



**BUDAPEST
WATERWORKS**



Gold Standard for
Utility Performance

**Worldwide
Water Solutions**

Subotica Waterworks (Serbia) capacity expansion program



Summary and introduction ⁰¹

In the framework of the Cooperation Agreement with the United Nations Human Settlements Programme (UN Habitat), the Global Water Operators' Partnerships Alliance (GWOPA), we have developed and implemented a specific program supporting the capacity expansion of Subotica Waterworks in 2016–2017.

Objectives to be accomplished

The aim was to support the capacity expansion, water and sewage services of the service providers operating in the Subotica Waterworks area, to increase their coverage and improve the quality of service. Furthermore, we are promoting the implementation of the United Nations' Millennium Development Goals (MDGs) and Sustainable Development Goals (SDGs) in the water and wastewater sector, which means sharing the best practices that have been developed by Budapest Waterworks.

KPIs ⁰²

- The waterworks supplies more than fifty thousand households, businesses and institutions with drinking water.
- The supply system consists of five urban and fourteen suburban water resources,
- a total of 67 wells between 120 and 185 meters in depth
- and approximately 520 kilometers of main and secondary pipelines



Schedule and milestones ⁰³

Activity 1: Budapest Waterworks event management framework transfer

Activity 2: Technical assistance

Activity 3: Assessment of the organization and the core processes

Activity 4: Communication, dissemination

Activity 5: GIS – Support the introduction of the geographic information system

Activity 6: Water and sewage network management model development (Operation Centre)

Activity 7: Electronic document management and archiving system development

Activity 8: Introduction of the work management system, modern and efficient work organisation

Activity 9: Sharing knowledge and best practices

Results achieved ⁰⁴

- A two-day training was held in Budapest for the experts of Subotica Waterworks where the up-to-date sewage and water treatment technologies introduced in Budapest in recent years were presented, as well as a detailed insight into the workflow and event management processes.
- Budapest Waterworks together with Subotica Waterworks employees carried out a water leakage detection survey with night-time measurements in a designated area of Subotica City, using three vehicles with emphasis put on the event management processes and sharing the best practice methods applied in Budapest.