



International Association
of Water Service Companies
in the Danube River
Catchment Area



**DANUBE
WATER
PROGRAM**

Smart policies, strong utilities, sustainable services

BUILDING A RESILIENT AND WATER SECURE DANUBE REGION

2021 DANUBE WATER CONFERENCE

October 2021

 Federal Ministry
Republic of Austria
Finance

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II. SESSION OVERVIEW

Monday 18th October	11:00–12:30	<i>Meet the Exhibitors/Network with Peers</i>	
	12:30–13:30	2021 Danube Water Conference: Opening Session	
	13:30–14:00	<i>Meet the Exhibitors/Network with Peers</i>	
	14:00–15:15	Taking the pulse: A Water Security Diagnostics for the Danube Region	Roundtable: Explore the D-LeaP tools for efficient water services
	15:15–15:45	<i>Meet the Exhibitors/Network with Peers</i>	
	15:45–17:00	Droughts and climate change: An increasing threat, is the Danube Region prepared?	Roundtable: How the Utility Management Training supports you to become a Utility of the Future
Tuesday 19th October	11:00–12:30	<i>Meet the Exhibitors/Network with Peers</i>	
	12:30–13:45	Innovative technologies for water security	Roundtable: Do you speak Danubian?
	13:45–14:15	<i>Meet the Exhibitors/Network with Peers</i>	
	14:15–15:30	Smart utility management for resilient water service provision	Transboundary water cooperation: Progress and emerging challenges
	15:30–16:00	<i>Meet the Exhibitors/Network with Peers</i>	
	16:00–17:00	Ask me Anything: Everything you wanted to know about water	Stakeholder consultations: Water Security Diagnostics
Wednesday 20th October	11:00–12:30	<i>Meet the Exhibitors/Network with Peers</i>	
	12:30–13:45	Fostering an innovation culture to support utility modernization	Integrating green and gray infrastructure for water security and climate resilience
	13:45–14:15	<i>Meet the Exhibitors/Network with Peers</i>	
	14:15–15:30	Cooperation as key to sustainable water services	Roundtable: Second year of COVID-19 crisis - impacts and mitigation measures in the WSS sector
	15:30–16:00	<i>Meet the Exhibitors/Network with Peers</i>	
	16:00–17:00	2021 Danube Water Conference: Closing Session	

	Main session
	Roundtable/Working Group

III. THE ORGANIZERS

1. 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 stakeholders, 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 Service Companies in the Danube River Catchment Area (IAWD) have partnered to launch the Danube Water Program, with a 13 million Euro, three-phased financing from the Government of Austria.

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 South-East Europe. Since the launch of the Program, knowledge exchanges among more than 1,200 sector professionals and policy makers in the region and beyond has taken place. In 2015 a State of the Sector report was launched (SoS 2015), and updated in 2018 (SoS 2018), and is a flagship product of the Danube Water Program. The report provides an analysis of the region's progress and challenges in providing sustainable water and wastewater services for all and aims to document and inform water services policies and their outcomes in 16 countries of the Danube region. Three additional analytical pieces exploring status and trends in wastewater management, rural water supply and sanitation and agglomeration of utilities have been published. Capacity building programs benefiting over 160 utilities have been undertaken under the region wide Danube Learning Partnership (D-LeaP) involving cooperation with all the national water utility associations. Numerous local initiatives worth more than € 1,000,000 through competitive grants have been supported.

What is coming now?

Under the Danube Water Program's third phase, the program focuses on the flagship activities developed in the previous phases. The key "legacy" initiatives include the continuation of the Danube Water Conference as the prime gathering of sector professionals in the region; the development and update of key regional analytical and advisory activities, the further development of the benchmarking activities for the whole region; and the implementation of capacity building activities under the Danube Learning Partnership (D-LeaP), a sustainable learning partnership of national and regional water utility associations. In addition, DWP implementation experience of the past seven years has evidenced the need to expand the scope of the program to include water security aspects to remain relevant for the region's countries' challenges.

www.iawd.at
www.worldbank.org/en/topic/water
www.danube-water-program.org

IV. MONDAY, OCTOBER 18TH

2021 Danube Water Conference: Opening Session

Date: Monday, 18 October 2021

Time: 12:30 – 13:30

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODcy>

Chairs: Mr. Raimund Mair, World Bank and Mr. Philip Weller, IAWD

Context and objective

The opening and keynote session will feature welcoming words from senior representatives of the various institutions organizing, hosting and supporting the 2021 Danube Water Conference and provide an overview of the event's structure. It will be followed by a keynote speech and a panel discussion on the subject.

Session structure

Time	Content	Speaker
12:30	5'	Introduction
		Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria and Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
12:35	10'	Welcome words from the Hosts
		Mr. Winston Yu , Practice Manager, Water Practice, Europe and Central Asia, World Bank, US and Mr. Walter Kling , President, IAWD, Austria
12:45	5'	Welcome words from the Austrian Ministry of Finance
		Ms. Elisabeth Gruber , Director for International Financial Institutions, Austrian Federal Ministry of Finance, Austria
12:50	20'	Building a Resilient and Secure Water Sector – Needs and challenges ahead
		Dr. Kala Vairavamoorthy , CEO, International Water Association, UK
13:10	20'	Framing the debate (two immediate reactions on the Keynote)
		Moderated by Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria and Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
		Panelists:
		- Dr. Monika Weber-Fahr , Senior Advisor, World Bank, Austria
		- Mr. Jiri Paul , Managing Director, VAK Beroun, Czech Republic
13:30		End of session

Speakers' biographies

- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna and Water Policy from Cranfield University, United Kingdom.
- ▶ **Mr. Philip Weller** has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) 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. 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 also worked for the World Wildlife 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. Philip Weller is an environmental planner by training.
- ▶ **Mr. Winston Yu** is the Water Practice Manager for the Europe and Central Asia Region at the World Bank. He has extensive experience working on technical and institutional challenges in the water sector and has carried out several investment projects in a variety of developing countries (e.g. India, Pakistan, Bangladesh, China, Ethiopia, Ukraine, Armenia, Uzbekistan, Poland). Prior to joining the World Bank, he was a Senior Researcher at the Stockholm Environment Institute (SEI) working on water and climate change modeling studies for river basins in China and California. He also served as a Science Officer at the US Department of State where he worked on water issues in the Middle East. He is currently serving as a technical member of the Water and Society Committee of the American Geophysical Union and serving on the Technical Committee of the Global Water Partnership. He is currently also an Adjunct Professor at the School of Advanced International Studies (SAIS) at Johns Hopkins University where he teaches a course on international water issues in development and on the water-energy-food nexus. He holds a PhD and MS in environmental science and engineering from Harvard University.
- ▶ **Mr. Walter Kling** works for the City of Vienna, at Vienna Waterworks. In 2011 he was appointed as Deputy Managing Director of Vienna Waterworks, a position which he still stays on. He serves as IAWD Secretary General since 1993 and currently also as IAWD president since 2017. Walter Kling joined the work of the Austrian Water Association and in 1993, when he was delegated to represent Vienna within IWSA. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in the region of Eastern Europe by organizing a number of events. Maintaining an excellent network of contacts, he applied to organize the IWA – World Water Congress 2008 in Vienna. Starting from 2003, the Congress President Walter Kling served with great commitment to secure best circumstances for IWA, IAWD and the City of Vienna to run a successful conference. In September 2010 he was elected IWA – Vice-President, re-elected in Busan 2012 and served in this position until 2014. In 2010 he initiated the development of the Danube Water Program, which was launched jointly by the World Bank and IAWD in 2012.
- ▶ **Ms. Elisabeth Gruber** is Director of the Department of International Financial Institutions at the Austrian Ministry of Finance in Vienna since 2017. Previously, she was Senior Advisor at the same department responsible for the World Bank Group portfolio and working on issues related to multilateral development finance. From 2008 to 2010 she served as Alternate Executive Director at the Inter-American Development Bank in Washington, DC. Prior to this, she was dealing with policy issues of the Asian and the Inter-American Development Bank and was responsible for multilateral debt relief at the Ministry of Finance in Vienna. Before joining the Ministry of Finance, she worked for nine years as University Assistant at the Department of Economic Development at the University of Economics in Vienna. She graduated in Business Administration and holds a Doctoral Degree in Development Economics from the University of Economics in Vienna. She also earned a Diploma of International Relations from the Johns Hopkins University in Bologna, Italy.

- ▶ **Dr. Kala Vairavamoorthy** is an internationally recognized water resource management expert, with a particular interest in urban water issues. He combines a strong engineering background with practical international experience. He has published extensively and has a strong international profile working closely with the World Bank, UN-Habitat, UNESCO, GWP, SIWI, ADB and the EU. This includes leading several urban water management projects for the World Bank, African Development Bank, Asian Development Bank and DFID. Prior to joining the International Water Association, he was the Deputy Director General for Research at the International Water Management Institute. Kala was also the Founding Dean of the Patel College of Global Sustainability and a tenured Professor in the Department of Civil and Environmental Engineering, at the University of South Florida (USA). Prior to that he was a full professor and Chair of Water Engineering at the University of Birmingham (UK), and Professor and Head of Core of Sustainable Urban Water Infrastructure Systems at UNESCO-IHE (Netherlands). He is currently Professor (adjunct) at the Indian Institute of Technology, Madras (IITM).
- ▶ **Dr. Monika Weber-Fahr** is Senior Advisor at the World Bank. Monika supports the World Bank's Water Global Solutions Group in building and sustaining partnerships and alliances and learning from results. Previously, Monika served as CEO & Executive Secretary of the Global Water Partnership (GWP), a globally operating multi-stakeholder partnership and action network that supports countries in managing their water resources equitably and sustainably. Prior to that, Monika was Chief Operating Officer at Sustainable Energy for All, an international multi-stakeholder partnership that promotes access to clean, affordable, and modern energy. With an academic background as an economist, Monika has worked for over 25 years in development finance and business advisory, including with the World Bank where she built communities and partnerships around knowledge and collaboration across multiple roles related to sustainable development and education. For the International Finance Corporation (IFC), Monika built the Global Business Line for Sustainable Business Advisory, working with the private sector to pursue "people-planet-profit" opportunities, including on water efficiency and new clean water technologies. Monika holds a PhD in Business Economics, an MSc in Economics, a Diploma in International Relations, and a Diploma in Corporate Governance.
- ▶ **Mr. Jiri Paul** entered the water sector straight after finishing his biology studies more than 20 years ago. He worked in different technical positions, than he has become a managing director of a middle-sized water supply and sewerage company (VAK Beroun) located in the western part of Central Bohemia, CZ. Mr. Paul is the vicechair of the Czech Water Association (CzWA), where he also leads the Water Treatment Specialist Group. The group played a major role in the introduction of Water Safety Plans to the Czech Republic. He endeavors public awareness of the water environment and resources sustainability in relationship with water supply and sewerage services. He is also the chair of the Organizing Committee of the IWA conference Water Loss 2022 to be held in Prague on 19-22 June.

Taking the pulse: A Water Security Diagnostics for the Danube Region

Date: Monday, 18 October 2021

Time: 14:00 – 15:15

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODcz>

Chair: Mr. Camilo Lombana Cordoba, World Bank

Context and objective

Water Security is about building a water secure future for the people, the economy and the environment in the light of global, regional and local changes. Considering the complexity in tackling water security's various aspects, the World Bank has developed a conceptual framework of water security to provide a new, comprehensive, and balanced view of water security, stressing the importance of the diverse social, environmental, and economic outcomes from water. Consideration of water sector architecture and performance – and how these determine outcome – leads to recommendations for improving aspects of sector performance and adjusting sector architecture for better outcomes. The analysis of sector performance considers (i) management of the water resource, (ii) delivery of water services, and (iii) mitigation of water-related risks. The description of sector architecture considers water infrastructure, and institutions (encompassing institutional arrangements, financing, and governance).

The World Bank's Water Global Practice kicked off a Water Security Diagnostic Initiative in 2017. Since then, several water security diagnostics have been ongoing or delivered globally both on the country and regional levels, meeting the growing demand for water security analytics. Building on previous analytical work which was conducted in the frame of the Danube Water Program, including i.e. the State of the Sector Reports, work is ongoing for the development of a Water Security Diagnostics for the Danube Region.

The objective of the session is to provide information on the Water Security Conceptual Framework, related ongoing and upcoming analytical work targeting the Danube Region, as well as providing an example for already finalized work and how the results allow for a dialogue on important water sector development needs in a country. The aim is to generate interest and raise awareness for this important work under the Danube Water Program. Following a set of presentations and interventions, a panel discussion will allow for more detailed discussions on the relevance of Water Security analytical work for advisory work, reform and investment decisions. Participants can interact via Q&A.

Session structure

Time		Content	Speaker
14:00	5'	Introduction	Mr. Camilo Lombana Cordoba , Senior Water Supply and Sanitation Specialist, World Bank, US
14:05	10'	World Bank Water Security Initiative	Mr. Raimund Mair , Senior Water Resources Management Specialist, World Bank, Austria
14:15	15'	A Water Security Diagnostics for the Danube Region	Dr. Taher Kahil , Research Group Leader, International Institute for Applied System Analysis (IIASA), Austria
14:30	10'	World Bank analytical work as a basis for reform and investment decisions	Mr. Simon David Ellis , Program Leader, Western Balkans CMU, World Bank, Austria

14:40	35'	Panel discussion	<p>Moderated by Mr. Camilo Lombana Cordoba, World Bank, US</p> <p>Panelists:</p> <ul style="list-style-type: none"> - Mr. Baton Begolli, Water Policy Advisor, Inter-Ministerial Water Council, Kosovo - Mr. Hector Alexander Serrano, Senior Water Resources Management Specialist, World Bank - Ms. Barbara Willaarts, Researcher, Water Security Research Group, International Institute for Applied System Analysis (IIASA), Austria
15:15		End of session	

Speakers' biographies

- ▶ **Mr. Camilo Lombana** is a Senior Water Supply and Sanitation Specialist working for the World Bank who focuses on water sector reform and utility strengthening and turnaround. Camilo has worked on the water sector for more than 18 years and has relevant experience in policy making, water sector regulation and financing, and utility operations. Camilo has worked with the Bank for over 9 years and is currently responsible for the implementation of water projects and initiatives in the Europe and Central Asia region as well as other global programs supported by the Water Global Practice, like the Utility of the Future initiative. Before joining the World Bank Camilo worked for the water utility of Bogota and the Vice Ministry of Water and Sanitation in Colombia. Camilo holds a BSc in Civil Engineering and master's degrees in Water Resources Management, Economic Regulation of Public Utilities, and Public Policy and Management.
- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna and Water Policy from Cranfield University, United Kingdom.
- ▶ **Dr. Taher Kahil** joined IIASA as a Research Scholar with the Water (WAT) Program in September 2015. Dr. Kahil obtained his PhD in economics at the University of Zaragoza (Spain) in 2015. His completed PhD dissertation includes the development and use of a hydro-economic model of Spanish basins and the application of cooperative game theory to water resources management. He has been the recipient of a number of scholarships and awards including the FPI-INIA PhD scholarship of the Spanish Ministry of Economy and Competitiveness, and the award for the best PhD dissertation in economics at the University of Zaragoza. His research interests are in the areas of integrated biophysical economics modeling for basin scale water policy analysis, the economics of water allocation and water quality, and evaluation of adaptation policy interventions to global changes in water and agriculture. At IIASA, Dr. Kahil leads the development of the large-scale hydro-economic modeling framework (ECHO). He is currently involved in a number of international research projects on water-food-energy nexus management, upscaling of sustainable intensification practices, and disaster risk reduction. He has published over 40 publications including peer-reviewed articles, book chapters and policy briefs. He is a topic editor at the International Journal of Environmental Research and Public Health (MDPI). Dr. Kahil was appointed Research Group Leader of the newly formed Water Security research group at IIASA, as of January 2021.
- ▶ **Mr. Hector Alexander Serrano** has been working in water, institutions and infrastructure for more than 10 years. Alexander combines experience both from the private sector and the international

development field. As a Senior Water Resources Management Specialist at the World Bank he has contributed to numerous water initiatives in Latin America from institutional modernization advisory services in Chile to lending projects in Mexico, Colombia, Peru and Panama. He has been mentor in the MIT water innovation prize and collaborator at The Economist - Intelligence Unit. He is currently guest lecturer at the Georgetown University School of Foreign Service. Alexander is currently co-leading the World Bank's Latin American initiatives on Water Security and Waste to Resource. Alexander holds a master's degree in water policy from Oxford University and a bachelor's degree in Civil Engineering from the National Autonomous University in Mexico.

- ▶ **Mr. Baton Begolli** is the Water Policy Advisor to the Inter-Ministerial Water Council at the Office of Prime Minister of Kosovo. As part of his functions, he advises the Deputy Prime Minister (chairman of the Council) and other Council members (Minister of Environment & Spatial Planning, Minister of Economic Development, Minister of Local Governance, and Minister of Foreign Affairs) on water policy development and implementation, supports the drafting of sector policies and strategies and oversees their implementation, and organizes and coordinates donor involvement in the sector. Prior to his current position Mr. Begolli worked in director and advisor positions in the Ministry of Environment and Spatial Planning and accompanied many of the water sector reform steps. Mr. Begolli has a M.Sc. in Environmental Management of the University of East Anglia and a B. Sc. In Environmental Engineering from the Middle East Technical University.
- ▶ **Ms. Barbara Willaarts** is a researcher with 16 years of professional experience in environmental planning and policy, and the last 10 with a special focus on water scarcity and integrated water resources management. She has developed most of her professional career in research organizations and policy think tanks, investigating the complex interlinkages between water, food and the environment. She participated as a researcher in different international projects around the Mediterranean region, Latin America and more recently Southern Africa and South Asia. In addition to her research activity, she also works as a consultant for different international organizations, including the GCIAR and United Nations, and advising subnational governments in Spain. Currently, she is working as a project manager and research scholar within the Water Security Research Group at the International Institute for Applied Systems Analysis (IIASA), Austria, coordinating the research effort and the stakeholder engagement strategy of several international projects dealing with water security, participatory scenario planning and the localization of the 2030 Sustainable Development Agenda.

Roundtable: Explore the D-LeaP tools for efficient water services

Date: Monday, 18 October 2021

Time: 14:00 – 15:15

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODc0>

Chair: Mr. Philip Weller, IAWD

Context and objective

The Danube Learning Partnership (a cooperation between IAWD and national water utility associations to deliver capacity building programs in the Danube Region) has developed curriculum and programs to help utilities improve themselves in important areas of operations (www.d-leap.org).

Two of these programs, the Utility Benchmarking Program (UBP) and the Integrated Asset Management Program (AM), which is organized in cooperation with GIZ, will be introduced and presented in this session. Both these programs also involve sharing of experience and information among utilities and building a community of support.

The objective of the session is to hear the views of participants in the programs and share experience how capacity building programs such as UBP and AM can help utilities to prove the efficiency of their services and what the main challenges encountered are.

Session structure

Time		Content	Speaker
14:00	5'	Introduction	Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
14:05	10'	Elevator Pitch: Knowing your data and knowing your assets	Dr. Katerina Schilling , Communication and program Manager, IAWD, Austria and Dr. Petros Kolovopoulos , Executive Director, Hydro-Comp Enterprises, Cyprus
14:15	50'	Roundtable discussion with Q&A from the audience	Moderated by Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria Speakers: <ul style="list-style-type: none"> - Dr. Aleksandar Sotic, Manager of AM Hub, UTVSI, Serbia - Mr. Sokol Xhafa, Acting Director, Regional Water Company Pristina, Kosovo - Mr. Darius Bor, Chief Financial Officer, Apaserv Satu Mare, Romania - Ms. Viktoria Iskova, Head of Danube Water Centre, Ukraine - Mr. Aleksandar Krstic, UBP Coordinator, Danube Hub, Serbia - Dr. David Tyler, Water Sector Specialist, European Bank for Reconstruction and Development, UK

15:05	10'	Wrap-up	Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
15:15		End of session	

Speakers' biographies

- ▶ **Mr. Philip Weller** has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) 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. 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 also worked for the World Wildlife 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. Philip Weller is an environmental planner by training.
- ▶ **Dr. Katerina Schilling** is IAWD's Communication and Program Manager since 2016. She has earned a master's degree in Biology with a specialization in freshwater ecology from the University of Vienna and obtained her PhD within the framework of "The Vienna Doctoral Program on Water Resource Systems" awarded by the Vienna University of Technology, where she was employed more than ten years at the Institute for Water Quality, Resources and Waste Management as a Research Assistant. Her work focused on projects dealing with water quality and included lecturing in basic and advanced courses for operators of wastewater treatment plants. Since 2006 she has also been actively involved in the national and international activities of the International Water Association (IWA) and was appointed an IWA Fellow in 2016. She is co-founder of the Austrian Young Water Professionals Chapter, Vice-Chair of the IWA Fellows Steering Committee and Vice-Chair of the IWA SG on Diffuse Pollution and Eutrophication.
- ▶ **Dr. Petros Kolovopolous** obtained his doctorate in hydraulic engineering at the University of the Witwatersrand in South Africa in 1985. In 1989 he joined as Director Hydro-Comp Enterprises a company specializing in the consulting services and information technology for effective utility management. The company at present has its headquarters in Cyprus, has offices in many countries and carries out rehabilitation and institutional strengthening projects in more than 30 countries throughout the world. Mr. Kolovopoulos is also the Product Manager of the EDAMS line of products, the I.T. solutions of the company. He is the author of more than 70 publications in the field of Water Supply and Utility Management and is regarded as an authority in the field of Utility Asset Management.
- ▶ **Dr. Aleksandar Sotic** is a graduate of the University of Belgrade, where he obtained his doctoral degree in Risk Analysis (also presented at MIT, Boston MA). His expertise focuses on IAM, Risk Analysis & System Safety. He has got a rich practical engineering experience as he was working in/for the Traffic Engineering Institute, Faculty of Civil Engineering University of Belgrade, Belgrade Water, EC Harris, GOPA-Intec. He manages SEE Regional AM Hub at the Association for Sanitary Engineering and Water Technology (UTVSI). At the same time, he is Professor at Colleague of Applied Studies. He is delivering consulting services for water companies in SEE region since 2014.
- ▶ **Mr. Sokol Xhafa** has joined RWC Pristina in December 2013 as an engineer for supervision of international projects. In March 2016, he has been promoted in a position of Technical Director and since April 2020 he holds the position of the Acting CEO. Since 2016 he has been working partially as a lecturer at the University of Business and Technology in Pristina. Sokol was chair of the YWP Group in Kosovo for three years. In 2006 he started his career as an engineer, working in private sector mainly as a contractor of international donors in Kosovo. In addition, he has been delivering many trainings with SHUKOS and SHUKALB including Water Safety Planning, Non-Revenue Water and energy Efficiency.

- ▶ **Mr. Darius Bor** is C.F.O. at S.C. Apaserv Satu Mare S.A. in Romania since October 2017. Before becoming financial manager, he had several other responsibilities, such as benchmarking coordinator, financial expert for European cofounded Projects, financial controller, budget and price responsible. In 2003 he has earned a university degree in Finance and Banks at Oradea University, and he is a PhD student at the Technical University of Cluj Napoca, Romania. He has extensive experience and knowledge in benchmarking, the regionalization process in the water sector and financial management of the water companies.
- ▶ **Ms. Viktoria Iskova** is head of the Danube Water Centre in Ukraine (since 2019) and Coordinator of IAWD's Utility Benchmarking Program in Ukraine, operated under D-LeaP and supported by the Danube Water Program and has more than a 6,5 years of experience on this position. Her responsibilities include project management, business planning, economic and financial analysis of Ukrainian water utilities activities and training water utilities' staff on UBP's methodology. She also is involved in the World Bank's projects/directions of activity related to the WSS sector in Ukraine as a consultant. In 2018, she was involved by the Environment Agency of Austria as a national level expert consultant in data collection on the state of the water supply and wastewater services in Ukraine for the State of the Sector Report (Danube Region). Viktoria has obtained her master's degree in Finance from the University of Ternopil National Economic University.
- ▶ **Mr. Aleksandar Krstic** is the Coordinator of IAWD's Utility Benchmarking Program under the Danube Hub, operated under D-LeaP and supported by the Danube Water Program. He is supporting World Bank activities in the region since 2012 including the first IBNET project in Serbia. He is actively involved in IAWD's Benchmarking activities as Utility Benchmarking Program Coordinator since 2014. Mr. Krstic holds a master's degree in Hydrogeology and has over 20 years of professional experience, including more than 13 years in the modernization of municipal services, with a strong focus on utility benchmarking. Since September 2020, Mr. Krstic is a member of the Managing Committee of the Benchmarking and Performance Assessment Specialist Group of the International Water Association (IWA).
- ▶ **Dr. David Tyler** is the European Bank for Reconstruction and Development's (EBRD) Water Sector Specialist providing expert advice to the banking teams on sustainable solutions that improve the lives of people whilst safeguarding the environment. David's thought leadership is the culmination of 30 years of dedicated work in the water sector; before joining the EBRD five years ago, David's experience ranges from infrastructure design and delivery, operations, asset management, policy development and strategic investment planning having worked previously in the public and private sectors, for two water and wastewater companies, a water economic regulator and a specialist technical consultancy. David has a first degree in Civil Engineering majoring in water management, a Doctorate of Philosophy in applied hydraulics and a Diploma in Business Management.

Droughts and climate change: An increasing threat, is the Danube Region prepared?

Date: Monday, 18 October 2021

Time: 15:45 – 17:00

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODc1>

Chair: Ms. Kathia Havens, World Bank

Context and objective

Water scarcity and droughts are amongst the most tangible and devastating consequences of the climate crisis. They increasingly affect communities across the planet, causing tolls on societies, the economy and the environment. Europe and the Danube Region are no exception. In the last decades, a series of widespread droughts have affected significant parts of Europe, including the Danube Region, with negative impacts on various water-dependent economic sectors, the welfare of people, vegetation and on the aquatic environment. In 2017, a significant drought developed across the entire Danube Region and persisted in its northern parts throughout 2018 and 2019. This is one of the latest of a series of events which occurred, highlighting recent trends and the significance of the issue in the Danube basin and Europe, specifically in the context of climate change. It is crucial that societies adapt, and that governments and water-dependent sectors accelerate prioritizing and scaling up their response and preparedness for water scarcity and droughts in the coming decade.

In September 2021, a two-day virtual workshop is held convening stakeholders from the Danube Region to discuss the relevance and impacts of droughts in the Danube region, along with pathways, policy and regulatory approaches to improve resilience. The workshop initiated a discussion in the frame of the Danube Water Program aiming to raise awareness and provide a forum for technical exchange. *This session* will provide a summary of the main outcomes from the September workshop and provide lessons learned from additional specific case studies in the region.

Session structure

Time		Content	Speaker
15:45	5'	Introduction	Ms. Kathia Havens , Program Analyst, World Bank, Austria
15:50	15'	Toward a more drought resilient Danube region: outcomes of the Danube Drought Workshop	Ms. Sabina Bokal , Senior Program, Global Water Partnership CEE, Slovakia
16:05	15'	Future of water in agriculture in the Balkans – the Irrigation and Drainage Eco(system) Approach	Dr. Ranu Sinha , Irrigation and Drainage Specialist, World Bank, US
16:20	15'	Reliability and climate resilience of water supply in Croatia's coastal areas	Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Croatia
16:35	25'	Q&A Discussion	Moderated by Ms. Kathia Havens , Program Analyst, World Bank, Austria
17:00		End of session	

Speakers' biographies

- ▶ **Ms. Kathia Havens** joined the World Bank in 2015 and the Danube Water Program in October 2019, supporting the roll out of Water Security analytical and advisory activities and overall program administration. Prior to joining the Program, Ms. Havens served as a technical specialist to the Global Water Partnership (GWP, 2018-2019) and the World Bank Water Global Practice (2015-2018). At GWP, Ms. Havens supported the transboundary water program: working on regional capacity building workshops on international water law and governance and the development of the organizations' programmatic approach to transboundary water management. Prior experience at the World Bank includes technical and programmatic support in the fields of transboundary water management, global water security, nature-based solutions, and agricultural water productivity. Ms. Havens holds a Masters in International Environmental Policy from the Fletcher School of Law in Diplomacy.
- ▶ **Ms. Sabina Bokal** has over 11 years of experiences in environmental management, project planning and team lead. She is a Senior Programme Manager with GWP CEE. Her role involves development and evolution of the themes: disaster risk reduction, climate resilience, transboundary cooperation and waste water management; development and fostering of multi-stakeholder partnerships; development, management and coordination of multi-annual, cross country and cross sectoral programmes and projects; design and coordination of stakeholder engagement activities and capacity building within programmes. Before, she has been involved in the Drought Management Centre for Southeastern Europe (DMCSEE). She holds a Master's degree in Geography from the University in Ljubljana and has completed courses in the areas of Climate Change, Integrated Water Resource Management, environmental policy and management, stakeholder engagement and EU funds.
- ▶ **Dr. Ranu Sinha** joined the World Bank Group Water Global Practice in the Europe and Central Asia in October 2020. In her position as Irrigation and Drainage Specialist she is involved in addressing aspects related to Water Security, integrated irrigation and drainage development in the Southern Caucasus (Armenia, Azerbaijan, and Georgia) as well as across the Western Balkans (in Albania). Ranu has over 14 years of experience in irrigation modernization, water institutions and governance, river basin management, flood risk management, water economics, and agriculture water management and has worked in operational engagements in the water sector with the World Bank since 2007. Prior to joining the World Bank, she was Senior Water Resources Management Specialist at the Global Water Partnership and has worked for the IFC. She holds a PhD in water security from the University of Oxford, a MPhil degree in water science policy management from the University of Oxford and a Masters in Public Administration from the London School of Economics and Public Policy.
- ▶ **Mr. Stjepan Gabric** holds an MSc in wastewater engineering from IHE Delft (The Netherlands). For 25 years, out of which 18 years in the World Bank, he has been involved in a design, implementation and planning of a wide range of water and wastewater projects in Europe and Central Asia, and analytical studies mainly in Eastern and South-Eastern Europe. He is core member of World Bank Danube Water Program (DWP) team since 2014 and is currently involved in preparation and implementation of World Bank water operations in Belarus, Russian Federation and the Western Balkans.

Roundtable: How the Utility Management Training supports you to become a Utility of the Future

Date: Monday, 18 October 2021

Time: 15:45 – 17:00

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkwNzA0>

Chair: Dr. Katerina Schilling, IAWD

Context and objective

The [Utilities of the Future](#) (UoF) is a World Bank program designed to catalyze, materialize and maintain transformational efforts in WSS utilities. Focus is placed on strengthening essential processes and development of future-thinking capabilities in a changing environment.

The [Utility Management Training](#) (UMT) program aims to equip current and future managers with specific tools and technologies in order to enhance the overall management culture in water utilities. Given the natural synergies, UMT and UoF started a cooperation, where the UoF, particularly through its diagnostics stage, helps utilities figure out “what processes need to be strengthened”, while the UMT focuses on “how to do it”. The Roundtable aims to introduce both programs to a wider audience and share the experiences of active UMT participants.

Session structure

Time		Content	Speaker
15:45	5'	Introduction	Dr. Katerina Schilling , Communication and Program Manager, IAWD, Austria
15:50	15'	Elevator pitch	Mr. Radoslav Russev , UMT program developer, Bulgaria and Mr. Camilo Lombana Cordoba , Senior Water and Sanitation Specialist, World Bank, US
16:05	50'	Roundtable discussion with Q&A from the audience	Moderated by Dr. Katerina Schilling , Communication and Program Manager, IAWD, Austria Speakers: <ul style="list-style-type: none"> - Mr. Radoslav Russev, UMT program developer, Bulgaria - Mr. Camilo Lombana Cordoba, Senior Water and Sanitation Specialist, World Bank, US - Ms. Alexandra Garagushkova, Manager of Design Department, Sofia Water; Bulgaria - Ms. Frosela Filo, Head of Finance and Account Department, Korca Water Supply and Sanitation JSC, Albania - Mr. Aleksandar Smiljanic, Head of Department of Economic Affairs, KP Buducnost ad Laktasi, Bosnia and Herzegovina

			<ul style="list-style-type: none"> - Mr. Jörg Karlhuber, Managing Director, Energie AG Bohemia, Austria - Ms. Sanyu Lutalo, Senior Water Supply and Sanitation Specialist, World Bank, US
16:55	5'	Wrap-up	Dr. Katerina Schilling , Communication and Program Manager, IAWD, Austria
17:00		End of session	

Speakers' biographies

- ▶ **Dr. Katerina Schilling** is Communication and Program Manager of IAWD since 2016. She has earned a master's degree in Biology with a specialization in freshwater ecology from the University of Vienna and obtained her PhD within the framework of "The Vienna Doctoral Program on Water Resource Systems" awarded by the Vienna University of Technology, where she was employed more than ten years at the Institute for Water Quality, Resources and Waste Management as a Research Assistant. Her work focused on projects dealing with water quality and included lecturing in basic and advanced courses for operators of wastewater treatment plants. Since 2006 she has also been actively involved in the national and international activities of the International Water Association (IWA) and was appointed an IWA Fellow in 2016. She is co-founder of the Austrian Young Water Professionals Chapter and core member of the IWA Task Force on SDGs.
- ▶ **Mr. Radoslav Russev** holds an MBA from Warwick Business School and an ACCA diploma. For ten years Rado has been involved in expert and management roles in water operators in Bulgaria – Sofia and Dobrich Water. His experience has been focused on operations, commercial and change management in general including a mandate of a general manager for Dobrich Water. In 2014 and 2015 Rado joined the Bulgarian government in the roles of deputy minister and then as an advisor in steering the water reform in the country. Since then he has held multiple consulting roles in South-East Europe and Middle East for World Bank, EBRD and other institutions including IAWD within the process for structuring and roll-out of D-LeaP. Since 2016 Rado has been also active in founding and developing Hydroolia – a local operator of industrial water assets headquartered in Bulgaria.
- ▶ **Mr. Camilo Lombana** is a Senior Water Supply and Sanitation Specialist working for the World Bank who focuses on water sector reform and utility strengthening and turnaround. Camilo has worked on the water sector for more than 18 years and has relevant experience in policy making; water sector regulation and financing; and, utility operations. Camilo has worked with the Bank for over 9 years and is currently responsible for the implementation of water projects and initiatives in the Europe and Central Asia region as well as other global programs supported by the Water Global Practice, like the Utility of the Future initiative. Before joining the World Bank Camilo worked for the water utility of Bogota and the Vice ministry of Water and Sanitation in Colombia. Camilo holds a BSc in Civil Engineering and master's degrees in Water Resources Management; Economic Regulation of Public Utilities; and, Public Policy and Management.
- ▶ **Ms. Frosela Filo** is currently working at the Korca Water Supply and Sanitation Utility in Albania. She holds a Master of Finance from the University of Tirana, Faculty of Economics. She has 5 years of banking experience and more than 10 years of experience in the water sector. Her experience in the water sector started on benchmark analyses; on determine the utility performance, compares to the water and wastewater industry. Since 2016, she acts as the Head of the Finance and Accounting Department, her responsibilities include a deeper analysis of all the financial concepts, involving portfolio management, investment planning, tax management, risk management, budgeting, asset purchases, and sales, overseeing acquired funds, managing existing funds and preparing for future expenditures of funds. She is part of the Korca Utility team that follows the implementation of the project Utility of the Future supported by the World Bank.

- ▶ **Mr. Jörg Karlhuber** studied business administration and economics at the Johannes Kepler University in Linz. Parallel to his studies, he worked as a key account in the logistics and transport sector and was operations manager and authorized signatory. In 2012, Mr. Karlhuber switched to the plastics industry (agru Kunststofftechnik) and was head of purchasing and accounting for five years. In 2017 he switched to Energie AG Wasser GmbH as managing commercial director and has been managing director of the new Czech segment at Energie AG Bohemia GmbH since 2019.
- ▶ **Mr. Alexander Smiljanic** has been working in the field of water supply since March 2017. He is employed in the water supply company KP Buducnost ad Laktasi in the position of Head of the Sector for Economic Affairs. As an employee of a member of the Association of Water Management Companies of the Republic of Srpska, he attends the Utility Management Training program organised by IAWD. As an employee of the company, he deals with non-profit losses of water and network, economic affairs, as well as the development of business plans and applications for projects to which the company applies. He is the Benchmarking program coordinator for the company in which he works. He is also involved in all business improvement projects in which the company participates. He gained previous experience in the banking sector as a client manager for small and medium enterprises. Mr. Smiljanic is a graduate economist at the Faculty of Economics, University of Banja Luka.
- ▶ **Ms. Alexandra Garagushkova** is manager of the Design department in “Sofiyska voda” AD - Sofia water company operated by Veolia. In her position she has been involved in some of the major designs of water and sewer networks in the capital of Sofia. In her previous occupation as project manager she was responsible for many construction projects in the city related with rehabilitation and expansion of the water supply and sewer network, rehabilitation of the sludge treatment tanks in WWTP Kubratovo and building a local WWTP. For the period of the last two years, she was acting Chief engineer in the Sewer department and she was responsible for supporting the municipality of Sofia to prepare regional feasibility study (RFS) for water supply and sewerage at the territory of Sofia Municipality under Operational Program „Environment 2014-2020“. Mrs. Garagushkova holds a diploma in Engineering from the University of architecture, civil engineering and geodesy, Sofia, Bulgaria.
- ▶ **Ms. Sanyu Lutalo** is a Senior Water and Sanitation Specialist at the World Bank, based in Washington, DC. She has led operational projects and analytical and advisory services at the World Bank on water supply, sanitation, urban development and the environment sectors in Africa, Europe, and Asia for over eighteen years. She is currently leading the Bank’s water program in Turkey and co-leading the programs in Ukraine and Belarus. She is the Window Manager for the Global Water Security and Sanitation Partnership (GWSP), a multi-donor Trust Fund, for the Bank’s Europe and Central Asia Region. Prior to joining the World Bank, Sanyu served as a Senior Project Engineer for a leading water utility in Africa, Uganda’s National Water and Sewerage Corporation, the National Environmental Management Authority, and academia. She holds a Masters degree in Water and Environmental Management from Loughborough University, Water Engineering and Development Center (WEDC), UK, and a Bachelor’s degree in Civil Engineering.

V. TUESDAY, OCTOBER 19TH

Innovative technology for Water Security

Date: Tuesday, 19 October 2021

Time: 12:30 – 13:45

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODc2>

Chair: Mr. Stjepan Gabric, World Bank

Context and objective

By 2050, the UN estimates that 52 percent of the world's population will be at risk for water insecurity. Climate change is threatening water availability through increased temperatures and drought, unpredictable rain, and the continued threat of growing pollution. As the water supply and sanitation (WSS) sector continues to face increasing pressures, governments and service providers around the globe are under pressure to increase the WSS sector's resilience and sustainability.

Innovation and technology are increasingly emerging as key tools in dealing with the issue of water scarcity and safety, water service efficiency, and utility operations. This results in much greater willingness by academia, industry, and utilities to consider, plan, test and adopt promising technologies, and governments working on creating favorable conditions for companies that offer the latest technological innovations in the sector can help advance water security.

This session will look at the state of play when it comes to development of innovative technologies that have the objective to achieve water security, and present some of examples of the innovative thinking, state-of-the-art solutions that are already being applied, and enabling environments for their creation.

Session structure

Time		Content	Speaker
12:30	5'	Introduction	Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Croatia
12:35	20'	Digital water – key water management tool for 21st century	Prof. Vladan Babovic , Department of Civil and Environmental Engineering, National University of Singapore
12:55	20'	Israel experiences in developing and implementing innovative technology in WSS	Mr. David Balsar , General Manager of innovation and ventures Mekorot Israel National Water Company
13:15	10'	Corporate innovation acceleration and competitive environment in water sector	Ms. Leona Aslanova , CEO, Innovation Starter Box, Bulgaria
13:25	10'	Using online UV/VIS spectroscopy to monitor the raw water quality of the Viennese water supply	Mr. Christoph Wagner , Chief Innovation Officer, S-can GmbH (in cooperation with Vienna Water Company)

13:35	10'	Q&A	Moderated by Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank
13:45		End of Session	

Speakers' biographies

- ▶ **Mr. Stjepan Gabric** holds an MSc in wastewater engineering from IHE Delft (The Netherlands). For 25 years, out of which 18 years in the World Bank, he has been involved in a design, implementation and planning of a wide range of water and wastewater projects in Europe and Central Asia, and analytical studies mainly in Eastern and South-Eastern Europe. He is core member of World Bank Danube Water Program (DWP) team since 2014 and is currently involved in preparation and implementation of World Bank water operations in Belarus, Russian Federation and Western Balkan
- ▶ **Prof. Vladan Babovic** is a global leading scientist in the field of hydroinformatics where he has been spearheading research in artificial intelligence, machine learning and computer modeling of hydraulics and hydrological phenomena. In more recent years, his work on real options pertaining to decision-making under deep uncertainties in water- and climate-related domains is gaining wider recognition. In addition to being a leading researcher and educator, he is also a scientist entrepreneur working with applied and fundamental research organizations, as well as VC investments for start-up companies.
- ▶ **Mr. David Balsar** is the General Manager of innovation and ventures at Mekorot National Water Company. He recently joined `Mekorot` to implement the government resolution and lead the company's investments in water technology companies. He has a multidisciplinary background and academic degrees that include an MBA from INSEAD and Master in Philosophy, and well-rounded business skills that include management, sales, marketing, strategy, business development partnerships.
- ▶ **Ms Leona Aslanova** is an innovation expert in leading corporate innovation programs and innovation projects involved in various events and education initiatives. She is founder of Innovation Starter, the first innovation agency in Bulgaria, of innovation's forum Innovation Explorer in partnership with Capital.bg and of Innovation Academy Project – the largest public-private educational partnership in Bulgaria – jointly with the leading Bulgarian universities.
- ▶ **Mr Christoph Wagner** studied Technical Chemistry at the Vienna University of Technology specializing on chemical engineering and process analytics. He earned a PhD in spectroscopy after being involved in several research projects. At s::can Christoph oversees Innovation, Product and Application Management.

Roundtable: Do you speak Danubian? Breaching new communication paths for promoting the water sector in the Danube region

Date: Tuesday, 19 October 2021

Time: 12:30 – 13:45

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODc3>

Chairs: Dr. Katerina Schilling, IAWD and Ms. Helene Masliah-Gilkarov, ICPDR

Context and objective

A variety of organizations and institutions actively work in the Danube region to not only highlight the importance of water but also target the challenges such as climate change, water security or wastewater treatment. The objective of the session is to gather representatives of various institutions active in the field and discuss how to jointly promote the water sector including all its users and stakeholders in the Danube Region, how to forge new synergies between various actors and institutions and how to promote new partnerships and increase the reach of the sector.

Session structure

Time		Content	Speaker
12:30	5'	Introduction	Dr. Katerina Schilling , Communication and Program Manager, IAWD and Ms. Helene Masliah-Gilkarov , Technical Expert on Public Participation & Communication, ICPDR
12:35	10'	Elevator Pitch	Mr. Konstantin Ivanov , Regional Coordinator, Global Water Partnership (GWP) Central and Eastern Europe, Slovakia
12:45	40'	Roundtable discussion	<p>Moderated by Dr. Katerina Schilling, Communication and Program Manager, IAWD and Ms. Helene Masliah-Gilkarov, Technical Expert on Public Participation & Communication, ICPDR</p> <p>Speakers:</p> <ul style="list-style-type: none"> - Mr. Konstantin Ivanov, Regional Coordinator, Global Water Partnership (GWP) Central and Eastern Europe, Slovakia - Ms. Jelena Janevska, Knowledge Manager, Network of Associations of Local Authorities of South-East Europe (NALAS), North Macedonia - Ms. Carolyne Herten, Communications Officer, European Water Association, Germany - Mr. Vittorio Graziano, Junior Water Analyst, WAREG - European Water Regulators, Italy - Mr. Alexander Raffeiner, CEO, Raffeiner Reputation, Austria

13:15	15'	Engagement with the audience including Q&A	All participants
13:35	5'	Wrap-up and next steps	Dr. Katerina Schilling , Communication and Program Manager, IAWD and Ms. Helene Masliah-Gilkarov , Technical Expert on Public Participation & Communication, ICPDR
13:45		End of session	

Speakers' biographies

- ▶ **Dr. Katerina Schilling** is Communication and Program Manager of IAWD since 2016. She has earned a master's degree in Biology with a specialization in freshwater ecology from the University of Vienna and obtained her PhD within the framework of "The Vienna Doctoral Program on Water Resource Systems" awarded by the Vienna University of Technology, where she was employed more than ten years at the Institute for Water Quality, Resources and Waste Management as a Research Assistant. Her work focused on projects dealing with water quality and included lecturing in basic and advanced courses for operators of wastewater treatment plants. Since 2006 she has also been actively involved in the national and international activities of the International Water Association (IWA) and was appointed an IWA Fellow in 2016. She is co-founder of the Austrian Young Water Professionals Chapter and core member of the IWA Task Force on SDGs.
- ▶ **Ms. Helene Masliah-Gilkarov** has been working as Technical Expert for Communications and Public Participation at the ICPDR since 2015. In this capacity, she leads the organization communications efforts, and acts as coordinator at ICPDR Secretariat level for the commission's various public participation activities, events, workshops, and more. One of her leading activities was to help launch the ICPDR's social media platforms, and continue the organization's digital evolution. In her previous occupation, H el ene was Vice Head of Communications at viadonau. H el ene holds a Master's degree in National Security Studies from Tel-Aviv University, and studied International Relations in New York.
- ▶ **Mr. Konstantin Ivanov** is the Regional Coordinator of Global Water Partnership Central and Eastern Europe. He has extensive experience in nature conservation, including freshwater restoration and climate change adaptation projects, as well as managerial, fundraising, advocacy and campaigning work. He has also executed multiple successful projects of regional importance in cooperation with the private sector. For example, a major project to restore vital wetlands along the River Danube and its tributaries in Hungary, Croatia, Serbia, Romania and Bulgaria has created a regional movement to protect these important habitats.
- ▶ **Ms. Jelena Janevska** is a development worker with over 20 years of professional experience in international development, regional cooperation, programme and project development and management. She currently works as a Knowledge Manager of the Network of Associations of Local Authorities of South-East Europe (NALAS). In the past she has worked for various international organizations, in the areas of decentralization, good governance, local development, civil society development and rule of law. Ms. Janevska is also a university lecturer, teaching Project Management, Crisis Communication, Public Relations and Business Communication. She has extensive consultant and training providing experience, with hundreds of missions across Europe. She holds a MSc in Local Development from the University of Trento, Italy and a BA in Journalism and Communications from Skopje University.
- ▶ **Mrs. Carolyne Herten** joined the European Water Association in June 2021. In her position as Communications Officer, she is in charge of social media, the editing of the newsletter, the external communication to the members and the marketing of events. The European Water Association (EWA) is an independent non-governmental and non-profit making organization dealing with the management and improvement of the water environment. Before joining the EWA, she worked in tourism and event organizing in different countries such as France, Chad, Spain and Germany. Mrs. Herten speaks fluently French, English and German. She has Bachelor degree in Tourism and Leisure and a Master degree in Communication from France.

- ▶ **Mr. Vittorio Graziano** joined WAREG – European Water Regulators in 2019 as Junior Water Analyst supporting the Secretariat in the organisation of the first edition of the European Forum on the Regulation of Water Services (EFRWS19) held in Rome in December 2019. Since 2020 Mr. Graziano has been managing WAREG’s external communications through the website and social media. Vittorio holds a master’s degree in Middle Eastern Studies (Cattolica University of Milan) and a bachelor’s degree in business administration and Management (Bocconi University, Milan).
- ▶ **Mr. Alexander Raffener** is an entrepreneur in the field of communications management and consulting, having found the specialized strategy and communications agency RAFFEINER REPUTATION in 2011 in Vienna. Having an economic and marketing background gained at MCI - Management Center Innsbruck/Tyrol, Alexander was early focusing his efforts on B2B communication and primarily reducing complexity in communications processes from and among public organisations. In his workshops, advisory mandates and key notes he regularly declaims that „packaging without content is worthless“. Since 2018 Alexander and his team is supporting ICPDR - International Commission for the Protection of the Danube River in conceiving and realizing their social media strategy, having started with a detailed stakeholder analysis and a Danube-wide participation process.

Smart Utility Management for resilient water service provision

Date: Tuesday, 19 October 2021

Time: 14:15 – 15:30

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODc4>

Chair: Mr. Walter Kling, IAWD

Context and objective

What makes a well-functioning utility able to respond to day-to-day challenges and unpredictable events? This is the question this session will attempt to answer.

All too often, ineffective and poor water service is the result of a vicious cycle of dysfunctional political environments and inefficiencies in water and sanitation utilities. Global forces—including climate change, water scarcity, abrupt changes in the environment (COVID-19), population growth, migrations, and rapid urbanization—exacerbate these challenges and threaten the provision of high-quality and sustainable WSS services, jeopardizing the possibility of providing “water and sanitation for all.”

Smart and effective utility management practices are the foundation for building and sustaining the technical, managerial, and financial capacity of Water Supply and Sanitation utilities. The objective of the session is to define what practices makes a utility a well-managed utility and to share the experiences of utilities CEOs in the Danube region on their utility management and how they have responded to the inevitable challenges that emerge.

Session structure

Time		Content	Speaker
14:15	5'	Introduction	Mr. Walter Kling , President, IAWD, Austria
14:20	10'	Lightning Talk: The Trial Reservoir: Driving a Revolution in Technology Adoption to aid Resilient Water Service Provision	Dr. Piers Clark , Chairman, Isle Utilities, UK
14:30	60'	Panel discussion	Moderated by Mr. Walter Kling , President, IAWD, Austria Panelists: <ul style="list-style-type: none"> - Dr. Piers Clark, Chairman, Isle Utilities, UK - Mr. Teodor Popa, CFO, Apa Brasov, Romania - Ms. Sarah Keener, Senior Social Development Specialist, World Bank, US - Mr. Christian Hasenleithner, CEO, Energie AG Bohemia, Austria
15:30		End of session	

Speakers' biographies

- ▶ **Mr. Walter Kling** works for the City of Vienna, at Vienna Waterworks. In 2011 he was appointed as Deputy Managing Director of Vienna Waterworks, a position which he still stays on. He serves as

IAWD Secretary General since 1993 and currently also as IAWD president since 2017. Walter Kling joined the work of the Austrian Water Association and in 1993, when he was delegated to represent Vienna within IWSA. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in the region of Eastern Europe by organizing a number of events. Maintaining an excellent network of contacts, he applied to organize the IWA – World Water Congress 2008 in Vienna. Starting from 2003, the Congress President Walter Kling served with great commitment to secure best circumstances for IWA, IAWD and the City of Vienna to run a successful conference. In September 2010 he was elected IWA – Vice-President, re-elected in Busan 2012 and served in this position until 2014. In 2010 he initiated the development of the Danube Water Program, which was launched jointly by the World Bank and IAWD in 2012.

- ▶ **Dr. Piers Clark** is Chairman of the Isle Group Ltd. Isle is a technical, specialist, water consultancy, employing over 80 people and with offices in the UK, the Netherlands, Italy, Germany, the USA, Australia, Singapore and Abu Dhabi. Isle works with over 200 utilities around the world helping them identify and adopt new technology. Piers was previously the Managing Director for the \$1bn private equity fund Global Water Development Partners (GWDP), a Blackstone portfolio company. From 2010-14 he was the Commercial Director at Thames Water, the largest of the UK water companies. Piers was responsible for all of Thames Water's non-regulated business activities. Piers also served as Interim Asset Management Director for Thames Water. Prior to joining Thames Water, Piers was Managing Director of Mouchel's Regulated Industries leading a team of 3,000 staff providing engineering consultancy and operational maintenance services in the water, energy, environment and rail sectors. In 2006, Piers helped establish an innovative funding mechanism for technology companies, called TAG (Technology Approval Group). TAG bridges the gap between venture capital investors and the water company end-users and has resulted in over \$1bn being invested in water-related cleantech companies in recent years. He is a Board director for the IFC-backed Haiti-based water kiosk business Dlo Haiti, and a Non Exec Director for Modern Water plc. He has a PhD in Civil Engineering.
- ▶ **Mr. Teodor Popa** is CFO at the Brasov Water Company in Romania since 2001, President of the Romanian Water Association (RWA) Specialist Group on Economics, Vice-president of the International Water Association (IWA) Specialist Group on Statistics and Economics and IWA Fellow since 2016. Mr. Popa has been involved since 1995 in projects financed by EU and other international donors, has participated in the Romanian water sector reform: the company regionalization and restructuring process: institutional transformation, tariff strategy and concession contract implementation. In addition, he is author of various papers presented across the globe and expert for European Bank for Reconstruction and Development (EBRD) and World Bank international projects regarding water sector reform, tariff policy, utility management and utilities aggregation etc. Mr. Popa holds MSc. Degree in Engineering (1991) and Economics (1997).
- ▶ **Ms. Sarah Keener** leads the Social Inclusion team within the World Bank Water Global Practice, providing strategic leadership for the Water GP on social inclusion, gender and citizen engagement. She has worked for over 20 years with the World Bank Group in the Middle East and North African Region, the Latin American and Caribbean Region, and the Africa Region, coordinating the citizen engagement agenda at the regional level and focusing on integrating social inclusion into World Bank operations. Her background in the water sector includes management of a stakeholder engagement project on the Nile Basin, collaboration on the Africa Region Infrastructure Flagship with a chapter on water provision to the urban poor, management of technical assistance focused on infrastructure regulation, and development of innovative approaches to peri-urban water provision in Peru, Mozambique, Angola, Lesotho, Zambia and elsewhere. While in the Middle East and North African Social and Urban unit, she focused on municipal operations across the region to mainstream citizen engagement and voice in municipal performance incentives, worked with clients to develop innovative ICT enabled citizen engagement platforms in the infrastructure sector (energy, transport, water), and managed a regional facility on energy and gender. Ms. Keener, an American national, holds a Master's Degree in Public Policy from Harvard's Kennedy School of Government.

- ▶ **Mr. Christian Hasenleithner** studied Civil Engineering at the Vienna University of Technology. After 10 years of working as a project engineer in hydro power plant construction, he switched to the sector of water supply and wastewater treatment in 1995. Mr. Hasenleithner developed the business segment “Water” at Energie AG Oberoesterreich, a mainly public entity, located in Linz and is General Manager of Energie AG Wasser GmbH, which is active in Austria, the Czech Republic and Slovenia. Eight companies of the group supply about 1 Mio. Inhabitants with drinking water and collect and clean wastewater for 750.000 inhabitants.

Transboundary water cooperation: Progress and emerging challenges

Date: Tuesday, 19 October 2021

Time: 14:15 – 15:30

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODc5>

Chair: Mr. Raimund Mair, World Bank

Context and objective

Water does not respect geopolitical boundaries and hydrological systems are oblivious of international relations. This increases the challenge for water managers, financiers, and water users to ensure the sustainable use of this essential resources for the economy and societies in the context of climate change while cutting pollution and maintaining and improving the function of the aquatic ecosystems. Hence, when water cuts across borders, it poses economic, financial, logistical, and political challenges for people trying to manage and develop the resource. This is particularly the case for the international Danube River Basin, which is the most international river basin in the world.

International water cooperation in the Danube River Basin builds on significant experience and tradition, fostered by the Danube River Protection Convention signed by Danube countries in 1994, and which forms the legal basis for the International Commission for the Protection of the Danube River (ICPDR). Another important example, at sub-basin level, is the Framework Agreement on the Sava River Basin, which addresses transboundary cooperation in the Sava as the richest-in-water Danube tributary. Furthermore, the Water Convention of the Economic Commission for Europe (UNECE) is a unique international legal instrument and intergovernmental platform which aims to ensure the sustainable use of transboundary water resources by facilitating cooperation. The UNECE also fosters technical exchange and capacity building on particular water-related topics.

2021 is a highly important year for the joint management of Europe's water resources since with December the deadline for the publication of the updated generations of River Basin and Flood Risk Management Plans is approaching. The plans are based on the requirements stemming from the EU Water Framework Directive and the EU Floods Directive and are key planning instruments for the upcoming 6-years cycle from 2021-2027 at both, international and national level.

The objective of the session is to inform participants about the latest developments regarding transboundary water cooperation in the Danube Region. Speakers will provide information on the most significant water management issues, approaches to ensure the sustainable management in the future, and how activities contribute towards the goal of a water secure and resilient Danube Region.

Session structure

Time		Content	Speaker
14:15	5'	Introduction	Mr. Raimund Mair , Senior Water Resources Management Specialist, World Bank, Austria
14:20	15'	How the UNECE Water Convention supports transboundary water cooperation in the Danube region and worldwide	Ms. Sonja Koeppel , Secretary of the Water Convention, United Nations Economic Commission for Europe (UNECE)
14:35	15'	The draft 3rd international River Basin Management Plan for the Danube River Basin	Ms. Edith Hödl , Permanent Secretariat, International Commission for the Protection of the Danube River (ICPDR), Austria

14:50	15'	The draft 2nd international Flood Risk Management Plan for the Danube River Basin	Mr. Igor Liska , Permanent Secretariat, International Commission for the Protection of the Danube River (ICPDR), Austria
15:05	25'	Q&A and discussion	All participants
15:30		End of session	

Speakers' biographies

- ▶ **Ms. Sonja Koepfel** has been working for more than 10 years in the secretariat of the Convention on the Protection and Use of Transboundary Watercourses and International Lakes (Water Convention), serviced by the United Nations Economic Commission for Europe (UNECE) in Geneva. She is currently secretary to the Convention and was previously coordinating the activities on climate change adaptation under the Convention and servicing different Convention bodies. She also leads the activities on the global opening of the Convention to all United Nations Member States. Before joining UNECE, she worked for UNEP in Nairobi for a short while and studied environmental sciences, policy and management in Budapest and Manchester as well as social sciences in Bordeaux and Stuttgart.
- ▶ **Ms. Edith Hödl** acts as Technical Expert for River Basin Management in the International Commission for the Protection of the Danube River (ICPDR) located in Vienna. She is responsible for the technical support of ICPDR Contracting Parties on issues related to river basin management as well as the coordination of the implementation of the EU Water Framework Directive including the review and updates of the River Basin Management Plan. A lawyer by training with a focus on European environmental and water law, Ms Hödl worked at the European Commission's DG Environment, the Austrian Ministry for Agriculture, Forestry, Environment and Water Management and the Austrian Umweltbundesamt before joining the ICPDR. She has worked on European water legislation issues in a range of national and international projects (Bulgaria, Croatia, Egypt, Georgia, Kosovo, Romania, Slovakia, Slovenia, Turkey) and as a consultant to the European Commission DG Environment. Ms Hödl possesses a profound and thorough national and international experience and knowledge in the implementation of water and nature related EU legislation and policies, in particular as regards the Birds and Habitat Directives, the Water Framework Directive, the Urban Waste Water Treatment Directive, the Floods Directive and the Nitrates Directive.
- ▶ **Mr. Igor Liska** is Technical Expert for Water Quality and Water Management at the ICPDR Secretariat in Vienna, Austria. He is providing managerial and technical support to the ICPDR activities on water quality monitoring and assessment, flood risk management, groundwater management and on the maintenance and operation of the Danube Accident Emergency Warning System. From its entry into force he has been coordinating the implementation of the EU Floods Directive in the Danube River Basin including preparation of the Danube Flood Risk Management Plans. He has been providing major contributions to all Danube River Basin Management Plans. Between 2000 and 2021 he served as a project manager of four Joint Danube Surveys, the most comprehensive river monitoring and assessment efforts in the world.
- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna, and Water Policy from Cranfield University, United Kingdom.

Ask me Anything: Everything you wanted to know about water

Date: Tuesday, 19 October 2021

Time: 16:00 – 17:00

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODgw>

Chair: Ms. Elisabeta Poci, SHUKALB

Context and objective

The intention of an Ask me Anything sessions is to transparently engage with the audience. The session work exactly as its name suggests. After a short introduction of the speaker, the floor will be opened to questions, which can be about anything at all.

Session structure

Time		Content	Speaker
16:00	5'	Introduction	Ms. Elisabeta Poci , Executive Director, SHUKALB, Albania
16:05	50'	Ask me Anything	Mr. Gustavo Saltiel , Lead Water and Sanitation Specialist, World Bank, US
16:55	5'	Wrap up	Ms. Elisabeta Poci , Executive Director, SHUKALB, Albania
17:00		End of session	

Speakers' biographies

- ▶ **Ms. Elisabeta Poci** is the Executive Director of the Water Supply and Sewerage Association of Albania (SHUKALB) since 2013. She has been working with SHUKALB for over fifteen years, playing a significant role in building up the professional image of SHUKALB among the stakeholders in the water sector in Albania and the region, as well as in the growth of SHUKALB as a sustainable organization. She has successfully led and delivered several projects in her areas of expertise (in Albania and the Western Balkans). Her most significant assignment with a considerable impact in the water sector in Albania was the successful implementation of the "Sustainable Water Sector Capacity Development in Albania" project as a result of which an institutional Test-Based Certification Program for the staff of water supply and wastewater utilities in Albania was formally established by the Government of Albania. Ms. Poci holds a Bachelor Degree in Environmental Engineering from the Polytechnic University of Tirana and a Master of Science Degree in Environmental and Water Resources Engineering from the University of Texas at Austin, USA, under a Fulbright Scholarship.
- ▶ **Mr. Gustavo Saltiel** is the Global Lead for Water Supply and Sanitation of the Water Global Practice at the World Bank. As such, he coordinates global knowledge activities and operational support to World Bank teams across regions. He also oversees global work on water and sanitation utilities, policies, institutions and regulation, circular economy, water secure cities and city-wide inclusive sanitation. He joined the World Bank in 2003 as Senior Water Engineer in the Latin America Region, he was then appointed as Sector Leader for Sustainable Development in Mexico, Program Manager of International Waters in the Africa Region, and Lead Water Supply and Sanitation Specialist in Peru, to lead lending operations and analytical work in the southern cone of Latin America. Before joining the World Bank, he held Senior level positions in Argentina, including as General Manager of Aguas Bonaerenses, the State-Owned Water Utility in the Province of Buenos Aires, Head of

Planning and Regulatory Affairs of the private concessionaire Azurix, and Manager at the Buenos Aires Water and Sewerage Services Regulatory Agency (ETOSS).

Stakeholder consultations: Water Security Diagnostics

Date: Tuesday, 19 October 2021

Time: 16:00 – 17:00

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODgx>

Chair: Mr. Eduard Interwies, InterSus - Sustainability Services

Context and objective

Water Security is about building a water secure future for the people, the economy and the environment in the light of global, regional and local changes. Extending the scope of previous analytical work conducted in the frame of the Danube Water Program like the State of the Sector Reports, important work is ongoing for the development of a Water Security Diagnostics for the Danube Region, analysing aspects of water sector outcomes, performance, architecture, and endowment. The work is supported by a consortium around the International Institute for Applied System Analysis (IIASA) and is addressing the broader water sector, aiming to analyse and identify key issues which need to be tackled in order to achieve a resilient and water secure Danube Region at national and regional level.

Building on the information provided and discussions in other related sessions in the frame of the Danube Water Conference, the objective of this interactive session is to discuss issues and gain feedback from participants on key water security issues in the Danube region - now and in the future - which require particular attention. In addition, the question will be addressed regarding the challenges that need to be overcome in order to move to tangible action outcomes for a more secure water future for the Danube region. The results of the discussion will allow to further fine-tune and steer the work in the coming months for the preparation of the Water Security Diagnostics for the Danube Region.

Session structure

Time		Content	Speaker
16:00	5'	Introduction	Mr. Eduard Interwies , InterSus - Sustainability Services, Germany
16:05	10'	Ignite Talk: Water Security in the Danube Region	Mr. Raimund Mair , World Bank, Austria
16:15	45'	Moderated discussion	Moderated by Mr. Eduard Interwies , InterSus - Sustainability Services, Germany, Germany
17:00		End of session	

Speakers' biographies

- ▶ **Mr. Eduard Interwies**, the Director and Founder of InterSus, is an environmental economist and policy expert with more than 15 years of experience, with M.A. degrees Economics and Political Sciences. His main specializations are environmental and socio-economic impact assessments, cost-benefit analyses of policies and projects as well as pricing and cost-recovery strategies, especially in the policy fields of water and marine management, climate change and climate change adaptation. He combines stakeholder and policy maker engagement with classical desktop approaches to solve complex content and methodological challenges. Eduard is currently supporting the water security diagnostics work for the ECA/Danube regions as the lead economist. He is an experienced moderator and facilitator.
- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna, and Water Policy from Cranfield University, United Kingdom.

VI. WEDNESDAY, OCTOBER 20TH

Fostering an innovation culture to support utility modernization

Date: Wednesday, 20 October 2021

Time: 12:30 – 13:45

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODgy>

Chair: Mr. Philip Weller, IAWD

Context and objective

Innovations are driving development in all aspects of life, and the water sector cannot be left out. Current and future water solutions to address water challenges require innovation in science, technology and practice within the water sector and beyond. Smart homes, nano membranes or drop irrigation are just some examples in which water management is innovating based on new scientific insights and the latest technologies. Innovations in the water sector are driving efficiency and the preservation of water, energy efficiency and exploiting previously untapped resources from wastewater. They are improving our ability to cope with disasters and form an essential part in building the green economy of tomorrow. Yet many decision makers are unaware of the opportunities water innovations provide to reduce costs and create sustainability. The objective of this session is to highlight the importance of innovations in the water sector, and to increase our understanding of existing opportunities and how science and technology are crucial in developing the water sector of tomorrow.

Session structure

Time		Content	Speaker
12:30	5'	Introduction	Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
12:35	10'	Lightning Talk: Innovation needs in the water service sector	Ms. Andrea Gysin , Head of Research, Development and Innovation, Thames Water, UK
12:45	60'	Panel discussion	Moderated by Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria Panelists: <ul style="list-style-type: none"> - Ms. Andrea Gysin, Head of Innovation Partnerships, Thames Water, UK - Mr. Lyubomir Filipov, Strategic partnerships and projects Director, Sofia Water, Bulgaria - Dr. Blanca Antizar, European Director of Consultancy, Isle Utilities, UK - Dr. David Tyler, Water Sector Specialist, European Bank for Reconstruction and Development, UK
13:45		End of session	

Speakers' biographies

- ▶ **Mr. Philip Weller** has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) 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. 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 also worked for the World Wildlife 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. Philip Weller is an environmental planner by training.
- ▶ **Ms. Andrea Gysin's** career spans over 20 years in the water industry, during which time she has worked in blue chip consultancies, start-up and growth businesses. In 2005 she launched an innovation programme in the UK water industry that supported technology commercialization for over 50 start-up businesses and attracted over £20m venture investment to the sector. Andrea joined Thames Water in 2018 and has recently taken the new role of Head of Innovation Partnerships with the objective of driving external collaboration to increase the pace and impact of innovation.
- ▶ **Mr. Lyubomir Filipov** is currently heading the "Strategic partnerships and projects Directorate" within Sofiyska voda JSC, part of Veolia. The main responsibilities of the directorate are related to the overall management and implementation of the Concession contract, the corporate legal affairs and coordination of the interactions with the company's strategic partners and stakeholders, i.e. the municipality of Sofia, the regulator, other state institutions, International financial institutions (IFIs), etc. In addition, the unit is responsible for the preparation and the management of EU funded projects. Mr. Filipov has an in-depth knowledge in structuring and managing public-private partnerships and concession projects.
- ▶ **Dr. Blanca Antizar** joined Isle Utilities in 2015. In her current position as European Director of Consultancy she is involved in various global projects that foster an innovation culture to accelerate the adoption of emerging technologies in the water sector, as in the World Bank Utilities of the Future initiative that addresses the challenges of delivering safe, efficient, and resilient water and sanitation services. Dr Antizar is also Royal Academy of Engineering Visiting Professor in Environmental Security and Resilience at the University College London, UK. In her previous roles at the University of Edinburgh and University College London, she was working on the development of water and wastewater treatment projects related to Water Security in the Europe, Southeast Asia, and Sub-Saharan Africa. Dr. Antizar holds a PhD in Civil and Environmental Engineering from the Technion Israel Institute of Technology. She is Member of the IWA and Founding Co-Chair of the Water Europe 'Water Security' working group, and editor to the journals 'Water Supply' (IWA) and 'Environmental Technology and Innovation' (Elsevier).
- ▶ **Dr. David Tyler** is the European Bank for Reconstruction and Development's (EBRD) Water Sector Specialist providing expert advice to the banking teams on sustainable solutions that improve the lives of people whilst safeguarding the environment. David's thought leadership is the culmination of 30 years of dedicated work in the water sector; before joining the EBRD five years ago, David's experience ranges from infrastructure design and delivery, operations, asset management, policy development and strategic investment planning having worked previously in the public and private sectors, for two water and wastewater companies, a water economic regulator and a specialist technical consultancy. David has a first degree in Civil Engineering majoring in water management, a Doctorate of Philosophy in applied hydraulics and a Diploma in Business Management.

Integrating green and gray infrastructure for water security and climate resilience

Date: Wednesday, 20 October 2021

Time: 12:30 – 13:45

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODgz>

Chairs: Ms. Kathia Havens, World Bank

Context and objective

In order to tackle the challenges of climate change and water security, innovative approaches combining traditional (grey), and natural (green) infrastructure are needed. Combined with traditional infrastructure, natural infrastructure, such as wetlands, forests, and even soil, can help to maintain and protect water resources from the effects of climate change, such as floods and droughts, and provide solutions to diverse challenges across the water sector.

The objective of this session is to raise awareness and provide an overview of nature-based solutions, introduce a framework from which to evaluate them, and guidance regarding enabling conditions and incentives for implementation. These topics will be covered in the opening presentation and supported by examples from the Danube region.

Session structure

Time		Content	Speaker
12:30	5'	Introduction	Ms. Kathia Havens , Program Analyst, World Bank, Austria
12:35	20'	Green and Grey, a new generation of infrastructure to tackle the challenges of water security and climate resilience	Mr. Klaas de Groot , Senior Water Resources Management Specialist, World Bank
12:55	15'	Harnessing nature for sustainable water resources management	Ms. Irene Lucius , Regional Conservation Director, WWF Central and Eastern Europe
13:10	15'	Natural solutions for rural wastewater treatment	Dr. Günter Langergraber , Head of Department, University of Natural Resources and Applied Life Sciences, Vienna (BOKU), Austria
13:25	20'	Q&A and Discussion	Moderated by Ms. Kathia Havens , Program Analyst, World Bank, Austria
13:45		End of session	

Speakers' biographies

- ▶ **Ms. Kathia Havens** joined the World Bank in 2015 and the Danube Water Program in October 2019, supporting the roll out of Water Security analytical and advisory activities and overall program administration. Prior to joining the Program, Ms. Havens served as a technical specialist to the Global Water Partnership (GWP, 2018-2019) and the World Bank Water Global Practice (2015-2018). At GWP, Ms. Havens supported the transboundary water program: working on regional capacity building workshops on international water law and governance and the development of the organizations' programmatic approach to transboundary water management. Prior experience at the World Bank includes technical and programmatic support in the fields of transboundary water management, global water security, nature-based solutions, and agricultural water productivity. Ms. Havens holds a Masters in International Environmental Policy from the Fletcher School of Law in Diplomacy.
- ▶ **Mr. Klaas de Groot** is a Senior Water Resources Management Specialist with 30 years of international experience in water security and integrated water resources management. He worked for consultancy firms in the Netherlands and was involved in the development of international renown programs like Room for the River, Building with Nature and the implementation of the European Water Framework Directive and Flood Directive. International experience includes long term assignments in Yemen (3 years), Panama (4 years), Colombia (2 years) and now Argentina as well as numerous assignments in other parts of the world. Klaas started working with the World Bank in 2017 and is leading initiatives to improve water resources management, water services and resilience and to better balance green and gray infrastructure improving the economic feasibility of projects and optimizing the multiple benefits that can be provided by nature-based solutions.
- ▶ **Ms. Irene Lucius** is the Regional Conservation Director of WWF Central and Eastern Europe, responsible for overseeing and coordinating the organization's work related to nature conservation and sustainable development across Bulgaria, Czech Republic, Hungary, Moldova, Romania, Slovakia, and Ukraine. Freshwater ecosystem conservation and restoration are among the focus topics. Before she joined WWF 13 years ago, Irene worked for other NGOs, consultancy companies, and administration in countries across Europe, managing projects and initiatives in the field of integrated land management, environmental communication, and policy. Irene holds a Master's Degree in Biology.
- ▶ **Dr. Günter Langergraber** is Head of the Department of Water, Atmosphere and Environment at the University of Natural Resources and Life Sciences, Vienna (BOKU). His research focusses on nature-based solutions and resources-oriented sanitation systems. The optimisation of treatment wetlands for wastewater treatment is investigated with focus on how process-based dynamic models can help to develop better design models. He is currently Chair of the COST Action Circular City that researches the use of nature-based solutions to create circular economy in urban settings. Additionally, Dr Langergraber is the responsible person for the training courses for operators of small wastewater treatment plants (i.e. less than 50 persons connected) organised by ÖWAV in Austria.

Cooperation as key to sustainable water services

Date: Wednesday, 20 October 2021

Time: 14:15 – 15:30

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODg0>

Chairs: Mr. Kelmend Zajazi, NALAS and Ms. Patricia Lopez, World Bank

Context and objective

Efficient and effective water service delivery requires cooperation among a variety of actors, within the utility itself, the utility with the owners of the assets (usually a municipality), the utility and local government with the National Government and Regulator, and with river basin managers. In addition, cooperation and sharing across national borders has proven both beneficial and important in creating a family of water professionals dedicated to good water service delivery and able to respond to the challenges that affect the sector. This session will explore positive examples of cooperation at differing levels, and in differing circumstances, and provide good lessons and inspiration for additional cooperation. Panelists from three model initiatives of cooperation will be highlighted and the session will explore how these examples can be expanded and replicated.

Session structure

Time		Content	Speaker
14:15	5'	Introduction	Mr. Kelmend Zajazi , Executive Director, NALAS, North Macedonia and Ms. Patricia Lopez , Senior Infrastructure Finance Specialist, World Bank, Spain
14:20	10'	Lightning Talk: Is cooperation the key to sustainable water services?	Mr. Daniel Bruderer , Deputy Head of Infrastructure Financing, State Secretariat for Economic Affairs, Switzerland
14:30	10'	Lightning Talk. Example Albania	Ms. Elisabeta Poci , Executive Director, SHUKALB, Albania and Ms. Lindita Sotiri , Director of Development Programs on Water Supply and Sanitation, Ministry of Infrastructure and Energy, Albania
14:40	10'	Lightning Talk. Example Montenegro	Mr. Dusan Raicevic , Mayor of Bar and NALAS Vice President, Montenegro and Mr. Mladen Duricic , Director, Bar Water Company, Montenegro
14:50	40'	Plenary discussion	Mr. Kelmend Zajazi , Executive Director, NALAS, North Macedonia and Ms. Patricia Lopez , Senior Infrastructure Finance Specialist, World Bank, Spain
15:30		End of session	

Speakers' biographies

- ▶ **Mr. Kelmend Zajazi** is the Executive Director of NALAS, the Network of Associations of Local Authorities of South East Europe since 2007. Mr Zajazi is a member of the Council of Europe's Independent Expert Group on European Charter of Local Self Governments. Previously, Mr. Zajazi managed USAID Local Government Reforms and Democracy Network Programs, served as an Advisor of the Minister of Health and worked with the European Commission Humanitarian Aid Office in Macedonia. Zajazi is a Medical Doctor and holds a Masters degree in Public Policy and Management from the University of Pittsburgh.
- ▶ **Ms. Patricia Lopez** is a senior infrastructure finance specialist with the World Bank's Water Global Practice and the Danube Water Program Leader on the Bank' side. At the Bank, she has worked in providing policy advice around financial and institutional issues to national, regional and local governments, utilities and WSS sector institutions and in preparing, negotiating and managing World Bank lending operations in the water and sanitation and flood management sector. Before joining the Bank, Ms. Lopez worked for different investment banks and consultancy firms advising governments, utilities and private companies in project and corporate finance operations. She has hands-on experience in the design of solutions for the provision of water and sanitation services and the financing of infrastructure, particularly with participation of the private sector and has worked in Latin America and the Caribbean, Europe and Eastern Europe. Patricia holds a M.Sc. in Economics and Business Sciences with a two-year specialization in Financing from Colegio Universitario de Estudios Financieros (C.U.N.E.F), Madrid, Spain.
- ▶ **Mr. Daniel Bruderer** had the opportunity to acquire profound management and leadership experience in international industrial groups after completing his education with a Master of Science in Business Administration at University of Berne. Over many years, he held senior positions as executive member of the management team assuming interdisciplinary operative and strategic responsibilities. Relying on his expats working experience in international cooperation, Daniel Bruderer acts today as Deputy Head of the Infrastructure Financing Division at the State Secretariat for Economic Affairs SECO, overseeing the operations in the region of South Eastern Europe and Central Asia.
- ▶ **Ms. Elisabeta Poci** is the Executive Director of the Water Supply and Sewerage Association of Albania (SHUKALB) since 2013. She has been working with SHUKALB for over fifteen years, playing a significant role in building up the professional image of SHUKALB among the stakeholders in the water sector in Albania and the region, as well as in the growth of SHUKALB as a sustainable organization. She has successfully led and delivered several projects in her areas of expertise (in Albania and the Western Balkans). Her most significant assignment with a considerable impact in the water sector in Albania was the successful implementation of the "Sustainable Water Sector Capacity Development in Albania" project as a result of which an institutional Test-Based Certification Program for the staff of water supply and wastewater utilities in Albania was formally established by the Government of Albania. Ms. Poci holds a Bachelor Degree in Environmental Engineering from the Polytechnic University of Tirana and a Master of Science Degree in Environmental and Water Resources Engineering from the University of Texas at Austin, USA, under a Fulbright Scholarship.
- ▶ **Ms. Lindita Sotiri** is Director on the Development Programs on Water Supply and Sewerage and Solid Waste in MIE in Albania. She has been working in the water and waste sector since 2010 and has leaded policies in water and solid waste focusing especially in regulations, standards and instruments in infrastructure and focusing on building up performance systems and instruments to incentives the municipalities to a better performance and services.
- ▶ **Mr. Dusan Raicevic** is the Mayor of Bar in Montenegro and NALAS Vice president. He attended elementary school and Gymnasium in Bar, where he was born, and he graduated with Cum Laude at Rochester Institute of Technology Croatia in Dubrovnik with major in Small Business Development. He started his working experience in private business from 2008 until 2014 (CEO of PROMADURA FLORS D.O.O). Mr. Raicevic was Deputy Mayor from 2014 to 2018 and Acting Head of Department in the Secretariat for Economic and Finances from 2015 to 2017 in Municipality of Bar. He was also Chair of the Board of Directors of PREKOOKEANSKA PLOVIDBA AD from 2014 to 2017. Mr. Raicevic is the President of the Governing Board of the Union of Municipalities of Montenegro. He is also a member of the Euro-Mediterranean Regional and Local Assembly (ARLEM).

- ▶ **Mr. Mladen Duricic** is Executive Director of “DOO Vodovod i kanalizacija Bar” (LTD Water and Sewage Company Bar). He has been appointed to this position in July 2019 and since then has been involved in several major projects considering improving the water supply system in the municipality of Bar. Before taking his duties in „DOO Vodovod i kanalizacija Bar“, Mr Duricic was Executive Director of „Doo Lovstvo“, a public firm that is entitled for preserving and taking care of hunting grounds in Bar municipality. Mr. Duricic holds a diploma in Managing public sector gained at Faculty of Business Economics and Law at Bar, Montenegro.

Roundtable: Second year of COVID-19 crisis - Impacts and mitigation measures in the WSS sector

Date: Wednesday, 20 October 2021

Time: 14:15 – 15:30

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODg1>

Chair: Mr. Stjepan Gabric, World Bank

Context and objective

The Covid-19 pandemic has impacted the water sector in the Danube region, causing financial, technical and operational challenges, and imposed requirements for short-term adaptation to the new circumstances and continuing to ensure the safe delivery of water-related services. In the second year of the Covid pandemic, the water service sector has mostly learned its lessons and adapted to the new normal. However, this crisis has further exposed the already existing weaknesses of the water services sector in many countries but has also increased awareness for the need of improving resilience via proper crisis management arrangements and preparatory planning, but also through maintaining an efficiently operated and well-funded water service provision sector. The objective of the session is to present and discuss the current understanding of the overall impact of the Covid-19 crisis on the WSS sector in countries of the Danube region, while aiming to highlight the importance of including water-related investments in government recovery packages and the contributions they make to broader water security and resilience.

Session structure

Time		Content	Speaker
14:15	5'	Introduction	Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank
14:20	20'	Covid-19 crisis impact on WSS sector in Danube River Basin-summer 2021 findings	Mr. Ivailo Kastchiev , external expert for water service provision and regulation (Bulgaria)
14:40	10'	Impact of Covid-19 on LGUs and PUCs in the Western Balkan region	Mr. Hari Shutoski , German Society for International Cooperation GmbH (GIZ)
14:50	50'	Roundtable discussion	Moderated by Mr. Stjepan Gabric , World Bank, Croatia Speakers: <ul style="list-style-type: none"> - Dr. Jo Burgess, Isle Utilities, South Africa - Ms. Midoro Makino, World Bank - Mr. Hari Shutski, GIZ - Mr. Grgo Peronja, Odvodnja-Zadar - Ms. Branka Viduka, Odvodnja-Zadar - Mr. Goran Gavrilovic, JKP Vodovod i Kanalizacija Kragujevac
15:30		End of session	

Speakers' biographies

- ▶ **Mr. Stjepan Gabric** holds an MSc in wastewater engineering from IHE Delft (The Netherlands). For 25 years, out of which 18 years in the World Bank, he has been involved in a design, implementation and planning of a wide range of water and wastewater projects in Europe and Central Asia, and analytical studies mainly in Eastern and South-Eastern Europe. He is core member of World Bank Danube Water Program (DWP) team since 2014 and is currently involved in preparation and implementation of World Bank water operations in Belarus, Russian Federation and the Western Balkans.
- ▶ **Mr. Ivaylo Kastchiev** holds a PhD in Economics and Master of Business Administration (MBA, 2008-2010) at City University of Seattle. During his work carrier he worked in Sofiyska Voda AD, and Bulgaria Energy and Water Regulatory Commission as Head of the Prices and Business Plans - Water and Sewerage Services Department and Director of the Water and Sewerage Services Directorate. He also chairs specialist group Institutional Governance and Regulation in International Water Association (IWA).
- ▶ **Mr. 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. He worked from 2017 until 2021 on the establishing of the Regional Capacity Development Network for Water and Sanitation in SEE (RCDN). At the moment, he works as an Adviser in the GIZ implemented project "EU for Economic Growth (EU4EG)" in North Macedonia. He is senior expert in local & regional economic development and private sector development, with extended experience in project design and implementation, project cycle management, project monitoring and evaluation.
- ▶ **Dr. Jo Burgess** is an environmental scientist with >20 years' experience in the water, environment and wastewater sectors. Prior to joining Isle Utilities she held roles as a lecturer, research manager and researcher in South Africa and Britain. Jo is an editor for the journals *Clean Water* (Nature Partner Journals), *Water Science and Technology* (IWA Publishing) and *Environmental Technology Reviews* (Taylor & Francis).
- ▶ **Ms. Midori Makino** is Lead Water Supply and Sanitation Specialist for the Water Global Practice, covering the Latin America and the Caribbean Region at the World Bank. She has over 20 years of experience, working across water and infrastructure sectors in multiple regions including Sub-Saharan Africa and South Asia, where she has managed investment operations and analytical work in a number of countries. She holds an MBA from Massachusetts Institute of Technology and Master of Science in Economics from Stockholm School of Economics.
- ▶ **Mr. Grgo Peronja** is General Manager of Odvodnja-Zadar, Croatia wastewater service provider in large coastal community that significantly depends on tourism for its revenue, and **Ms. Branka Viduka** is manager of Zadar main WWTP
- ▶ **Mr. Goran Gavrilovic** is the Coordinator for production and distribution of water in PUC `Water supply and sewerage` Kragujevac, Serbia, one of the largest water and wastewater companies in Serbia

2021 Danube Water Conference: Closing Session

Date: Wednesday, 20 October 2021

Time: 16:00 – 17:00

Location: <https://app.swapcard.com/event/2021-danube-water-conference/planning/UGxhbm5pbmdfNjkzODg2>

Chair: Mr. Walter Kling, IAWD President

Context and objective

This session will summarize the key take home messages and reflect the lessons learned in a high-profile panel.

Session structure

Time		Content	Speaker
16:00	5'	Introduction	Mr. Walter Kling , IAWD President, Austria
16:05	20'	Can we build a resilient and water secure Danube region?	Mr. Winston Yu , Practice Manager, Water Practice, Europe and Central Asia, World Bank, Washington DC
16:25	25'	Panel discussion on lessons learned and how to proceed	Moderated by Mr. Winston Yu , Practice Manager, Water Practice, Europe and Central Asia, World Bank, Washington DC Panelists: <ul style="list-style-type: none"> - Ms. Vesna Muslic, President, AQUASAN Network, Bosnia and Herzegovina - Mr. Ivan Zavadsky, Executive Secretary, International Commission for the Protection of the Danube River (ICPDR), Austria
16:50	10'	Closing of the 2021 Danube Water Conference	Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria and Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
17:00		End of session	

Speakers' biographies

- ▶ **Mr. Walter Kling** works for the City of Vienna, at Vienna Waterworks. In 2011 he was appointed as Deputy Managing Director of Vienna Waterworks, a position which he still stays on. He serves as IAWD Secretary General since 1993 and currently also as IAWD president since 2017. Walter Kling joined the work of the Austrian Water Association and in 1993, when he was delegated to represent Vienna within IWSA. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in the region of Eastern Europe by organizing a number of events. Maintaining an excellent network of contacts, he applied to organize the IWA – World Water Congress 2008 in Vienna. Starting from 2003, the Congress President Walter Kling served with great commitment to

secure best circumstances for IWA, IAWD and the City of Vienna to run a successful conference. In September 2010 he was elected IWA – Vice-President, re-elected in Busan 2012 and served in this position until 2014. In 2010 he initiated the development of the Danube Water Program, which was launched jointly by the World Bank and IAWD in 2012.

- ▶ **Mr. Winston Yu** is the Water Practice Manager for the Europe and Central Asia Region at the World Bank. He has extensive experience working on technical and institutional challenges in the water sector and has carried out several investment projects in a variety of developing countries (e.g. India, Pakistan, Bangladesh, China, Ethiopia, Ukraine, Armenia, Uzbekistan, Poland). Prior to joining the World Bank, he was a Senior Researcher at the Stockholm Environment Institute (SEI) working on water and climate change modeling studies for river basins in China and California. He also served as a Science Officer at the US Department of State where he worked on water issues in the Middle East. He is currently serving as a technical member of the Water and Society Committee of the American Geophysical Union and serving on the Technical Committee of the Global Water Partnership. He is currently also an Adjunct Professor at the School of Advanced International Studies (SAIS) at Johns Hopkins University where he teaches a course on international water issues in development and on the water-energy-food nexus. He holds a PhD and MS in environmental science and engineering from Harvard University.
- ▶ **Ms. Vesna Muslic** is the President of Association for Water and Environmental Protection Sector “Aquasan Network in BiH”. She graduated from the Faculty of Mathematics and Natural Sciences at the University of Sarajevo, Department for Mathematics. Ms. Muslic works on developing and implementing programs and measures aimed at improving the organisation, provision and development of sustainable water supply and wastewater services in Bosnia and Herzegovina and South-East Europe and advocates the enabling legal environment and strengthening of individual, organisational and intuitional capacities of water utilities and local governments. Before joining Aquasan Network in BiH, Ms. Muslic worked for the Human Dimension Department within the Organization for Security and Co-operation in Europe (OSCE) focusing on legislation, policies and practices that enhance fair and equal access to essential services to all citizens without discrimination on any basis
- ▶ **Mr. Ivan Zavadsky** works in the Permanent Secretariat of the International Commission for Protection of the Danube River as the Executive Secretary to this Commission since August 2013. He worked for the Slovak Government in different senior management positions in the fields of environment and water management for more than 15 years. Since 2001 until 2007, he managed two UNDP/GEF regional projects in the Danube River Basin and Black Sea region assisting 17 countries in addressing the nutrient pollution and ecological rehabilitation of the Black Sea. Then he worked for the GEF Secretariat, responsible for complex regional projects on international waters and has led the development of the GEF IW Strategy for the 6th GEF cycle. He has a master’s degree in water management and a postgradual degree on water management economics from the Slovak Technical University in Bratislava.
- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna and Water Policy from Cranfield University, United Kingdom.
- ▶ **Mr. Philip Weller** has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) 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. 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 also worked for the World Wildlife 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. Philip Weller is an environmental planner by training.

VII. CONFERENCE SUPPORTERS

The organization of the 2021 Danube Water Conference has been made possible through institutional support from:

 Federal Ministry
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VIII. LOGISTICAL DETAILS

Registration

Please register yourself to participate in the 2021 Danube Water Conference using the registration button on the [Event's page](#). You will receive an invitation to join the Swapcard platform after your registration process has been completed.

Conference Management Platform Swapcard

The 2021 Danube Water Conference will be brought to you by [Swapcard](#). We recommend to use the browsers Chrome or Mozilla Firefox or Swapcard App for a full conference experience. The individual session links provided in this Agenda only work, if you are logged into Swapcard.

Electronic Voting and Questions

During some of the Danube Water Conference sessions an electronic voting system will be in place. Anyone with access to internet (mobile or WIFI), either through a laptop, a tablet or a smartphone, can participate. You are encouraged to make use of this opportunity. To connect to the electronic voting system simply type in your browser:

- ▶ [Pollev.com/dwc360](https://pollev.com/dwc360)

Virtual Photo Booth

We are happy to offer a virtual photo booth for all participants of the 2021 Danube Water Conference. Take a picture, share it on your social media channels and upload it to our gallery. We will produce a photo mosaic with all pictures received. You can find the photo booth in Swapcard!

GDPR Disclaimer

The event will be fully recorded. We reserve the right to use the recording for publication on our websites (iawd.at, danube-water-program.org, d-leap.org, worldbank.org), and social media channels. By participating in the event, you agree to the disclaimer above.

For further information, please download the data privacy statement of IAWD on our website: www.iawd.at

Contacts

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

- ▶ IAWD: Katerina Schilling (schilling@iawd.at) and Katherine Wagner (katherine.wagner@wien.gv.at)
- ▶ World Bank: Kathia Havens (khavens@worldbank.org)