

2025 DANUBE WATER CONFERENCE

**LOOKING BACK, LOOKING FORWARD:
A STATE OF THE SECTOR UPDATE**



14-16 May

Twelve Conference Center, Vienna (AUT)

Back-to-back with the UBP Danube Hub Workshop on 13-14 May
and Business Meetings on 14 May

supported by:

 **Federal Ministry
Republic of Austria
Finance**

 **Federal Ministry
Agriculture and Forestry, Climate
and Environmental Protection,
Regions and Water Management
Republic of Austria**

The Danube Water Program

The Danube Water Program (DWP) implemented by the World Bank and IAWD 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.

Danube Water Conference and Danube Water Forum

Since its start, the Danube Water Program has been working on the establishment of an international network of water sector institutions and experts, becoming a well-known resource for vitally needed capacity building, knowledge sharing, analytical and advisory services. In that context, the annual Danube Water Conference (DWC) and Danube Water Forum (DWF) have become signature events for the Program and the Danube region and rotate on a yearly basis. While the DWC is hosted in Vienna (Austria), the DWF is organised in the region with the support of a strong partner. Both events serve as an international platform convening sector professionals from the Danube region and beyond to discuss the latest challenges and opportunities in the Danube region water sector.

Target Audience

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

Context and objective

The Danube region's water sector is facing several challenges, including consequences of the recent global pandemic, energy and economic crises caused by Russia's invasion of Ukraine, further enhanced regulatory requirements set by EU Directives on water, and the increasing effects of climate change. Water and wastewater utilities are operating in a dynamic environment, where they must maintain high levels of service provision while dealing with rising energy costs and an aging workforce, all while investing in performance improvements.

As part of its ongoing efforts to support the region, the World Bank is currently working on the State of the Sector Report - Update 2025, building on previous editions from 2015 and

2018. Draft results from this ongoing work will be presented and discussed at the conference, providing a foundational overview of the sector's progress, challenges, and future opportunities.

The Danube Water Conference will focus on both existing and emerging obstacles of the region's water sector. Through sessions exploring best practice examples and interactive discussions aimed at identifying new solutions, the conference will seek to provide valuable insights and innovative strategies to help ensure that the water sector in the Danube region continues and further expands to deliver high-quality service provision amidst a constantly changing environment. The conference's objective is to foster cooperation and knowledge exchange to tackle the emerging challenges faced by the Danube region's water sector.

Event Agenda and Overview

Business Meetings WB Office	Tuesday, 13 May			
	09:00 – 12:00	UBP Danube Hub - Management Practices/ UBP Danube Hub Workshop		YWP Meeting
	12:00 – 13:00	Lunch		
	13:00 – 17:00	UBP Danube Hub Workshop (concludes 16:00)		YWP Meeting

Business Meetings WB Office	Wednesday, 14 May			
	09:00 – 12:00	UBP Danube Hub Workshop (concludes 11:30)	IAWD General Assembly	Donors and IFIs Meeting
	12:00 - 13:30	Lunch / Transfer to Venue		

2025 DWC Twelve Conference Centre	Wednesday, 14 May	
	13:00	Start of Registration & Exhibition
	14:00 – 15:30	2025 Danube Water Conference Opening Session: From Past Lessons to Future Visions - A Sector Update Overview
	15:30 – 16:00	Break
	16:00 – 17:30	Driving Change in Water Services Delivery: Innovating Policies, Institutions, and Regulations
	17:30 – 18:30	Welcome Reception and Drinks

2025 DWC Twelve Conference Centre	Thursday, 15 May	
	08:00	Registration
	09:00 – 10:30	Running water: How to attract and retain a diverse workforce in the water service sector
	10:30 - 11:15	Coffee Break
	11:15 – 12:45	Mastering infrastructure: How to stay on top of your assets
	12:45 – 13:30	Lunch Break
	13:30 – 15:00	Keep Calm and Transform: Coping strategies in a volatile financing landscape
	15:00 – 15:45	Break
	15:45 – 17:15	What's new in wastewater management: Challenges, Regulations and Solutions
	18:30	Dinner
	Friday, 16 May	
	09:00 – 10:00	Poster Breakfast
	10:00 – 11:15	Beyond Utility Reach? How to Close the Urban – Rural Access Gap
	11:15 – 12:30	Plan for the unplanned: Crisis Management in water services delivery
	12:30 – 12:45	2025 Danube Water Conference Closing Session

2025 Danube Water Conference Opening Session: From Past Lessons to Future Visions: A Sector Update Overview

Date: Wednesday, 14 May 2025

Time: 14:00 – 15:30

Location: Conference room 8-10, Twelve Conference Center

Chairs: Mr. Raimund Mair, World Bank and Ms. Katerina Schilling, IAWD

Context and objective

The opening session will feature welcoming words from senior representatives of the various institutions organizing, hosting, and supporting the 2025 Danube Water Conference and provide an overview of the event's structure. It will be followed by a keynote speech and an interactive Q&A on the subject.

Session structure

Time		Content	Speaker
14:00	5'	Introduction	Mr. Raimund Mair , Senior Water Resources Management Specialist, DWP Program Leader, World Bank, Austria and Ms. Katerina Schilling , Head of Secretariat, IAWD, Austria
14:05	5'	Welcome words from the Austrian Ministry of Finance	Ms. Verana Hagg , Deputy Director for International Financial Institutions, Austrian Federal Ministry of Finance, Austria
14:10	10'	Welcome words from the World Bank and IAWD	Ms. Xiaoqing Yu , Country Director, World Bank, Austria, TBD and Mr. Walter Kling , IAWD President, Austria
14:20	15'	What to expect – a quick guide to the 2025 Danube Water Conference	Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria and Ms. Katerina Schilling , Head of Secretariat, IAWD, Austria
14:35	10'	Ice Breaker	Mr. Raimund Mair , Senior Water Resources Management Specialist, DWP Program Leader, World Bank, Austria and Ms. Katerina Schilling , Head of Secretariat, IAWD, Austria
14:45	15'	Keynote: From Past Lessons to Future Visions: A Sector Update Overview	Ms. Kathia Havens , Program Analyst, World Bank, Austria and Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Austria
15:00	10'	Interactive Q&A	Mr. Raimund Mair , Senior Water Resources Management Specialist, DWP Program Leader, World Bank, Austria and Ms. Katerina Schilling , Head of Secretariat, IAWD, Austria
15:10	20'	Sneak Peak on what's next	All session chairs

15:30		End of session	
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Driving Change in Water Services Delivery: Innovating Policies, Institutions, and Regulations

Date: Wednesday, 14 May 2025

Time: 16:00 – 17:30

Location: Conference room 8-10, Twelve Conference Center

Chair: Mr. Jean Saint-Geours, World Bank and Ms. Drita Laura Huseni, YWP Kosovo

Context and objective

This session will focus on the critical role of the Policy, Institutions, and Regulations (PIR) framework in advancing effective and sustainable water and wastewater services delivery. The adoption of the EU Drinking Water Directive in 2020 and the revised Urban Wastewater Treatment Directive in 2024 introduced stricter regulatory requirements, including enhanced drinking water quality monitoring, increased protection of water resources, expanded coverage for small water supplies, higher standards for wastewater treatment, and improved management of emerging pollutants such as microplastics and pharmaceuticals.

These evolving directives underscore the need for robust PIR frameworks to meet compliance requirements while balancing cost recovery, affordability, and environmental sustainability. The session will provide a platform to discuss the current state of PIR frameworks, identify gaps in policy, institutional capacity, and regulatory implementation, and explore necessary reforms and innovative approaches. Participants will also examine financing solutions to support compliance and address challenges, fostering dialogue on creating enabling environments for resilient and inclusive water services.

Session structure

Time		Content	Speaker
16:00	5'	Introduction	Mr. Jean Saint-Geours , Program Leader, World Bank, USA and Ms. Drita Laura Huseni , YWP Kosovo
16:05	15'	Advancing Water Governance: Insights from the Policy, Institutions, and Regulations Assessment in the Danube Region	Mr. Raimund Mair , Senior Water Resources Management Specialist, DWP Program Leader, World Bank, Austria and Mr. Camilo Lombana , Senior Water Supply and Sanitation Specialist, World Bank, USA
16:20	40'	Panel discussion	moderated by Mr. Jean Saint-Geours , Program Leader, World Bank, USA and Ms. Drita Laura Huseni , YWP Kosovo Panelists: <ul style="list-style-type: none">- Mr. Diogo Faria de Oliveira, President, Portugal Water Strategy, Portugal- Ms. Jelena Janevska, Program Director, NALAS, North Macedonia- Ms. Anca Cador, Director, National Regulatory Authority for Community Services of Public Utilities (ANRSC), Romania, TBD

			<ul style="list-style-type: none"> - Mr. Goran Stefatic, MEG Project Manager, UNDP, Bosnia and Herzegovina - Mr. Vlado Simic, Head of Water Services Council, Croatian Waters, Croatia, TBD
17:00	25'	Interactive Q&A	moderated by Mr. Jean Saint-Geours , Program Leader, World Bank, USA and Ms. Drita Laura Huseni , YWP Kosovo
17:25	5'	Recap key insights and closing	Mr. Jean Saint-Geours , Program Leader, World Bank, USA and Ms. Drita Laura Huseni , YWP Kosovo
17:30		End of session	

Running water: How to attract and retain a diverse workforce in the water service sector

Date: Thursday, 15 May 2025

Time: 09:00 – 10:30

Location: Conference room 8-10, Twelve Conference Center

Chairs: Mr. Josh Newton, World Bank and Ms. Kathia Massaro Havens, World Bank

Context and objective

The provision of water and wastewater services is essential for the people of the Danube region. Although the region has generally a high level of basic access to water and sanitation services, the effectiveness and efficiency of those services does not always meet international standards. The need to support and enhance the management culture in the water utility sector is undisputed. Simultaneously, the level of expertise required for operation and maintenance keeps increasing as water technologies become more complex and industry turns to more automated processes. At the same time, many water utilities are facing human resources shortfalls, but the challenge to retain experienced staff is equally significant. Many leave to take higher paid jobs in other sectors, but the loss of skills and knowledge due to retirement without suitably qualified replacements is a serious issue faced by utilities worldwide. Thus, utilities in the Danube region struggle to attract and retain a skilled workforce to the water service sector. This session will address the workforce challenges faced in the region and explore strategies for attracting and retaining a diverse workforce in the water service sector.

This session will include both presentations and breakout discussions. Each breakout discussion will start with two ignite presentations (5 minutes each) to help kick-start the discussions.

Session structure

Time		Content	Speaker
09:00	15'	Introduction and Presentation: The challenges and results from workforce study	Mr. Josh Newton , Technical Expert, World Bank, USA and Ms. Kathia Massaro Havens , Program Analyst, World Bank, Austria
09:15	5'	YWP position paper	Ms. Jelena Hinic , Teaching assistant and PhD candidate, University "Ss. Cyril and Methodius" – Skopje, North-Macedonia
09:20	10'	Introducing Roundtable Structure	Ms. Kathia Havens , Program Analyst, World Bank, Austria
		<i>Discussion topic 1: What's Missing?</i>	
09:30	5'	Ignite Education Gap: What's needed for the future of education and practice in field of chemical engineering	Ms. Monika Šabić Runjavec , Chemical Engineer, University of Zagreb, Croatia
09:35	5'	Ignite Management Practices: Findings from the NewIBNET on HR policies	Ms. Ana Badhofer , Benchmarking and Partnership Manager, IAWD, Austria
09:40	15'	Group discussions	

09:55	5'	Feedback	Mr. Josh Newton , Technical Expert, World Bank, USA
		<i>Discussion topic 2: Solutions</i>	
10:00	5'	Ignite Aquatim	TBD
10:05	5'	Ignite Working with Universities in Kosovo to attract students to the water sector	Ms. Fjolla Lasku , RWC Gjakova, Head of WWTP, Kosovo
10:10	15'	Group discussions	
10:25	5'	Feedback	Mr. Josh Newton , Technical Expert, World Bank, USA and Ms. Kathia Massaro Havens , Program Analyst, World Bank, Austria
10:30		Close of session	

Mastering infrastructure: How to stay on top of your assets

Date: Thursday, 15 May 2025

Time: 11:15 – 12:45

Location: Conference room 8-10, Twelve Conference Center

Chair: Mr. Radoslav Russev, IAWD and Ms. Ula Putar, YWP Slovenia

Context and objective

Ageing WSS infrastructure is, arguably, the highest concern for water utility managers globally and the Danube region is hardly an exception. Dilapidated pipes, both transmission and distribution ones, clogged strategic valves, structurally compromised reservoirs or treatment facilities indicate massive rehabilitation or outright replacement needs in the coming decades. Deep asset knowledge is required for, basically, all utility priorities going forward – proper investment planning, optimized operations including NRW reduction and energy efficiency, and, not least, real financial sustainability that considers the true (financial and not only) asset value. Asset Management (AM) is no silver bullet but is, probably, the common denominator of all solutions in this direction. The good news is that more and more water operators in the Danube region are actively deploying AM solutions – GIS systems, asset registers, tools that link asset systems with operations and commercial ones, to name a few. The dialogue is already not around “what AM is” but rather “how to take the most out of it”. This 1.5-hour session aims to provoke a dialogue on the multiple applications of AM in our truly asset-intensive sector.

Session structure

Time		Content	Speaker
11:15	5'	Welcome and Introduction	Mr. Radoslav Russev , UMT Coordinator, IAWD, Bulgaria and Ms. Ula Putar , YWP Slovenia
11:20	10'	Strategic Asset Management: Insights from the region	Mr. Oliver Nachevski , IAWD Consultant, North Macedonia
11:30	10'	Mastering infrastructure: How to stay on top of your assets – Example Vienna Pipe Network	Mr. Mario Unterwainig , Vienna Water, Austria
11:40	10'	The criticality of asset management during a phase of accelerated infrastructure investment	Ms. Oana Rusu , PIU Project Manager, Apaserv Satu Mare, Romania
11:50	10'	Asset revaluation – the needs and benefits of knowing your public asset value	Mr. Ivaylo Kolev , Senior Water Supply and Sanitation Specialist, World Bank
12:00	45'	Interactive Q&A	moderated by Mr. Radoslav Russev , UMT Coordinator, IAWD, Bulgaria and Ms. Ula Putar , YWP Slovenia
12:45		End of Session	

Keep Calm and Transform: Coping strategies in a volatile financing landscape

Date: Thursday, 15 May 2025

Time: 13:30 – 15:00

Location: Conference room 8-10, Twelve Conference Center

Chairs: Mr. Ivaylo Kolev, World Bank and Mr. Taulant Devolli, YWP Kosovo

Context and objective

Although access to water supply and sanitation (WSS) services is improving globally, with the notable exception of the Africa region, meeting Sustainable Development Goal 6: Ensure availability and sustainable management of water and sanitation for all by 2030 remains an elusive target. The State of the Sector (SoS) data indicates that the Danube region is making progress in increasing WSS access. However, even European Union (EU) Member States such as Bulgaria, Croatia, and Romania are struggling to comply with existing EU Water Directive requirements, let alone their latest updates and revisions. The challenges are further compounded by the fact that the Urban Wastewater Treatment Directive (UWWTD), until its recent revision in 2024, focused on agglomerations above 2,000 p.e., while the SDG requires safely managed sanitation services for all.

In this context, funding and financing for the sector have been increasing over the past decade. However, it is becoming increasingly expensive to finance and deliver sustainable WSS services, especially in smaller communities. EU grant financing continues to be the primary source of funding in the Danube region. Unfortunately, issues around the utilization of resources and the sustainability of infrastructure persist. The year 2025 has brought additional challenges in securing grant and/or concessional financing, with global reductions in external aid and European countries planning to allocate more resources to non-economic and non-human capital development purposes due to ongoing armed conflicts worldwide. Private Sector Participation (PSP) in WSS service delivery is starting to gain momentum globally, but progress in Europe remains limited, raising questions about the reasons behind this in a seemingly advanced and well-regulated sector.

The session aims to unpack the issues surrounding the WSS sector's business-as-usual approach, deliberate on the rapidly changing and uncertain financing environment, and guide the audience on potential ways forward to increase access, improve sustainability, and deliver better WSS services in the region.

Session structure

Time		Content	Speaker
13:30	5'	Introduction	Mr. Ivaylo Kolev , Senior Water Supply and Sanitation Specialist, World Bank, Malawi and Mr. Taulant Devolli , YWP Kosovo
13:35	10'	Setting the scene for the session: financing challenges, needs and opportunities	Mr. Ivaylo Kolev , Senior Water Supply and Sanitation Specialist, World Bank, Malawi
13:45	10'	Doing more with less? DG Regio response to increased requirements and limited grant resources	Mr. Benoit Nadler , Deputy Head of Unit, DG REGIO, European Commission
13:55	10'	What are the key sector challenges and opportunities in the Danube region to attract financing?	Mr. Frank Schuster , Head of Vienna Office, European Investment Bank, Austria

14:05	10'	How to create enabling conditions for increased WSS sector financing?	Mr. Nicola Saporeti , Senior Investment Officer, IFC, Albania
14:15	30'	Panel discussion: <ul style="list-style-type: none"> • Why are success stories of water PSP happening elsewhere and not in Europe these days? • What WSS utilities should do better, or is it that the customers are more sensitive about pricing than quality of WSS services? • How to change business as usual and improve access to financing going forward? 	<p>moderated by Mr. Ivaylo Kolev, Senior Water Supply and Sanitation Specialist, World Bank, Malawi and Mr. Taulant Devolli, YWP Kosovo</p> <p>Panelists:</p> <ul style="list-style-type: none"> - Mr. Benoit Nadler, Deputy Head of Unit, DG REGIO, European Commission - Mr. Frank Schuster, Head of Vienna Office, European Investment Bank, Austria - Mr. Nicola Saporeti, Senior Investment Officer, IFC, Albania - Ms. Vesna Arar Maricic, Head of Support Service and EU Projects, Vodoopskrba i odvodnja Ltd., Croatia - Mr. Lyubomir Filipov, Director Strategic partnerships and regulation, Sofiyska Voda JSC, Bulgaria - Ms. Gerta Lubonja, Chairwoman of the Water Regulatory Authority, Albania, TBD
14:45	10'	Interactive Q&A	moderated by Mr. Ivaylo Kolev , Senior Water Supply and Sanitation Specialist, World Bank, Malawi and Mr. Taulant Devolli , YWP Kosovo
14:55	5'	Recap key insights and closing	Mr. Ivaylo Kolev , Senior Water Supply and Sanitation Specialist, World Bank, Malawi and Mr. Taulant Devolli , YWP Kosovo
15:00		End of Session	

What's new in wastewater management: Challenges, Regulations and Solutions

Date: Thursday, 15 May 2025

Time: 15:45 – 17:15

Location: Conference room 8-10, Twelve Conference Center

Chairs: Mr. Stjepan Gabric, World Bank and Ms. Erdonita Humolli, YWP Kosovo

Context and objective

For most of the countries in the Danube River Basin, managing wastewater remains an important challenge to reach water resources protection targets and in the context of their EU accession and harmonization process. The EU Urban Wastewater Treatment Directive (UWWTD) and Water Framework Directive (WFD) mandate significantly higher levels of collection and treatment than it is still the case in most countries, and the new infrastructure that is being built or needs to be built for compliance with those directives creates financial and technical strains for utilities and service providers in the region.

Recent revision of UWWTD that extends the scope to smaller agglomerations, covers more pollutants, including micropollutants, and contributes to energy neutrality (under the EU's zero-pollution action plan) is further raising the bar and setting new ambitious targets for the countries of the region.

The wastewater management situation is under further stress by climate change impact, that includes both extended droughts period and extreme short-term rainfalls/floods, requiring stronger emphasis on water reuse and climate change consideration in design and operation of wastewater facilities. All this is resulting in increased financial challenges that are burdening service providers. Taken together this all makes wastewater management planning and provision more challenging than ever in recent history.

Session structure

Time		Content	Speaker
15:45	5'	Introduction	Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Austria and Ms. Erdonita Humolli , YWP Kosovo
15:50	15'	Revision of UWWTD – what is new and what can be expected consequently	Mr. Michel Sponar , Deputy Head of Unit, DG Environment, European Commission, Belgium
16:05	10'	Impact of the revised UWWTD on wastewater management in Austria	Ms. Heide Müller-Rechberger , Head of Department, Federal Ministry for Agriculture, Forestry, Climate and Environmental Protection, Regions and Water Management, Austria
16:15	10'	Interactive Q&A	moderated by Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Austria and Ms. Erdonita Humolli , YWP Kosovo
16:25	10'	Optimizing water reuse to address water scarcity in Cyprus	Mr. Simos Malamis , Associate Professor, School of Civil Engineering of the National Technical University of Athens, Greece
16:35	10'	Dutch experience in wastewater management with emphasis on circular economy	Mr. Andreas Giesen , Director Technology, Royal Haskoning DHV, The Netherlands

16:45	10'	Turkey Water Circularity and Efficiency Improvement Project	Ms. Canan Yildiz , Senior Water Resources Management Specialist, World Bank, Turkey
16:55	20'	Interactive Q&A	moderated by Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Austria and Ms. Erdonita Humolli , YWP Kosovo
17:15		End of Session	

Poster Breakfast

Date: Friday, 16 May 2025

Time: 09:00 – 10:00

Location: Coffee break area, Twelve Conference Center

Chair: Ms. Ana Badhofer, IAWD and Ms. Lena Schober, IAWD

Context and objective

In the relaxed setting of a “conference breakfast and coffee”, poster contributors will get the chance to pitch-present their projects in front of the participants. Within 2-minute presentations, key findings and most important facts will be delivered. Following the presentations, there will be enough time for networking & exchange between poster contributors and participants to pose follow-up questions and mingle in a professional but loose setting.

Session structure

Time		Content	Speaker
09:00	5'	Introduction	Ms. Ana Badhofer , Benchmarking and Partnership Manager, IAWD, Austria and Ms. Lena Schober , Communication and Engagement Officer, IAWD, Austria
09:05	25'	10 poster presentations	2' pitches each
09:30	30'	Networking and Follow-up	
10:00		End of Poster Breakfast	

Beyond Utility Reach? How to Close the Urban – Rural Access Gap

Date: Friday, 16 May 2025

Time: 10:00 – 11:15

Location: Conference room 8-10, Twelve Conference Center

Chairs: Mr. Guenter Langergraber, BOKU and Mr. Tom Besinger, World Bank

Context and objective

Rural areas within the Danube region face persistent challenges in ensuring equitable and sustainable access to water and sanitation services, often lagging behind their urban counterparts. Historically, community-based management has been a common approach to service delivery, tailored to local specifics but frequently limited by resource constraints and scalability challenges. This session, titled “Ensuring Access to Water Services: Rural and Aggregation”, examines the evolution of these models, weighing the advantages and limitations of community-based approaches against more aggregated, regionalized service delivery systems.

Looking back, the session highlights the rural-urban disparities and the neglect often experienced by rural areas in policy and investment. Looking forward, it explores the importance of integrating sustainability into future solutions, emphasizing the role of public participation, the need for inclusive national legislation that prioritizes rural areas, and the balance between localized, community-driven approaches and larger-scale aggregation models. The challenge might lay in leveraging aggregation for efficiency without losing local responsiveness. Through a pro-and-con lens, the session seeks to spark a dialogue on how rural water and sanitation services can be effectively managed, ensuring long-term access and equity in the context of the State of the Sector 2025.

Session structure

Time		Content	Speaker
10:00	05'	Introduction	Mr. Günter Langergraber , Deputy Department Leader, BOKU University, Austria and Mr. Tom Besinger , Consultant, World Bank, Austria
10:05	15'	Looking back, looking forward – key findings and highlights	Mr. Günter Langergraber , Deputy Department Leader, BOKU University, Austria and Mr. Tom Besinger , Consultant, World Bank, Austria
10:20		Ignite Talks (Round 1)	
10:20	5'	Decentralized model in Austria	Ms. Anna Selitsch , Division Manager, ÖVGW, Austria
10:25	5'	Process of aggregation in Croatia	Mr. Vlado Simic , Head of Water Services Council, Croatian Waters, Croatia
10:30	15'	Moderated Panel Discussion (Round 1) Interactive Q&A	moderated by Mr. Günter Langergraber , Deputy Department Leader, BOKU University, Austria and Mr. Tom Besinger , Consultant, World Bank, Austria
		Ignite Talks (Round 2)	

10:45	5'	Albania's Water Sector Regionalization Reform: A perspective from the Regional Water Company Korca	Mr. Petrit Tare , General Manager, Regional Water Supply and Sewerage JSC of Korca, Albania
10:50	5'	Experiences in Kyrgyz Republic (Central Asia)	Mr. Azamat Shadmanov , Ministry of Water Resource, Representative from Kyrgyz Republic and Ms. Verena Schaidreiter , Water Supply and Sanitation Specialist, World Bank, USA
10:55	15'	Moderated Panel Discussion (Round 2) Interactive Q&A	moderated by Mr. Günter Langergraber , Deputy Department Leader, BOKU University, Austria and Mr. Tom Besinger , Consultant, World Bank, Austria
11:10	5'	Closing Remarks	Mr. Günter Langergraber , Deputy Department Leader, BOKU University, Austria and Mr. Tom Besinger , Consultant, World Bank, Austria
11:15		End of Session	

Plan for the unplanned: Crisis Management in water services delivery

Date: Friday 16 May 2025

Time: 11:15 – 12:30

Location: Conference room 8-10, Twelve Conference Center

Chairs: Mr. Walter Kling, IAWD and Mr. Jan Vespalec, YWP Czech Republic

Context and objective

This session will focus on Crisis Management in response to extreme events. In recent years, Europe has not only seen a pandemic and a war but also extreme weather events, and water services are not always equipped to deal with these extreme conditions. In the light of the climate crisis and as scientific research is telling us that these events will only increase in the future, being prepared is paramount to secure water service delivery. In this session, participants will learn about different approaches and crisis management tools through best practice examples from several countries. In addition, the YWP group will present their learnings from a one-day Crisis Management Workshop.

Session structure

Time		Content	Speaker
11:15	5'	Welcome and Introduction	Mr. Walter Kling , President, IAWD, Austria and Mr. Jan Vespalec , YWP Czech Republic
11:20	10'	Service delivery in times of crisis – The experience from Ukraine	Ms. Viktoriia Humenna , Deputy Head of the Investment Policy Department/Head of the Unit for Projects with International Financial Institutions, Ukraine
11:30	10'	How to cope with recent extreme events – An example of Spain	Ms. Miren Aldecoa , Water Processes Manager, Idrica, Spain
11:40	10'	Planning Ahead: The Austrian Drinking Water Security Plan	Mr. Robert Fenz , Head of Department, Federal Ministry of Agriculture and Forestry, Climate and Environmental Protection, Regions and Water Management, Austria
11:50	5'	YWP Perspective	Ms. Sophia Steinbacher , Chair, YWP Austria, Austria
11:55	35'	Interactive Q&A	Mr. Walter Kling , President, IAWD, Austria and Mr. Jan Vespalec , YWP Czech Republic
12:30		End of session	

2025 Danube Water Conference Closing Session

Date: Friday 16 May 2025
Time: 12:30 – 12:45
Location: Conference room 8-10, Twelve Conference Center
Chairs: Mr. Raimund Mair, World Bank and Ms. Katerina Schilling, IAWD

Context and objective

This session will summarize the key messages delivered and finally conclude the 2025 Danube Water Conference.

Session structure

Time		Content	Speaker
12:30	10'	Key take aways from YWP and Feedback from the audience	all Young Water Professionals
		Closing	Mr. Raimund Mair, Senior Water Resources Management Specialist, DWP Program Leader, World Bank, Austria and Ms. Katerina Schilling, Head of Secretariat, IAWD, Austria
12:45		End of 2025 Danube Water Conference	