



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



UBP

27 February – 1 March 2019, Subotica, Serbia

# 2<sup>nd</sup> DANUBE HUB BENCHMARKING WORKSHOP

BACK-TO-BACK WITH THE CONFERENCE:  
JOINING FORCES TOWARD BETTER SERVICES



**GATHERING OF LEADING  
UTILITIES** in the Danube region

**PEER TO PEER SUPPORT**  
for performance improvement

**NETWORK MEETING** of  
IAWD Benchmarking Hubs

Supported by:



**DANUBE  
WATER  
PROGRAM**

Smart policies, strong utilities, sustainable services

## Introduction

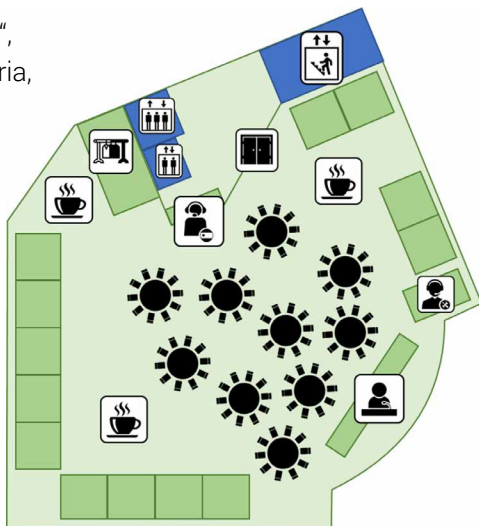
In cooperation with the City of Subotica and PUC Waterworks and Sewerage Subotica, the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) is pleased to present the **2<sup>nd</sup> Danube Hub Benchmarking Workshop**, which is held back to back with conference **Joining forces toward better services**. Working languages of the event are English and local language. Simultaneous translation will be provided.

## Venue

The main venue of the event (Days 2 & 3) is **Hotel Galleria**, close to the city centre at Matije Korvina 17, 24000 Subotica, Serbia. The opening of the event (Day 1), including the welcoming cocktail, will take place from 18:30 in the Subotica City Hall on 27 February.

## Floor Plan

Hall „Rome“,  
Hotel Galleria,  
floor 5



## Participating organizations

(alphabetically)

- [Association of the Employers of Utility Companies in the Federation of Bosnia and Herzegovina – UPKP](#)
- [Association of Waterworks of Republika Srpska – VRS](#)
- [Aqua Publica Europea](#)
- [Barthauer Software GmbH](#)
- [Bulgarian Water Association](#)
- [International Association of Water Supply Companies in the Danube River Catchment Area – IAWD](#)
- [JIE Engineering d.o.o.](#)
- [EnPlus](#)
- [Imperial College of London](#)
- [Network of Associations of Local Authorities of South-East Europe – NALAS](#)
- [RENEXPO fair and conference](#)
- [TCC-Danubius EEIG](#)
- [UTVSI](#)
- [QUBIQO](#)

**GDPR disclaimer:** Throughout the event, photographs and/or videos will be taken. We reserve the right to use these photos and videos for publication on our websites (iawd.at, danube-water-program.org, d-leap.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](http://www.iawd.at)

## Agenda

Wednesday, February 27, 2019, Subotica City Hall	
17:00 – 18:30	Subotica City Tour (meeting point: Atrium of Galleria Hotel)
18:30 – 20:00	<b>Opening of the Conference, moderated by Elvira Szekeres</b>
18:30 – 19:00	Welcome and opening speeches
19:00 – 19:20	Key performance indicators of water utilities from Subotica, Bijeljina, Novi Sad and Szeged, Aleksandar Krstić, Danube Hub
19:20 – 19:40	Blue Green Dream – Water as the heart of city's resilience, growth and charm, Prof. Čedo Maksimović, Imperial College of London
19:40 – 20:00	Partnership Agreement signing ceremony
20:00 – 21:30	Cocktail

Thursday, February 28, 2019, Hotel Galleria	
<b>Rome – Fl. V 08:30 – 11:00</b>	<b>Session R1 – Regional cooperation for utility improvement, moderated by Vladimir Taušanović, IAWD</b>
08:30 – 09:30	Registration and tour of booths
09:30 – 09:50	Welcome by Patricia Lopez, World Bank, and Walter Kling, IAWD
09:50 – 10:10	Danube Learning Partnership, Katerina Schilling and Philip Weller, IAWD
10:10 – 10:30	Utility Benchmarking Program, Aleksandar Krstić, Danube Hub
10:30 – 10:50	Infrastructure Asset Management, Aleksandar Šotić, UTVSI
10:50 – 11:00	Wrap-up and Outlook
<b>11:00 – 11:30</b>	<b>Coffee break</b>
<b>Rome – Fl. V 11:30 – 13:00</b>	<b>Session R2 – Cooperation of authorities, associations and utilities on the sector reform, moderated by Philip Weller, IAWD</b>
11:30 – 11:50	Challenges of water management in B&H, Nenad Djukić, Ministry of AFW RS
11:50 – 12:05	Developing benchmarking activities in RS B&H, Srđan Kevac, VRS
12:05 – 12:20	Developing benchmarking activities in FB&H, Osman Čaušević, UPKP FBiH
12:20 – 12:35	State of the sector of water supply and sanitation in Serbia from 2014-2017, Ninoslav Petrović, UTVSI
12:35 – 12:50	Indicators and indexes for benchmarking of local self-governments in SEE, Boran Ivanovski, NALAS
12:50 – 13:00	Plenary discussion and proposal of tasks for the follow up sessions
<b>13:00</b>	<b>Photo session (group photo)</b>
<b>13:00 – 14:30</b>	<b>Lunch (Hotel Galleria, restaurant, floor V)</b>
<b>Rome – Fl. V 14:30 – 16:00</b>	<b>Session R3 – Responsibilities of authorities and utilities – sustainable, but affordable, moderated by Boran Ivanovski, NALAS</b>
14:30 – 14:50	Rural water and sanitation services in the Danube region, Elvira Broeks, World Bank
14:50 – 15:10	European public operators' views and approaches on tackling water poverty, Jovana Gojković, Aqua Publica Europea
15:10 – 15:30	Blue Green Solutions for cities and utilities in achieving sustainable living environment quality, Prof. Čedo Maksimović, Imperial College of London
15:30 – 16:00	Plenary discussion and conclusions
<b>Subotica – Fl. I 14:30 – 16:00</b>	<b>Session S1 – Development of water and sewerage infrastructure, moderated by Aleksandar Krstić, Danube Hub</b>
14:30 – 14:50	Key performance indicators of utilities toward infrastructure development in the Danube region, Aleksandar Krstić, Danube Hub
14:50 – 15:10	Influence of aggregation on water utilities – Brasov case, Andreea Mihai, Brasov utility
15:10 – 15:30	DMAs and hydraulic model of Subotica waterworks, Čaba Šanta, Subotica utility
15:30 – 15:45	Developing a real-time hydraulic model of the water supply system of Ljubljana, Jože Tomec, Ljubljana utility
15:45 – 16:00	Plenary discussion and conclusions
<b>16:00 – 16:30</b>	<b>Coffee Break</b>

<b>Rome – Fl. V 16:30 – 18:00</b>	<b>Session R4 – Community engagement and promotion of water awareness, moderated by Katerina Schilling, IAWD</b>
16:30 – 16:45	Water utility transparency issues raised in EU, Jovana Gojković, Aqua Publica Europea
16:45 – 17:00	Modern and inclusive workforce toward modern utilities - EDGE gender and age diagnostic, Evis Gjebrea, Tirana utility
17:00 – 17:15	Young Water Professionals in the Danube region, Katerina Schilling, IAWD
17:15 – 17:35	"Aquarius - Water Agent of the Danube Region" – working with youth, Petar Pižurica, Subotica utility, and Majde Adlešić, Water Agent Project Manager
17:35 – 18:00	Plenary discussion with Water Agents with conclusions
<b>Subotica – Fl. I 16:30 – 18:00</b>	<b>Session S2 – Operation and maintenance of water and wastewater infrastructure, moderated by Aleksandar Krstić, Danube Hub</b>
16:30 – 16:50	Key performance indicators of utilities regarding infrastructure operation in the Danube region, Aleksandar Krstić, Danube Hub
16:50 – 17:20	Evaluation of the state of line infrastructure in Subotica, Nemanja Branislavljević, Faculty of Civil Engineering Belgrade
17:20 – 17:35	Maintenance of line infrastructure – Gračanica case study, Jasmin Mulabdić – Damir Baraković, Gračanica utility
17:35 – 18:00	Plenary discussion and conclusions
<b>19:30 – 22:30</b>	<b>Workshop Dinner and awards ceremony (bus will leave Galleria hotel at 19:15)</b>

<b>Friday, March 1, 2019, Hotel Galleria</b>	
<b>Rome – Fl. V 09:00 – 10:30</b>	<b>Session R5 – Striving toward energy efficiency and independence, moderated by Rado Russev, IAWD consultant</b>
09:00 – 09:20	Energy efficiency key performance indicators from utilities in the Danube region, Aleksandar Krstić, Danube Hub
09:20 – 09:40	Utility energy independence: Case study of Sofyska Voda, Veselin Dimitrov
09:40 – 09:55	Energy cogeneration case study of Subotica utility, Petar Pižurica
09:55 – 10:10	Energy Efficiency Program of D-LeaP, Rado Russev, IAWD consultant
10:10 – 10:30	Plenary discussion and conclusions
<b>10:30 – 11:00</b>	<b>Coffee Break</b>
<b>Rome – Fl. V 11:00 – 12:30</b>	<b>Session R6 – Improvement of wastewater treatment in the region, moderated by Krešimir Veble, TCC Danubius EEIG</b>
11:00 – 11:20	Wastewater treatment key performance indicators from utilities in the Danube region, Aleksandar Krstić, Danube Hub
11:20 – 11:40	Wastewater treatment in Germany – the fourth level treatment, Heike Burghard, TCC-Danubius EEIG
11:40 – 12:00	Advanced WWTP technology as a part of Blue Green Solutions in urban planning, Prof. Čedo Maksimović, Imperial College of London
12:00 – 12:30	Plenary discussion and conclusions
<b>12:30 – 13:00</b>	<b>Conclusions and Closing of the Workshop</b>
<b>13:00 – 15:00</b>	<b>Study Tour to WWTP of Subotica utility (lunch will be supplied)</b>