

2024 LESSONS IN RESILIENCE



International
Association of Water
Service Companies
in the Danube Region

CONTENT

- 2 IAWD 2024 at a glance
- 3 A view from the top of the wave
- 4 Strength through cooperation: Your IAWD membership
- 6 IAWD Mission and Vision: Improving water services to improve lives
- 7 IAWD in Toronto: The greatest show on earth
- 8 Partnerships for progress
- 9 IAWD to establish a Water Operators' Partnerships platform in the region
- 10 Communicate, Connect, Capacitate: IAWD Activities
- 11 IAWD Activities 2024: Communicate
- 12 IAWD Activities 2024: Connect
- 14 IAWD Activities 2024: Capacitate
- 16 Let's talk future: Here come the Young Water Professionals
- 17 NewIBNET: Benchmarking on a global scale
- 18 A word from the Board
- 19 Roadmap to growth: The extraordinary General Assembly 2024

IAWD 2024 AT A GLANCE

9
Board members

5
Staff members

57
IAWD members
in

16
Countries

9
Webinars, workshops,
and events
with

708
Participants

14
D-LeaP Hubs
with

120
Participants trained

8
Publications

A VIEW FROM THE TOP OF THE WAVE



Walter Kling
IAWD President

What a year! What a ride!

2024 tested everyone's resilience with droughts, floods, and on top of that, an endless stream of bad news from every corner of the world.

We felt like riding on top of a huge wave, with nothing to do but keeping the course and hoping for the best. Which inspired the motto "Riding the wave: Water Sector Innovations for a new Climate Reality" for the 2024 Danube Water Forum in Brasov. This event drew a record-breaking crowd of over 300 participants, with 60 experts on the stage, and an encouraging number of Young Water Professionals supporting the organizers.

Another highlight of this exciting year: IAWD representatives attended the International Water Association's World Water Congress & Exhibition in Toronto, Canada, one huge event with 7000 participants, 900+ presenters and 200+ sessions.

Meanwhile, the IAWD network kept growing. 2024 brought a Memorandum of Understanding with the Priority Area 4 of the EU Strategy for the Danube Region, a cooperation with UN-Habitat/GWOPA, the Global Water Operators' Partnerships Alliance, and a focus on NewIBNET, the leading global benchmarking platform for water utilities. IAWD plays a crucial role in implementing NewIBNET in Southeast Europe, and in 2024, over 20 utilities from the region joined as members.

Investing in the future of the sector, IAWD carried out an RCDN+ activity dedicated to Young Water Professionals (YWP) in the Western Balkans, targeted at strengthening the future generation of water professionals in the sector: Speaking of the sector's future, the second UMT class graduated successfully end of December with preparations for the third cycle in full swing.

Adapting to changing requirements and challenges, we have also updated IAWD's statutes for the first time since 2014.

One could say that we have succeeded to stay on top of the wave. Yes, it is a bit exciting up here, but the view is great, and we are glad to share it with you. Thank you for being a part of IAWD!



STRENGTH THROUGH COOPERATION YOUR IAWD MEMBERSHIP

Our network is steadily growing, because those who understand the water sector also realize that joining the IAWD means becoming part of something important: **IAWD, the International Association of Water Service Companies in the Danube Region, is the prime association of water and wastewater utilities in the Danube region.**

IAWD welcomes all utilities, utility associations and institutions with a stake in the water sector of the Danube and Balkan region, and we especially appreciate the fact that five new members decided to join our community in 2024 - for mutual benefit: **We believe in strength through cooperation, a strength that grows with every new member.**

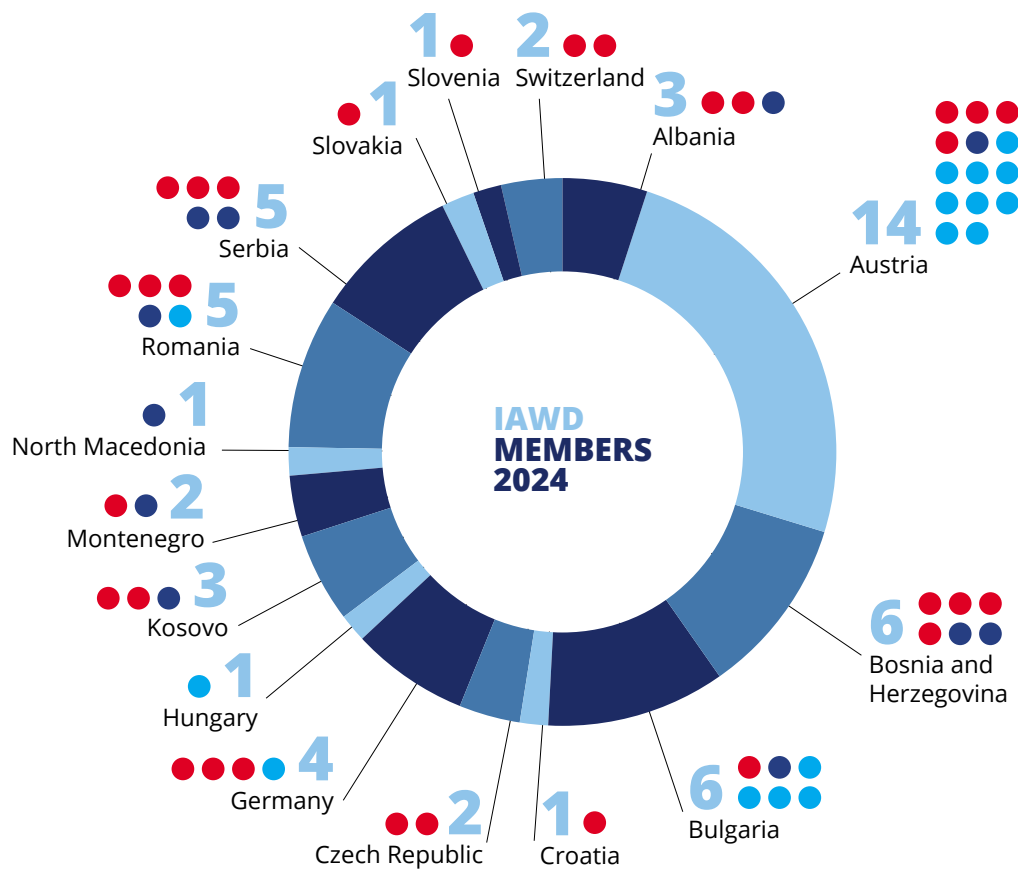
Together, we create a strong voice that promotes the ongoing improvement of water services and utility operation in the Danube region - **the Voice of the Danube.**

IAWD is an international network with a shared vision, a shared mission, and a shared approach: **Our vision is safe, reliable, affordable access to water services for all in the Danube region, because improving water services improves lives.**

Our mission is to act as the Voice of the Danube, strengthening our members in delivering sustainable water services through cooperation, capacity development and knowledge exchange.

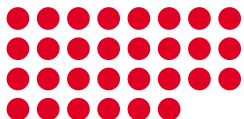
Our approach is to communicate, to connect and to capacitate.





U Utility Members

30



New in 2024:

Bratislava Water Utility Company (Slovakia)
Abwasserreinigung Oberengadin (Switzerland)
KP "Vodovod" A.D. Gradiska (BiH)

A Association Members

11



I Institutional Members

16



New in 2024:

Hungarian Water Partnership (Hungary)
Xylem Water Solutions Romania SRL (Romania)

NEW MEMBERSHIPS MADE TO MEASURE

Interest in IAWD memberships has grown far beyond the original core group of utilities.

In 2024, IAWD has therefore changed its Statutes and decided to introduce new membership categories to cover the requirements of a growing variety of member institutions, businesses and individuals.

Starting in 2025, the original Institutional Membership is now available as either a Corporate Membership with a package of special communication and promotion opportunities, or a Research and Academia Membership with privileged data access and special support for conducting and communicating research.

Furthermore, IAWD introduces a new, all-important category, dedicated to the success of the next generation: The Young Water Professionals (YWP) Chapter Membership.

National YWP Chapters are now invited to join free of charge to enjoy career-boosting opportunities like speaker and moderator slots at international events, internship slots with IAWD, scholarships to attend the D-LeaP Utility Management Training, and full access to our lively international network.

Chairs of the YWP chapters are eligible to join IAWD's brand-new YWP Committee. This committee is tasked with invigorating regional YWP activities. In addition, the to-be-elected Chair of the YWP Committee will have a secured seat on the Board of IAWD starting January 2026.

The IAWD Secretariat will gladly answer your questions about membership options.



LEARN
MORE



IAWD MISSION AND VISION IMPROVING WATER SERVICES TO IMPROVE LIVES

Over three decades, IAWD has steadily built its cooperation network in the water sector of the world's most international river basin, reaching out beyond national, cultural and linguistic borders with an ever-growing number of programs and activities to create a strong voice for improving water services and utility operation in the Danube region: The Voice of the Danube.

IAWD works with national water utility associations and individual utilities, helping to secure the water quality of the Danube and its tributaries, promoting sustainable utility services, representing the water sector's interests and providing donors with an established, attractive platform that covers the entire region.

IAWD is aware that in the face of climate change and all related challenges only joint action, joint standards and universally binding regulations will safeguard the quality of water resources and services in the Danube region. It is therefore IAWD's common concern to show solidarity in managing water services and ensuring their high quality.

IAWD entered its fourth decade driven by a promising vision, an important mission and a stronger sense of urgency than ever.



OUR VISION

Safe, reliable and affordable access to water services for all in the Danube region, because improving water services improves lives.



OUR MISSION

Aware of the importance of information, communication and cooperation in the water service sector, we act as the Voice of the Danube, strengthening our members in delivering sustainable water services through cooperation, capacity development and knowledge exchange.



WHO WE ARE

IAWD is the International Association of Water Service Companies in the Danube Region. We are an independent, non-profit organization of water and wastewater utilities, national water utility associations and other stakeholders engaging in the provision of safe and reliable water services for over 80 million people living in the Danube basin and beyond. Join the Voice of the Danube community and support building a safe water future for the Danube region.



OUR STRATEGIC APPROACH

Communicate with our members, our supporters and the interested public on a comprehensive range of channels, with a strong focus on digital services.

Connect the Danube region's water sector by a program of conferences, meetings and webinars to enable peer-to-peer networking.

Capacitate water sector professionals by supporting knowledge exchange, mutual support networks, access to resources and the capacity building activities of the Danube Learning Partnership.

IAWD IN TORONTO THE GREATEST SHOW ON EARTH

As global as water itself, and as big as big gets: With 7000 participants, 900+ presenters and 200+ sessions, the International Water Association's World Water Congress & Exhibition is simply one of the biggest biennial meetings of the international water sector.

Everybody with a stake in the future of water is there: core water sector groups, representatives from industry and agriculture, architects and urban planners, soil and groundwater experts and hydrologists, social scientists, the ICT sector, the financial sector – and, yes, the IAWD took the stage there.

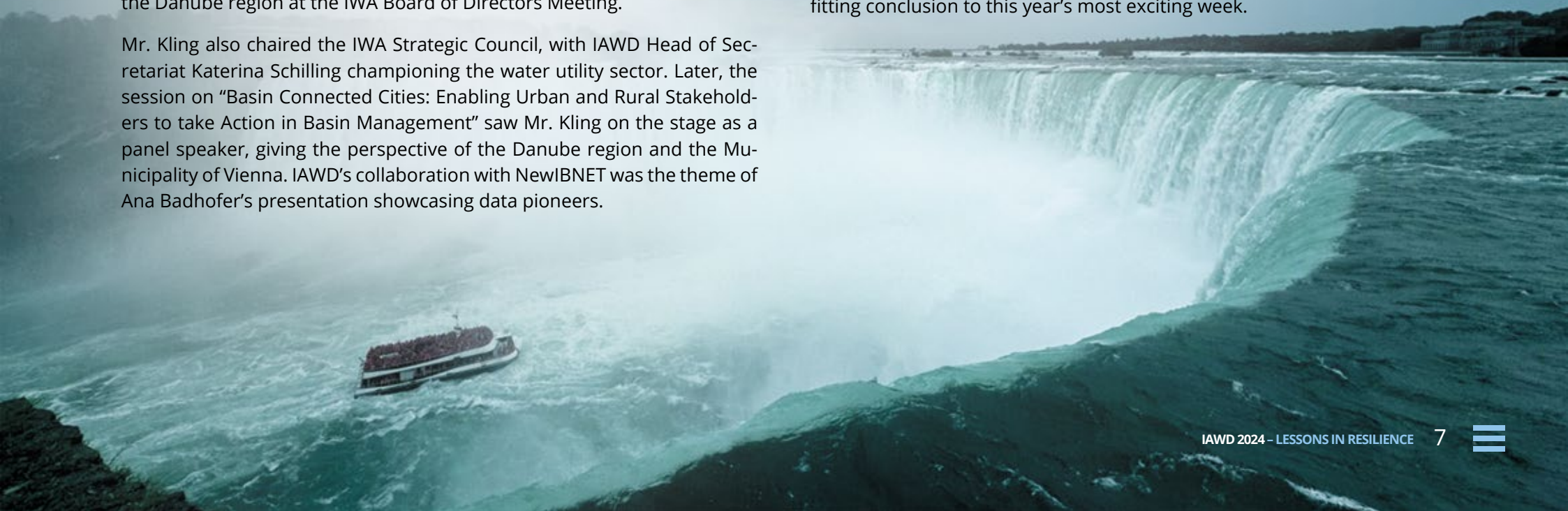
The 2024 World Water Congress convened in Toronto, Canada – and the IAWD as well as some of our members crossed the ocean to attend and to represent our community in numerous high-level meetings and sessions.

Elisabeta Poci, Teodor Popa, and IAWD President Walter Kling represented the Danube region at the IWA Board of Directors Meeting.

Mr. Kling also chaired the IWA Strategic Council, with IAWD Head of Secretariat Katerina Schilling championing the water utility sector. Later, the session on “Basin Connected Cities: Enabling Urban and Rural Stakeholders to take Action in Basin Management” saw Mr. Kling on the stage as a panel speaker, giving the perspective of the Danube region and the Municipality of Vienna. IAWD's collaboration with NewIBNET was the theme of Ana Badhofer's presentation showcasing data pioneers.



An already traditional part of the social program was the Austrian Evening, organized by IWA Austria, and a field trip to the Niagara Falls brought a fitting conclusion to this year's most exciting week.



PARTNERSHIPS FOR PROGRESS

The Danube is the planet's most international river, with shores in ten nations and the whole river system covering altogether 19 different countries with vastly different political, cultural and economic backgrounds. IAWD keeps reaching out across all these borders, cooperating regionwide and beyond, to build a network with local, national, regional and global touchpoints, and to bring all players with a stake in the water sector together. This is both the vision that started IAWD, and the secret of its ongoing success. In 2024, IAWD has again expanded its outreach, adding a number of important water sector initiatives to its network.

NEW MOU: IAWD SIGNS A PARTNERSHIP WITH THE EUSDR

2024 brought a Memorandum of Understanding with the Water Quality Priority Area of the EU Strategy for the Danube Region (EUSDR), signed at the occasion of IAWD's and DWP's participation in the 13th EUSDR Annual Forum in Vienna.

Here, IADW's Katerina Schilling presented the UMT as a model for educating future water utility leaders, and DWP's Raimund Mair joined the session "Is the water clean and passable enough for fish to survive?"

Cooperation with the EUSDR promises real win-win solutions in a long list of relevant areas. Topics of joint interests are drinking water management, urban water and waste water management, sludge management, knowledge sharing and capacity building activities, youth and education themes, and general networking.

The MoU covers enhanced cooperation in promotion/advocacy, knowledge sharing, supporting processes and dialogues, projects preparation, identification of funds and projects implementation.

Looking forward to a fruitful cooperation the IAWD has to thank Robert Lichtner, Danube Strategy Point Coordinator, for his valuable assistance in the initial phase of the discussions that produced a promising document.



IAWD TO ESTABLISH A WATER OPERATORS' PARTNERSHIPS PLATFORM IN THE REGION

In 2024, IAWD applied successfully to cooperate with GWOPA, the Global Water Operators' Partnerships Alliance, to establish WOP SEE, a Water Operators' Partnerships Platform for South East Europe.

GWOPA is an international network promoting peer support exchanges between two or more water operators, called WOPs or Water Operators' Partnerships, with the objective of capacity strengthening, performance improvement, and generally improving service quality, on a not-for-profit basis. The effectiveness of this peer-support approach has been proven by over 470 WOPs worldwide.



Convinced of this concept, IAWD hit the ground running:

In May, an introductory webinar attracted 30 interested participants. Later that month, a session on "Utility cooperation in the Danube region and beyond" during the Utility Benchmarking Program workshop of the Danube Hub presented case studies on EU WOPs.

Back-to-back with the Danube Water Forum 2024, the Donor and IFI meeting elicited very positive reactions from potential partners interested in financing future WOP SEE activities.

Early November brought further progress during a matchmaking workshop in Pristina. Coordinated by IAWD, and supported by GWOPA/ UN-Habitat, this event brought together water operators from everywhere in the region for 1,5 days of teambuilding, matchmaking, and working towards establishing WOPs.

The outcome beat expectations, with up to ten promising WOP matches identified, and additional partnerships emerging informally. These WOPs are expected to complement existing training programs under D-LeaP, offering a practical, peer-driven approach to capacity building and operational improvement.

Encouraged by these developments, IAWD and its partners will seek to secure the necessary resources to sustain and expand the WOP SEE initiative, realizing the promise of WOPs as essential components in advancing water sector resilience and service quality across the region.

COMMUNICATE CONNECT CAPACITATE IAWD ACTIVITIES

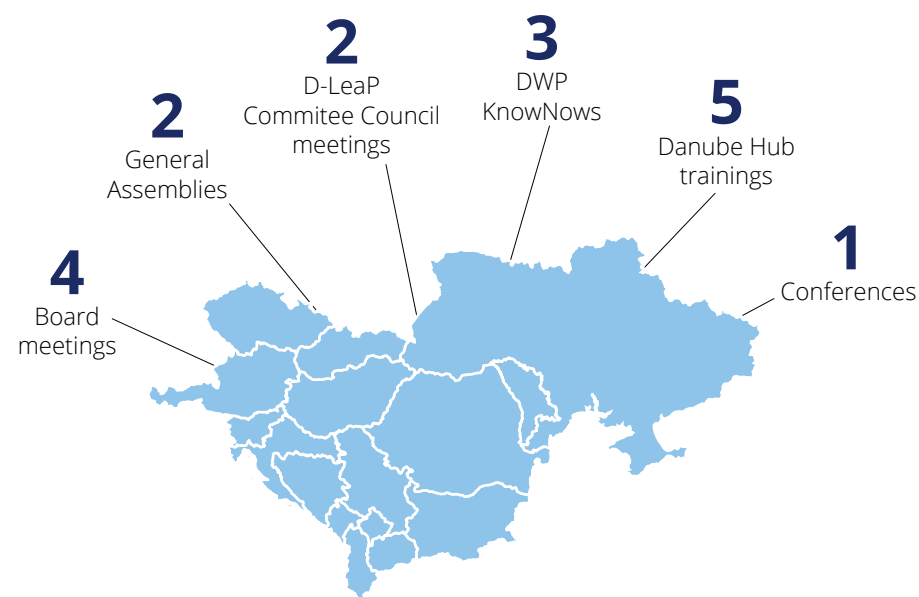
IAWD acts as a regional platform for information exchange, peer-to-peer networking and knowledge sharing. The wide range of activities in this network builds on three principal pillars: communicate, connect, and capacitate.

Communicating to keep you informed, IAWD provides Voice of the Danube as a multi-purpose web platform for information exchange, complemented by digital newsletters, reports and direct member contacts. We encourage everybody with a stake in the region's water sector to register as a Voice of the Danube user. It is free of cost, does not carry any obligations and keeps you up to date on news, activities, business and career opportunities, and everything that is going on in the water sector of the Danube region.

Connecting you with the Danube region's water sector, IAWD has built a strong, far-reaching peer-to-peer network of stakeholders such as governments, regulators, utilities, donor agencies, businesses supporting the water industry, and water utility associations. For a lively, productive exchange, IAWD co-organizes conferences and events including its signature events, the Danube Water Conference and the Danube Water Forum, to connect the sector's stakeholders in the Danube region.

Capacitating you on the professional level, IAWD has created a wide variety of activities and programs designed to support knowledge exchange among water and wastewater utilities and strengthen their technical and managerial capacities, including the Danube Learning Partnership (D-LeaP) aiming at improving water services and utility operation in the Danube region.

EVENTS ORGANISED IN 2024



COMMUNICATING to keep you informed:

Stay up to date on news, activities, business and career opportunities, and everything that is going on in the water sector of the Danube region.



CONNECTING you with the Danube region's water sector:

Join a far-reaching strong peer to peer network and connect with the water sector's stakeholders, such as governments, regulators, utilities, donor agencies, businesses supporting the water industry, and water utility associations.



CAPACITATING you on the professional level:

Benefit from a wide variety of IAWD programs including the Danube Learning Partnership (D-LeaP) that aim at improving water services and utility operation in the Danube region.

IAWD ACTIVITIES 2024 COMMUNICATE

Communities like ours are built on shared interests – and driven by communication. IAWD started out before the introduction of the World Wide Web. Today, we operate a multi-channel communication landscape that has proven its value as a multifunctional information and exchange toolbox. At its core is the Voice of the Danube website, launched in summer 2020. Voice of the Danube is publicly available, but to access the full spectrum service, readers need to complete a registration. This is cost-free, carries no obligations whatsoever and provides access to the full event schedule, latest water-related news, business and career opportunities, a comprehensive collection of reports, studies and background information in the Danube Library, and vital services like Benchmarking and D-LeaP capacity building support in the Danube Toolbox.

Following the Voice of the Danube launch, the digital toolbox has expanded further to include a weekly newsletter service, social media services on LinkedIn, webinars and videoconferencing – and, last but not least, the IAWD Annual Review, first issued in 2020, downloadable in the Danube Library, and right now in front of you with the 2024 edition.



66,337
Page views



1023
Registered
VoD users



162
Countries



1600+
LinkedIn
follower



LATEST ADDITION TO VOICE OF THE DANUBE: THE MEMBER OF THE MONTH SECTION

IAWD is a growing network operating across multiple language barriers and national borders. Our work involves thousands of people, and the better we know each other, the faster we reach our shared goals.

This motivated the IAWD Secretariat to introduce the “Member of the Month” portrait series in the news section. Originally established during the anniversary year 2023 to honor and present the founding members who have been with IAWD since day 1, this series met enthusiastic reception, encouraging us to continue and expand the scope from utilities to all types of members focusing on insights into their work, the successes they achieve, the challenges they overcome, and the thinking behind their IAWD memberships. The better we get to know each other, the more positive energy feeds into our community.



IAWD ACTIVITIES 2024 CONNECT

MEETING REAL LIFE: THE 2024 DANUBE WATER FORUM

The 2024 Danube Water Forum **"Riding the Wave: Water Sector Innovations for a New Climate Reality"** was a roaring success in every respect, thanks to enthusiastic participants, professional organizers, and generous supporters.

Our heartfelt thanks go out to the Romanian Water Association and Compania Apa Brasov for excelling as local hosts in Brasov, and to our supporters, the Austrian Federal Ministry of Finance and Corporate Partners Klarwin, Wabag, Xylem, Hach Lange, NewIBNET, Diehl, and Sommer Messtechnik.

But the biggest, all-encompassing "Thank you!" is reserved for the record-breaking crowd of over 300 participants. Representatives from 28 IAWD members attended, including a respectable number of Board members. Twelve Young Water Professionals, supported by the Austrian Federal Ministry of Agriculture, Forestry, Regions and Water Management took up the invitation to support the organizers, present posters and join panels.

A full sixty experts took the stage during a compressed two-day, two-track Forum that threw light into every corner of the water business, its crises and chances. The presentations, interventions and contributions gave lots of food for thought and many valuable takeaways over the full spectrum of current hot topics: Climate change-related challenges, trends in wastewater treatment, water reuse and circular economy, proactive water resources management, climate-resilient water service strategies, creative human resource management, innovative approaches and technologies for sustainable utility management, and effective communication for water services.

The biggest takeaway for IAWD is that taking big events out into the region is a recipe for serious success: Thank you, Brasov, for impressive proof of this concept!



302
Participants



12
Young Water Professionals



10
Sessions



2
Parallel tracks



29
Presentations



1
Visits to Dracula Castle

RIDING THE WAVE



MAKE IT RAIN WATER UTILITY FINANCING IN THE DANUBE REGION

Read
more
here:



Ms. Patricia Lopez
Senior Water Specialist,
World Bank, USA
(Presenter & Moderator)



Ms. Vesna Muslic
President, Aquasan Network BiH,
Bosnia and Herzegovina
(Panelist)



Mr. Lyubomir Filipov
Director Strategic Partnerships and
Regulation, Sofia Water, Bulgaria
(Panelist)



Mr. Ladislav Tolmaci
Erste Group, Austria
(Panelist)

DRYING PIPES NAVIGATING THE IMPACT OF WATER SCARCITY AND DROUGHTS ON WATER SUPPLY

Read
more
here:



Ms. Olivia Becher
Researcher at Oxford University,
United Kingdom
(Presenter)



Mr. Efthymios Lytras
Deputy Director of Corporate
Strategy and Innovation, Athens
Water and Sewerage Company,
Greece (Presenter)



Mr. Daniel Craia
General Manager Assistant,
Aquatim S.A., Romania
(Panelist)



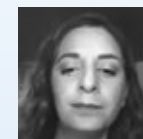
Mr. Raimund Mair
Senior Water Resources
Management Specialist,
World Bank, Austria
(Moderator)

TAMING THE RAIN NATURE BASED SOLUTIONS FOR STORMWATER MANAGEMENT

Read
more
here:



Mr. Florian Kretschmer
Senior Scientist, BOKU University,
Austria
(Presenter)



Ms. Cemre Erbil
Istanbul Water and Sewerage
Administration (ISKI), Turkey
(Presenter)



Ms. Tatjana Uzelac
CEO, Starum, Croatia
(Presenter)



Mr. Franck Perru
Syndicat des Eaux et de
l'Assainissement Alsace-Moselle
(SDEA), France (Presenter)



Ms. Katerina Schilling
Head of Secretariat,
IAWD, Austria
(Moderator)



Mr. Milo Fiasconaro
Executive Director,
Aqua Publica Europea, Belgium
(Moderator)



MEETING ONLINE: THE 2024 KNOW NOW WEBINARS

Born out of the COVID emergency, the KnowNow Webinars have proven immune to all changes, drawing an enthusiastic, and very international crowd to sit down for 75 minutes of compressed information on hot topics whenever they arise.



Jointly with APE



IAWD ACTIVITIES 2024

CAPACITATE

IAWD's most prominent initiative to strengthen technical and managerial capacities in the region's water sector is D-LeaP, the Danube Learning Partnership.

Although the Danube region enjoys a high level of basic access to water and sanitation services, the effectiveness and efficiency of the related services does not always meet international standards. In 2015, a State of the Sector report issued by the World Bank identified room for improvement regarding the capacity of professional staff working in the sector in a number of countries in the region, often due to limited professional development and training opportunities.

IAWD in cooperation with its members, the national water utility associations, has therefore established the Danube Learning Partnership (D-LeaP) as a regional, integrated, sustainable capacity building initiative. Covering 16 countries, D-LeaP provides a comprehensive curriculum for the management and technical staff of water and wastewater utilities in the Danube region. Overall, 25 D-LeaP Hubs have been established so far in the Danube region.

D-LEAP ACTIVITIES 2024



14

Hubs



13

Active countries



120

Utilities trained



7

Programs delivered



D-LEAP INTEGRATED ASSET MANAGEMENT TRAINING IN THREE COUNTRIES

Water utility companies everywhere in the region wrestle with rising costs, aging infrastructure, and difficulties financing investments. Integrated Asset Management is an effective and proven set of tools that helps to monitor, maintain and upgrade existing assets systematically and cost efficiently.

The D-LeaP Integrated Asset Management program is training package customized for the region delivered through AM Hubs in local language, and fine-tuned over years since the first implementation.

There is ongoing demand for this program, and in 2024, delivery of four AM Hubs has been successfully concluded in Albania, Bosnia and Herzegovina, Kosovo and Serbia, partially supported by the Global Water Security and Sanitation Partnership (GWSP).

AM

[READ MORE](#)



D-LEAP ENERGY EFFICIENCY PROGRAM NEW IN BULGARIA

D-LeaP provides technical and management know-how in local languages, covering the full theme spectrum of utility operation. One especially hot theme is energy efficiency, and there is keen demand for the related program.

In 2024, delivery took place in Bosnia and Herzegovina and Bulgaria, with kick-off sessions hosted by the Bulgarian Water Association in Sofia, by the Aquasan Network in Banja Luka. Altogether 39 representatives from 23 public utilities sat down with Hub trainers to learn about regulatory frameworks, theoretical and practical insights into energy audits, evaluations of existing pumping stations, financial and economic aspects, and project design for new pumping stations.

EE

[READ MORE](#)



LET'S TALK FUTURE HERE COME THE YOUNG WATER PROFESSIONALS

From the perspective of utility managers, recruiting and retaining employees is an uphill fight against competing sectors with great hunger for young talent and budgets to match.

But what is the perspective of the next generation?

IAWD has partnered up with the Young Water Professionals initiative to give future water leaders a perspective, and a voice and a platform for exchange and networking across borders and between countries with sometimes complex relations.

In 2024, as part of the RCDN+ project, IAWD started an activity dedicated to Young Water Professionals in the Western Balkans, consisting of a kick-off workshop in Vienna and a follow-up in Ohrid, North Macedonia, with a series of online meetings in between. Eight Young Water Professionals from the six West Balkan countries worked along an action plan to produce a position paper on workforce issues which will be presented at the Danube Water Conference 2025.

The activity also aims at strengthening existing, and establishing new national YWP chapters in Balkan countries according to the model proposed by the International Water Association.

While an IWA-approved chapter is now active in Serbia, with chairperson Sanja Vasiljevic a participant in our activity, Nikolina Majdanac, another participant, is building a Chapter in Bosnia and Herzegovina, RS. The Kosovo Chapter has been active for years and counts 50+ members. Talks are ongoing to set up fully functioning Chapters in North Macedonia, Montenegro, Albania.



NEWIBNET BENCHMARKING ON A GLOBAL SCALE

IARD has long had a focus on benchmarking as a key management instrument for water utilities. When the World Bank Group introduced NewIBNET as a next generation global information system and partnership for water and sanitation service providers, regulators, and development professionals, getting on board was a logical step.

NewIBNET promotes the sharing and proactive use of data on key performance indicators and management practices to facilitate improvements in service provision. The platform offers data-driven services that support its members in decision-making, investments, and peer-to-peer learning.

IARD plays a crucial role in implementing NewIBNET's benchmarking initiatives in the Danube region, acting as the regional driver for data collection, analysis, and utility engagement.

2024 saw a continuous expansion of this cooperation across the region. NewIBNET hosted a session during the 2024 UBP Danube Hub Workshop and Danube Water Conference. Over 20 utilities from the region joined NewIBNET as members, and all 140 Serbian Utilities started providing their KPI data to NewIBNET.

As part of a learning initiative of NewIBNET and IWA, three utility representatives from the Danube region were selected and sponsored by the DWP to be ambassadors for the importance of benchmarking and to learn more themselves at the IWA World Water Congress in Toronto.

To give a perspective to this progress: For the very first time, analyses of data on management practices collected by NewIBNET will feature in contributions to the 2025 Danube Water Conference and the Danube Water Program State of the Sector Update Report.



A WORD FROM THE BOARD



„We all are not only in the same boat, we are also looking at the same river. Shared challenges become more manageable, and shared success is all the sweeter. That is what our community is about.”

WALTER KLING



„All utilities are mainly pipes and pumps, but it is up to the people to make a difference. We desperately need to develop talent, and to give young people a career perspective. That is what makes the Utility Management Training so important, and it would not exist if it wasn't for IAWD.”

GYÖRGY SUGAR



„Flying airplanes by instruments is professional, as is managing utilities by data. The Danube Learning Partnership with its focus on data gathering, performance indicators and capacity building may be the most important IAWD initiative.”

WOLF GRUBER



„In the world's most international river basin, IAWD has set out to bring all the different cultures, languages, economies and political systems together to cooperate in a meaningful way. Let us keep going and let us keep growing. It is worth every effort.”

MIRAN JUG



„Artificial intelligence running utilities. Wastewater treatment plants producing energy for communities. Satellite data feeding 30-day weather, drought and flood predictions. An exciting future is already here, and I am confident IAWD projects will help us make the most of it.”

TEODOR POPA



„What started out as a small community with a big vision three decades ago is now an internationally acknowledged lighthouse initiative and esteemed partner in important initiatives. We have indeed come a long way.”

MARIO HEDINGER



„IAWD has long established itself as the place to go to in search of a wide-reaching, competent and helpful platform for exchange and communication between water professionals everywhere in the region. Which is now more important than ever!”

ROBERT GREB



„The Danube Water Program. The Danube Water Conference. The Danube Water Forum. D-LeaP. UMT. These aren't just names—they're forces driving transformation across the region we've come to rely on, like water from the tap. But behind the flow lies vision, dedication, and hard work. Hats off to those driving this meaningful impact.”

LYUBOMIR FILIPOV



„Careers in the water sector are not an obvious choice. Yet this is a sector where young people find occupations with real purpose. A chance to make a real difference. Communicating this, and offering Young Water Professionals a convincing career perspective is our best investment in future success.”

FILIP WANNER

ROADMAP TO GROWTH THE EXTRAORDINARY GENERAL ASSEMBLY 2024

In a constantly changing environment, we have to keep adapting, always changing to stay the same.

In autumn last year, two rounds of consultancy and elaborate feedback process finally concluded into a “IAWD Roadmap: Towards a sustainable, effective, and recognised International Association of Water Service Companies in the Danube Region”. This Road Map describes IAWD's route to a cost-covering and sustainable financing model as the necessary basis for the effective delivery of core services to its members, ensuring the continuity of a strong, independent, professional, regional water service sector network in the Danube region.

With the Roadmap draft complete, IAWD called an Extraordinary General Assembly in October 2024. This General Assembly endorsed both the Roadmap and the changes to the IAWD Statutes to make the association fit for the future, and also approved a new membership fee structure including an indexation formula, both being critical elements of the Roadmap. IAWD is on the road, keeping going and keeping growing.



2024 LESSONS IN RESILIENCE

Published by:

International Association of Water Service Companies
in the Danube Region (IAWD)

Photo credits:

IAWD, Cover photo – Unsplash, Niclas Dehmel

Disclaimer:

Copyright © 2025 IAWD. All rights reserved by IAWD.

Printing and distribution:

International Association of Water Service Companies in the
Danube Region (IAWD). Printed on 100% recycled paper, certified
to FSC standards.

Place and date of publication:

Vienna, Austria, May 2025



International
Association of Water
Service Companies
in the Danube Region

www.iawd.at