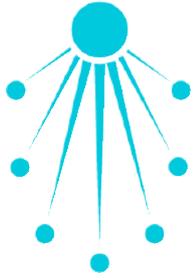


ADKOM



2022 JANUARY REPORT



<https://adkom.org.mk/>





ADKOM has been a recognized and desired partner in the field of utilities for 17 years



ADDRESS

Dear members,

Let me extend a warm welcome to the new members of the Assembly, the Management and Supervisory Board of ADKOM. I strongly believe that in the future, as thus far, when we join our forces, we can implement a number of activities that will have direct impact on Public Utility Companies' (PCE) operations.

ADKOM has been a recognized and desired partner in the field of utilities for 17 years. So, I feel free to say that today ADKOM is a necessary and important medium for coordination, networking, lobbying and advocacy for the PUCs.

Only dedication and hard work are the key to the success of ADKOM.

ADKOM cooperates with citizens' associations, local and central government, and is always ready to initiate and drive any development, convinced that every public utility company has a strong potential to be an active player in the joint long-term development strategy of the country.

We are actively working to inspire dialogue between stakeholders, hence the several round tables organized in the past period. In light of this successful practice, as well as aiming at continuing the close cooperation of stakeholders in the water services sector, an initiative was launched and a Memorandum of Understanding was signed by ADKOM, ZELS, the Energy and Water Services Regulatory Commission and the regional project "Regional Capacity Development Network for Water and Sanitation Services" implemented by GIZ and funded by the Governments of Switzerland and Germany.

I would like to mention that during the past few years, one of the main activities of ADKOM was the establishment of the Training Center. A new training program is created every year, which is designed according to the needs and priorities of ADKOM's members. The Training Center aims to increase the effectiveness and efficiency of the PUCs, contributing to the provision of better services to the citizens, but also to foster easier harmonization to changes in legislation and compliance with European trends in the utilities sphere.

ADKOM's Training Center provides members with a number of practical trainings related to the preparation of the Annual Plans, as the PUCs are legally bound to get trained in this activity before the Energy and Water Services Regulatory Commission, as well as trainings for Wastewater Treatment Plants, as one of the most burning topics of today, training for infrastructure projects, training for lobbying and advocacy, participation in asset management trainings, which directly affect the provision of services and operation of the PUCs, peer exchange with other associations on all important topics and problems in the utilities sphere. In cooperation with the Danube Learning Partnership and the partner IAWD, the Training Center has implemented a number of programs, including "Commercial Efficiency and Business Planning" and "Water Security and Crisis Management: Fundamentals of continuity of operations for disaster risk management".

As with all other associations, the pandemic with COVID-19 has transformed completely the operations of ADKOM in every respect. The Executive Office of ADKOM has been overcoming all logistical challenges and obstacles with the sole purpose of organizing as many activities as possible, with the focus on safe and successful work on a daily basis.

It is important to note that even during the biggest crisis so far, which is the COVID-19 pandemic, despite all odds ADKOM organized many activities for its members.

Although we are at the very beginning of 2022, I would like to emphasize that ADKOM has started working full steam ahead, writing new chapters, with a lot of energy and engagement of the employees in the Executive Office.

We are working on the preparation of the Strategy for operation of the public utility companies up to 10,000 population equivalent. The strategy will aim at defining the current situation in the PUCs, in order to understand the problems they face in their operations and to provide vision, solutions and recommendations for improving the operations and cooperation with the local community and the municipality towards raising the level of services to end-users.

Furthermore, in cooperation with IAWD and the World Bank, ADKOM implements the pilot project for National Benchmarking of Water Services in the Republic of North Macedonia using the DANUBIS-DCM platform as a tool. The purpose is to facilitate data collection and analysis of the performance of the public utility companies for water services in the Republic of North Macedonia, by using of data and indicators established by the Energy and Water Services Regulatory Commission (ERC), and by establishing teams in PUCs for data collection and validation with the DANUBIS-DCM platform. During the month of February ADKOM will organize trainings for data entry, control and supervision and use of the DANUBIS-DCM portal for the needs of National Benchmarking Reports.

ADKOM is up to date with all new developments, therefore we organized several online meetings on the problems with the increase of the price of electricity, with the affected PUCs, which meetings aimed at finding solutions for this problem.

Finally, I would like to emphasize that the problems in the utilities sector will not just go away, so the involvement and commitment of the members of ADKOM, the Management and Supervisory Board, the members of the committees, the PUC Directors and the employees of the Executive Office is crucial.

With this in mind, this year as well, we will have to maintain our activities as the key stakeholders and work to create positive change in the utilities sphere.

We remain with a cheerful thought and commitment in our work, and we are focused despite the new methods of working that these new times have brought upon us.

Yours sincerely,
Lolita Stojanovska
Executive Director of ADKOM



Increasing the base of ADKOM trainers for the Program “Water Security and Crisis Management: Fundamentals of continuity of operations for disaster risk management”

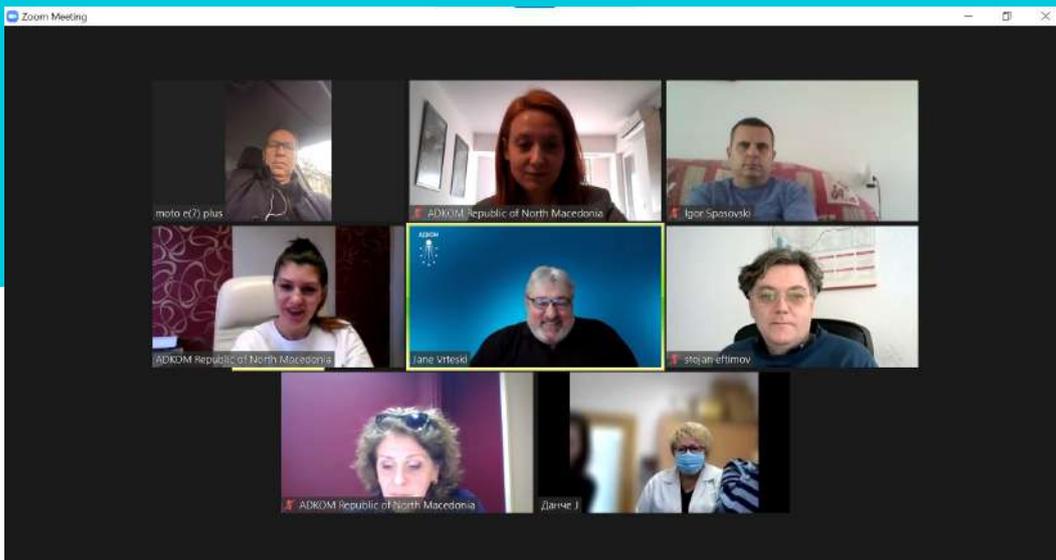
ADKOM works on strengthening of the capacities of the employees in the Public Utility Companies with the use of the Training Center. The capacity building activities largely depend on the competence and abilities of the trainers.

The main motivation of ADKOM is the satisfaction of its members, so special attention is placed onto the expertise and competence of the team of trainers, moderators, and consultants. In that light, the supply of educational contents of ADKOM is based on a team of proven trainers and professionals with many years of experience in various fields of work of PUCs and LSGU, with complementary roles and competencies, hired in a transparent and impartial process.

The program "Water Security and Crisis Management: Fundamentals of continuity of operations for disaster risk management" is part of the ADKOM Training Center programs and it was implemented in four PUCs - water service providers - in the period April-August 2019 and December 2020-January 2021.

In order to build a stronger base of trainers from the employees of PUCs, ADKOM included Stojan Eftimov (PUC "Komunalec" Strumica), Igor Spasovski (PUC "Solidarity" Vinica), Branko Micov (PUC "Vodovod" Kocani), Margaritka Pashoska (PUC "Vodovod I Kanalizacija" Prilep), Dance Josheska (PUC PUC "Vodovod I Kanalizacija" Prilep) and Ane Kareska (PUC PUC "Vodovod I Kanalizacija" Prilep Prilep) as trainers on this Program.

During the month of January and February, the trainers will attend specific program related trainings in order to upgrade their knowledge and, during February, they will attend generic trainings for application of the ADKOM Standards.



A screenshot of a Zoom meeting showing a slide titled "Практична работа" (Practical work) from the Danube Learning Partnership. The slide lists five tasks:

- 1) Организирање две (2) еднодневни онлајн Работилници:
 - Воведен модул – Континуитет во работењето и MKS EN 15975-1: 2011 + A1: 2016 и MKS EN 15975-2: 20135)
- 2) Организирање на две (2) еднодневни онлајн работилници:
 - Основен модул 1 - Планирање за безбедност на вода и управување со ризик)
- 3) Организирање на две (2) еднодневни онлајн работилници:
 - Основен модул 2 – управување со кризи
- 4) Пишување на извештаи
- 5) Стандарди на Тренинг центарот на АДКОМ за достава на обуки

The Zoom interface at the bottom shows various controls like Unmute, Stop Video, Security, Participants, Polls, Chat, Share Screen, Record, Breakout Rooms, Support, Reactions, Apps, and End.

A screenshot of a Zoom meeting showing a slide titled "АГЕНДА" (AGENDA) from the Danube Learning Partnership. The slide contains a table with the following content:

Време	Тема
11:30 - 11.45	Вовед и претставување на учесниците
11.45 - 12.15	Планирани активности во рамки на ToT обуката
12:15 - 12:30	Прашања и коментари

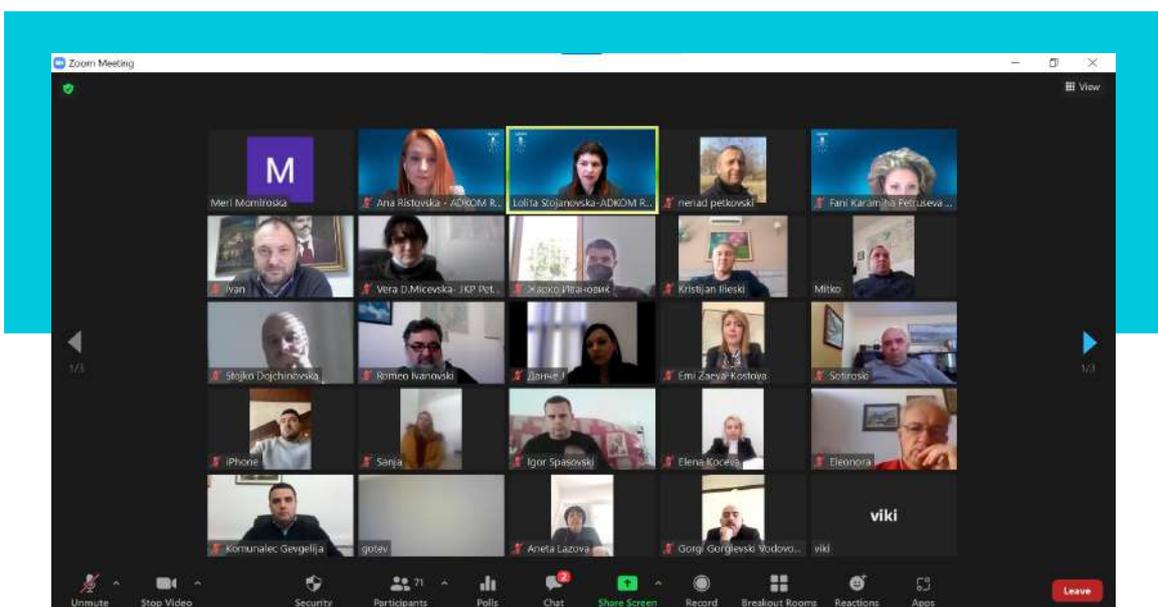
The Zoom interface at the bottom shows various controls like Unmute, Stop Video, Security, Participants, Polls, Chat, Share Screen, Record, Breakout Rooms, Support, Reactions, Apps, and End. A footer at the bottom of the slide reads: "УКЛУПУВАЊЕ СО КОНТИНУИТЕТ ВО РАБОТЕЊЕТО НА ЈНТ ВО УСЛОВИ НА ПАНДЕМИЈА COVID-19 TCT | 28 ЈУНИ/ЈУЛИ 2022 | СНИПАН РАБОТНИЦА/ИЦА".

The increased price of electricity poses a problem for the PUCs

As the increase of the price of electricity poses an imminent problem for the Public Utility Companies with the, ADKOM organized several online meetings with the affected PUCs - members of ADKOM. In January, ADKOM asked its members for information on the increase of the price of electricity, as a “before and after” analysis, as well as an estimate for the money needed to cover the electricity bills for the next four months. This information was sent to ZELS and the Government of the Republic of North Macedonia.

First Session of the Assembly of ADKOM - verification of new members of the Assembly, Board of Directors and Supervisory Board for the 2022-2026 mandate period

On 25.01.2022 AKDOM held the first Session of the Assembly. At this Session, the mandate of the new delegates of the Assembly of ADKOM for the period 2022-2026 was verified. Also, the members of the Supervisory and Management Board of ADKOM were elected at the session.



MEMBERS OF THE SUPERVISORY BOARD

1. Igor Gulaboski - PUC PUC "Vodovod I Kanalizacija" Prilep

2. Mile Markovski - PUC Komunalec - Kriva Palanka

3. Stanka Efremova Trajkoska - PUC Komuna - Krushevo

4. Aleksandra Mateska - PUC Mavrovo - Mavrovi Anovi

5. Marina Bojadzieva - PUC Komunalec – Negotino

MANAGEMENT BOARD MEMBERS

1. Zlatko Perinski - PUC "Vodovod I Kanalizacija" Skopje

2. Zuhdi Enus – PUC Komunalna higijena - Skopje

3. Ruse Filipovski - PUC Komunalec - Strumica

4. Igor Spasovski – PUC Solidarnost - Vinica

5. Pece Milevski - PUC Vodovod - Bitola

6. Dejan Krstev - PUC Plavaja - Radovish

7. Aleksandar Angelovski - PUC Vodovod - Ohrid

8. Ivan Ivanov - PUC Vodovod - Kochani

9. Trajche Zdravkov - PUC Isar - Shtip

10. Rasko Chochkov - PUC Komunalec - Gevgelija

11. Burim Kaba - PUC Standard - Debar

12. Faton Bilali - PUC Komunalec Gostivar

13. Petar Kamcevski - PUC Komunalec - Kavadarci

14. Gorancho Naunchev - PUC Derven Veles

15. Romeo Ivanovski - PUC Vodovod - Kumanovo

Using the DANUBIS-DCM regional platform for collecting and presenting data on water services

ADKOM held an online meeting with the Regulatory Commission for Energy and Water Services of the Republic of North Macedonia on the existing water service indicators and the possibilities for using the regional platform DANUBIS-DCM for collecting and presenting data on water services.

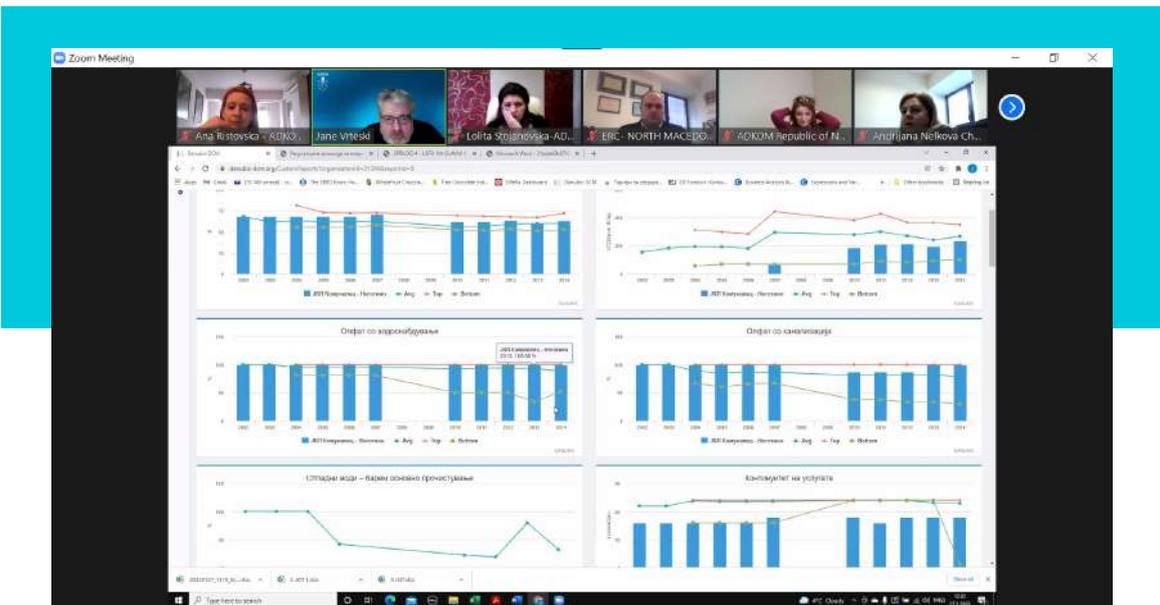
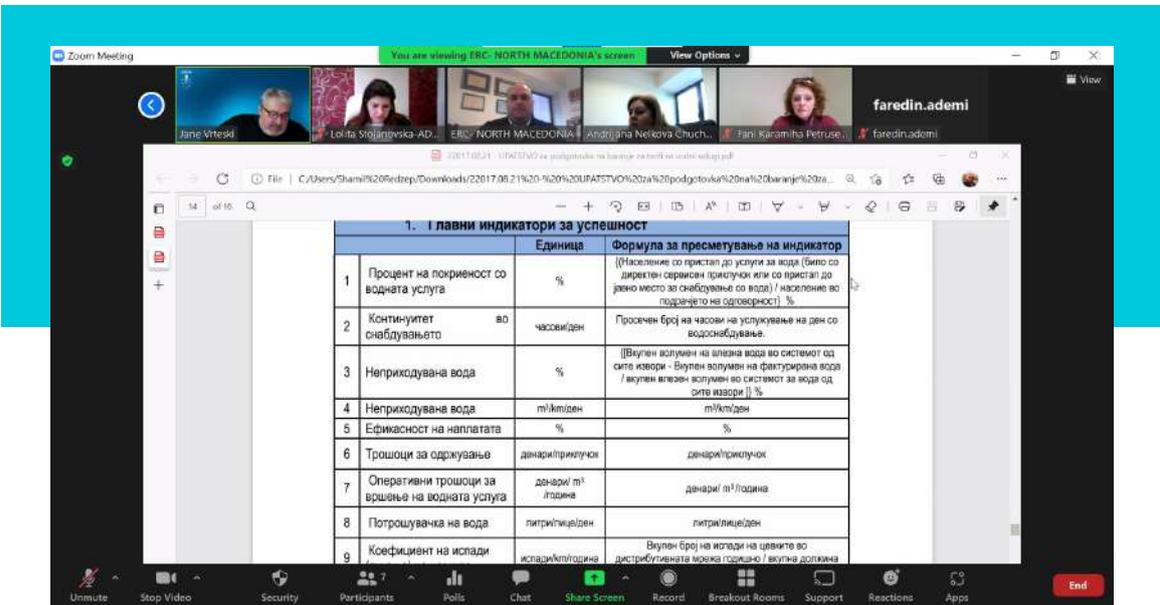
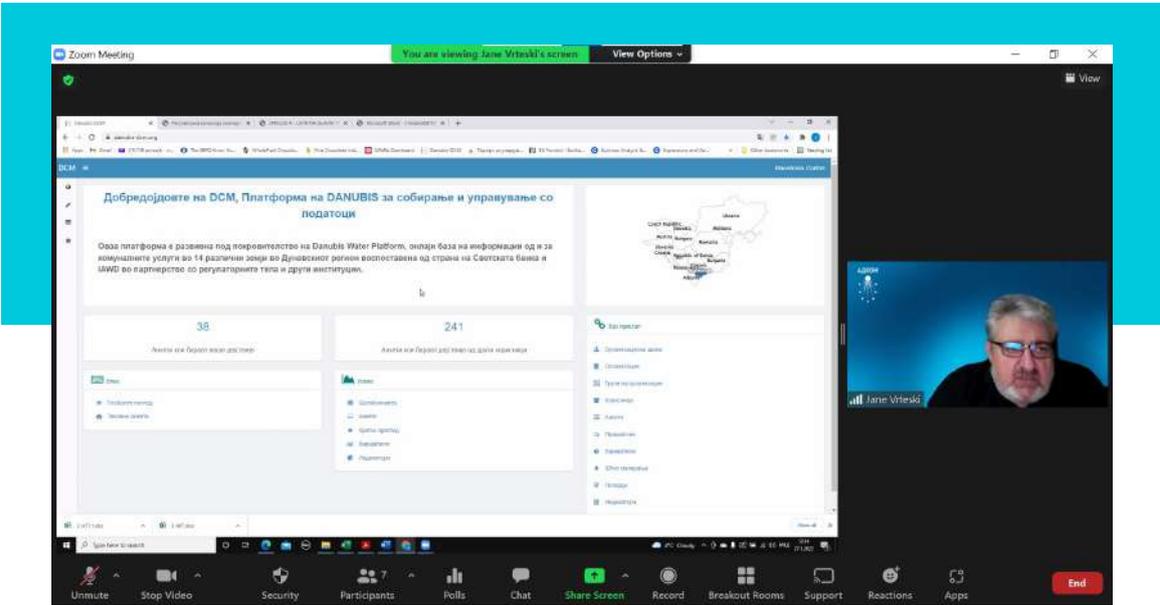
Among other things, ADKOM is the national manager for the regional platform DANUBIS-DCM for collecting and presenting data on water services created and managed by IAWD (IAWD – International Association of Water Service Companies in the Danube River Catchment Area – <https://www.iawd.at/>).

In cooperation with the IAWD and the World Bank, ADKOM implements the pilot project for National Benchmarking of Water Services in the Republic of North Macedonia using the DANUBIS-DCM platform. The aim is to facilitate data collection and analysis of data on the performance of the public utility companies for water services in the Republic of North Macedonia with the use of data and indicators established by the Energy and Water Services Regulatory Commission (ERC), and by establishing teams in PUCs for data collection and validation on the DANUBIS-DCM platform.

During the month of February, ADKOM will organize trainings for data entry, control and supervision and use of the DANUBIS-DCM portal, necessary for the preparation of the National Benchmarking Reports.

DANUBIS-DCM has been available as a data collection and management system at the in the Republic of North Macedonia since 2016 when ADKOM was designated by IAWD (International Association of Water Service Companies in the Danube River Catchment Area) as the Management Institution (MI) for DANUBIS -DCM.





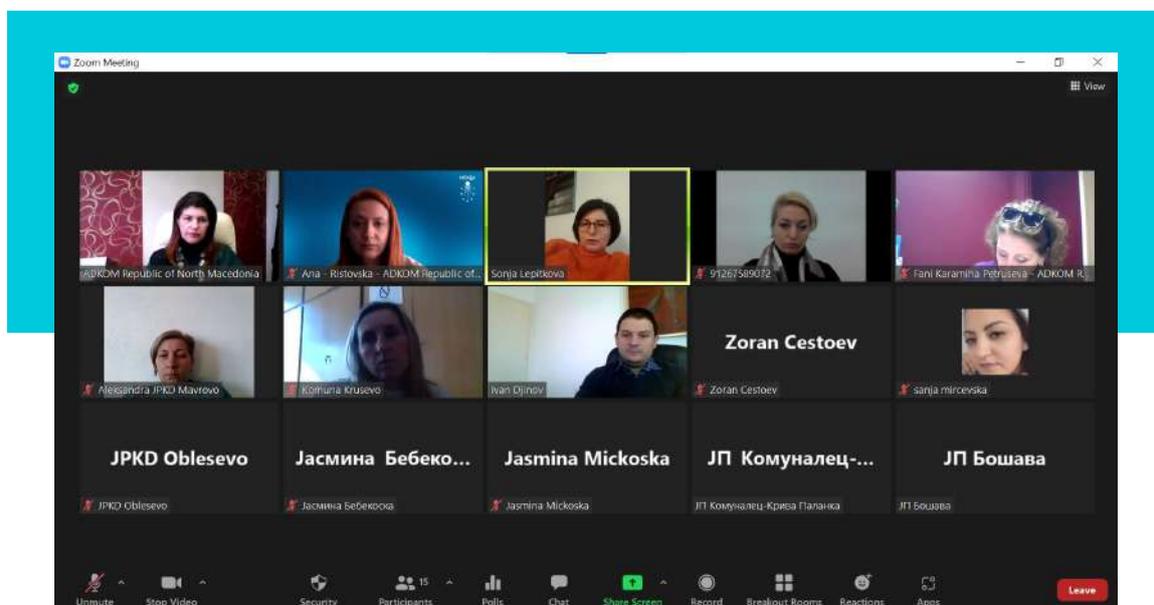
Preparation of the Strategy for operation of the public utility companies (PUC) up to 10,000 population equivalent

In January, ADKOM started with the activities for preparation of the Strategy for operations of the public utility companies up to 10,000 population equivalent.

The Strategy for operation of public utility companies with up to 10,000 population equivalent inhabitants. The strategy aims at defining the current situation in the PUCs, in order to understand the problems they face in their operations and to provide vision, solutions and recommendations for improving the operations and cooperation with the local community and the municipality towards raising the level of services to end-users.

In order to contribute to the quality of this document, which will be presented to the stakeholders, on 26.01.2022, ADKOM organized a meeting with the PUCs covering up to 10,000 population equivalent. The PUCs presented several problems they are faced with, such as overdue debts, insufficient machinery, lack of employees, lack of management of water supply systems in the surrounding villages, lack of technical documentation, inability to calculate water losses as physical as well as commercial loss.

In the light of the above-mentioned problems, ADKOM sent a questionnaire to the small PUCs to obtain information and prepare an analysis of the situation.



ADKOM



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service providers

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