

**The Florence School of Regulation Water & Waste Department  
organises 3 Day Online Training:**

**“FROM INPUT TO OUTPUT-BASED REGULATION  
IN THE WATER AND SANITATION SECTOR”**

## 1 STRUCTURE OF THE 3 DAY ONLINE TRAINING

- Day 1, Monday 21<sup>st</sup> June 2021 | Introduction to Regulation, and Customer Engagement and Protection
- Day 2, Friday 25<sup>th</sup> June 2021 | Water & Wastewater Tariff Regulation: Methodologies and Issues at Stake
- Day 3, Monday 28<sup>th</sup> June 2021 | Output-based Regulation

Each day starts with keynote speakers (from DG Env, Wareg, EurEau, OECD) addressing upcoming challenges and regulatory trends in the water & sanitation sector. Mornings are then dedicated to lectures focusing on regulation purposes, customer engagement and protection, water and wastewater tariff regulation, and output-based regulation (with a focus on incentivising innovation). During afternoons, illustrative case studies are presented and discussed by water practitioners including regulators and operators.

## 2 AUDIENCE

The course is designed for professionals interested in gaining in-depth knowledge over a short period of time including: Officials from Regulatory Authorities, and other public bodies; Operators, water companies; Policy and decision-makers; Academics (PhD students, post-Doc).

## 3 CERTIFICATES

At the end of the course, participants will receive a certificate of attendance.

## 4 COURSE FEES

- EUR 500: General training fee
- EUR 250: Discounted fee for representatives of donors and academics
- 2 free admissions for “Major” donors of the FSR Water & Waste Area
- Group enrolment registration: 10% total discount on the general training fee for the registration of at least five people from the same organisation; please contact [Maria.Salvetti@eui.eu](mailto:Maria.Salvetti@eui.eu)

## 5 CANCELLATION POLICY

Should you be unable to attend, a substitute delegate is welcome at no extra charge. Information on the substitute delegate should be communicated at least 4 days before the first online class.

No course fee will be applied if written cancellation requests are received at least 2 weeks before the first online class. Full course fees will be applied for cancellation requests received after this deadline.

**Contact the Course Facilitator: [Maria Salvetti](mailto:Maria.Salvetti@eui.eu)**

## 3 Day Online Training Programme

### From input to output-based regulation in the water and sanitation sector

	DAY 1 – Monday 21 <sup>st</sup> June 2021	DAY 2 – Friday 25 <sup>th</sup> June 2021	DAY 3 – Monday 28 <sup>th</sup> June 2021
	<p><b>9 to 9:30am</b> Introductory words (20' + 10' Q&amp;A): <b>Ms Veronica Manfredi, Director, DG Env C</b></p> <p><b>9:30 to 10am</b> Keynote speech (20' + 10' Q&amp;A): <b>M. Andrea Guerrini, Commissioner of ARERA, Member of Warg</b> <i>Water Regulatory Trends to 2030</i></p>	<p><b>9:30 to 10am</b> Keynote speech (20' + 10' Q&amp;A): <b>Bertrand Vallet, Senior Policy Officer – Water Services, EurEau</b> <i>Water and the EU's Circular Economy</i></p>	<p><b>9:30 to 10am</b> Keynote speech (20' + 10' Q&amp;A): <b>Xavier Leflaive, Principal Administrator, OECD</b> <i>Financing Water Supply and Sanitation: Challenges in EU Member States and Policy Options</i></p>
10am to 12:30pm Including a break	<p><b>Introduction to WSS Regulation (what, why and how)</b></p> <ul style="list-style-type: none"> <li>– Regulatory frameworks</li> <li>– Regulatory agencies characteristics and missions</li> </ul> <p><b>Customer Engagement and Protection</b></p> <ul style="list-style-type: none"> <li>– Customer consultation &amp; engagement</li> <li>– Definition of customer service standards and requirements</li> <li>– Resolve disputes between customer and regulated firms</li> </ul> <p><i>Speaker: Heather Smith, University of Cranfield</i></p>	<p><b>Tariff regulation: methodologies and issues at stake</b></p> <ul style="list-style-type: none"> <li>– Cost-based regulation</li> <li>– Incentive regulation</li> <li>– Regulation and investments</li> <li>– Yardstick competition</li> <li>– Financial issue in price control</li> </ul> <p><i>Speaker: Carlo Cambini, Politecnico di Torino</i></p>	<p><b>Output-based Regulation</b></p> <ul style="list-style-type: none"> <li>– Additional regulated outputs: service quality, innovation, sustainability</li> </ul> <p><b>Incentivising innovation</b></p> <ul style="list-style-type: none"> <li>– Cross-sectoral experience sharing: example of RIIO1</li> </ul> <p><i>Speaker: Carlo Cambini, Politecnico di Torino</i></p>
	<i>Lunch Break – 12:30pm to 2pm</i>		

	DAY 1 – Monday 21 <sup>st</sup> June 2021	DAY 2 – Friday 25 <sup>th</sup> June 2021	DAY 3 – Monday 28 <sup>th</sup> June 2021
2pm to 4pm Including a break	<p><u>Case Study:</u></p> <p><b>Albanian Water Regulatory Authority: public hearings and complaints monitoring (2h)</b></p> <ul style="list-style-type: none"> <li>– Public hearing session to actively involve customers along the tariff approval process, and ensure service quality</li> <li>– Internal customer complaints regulation, procedures etc</li> <li>– Template for monitoring the utility's performance and transparency toward customer complaints</li> </ul> <p><i>Speaker: ERRU</i></p>	<p><u>Case Study:</u></p> <p><b>Italian tariff regulation schemes (2h)</b></p> <ul style="list-style-type: none"> <li>– Economic components of the tariff</li> <li>– Environmental and resource components of the tariff</li> <li>– Decarbonisation: energy saving in the tariff</li> </ul> <p><i>Speaker: Elena Gallo, Vice-Director, Water services Department, ARERA</i></p>	<p><u>Case Study:</u></p> <p><b>Delivering a Net Zero Water Sector in the UK (2h)</b></p> <p><i>Proposed speaker (TBC): Water UK</i></p>