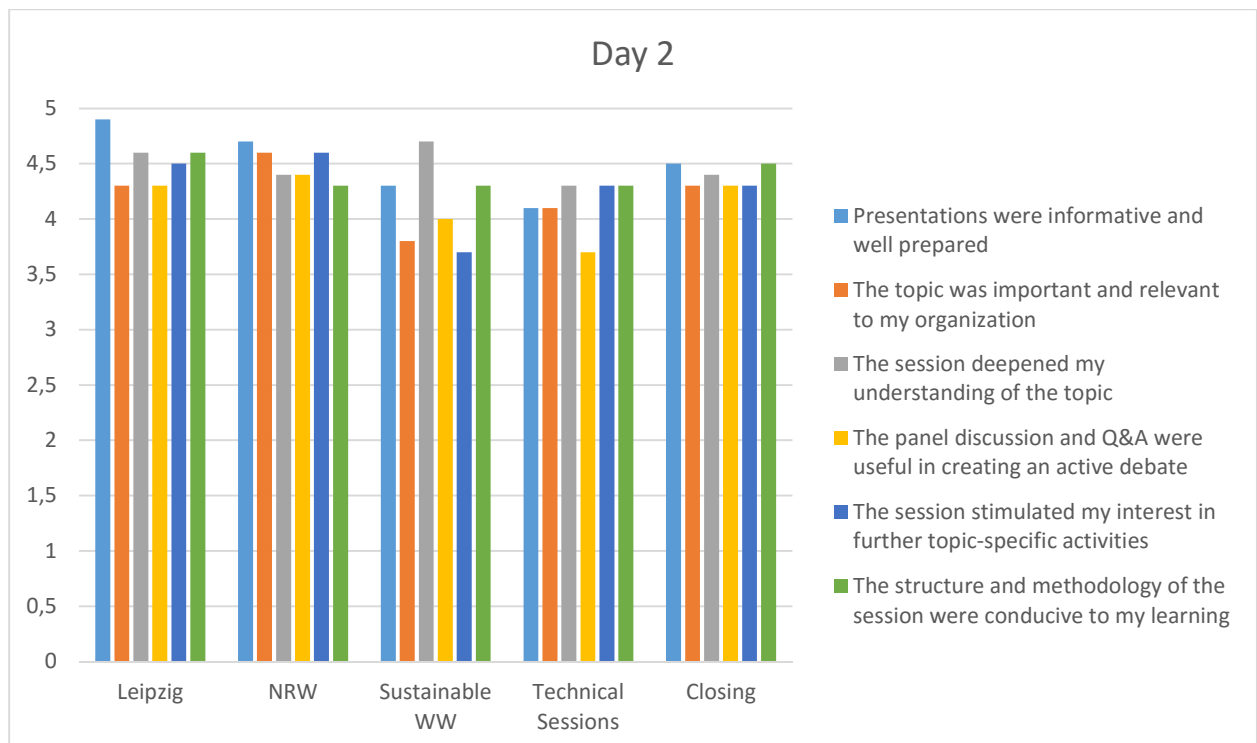
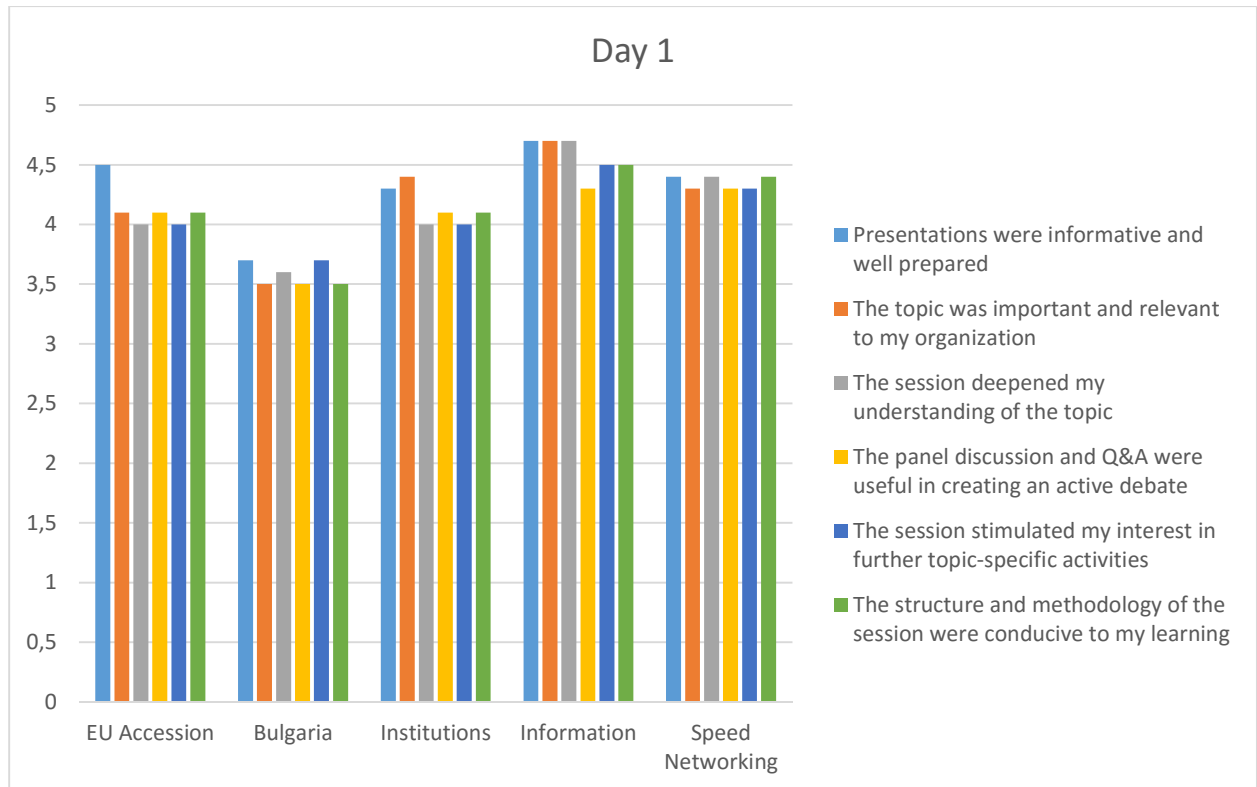
Out of the fourteen challenges and proposed ideas to address them, the three best ideas were presented at the plenary closing session on Friday afternoon. The best idea came from Jelena Janevska and Zoran Nikolic and proposed to use customer feedback to improve services and promote sustainability of PUCs. The second best idea, proposed by Valerija Tot Godo, concerned the transposition and implementation of legislation. The third idea, proposed by Marijana Loncar Velkova, addressed the engagement between consumers and PUCs.

List of proposed ideas

#	Voted	Idea	Name
1	9	Capacity building. Training of technical/management personnel to EU certification standards.	Valerija Tot Godo
2	4	Financial self-regulation. Transfer of financing from the state regulating bodies to a public self-regulating financial organization.	Valerija Tot Godo
3	2	Legislation transposition and implementation. Implementation/transposition of international treaties and agreements into the national legislation.	Valerija Tot Godo

#	Voted	Idea	Name
4	5	Feedback to costumers. Investment on tools and software for easier reporting to stakeholders/municipalities and to promote donations.	Sokol Xhafa
5	12	Accountability. Promote accountability by having clear responsibilities and reporting structures/mechanisms and implement “carrot and stick” approaches.	Lindita Sotiri
6	5	Feedback from costumers. Incessant -> Consumer > Survey: Good afternoon, if you were the director of the water utility what would you do to improve the services?	Predrag Perkovic
7	7	Public performance reports to engage general public, promote understanding and thus generate acceptance. Provide information to the general public by making internal performance information accessible to the public via mobile phone apps. Include the public in important decisions and increase knowledge and interest in the topic by also providing internal data, i.e. own water use, etc and why it is important to share this information. More understanding leads to more acceptance (more interest in sustainability)	Franziska Kudaya
8	7	Knowledge on assets and O&M costs. Municipalities should know the value of their infrastructure, as well as the value of necessary repairs – replacement.	Karoly Kovacs
9	3	Engagement between consumers and PUCs. Open a regular public hearing between consumer’s groups and PUCs (public utility companies) based on regular land regulators. Survey	Marijana Loncar Velkova
10	1	Costumer’s feedback to improve services and promote sustainability. PUCs must consider the opinion of citizens/consumers in tailoring their services and be more proactive in customer relations, including openness and transparency. Consumers’ Associations might be instrumental in this for providing objective assessment of citizens’ opinions about services provided by PUCs. PUCs must consider providing a function within their structure (a serious one) that will deal with costumer relations (not only complaints management, but also informing, awareness raising, participative decision making, etc).	Jelena Janevska/Zoran Nikolic
11	13	ICTs to facilitate decision making. Use of IT tools to collect, analyze data for better decision making and development of local policies.	(no name)
12	14	EU directive transposition has been underestimated in practice	Stjepan Gabric
13	9	Wastewater has a potential to be an economic resource leading towards (partial) self-sustainability	Stjepan Gabric
14	9	While current tariffs are below UN defined 5% of income, including full cost recovery and asset depreciation will likely reach that level.	Stjepan Gabric

VII. EVALUATION RESULTS



VIII. PARTICIPANTS LIST

Last Name	First Name	Position	Organization	Country
Ademi	Voltana	Mayor	Shkodra Municipality	Albania
Brusha	Pellumb	Expert	Albanian Association of Municipalities	Albania
Giantris	Philip	Executive Director	Water Supply and Sewerage Association of Albania	Albania
Gjebrea	Evis	Member of the Supervisory Council and Director of Networks	Municipality of Tirana	Albania
Kapri	Eduart	Mayor	Municipality of Pogradec	Albania
Karagjozi	Arduen	Director	Technical Secretariat of National Water Council	Albania
Molla	Redi	General Director	Tirana Water Utility	Albania
Ndreu	Besjon	Environmental Engineer	Young Water Professionals of Albania	Albania
Poci	Elisabeta	Deputy Executive Director	Water Supply and Sewerage Association of Albania	Albania
Saliasi	Viola	Foreign Projects Coordinator	Tirana Water Utility	Albania
Simaku	Silvana	Vice Chair	Albanian Water Regulatory Authority	Albania
Sotiri	Lindita	Director of European Integration	Ministry of Transport and Infrastructure	Albania
Tare	Petrit	President	SHUKALB	Albania
Tusha	Taulant	Head of Supervisory Board	Water Utility of Tirana	Albania
Bletterie	Ulrike		UNIDO	Austria
Bourdeaux	Raymond	Program Leader	World Bank	Austria
Breindl	Dorith	Head of Division	Ministry of Agriculture, Forestry, Environment and Water Management	Austria
Busuioc	Andrei	Sr. Financial Management Specialist	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	Christof	Editor-in-Chief	Aqua Press International	Austria
Hasenleithner	Christian	CEO	Energie AG Oberoesterreich	Austria
Heider	Angelika	Consultant	World Bank	Austria
Kling	Walter	Secretary General	International Association of Water Supply Companies in the Danube River Catchment Area	Austria
Kudaya	Franziska Sarah	Committee Member	Austrian IWA YWP	Austria
Leroch	Klaus	Advisor for Water and Sanitation	Austrian Development Agency	Austria
Lesigang	Alexander	Europe and International Contact Point	Österreichischer Städtebund	Austria

Last Name	First Name	Position	Organization	Country
Michaud	David	Program Leader	World Bank	Austria
Ondrus	Silvia		Hach Lange	Austria
Paecklar	Philipp	YWP	IWA Young Water Professional	Austria
Paschinger	Raimund	General Manager	EVN Wasser GmbH	Austria
Perfler	Reinhard	Deputy Head of Institute	Universität für Bodenkultur Wien	Austria
Robak	Heinz	IAWD - Auditor	IAWD	Austria
Sailer	Hans	1st Vicepresident	IAWD	Austria
Schilling	Katerina		IAWD	Austria
Schönleitner	Günther	Head, IFI Department	Ministry of Finance	Austria
Schuetz	Theresa	YWP	IWA YWP	Austria
Steinbacher	Katharina		Federal Ministry of Agriculture, Forestry, Environment and Water Management	Austria
Torda	Eszter	Program Manager	IAWD	Austria
Wagner	Katherine	Secretariat	IAWD/DWP	Austria
Weller	Philip	Program Coordinator	International Association of Water Supply Companies in the Danube River Catchment Area	Austria
Winkler	Stefan		Hach	Austria
Wolff	Violeta	Technical and procurement spec.	International Association of Water Supply Companies in the Danube River Catchment Area	Austria
Zimmerl	Gerhard	Managing Director	SETEC Engineering GmbH & Co KG	Austria
Bloech	Helmut	Consultant		Belgium
Wenning	Marianne Gertrud	Director	European Commission	Belgium
Badnjević	Sead	NRW expert	Aquasan	Bosnia and Herzegovina
Behric	Edin	Mayor	Municipality of Velika Kladusa	Bosnia and Herzegovina
Buco-Smajic	Aida	Project Manager Southeast-Europe	DVGW	Bosnia and Herzegovina
Čaušević	Osman	director	JKP"ViK" Vel.Kladuša	Bosnia and Herzegovina
Cosic	Ljubisa	Mayor	Municipality of Istocno Sarajevo	Bosnia and Herzegovina
Di Marco	Christophe	Sector fund Manager / Project Director	ORF MMS / LL SEE	Bosnia and Herzegovina
Fazlić	Mirza	Deputy Mayor	Municipality of Kakanj	Bosnia and Herzegovina
Glogovac	Gordana	Manager for Development Section Water Utility Banja Luka	Waterworks Banja Luka	Bosnia and Herzegovina
Hadzovic	Hazima	Assistant Minister, Ministry of Agriculture, Water Management and Forestry Federation BiH	Ministry of Agriculture, Water Management and Forestry Federation BiH	Bosnia and Herzegovina

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Kahriman	Ekrem	President	Association of Water Supply and Waste Water Utilites of Federation B&H	Bosnia and Herzegovina
Katic	Jovan	General Manager	PUC Istocno Sarajevo	Bosnia and Herzegovina
Kekic	Edin	Director	JKP ViK doo Velika KLaduša	Bosnia and Herzegovina
Kenjic	Bosko	Head of Department	Ministry of Foreign Trade and Economic Relations	Bosnia and Herzegovina
Misovic	Branislav	Project Manager	Association of municipalities and towns of Republic of Srpska	Bosnia and Herzegovina
Music	Vesna	NRW Project Manager	AQUASAN Network	Bosnia and Herzegovina
Palandzic	Igor	Operations Officer	World Bank	Bosnia and Herzegovina
Perkovic	Predrag	Executive Director	VIK Bijeljina	Bosnia and Herzegovina
Ramovic	Muhamed	Mayor	Gorazde Municipality	Bosnia and Herzegovina
Stanisic	Ivana	Manager of the Department for Water Supply Network Operation	Public Utility Company Bijeljina	Bosnia and Herzegovina
Travljanin	Vesna	Director	Association of Municipalities and Cities of the Federation of Bosnia and Hercegovina	Bosnia and Herzegovina
Zulic	Sandi	Director	UNA Consulting	Bosnia and Herzegovina
Dikov	Orlin		World Bank	Bulgaria
Dryankova	Conka	Head of Unit	Ministry of Environment and Water	Bulgaria
Filipov	Lyubomir	Strategic partnerships and projects Director	Sofiyska voda	Bulgaria
Ivanov	Ivan	President	Bulgarian Water Association	Bulgaria
Ivanova	Nevena	Head of Department	Ministry of Regional Development and Public Works	Bulgaria
Kastchiev	Ivaylo	Head of Department	State Energy and Water Regulatory Commission	Bulgaria
Kochkov	Dimitar	Member of Commission	Energy and Water Regulatory Commission	Bulgaria
Kolev	Ivaylo	Senior Water and Sanitation Specialist	World Bank	Bulgaria
Marinova	Iveta	Head of Department	Ministry of Regional Development and Public Works	Bulgaria
Tsanov	Emil		BWA (Bulgarian water association)	Bulgaria
Arar Maricic	Vesna	Assistant Manager	Vodoopskrba i odvodnja d.o.o.	Croatia
Đurić	Zoran	Sales manager	Hammerer/Legitterus	Croatia
Đurić Mikušević	Ozren	consultant	Hammerer/Legitterus	Croatia
Gabric	Stjepan	Senior Water and Sanitation Specialist	World Bank	Croatia
Kovac	Jurica	Secretary	IWA Water Loss Specialist Group	Croatia

Last Name	First Name	Position	Organization	Country
Medven	Mario	Main engineer	Vodopskrba i odvodnja d.o.o.	Croatia
Pavalic	Ernestina	Senior Expert Advisor	Ministry of Agriculture	Croatia
Prelec	Alen	Mayor	Municipality of Brdovec	Croatia
Prpic	Julija		Croatian Waters	Croatia
Vrankovic	Sanjin	Head of Unit for Communal System and Ecology	AMRC	Croatia
Charalambous	Bambos	Managing Director	J2C Water	Cyprus
Kolovopoulos	Petros	Executive Director	Hydro-Comp Enterprises	Cyprus
Mackova	Zelmira	Benchmarking and Analysis of Water	Ministry of Agriculture	Czech Republic
Pedersen Johnsen	Ole	CEO	Billund Vand	Denmark
Lopez Martinez	Patricia	Sr. Infrastructure Finance Specialist	World Bank	Ecuador
Jouan de Kervenoael	Mathieu	Head of Global Strategy & Development	SUEZ	France
Bakracheski	Nikola	Mayor	Municipality of Ohrid	FYR Macedonia
Cadiev	Slavco	Mayor	Municipality of Veles	FYR Macedonia
Dimitrovski	Ratko	Mayor	Municipality of Kocani	FYR Macedonia
Doncev	Emil	Mayor	Municipality of Vinica	FYR Macedonia
Donev	Pavle	Country Coordinator	GIZ / Open Regional Funds	FYR Macedonia
Gjorgjevski	Vase	Director	PCU Mavrovo	FYR Macedonia
Hristov	Georgi	Project Manager	Open Regional Funds / GIZ	FYR Macedonia
Ivanovski	Boran	Project Officer	Network of Associations of Local Authorities of South-East Europe	FYR Macedonia
Janevska	Jelena	Knowledge and communication Manager	Network of Associations of Local Authorities of South-East Europe	FYR Macedonia
Karaevska Dimovska	Aleksandra	Administrative Manager	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	FYR Macedonia
Kolikj	Miodrag	Project Manager	Network of Associations of Local Authorities of South-East Europe	FYR Macedonia
Leshi	Mazlum	Deputy President	ADKOM	FYR Macedonia
Loncar Velkova	Marijana	President	Consumers Organization OPM	FYR Macedonia
Nachevski	Oliver	Project Manager	GIZ / Open Regional Funds	FYR Macedonia
Nackov	Boris	Technical Director	PE Water supply and sewerage authority Skopje	FYR Macedonia
Papazov	Ljupco	Director	Kochani utility	FYR Macedonia

Last Name	First Name	Position	Organization	Country
Rexhepi	Shamil	Economic Expert / Advisor	Energy Regulatory Commission	FYR Macedonia
Ristovski	Bojan	NRW Expert	AQUASAVE Ltd	FYR Macedonia
Ristovski	Trajan	Journalist	IRIS TV	FYR Macedonia
Serafimova	Ivana	Head of Training Dept	Association of Units of Local Self Governments	FYR Macedonia
Sharlamanov	Robert	Senior Sector Coordinator	KfW	FYR Macedonia
Shutoski	Hari	Project Manager	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	FYR Macedonia
Smilkov	Aleksandar	Technical director	PE water supply and sewerage authority Skopje	FYR Macedonia
Spasovski	Igor	President of Supervisory Board	Association of Providers of Communal Services in Republic of Macedonia	FYR Macedonia
Vrteski	Jane	Consultant-member of DANUBIS Steering group	ADKOM	FYR Macedonia
Wiederkehr	Frank	Regional Advisor for Water and Environment	SDC / SECO	FYR Macedonia
Brauch	Heinz-Juergen	Head	Technology Centre Water	Germany
Brunner	Karl-Wolfgang		REWAG Regensburg Energie- und Wasserversorgung AG & Co KG	Germany
Heidemann	Heiko	Senior Project Manager	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)	Germany
Meier	Brigitta	Senior Technical Advisor	Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH	Germany
Petersen	Lorenz	Department Director - Climate Change, Rural Development, Infrastructure	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	Germany
Pres	Alexandra	Consultant	Concept4capacities	Germany
Wummel	Juergen	Managing Director	Sachsen Wasser GmbH	Germany
Csongradi	Zoltan	CTO	Pannon-Víz Zrt.	Hungary
Gyorgyne Takacs	Julianna	Assistant Manager	Pannon-Víz Zrt.	Hungary
Haranghy	Csaba	Chief Executive Officer	Budapest Waterworks	Hungary
Istokovics	Zoltan	Managing Director	Szegedi Vízmű Zrt.	Hungary
Joo	Istvan	Ministerial Commissioner	Ministry of Foreign Affairs and Trade	Hungary
Kiss	Adrian	Co-ordinator of International Relations	Hungarian Water Utility Association	Hungary
Kisvardai	Gabor	Head of Secretariat	Hungarian Energy and Public Utility Regulatory Authority	Hungary
Nagy	Edit	General Secretary	Hungarian Water Utility Association	Hungary
Szaloki	Szilvia	vice-president - responsible for public utilities	Hungarian Energy and Public Utility Regulatory Authority	Hungary
Toke	Laszlo Zoltan	CEO	PANNON-VÍZ Zrt.	Hungary

Last Name	First Name	Position	Organization	Country
Varga	Erika		IWA YWP	Hungary
Connors	Genevieve	Sr. Water Resources Specialist	World Bank	India
Bettin	Alessandro	Business Development Advisor	Hitachi Drive & Automation Italy	Italy
Ahmeti	Imri	Mayor	Municipality of Lipjan	Kosovo
Avdiu	Naser	Department Manager	Regional Water Company Prishtina	Kosovo
Avdullahu	Ilir	Acting CEO	Regional Water Company J.S.C. , Prishtina	Kosovo
Begolli	Baton	Water Policy Advisor	Office of the Prime Minister, Government of Kosovo	Kosovo
Bejtullahu	Nadire	Training and Profesional Development Officer	Water Supply and Sewerage Association of Kosovo	Kosovo
Ibrahimi	Sazan	Executive Director	Association of Kosovo Municipalities	Kosovo
Ismajli	Naim	Mayor	Municipality of Shtime	Kosovo
Pacarizi	Lulzim	Technical Director	Prizren Water Company	Kosovo
Rexhepi	Ilir	Director of Board	KUR Prishtina Sh.A.	Kosovo
Becciev	Constantin	Director General	S.A. "Apa-Canal Chisinau"	Moldova
Ghețivu	Gheorghe	Director	Î.M. "Apă-Canal" Cahul	Moldova
Gratii	Victoria	Senior Adviser	Ministry of Environment	Moldova
Nistor	Iuri	Executive director	Association of water supply and sewage	Moldova
Partu	Ghenadie	Director	National Energy Regulatory Agency	Moldova
Prisacaru	Grigore	Deputy Chief	Agency „Apele Moldovei”, Ministry of Environment	Moldova
Robu	Grigorii	Mayor	Nisporeni City	Moldova
Rusu	Viorel	CALM expert	CALM - Congress of Local Authorities from Moldova	Moldova
Bulatovic	Milan	Director	JP "VODOVOD I KANALIZACIJA	Montenegro
Didanovic	Snezana	independent Advisor	Ministry of Sustainable Development and Tourism	Montenegro
Đurović	Danijela		NALAS/UOM	Montenegro
Krstajic	Jelena		Ministry of Agriculture and Rural Development	Montenegro
Raznjatovic	Milos	president of water association of Montenegro/executive director Cetinje water company	Vodovod I Kanalizacija Cetinje	Montenegro
Zuric	Aleksandar	Mayor	Municipality od Bijelo Polje	Montenegro
Dane	Petrus Alexander	Managing Director	EBC Foundation	Netherlands
Bor	Darius Gheorghe	Benchmarking Expert; Financial Expert	S.C. APASERV SATU MARE S.A	Romania
Drăghici	Emil	Mayor	Vulcana-Bai Commune	Romania
Manea	Elena Elisabeta	YWP	Young Water Professionals - Romanian chapter	Romania

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Miroiu-Lamba	Adrian-Constantin	Director	Association of Communes of Romania	Romania
Pandea	Nicolae	Mayor	Stefan cel Mare Commune	Romania
Popa	Teodor	Director	APA BRASOV	Romania
Vlad	Verena-Polxenia	Associate Director	European Bank for Reconstruction and Development	Romania
Zaharia	Valentin		SC Apa Nova Bucuresti SA	Romania
Andrejevic	Dejan	Director	Naissus, Waterworks Nis	Serbia
Bogdanovic	Predrag	President of the Assembly	Belgrade Waterworks & Sewerage	Serbia
Djordjevic	Milos	President	South Serbia Utility Association	Serbia
Gluscevic	Miodrag	Head of Department	Standing Conference of Towns and Municipalities	Serbia
Milenkovic	Nenad	Senior research engineer	Institute "Jaroslav Cerni"	Serbia
Milovanovic	Miodorag	Assistant Director	Jaroslav Cerni Institute	Serbia
Mrdjanov	Djerdjika	Municipal official	Municipality of Subotica	Serbia
Nikolic	Zoran	Deputy President	National Consumer Organization	Serbia
Taušanović	Vladimir	President	International Association of Water Supply Companies in the Danube River Catchment Area	Serbia
Tot Godo	Valerija	Executive Director	VIK Subotica	Serbia
Bujnova	Alena		Ministry of Environment	Slovakia
Magulova	Renata		Ministry of Environment	Slovakia
Milan-Cabre	Dani	CEO	EMATSA	Spain
Vallve Lopez	Jordi	CSR	EMATSA	Spain
Donmez	Hasan Huseyn	Councillor	Bagcilar Municipality	Turkey
Kahraman	Ahmet Cihat	Coordinator	Marmara Municipalities Union	Turkey
Tasci	Hasan	Deputy Mayor	Esenler Municipality	Turkey
Blaser	Gottfried	Treasurer	IAWD	Switzerland
Chumak	Artem	Director of Water Department	National Energy and Utilities Regulatory Commission (NEURC)	Ukraine
Karasha	Andrey	Director	Rivne region	Ukraine
Zherlitsyn	Yurii	President	Ukrainian Association of Enterprises of Water Supply and Sewerage Services	Ukraine
Al Nimer	Sana	Senior Water and Sanitation Specialist	World Bank	USA
Broeks	Elvira	JPA	World Bank	USA
Kingdom	William	Lead Water and Sanitation Specialist	World Bank	USA
Rammal	Iyad	Sr. Infrastructure Specialist	World Bank	USA
Sara	Jennifer	Director	World Bank	USA

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