

PHASE IV WORK PLAN

December 2022

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INTRODUCTION

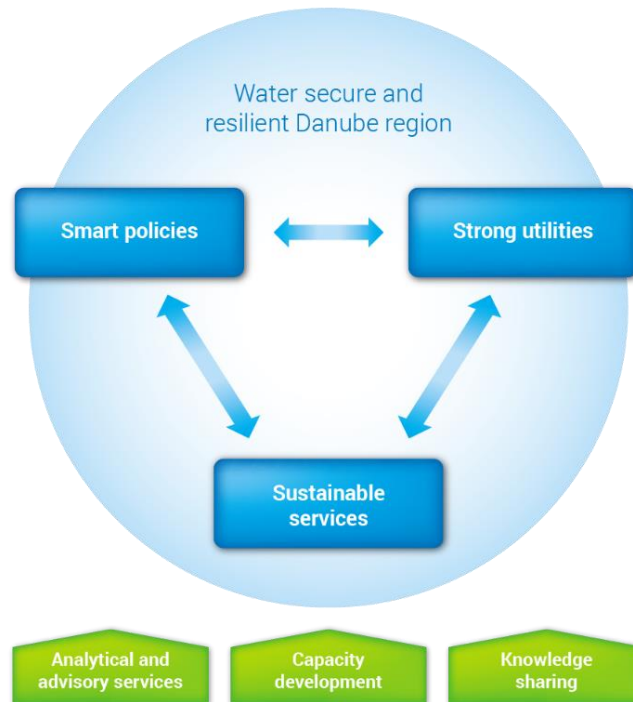
The Danube Water Program (DWP) is a policy and technical assistance program for water sector institutions and other sector stakeholders in countries of the Danube / South-East Europe region. The DWP original Development Objective is to support institutional capacity building and the development of regulatory and policy instruments in the water supply and wastewater (WSS) sector in countries of the Danube region. The first phase of the DWP was formally launched in 2013 in partnership with WSS line ministries, regulators, national water utility associations, and local government representatives of a dozen countries from South-East Europe. Given the strong demand for the Program's activities, two follow-up phases were approved, in 2015 with a focus on scaling up the activities, and in 2019 with a stronger focus on the sustainability of DWP developed activities and expanding the scope towards the broader Water Security agenda.

In 2021, the Government of Austria decided to finance a 4th Phase of the Danube Water Program via an additional contribution of EUR 4 million to the Danube Water Security Multi-Donor Trust Fund, which finances a Bank Executed (BETF) Component 1 and a Recipient Executed (RETF) Component 2. The Recipient Executed Component 2 is implemented by the International Association of Water Service Companies in the Danube River Catchment Area (IAWD).

This document presents the Work Plan for the DWP Phase IV for the period 2022-2025 as of December 2022. The overall objective of the DWP 4th Phase is to foster water security and resilient recovery of the water sector in the Danube region in a post-COVID environment by strengthening policies, institutions and efficiency of water sector delivery. Water-related institutions and utilities of the Danube region will be supported by addressing aspects of a secure and resilient water sector, that could respond to potential future crisis and an array of shocks and stresses, including those brought by climate change. Further aspects which will be addressed include fostering innovative approaches, strengthening and solidifying achievements in capacity development and performance improvement to ensure the stable and continuous delivery of benefits, as well as sharing experiences and lessons learned within and outside the region via extending established communication, outreach and knowledge spill-over activities.

As a continuation from the previous phases, the geographical landscape with eleven target and five participating countries is maintained under the 4th Phase. The latter can join program activities but cannot directly benefit from Program funding. Resources will be targeted towards the most pressing needs and opportunities for reform and innovation. The Program will in particular target: (i) higher level government officials, water security policy makers and water sector regulators; (ii) senior technical and managerial staff of water supply and wastewater utilities, and (iii) representatives of professional associations, international organizations active in the region, relevant academic institutions and NGOs.

The Work Plan follows the Program's vision for *Smart policies, Strong utilities and Sustainable services*; it lays out a series of individual activities itself, which will be conducted at regional and national levels, through three main activities: analytical and advisory services, capacity development, and knowledge sharing.



This Work Plan is consistent with the Program’s objective and revised results framework as prepared during the Phase IV preparation. An electronic version of this report for external audiences will be made available on the Program’s website www.danube-water-program.org.

The document is structured as follows:

- ▶ The work plan itself is presented through the following sections:
 - *Overview of program activities* on page 6 provides a succinct overview of the planned activities and how they fit in the program’s different areas of work (Advisory and Analytical Services, Capacity Development and Knowledge Sharing), and their geographical level (regional or national). The *Country Activities Overview* on page 7 presents all country-level activities, according to the main areas of work they correspond to.
- ▶ *Results Framework Overview* on page 8 offers an overview of the Danube Water Program’s revised targets and expected results.
- ▶ The *detailed regional activity sheets* starting on page 9 provide further details on each regional activity, including an objective, short description, timeline, team composition, contribution to the Program’s overall indicators, and current status.
- ▶ The *detailed country sheets* starting on page 29 provide the same information for country-level activities.

The Work Plan for Phase IV of the DWP does not commit more resources than currently available for the program. Particularly for D-LeaP activities, efforts will be made to obtain additional resources to increase the funding available for this activity.

OVERVIEW OF PROGRAM ACTIVITIES

The following **key areas of program activities** will be addressed under the Danube Water Program 4th Phase: 1) Further expanding the program scope on Water Security and resilient recovery policy and regulatory support; 2) Continuation or completion of program involvement and securing long-term continuity of key products on support for the Water Supply and Sanitation sector regulation, policy and governance; 3) Regional capacity building activities for water utilities; and 4) Communication, outreach, and knowledge sharing. These will be carried out in the form of (A) Analytical and advisory services; (C) Capacity development; and (S) Knowledge sharing at (R) Regional / Sub-regional and (N) National level.

Analytical and advisory will cover both water security and water supply and sanitation services – both at regional and national level. Capacity development will continue progress with D-LeaP Programs via regional hubs and national level activities, as well as support national capacity development initiatives as needed. Knowledge sharing largely takes place at the regional level with the signature Danube Water Conference and Danube Water Forum, as well as KnowNow webinars and via the [Voice of the Danube](#) webspace, hosting as well the Danubis.org platform. Other knowledge sharing opportunities may arise at a bi-lateral or multi-lateral levels. The color code indicates the main implementing responsibility: **Joint / case-by-case**; **IAWD-led**; **World Bank-led**.

	R Regional / Sub-regional activities	N National activities
A Analytical and Advisory	<ul style="list-style-type: none"> • RA.1: Regional Water Security Diagnostics • RA.2: Regional Drought Risk Assessment • RA.3: Water supply utilities drought risk assessment and prioritization of adaptation pathways • RA.4: State of the Sector Report - Update 2025 	<ul style="list-style-type: none"> • NA.I: Analytical and Advisory support at national level on Water Security topics (<i>refer to next page for detailed list</i>) • NA.II: Analytical and Advisory support at national level on WSS (<i>refer to next page for detailed list</i>)
C Capacity Development	<ul style="list-style-type: none"> • RC.1: IAWD Strengthening support • RC.2: Danube Learning Partnership for sustainable WSS services (D-LeaP) • RC.3: Utility Benchmarking Program (UBP) • RC.4: Regional capacity building on water sector topics 	<ul style="list-style-type: none"> • NC: Capacity development support at national level (<i>refer to next page for detailed list</i>)
S Knowledge sharing	<ul style="list-style-type: none"> • RS.1: Danube Water Conference and Danube Water Forum • RS.2: Voice of the Danube • RS.3: Water services awareness raising campaign 	

COUNTRY ACTIVITIES OVERVIEW

	NA Analytical and Advisory	NC Capacity Development
Albania		
Bosnia and Herzegovina		
Bulgaria		
Croatia	<ul style="list-style-type: none"> • NA.II.1: Support to Croatia's water services sector reform 	
Kosovo		
Moldova		
Montenegro		<ul style="list-style-type: none"> • NC.1: Montenegro support for water services sector data collection and performance improvement
North Macedonia		<ul style="list-style-type: none"> • NC.2: North Macedonia support for water services sector data collection and performance improvement
Romania	<ul style="list-style-type: none"> • NA.I.1: Romania Drought Risk Assessment 	
Serbia		<ul style="list-style-type: none"> • NC.3: Serbia support for water services sector data collection and performance improvement
Ukraine		

RESULTS FRAMEWORK OVERVIEW

PDO LEVEL RESULTS INDICATORS	Baseline		PHASE IV				Status
			2022	2023	2024	2025	
PDO: The Development Objective of the Danube Water Program Phase IV is to foster water security and resilient recovery of target and participating countries in the Danube region. This will be achieved by supporting the strengthening of water sector policies, institutional capacities, and efficiency of water sector delivery.							
Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers	0	Planned	0	3	5	10	
		Actual					
Indicator Two: [NUMBER] of Hubs delivering a capacity building program	0	Planned	4	14	24	34	
		Actual					
Indicator Three: [NUMBER] of participating utilities that have improved their operational performance as a result of a capacity building program under the Danube Learning Partnership	28	Planned	33	43	53	63	
		Actual					
Indicator Four: Cumulative income generated by IAWD from the implementation of DWP activities (in EUR)	0	Planned	10,000.00	40,000.00	70,000.00	100,000.00	
		Actual					

INTERMEDIATE LEVEL RESULTS INDICATORS	Baseline		PHASE IV				Status
			2022	2023	2024	2025	
Component One: Policy and Regulatory Support to National and Local Level Authorities and Support for Program Implementation (Bank-executed)							
Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted	45	Planned				55	
		Actual					
Intermediate Result Indicator Two: [NUMBER] of sector regulation and policy reviews conducted in water security topics	7	Planned	7	10	12	14	
		Actual					
Intermediate Result Indicator Three: [NUMBER] of policy makers, higher-level technical and managerial staff from target and participating countries that benefited from cross-country capacity building activities	415	Planned	415	445	470	500	
		Actual					
Component Two: Capacity Building for Water Supply and Wastewater Utilities and Institutions (Recipient-executed)							
Intermediate Result Indicator Four: [NUMBER] of policy makers, higher-level technical and managerial staff from participating countries that benefited from cross-country knowledge sharing and cross-country capacity building activities	1,194	Planned	1,234	1,274	1,314	1,354	
		Actual					
Intermediate Result Indicator Five: [NUMBER] of female representatives that benefited from capacity building activities.	529	Planned	549	569	589	609	
		Actual					
Intermediate Result Indicator Six: [NUMBER] of participating utilities that have completed an operational performance improvement program under the Danube Learning Partnership	161	Planned				200	
		Actual					
Intermediate Result Indicator Seven: [Number] of new members joining IAWD	9	Planned				21	
		Actual					
Intermediate Results Indicator Eight: Cumulative amount of co-funding received supporting the implementation of Danube Water Program activities (in EUR)	0	Planned	10,000.00	50,000.00	90,000.00	130,000.00	
		Actual					

RA - REGIONAL ANALYTICAL AND ADVISORY ACTIVITIES

RA.1: Regional Water Security Diagnostics	
Led by	World Bank
Objective	
The objective is to develop and overview and to identify key current and future challenges around water security for the Danube region to inform a focused policy dialogue with Danube countries towards building a water secure world for the people, economy and the environment.	
Target audience	Water and Environmental Ministries, International River Basin Organizations, sector professionals, water-related stakeholders
Description and outcomes	
<p>In the context of the Sustainable Development Goal No. 6 on Water, the World Bank, the European Commission, the United Nations (UN), the ICPDR and other international agencies are promoting an integrated approach to water resources management. The World Bank Water GP vision is to achieve a water secure future for the people, economy and the environment in the light of a rapidly changing region, with the objectives of sustaining and leveraging the water resources, delivering water services (beyond drinking water and wastewater management, including also water for agriculture and industrial use), and mitigating water risks (which are increasing considering global warming and climate change). This holistic approach to water sector development is also embedded in the Water Framework Directive of the EU and other directives such as the Floods Directive, with most of the countries in the region striving to achieve compliance.</p> <p>The Danube region is undergoing many demographic, economic, climate and technological changes. Although important work on integrated water resource management is ongoing since many years, an analysis from the aspect of water security is still lacking, which would, however, gain the opportunity to inform a focused policy dialogue towards building a water secure future for the Danube region.</p> <p>The objective of this activity is to develop a regional overview and to identify key current and future challenges around water security for the Danube region to inform a focused policy dialogue with Danube countries towards building a water secure world for the people, economy and the environment and aiming at the development of recommendations to be discussed in target countries. The activity is jointly implemented with the ECA Regional Water Security Initiative financed from GWSP. A consortium around the International Institute for Applied System Analysis (IIASA) has been contracted, supporting the work on the diagnostics.</p> <p>The activity builds on and takes into consideration results of other important analytical activities conducted by the World Bank and financed through other sources, including the Regional Water Security Diagnostic for the Europe and Central Asia Region (ECA), an analytical activity on the future of irrigation in the Balkans, as well as existing water security assessment conducted for Romania, Kosovo and Moldova. Furthermore, the results stemming from activities of other institutions are considered, including e.g. the River Basin and Flood Risk Management Plans elaborated by the ICPDR and ISRBC, studies conducted by the UNECE, etc.</p>	
Contribution to program indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers 	

<ul style="list-style-type: none"> • Intermediate Result Indicator Two: [NUMBER] of sector regulation and policy reviews conducted in water security topics
<p>Team</p> <ul style="list-style-type: none"> • Raimund Mair (Lead) • Camilo Lombana Cordoba (Lead) • Stjepan Gabric • Kathia Havens
<p>Partners and responsibilities</p> <ul style="list-style-type: none"> • Water and Environmental Ministries in the respective countries • IIASA contracted consulting firm • InterSus contracted consulting firm • Hydrophil contracted consulting firm • ICPDR and ISRBC • IAWD • Other relevant water security stakeholders
<p>Timeline</p> <ul style="list-style-type: none"> • Water Security assessments, including two national-level stakeholder consultation workshops each, conducted in Croatia and Serbia in 2022 • 1st round of national-level stakeholder workshops for Albania, Montenegro, and Bosnia and Herzegovina organized in December 2022 • 2nd round of national-level stakeholder workshops for Albania, Montenegro, and Bosnia and Herzegovina planned for early 2023 • Regional Danube Water Security Report to be elaborated by summer 2023
<p>Status</p> <p>The study and approach were presented at the Danube Water Conference 2021, and the methodology for the assessment, including 81 core- and supporting water security indicators, has been endorsed for application. The approach follows different levels of depths of assessments. Six countries of the Danube region were selected for in-depth assessments in the frame of the initiative, including Croatia, Serbia, Albania, Montenegro, Bosnia and Herzegovina, as well as Ukraine. Due to the recent political developments, it was decided to put the roll-out in Ukraine on hold at the current stage. Furthermore, it was decided to apply the methodology first in Croatia and Serbia, where two consultation workshops with water sector stakeholders in each country have been organized in 2022 and water security assessments elaborated. Following a fine-tuning based on lessons learned, the methodology is applied in Albania, Montenegro and Bosnia and Herzegovina, followed by the lighter assessments of the remaining countries and development of the regional narrative.</p>

RA.2: Regional Drought Risk Assessment	
Led by	World Bank
Objective	
The objective of the activity is to assess drought risk and vulnerabilities for non-EU countries in the Danube region and to create awareness to set the basis for future work to increase resilience.	
Target audience	Water and Environmental Ministries, International River Basin Organizations, sector professionals, water-related stakeholders
Description and outcomes	
<p>Droughts and water scarcity are an increasing problem in many parts of Europe. Climate change is expected to increase drought hazard, affecting both the frequency and magnitude of droughts. Changes in precipitation, combined with rising temperatures, will significantly worsen existing stresses on the quality and quantity of freshwater resources. Economic development, human health and ecosystems are inseparably linked to sufficient availability of freshwater.</p> <p>The severe droughts which hit Europe in 2022 demonstrated the increased exposure to such extreme events in the context of climate change. Within the newly established EU Ad-hoc Task Group on Water Scarcity and Droughts, important steps are taken at EU level to pay increased attention and to take measures to increase resilience against such events. One of the activities includes the modelling and assessment of droughts risks for EU Member States in the frame of the European Drought Observatory for Resilience and Adaptation (EDORA) project, which is conducted by the European Commission (DG Environment and DG Joint Research Centre) and aiming to improve drought resilience and adaptation throughout the EU.</p> <p>The objective of this activity is to extend the assessments for EU Member States in the frame of the EDORA project to the non-EU countries in the region, leading to harmonized results based on the established pan-European methodology. The outputs will inter alia feed into the ongoing development of the regional Country Climate Development Report (CCDR) for the Western Balkan countries conducted by the World Bank, as well as into work undertaken by other organizations on the subject, including the International Commission for the Protection of the Danube River (ICPDR).</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator Two: [NUMBER] of sector regulation and policy reviews conducted in water security topics 	
Team	
<ul style="list-style-type: none"> • Raimund Mair (Lead) • Natalia Limones Rodriguez • Chris-Philip Fischer • Stjepan Gabric • Kathia Havens 	
Partners and responsibilities	
<ul style="list-style-type: none"> • European Commission (Joint Research Centre and DG Environment) • Amsterdam University • CIMA Research Foundation (Italy) • International Institute for Applied System Analysis (IIASA) 	
Timeline	
<ul style="list-style-type: none"> • Data collection in spring 2023 	

- Modelling and assessment in spring/summer 2023
- Results in autumn 2023

Status

In autumn 2022, discussions took place and partnerships established with the European Commission and members of the EDORA project consortium. The planned assessments were integrated into the project concept for the Western Balkans CCDR's in November 2022.

RA.3: Water supply utilities drought risk assessment and adaptation pathways	
Led by	World Bank
Objective	
To employ a framework for quantifying present day and future drought risk at a utility scale and explore adaptation measures across different options	
Target audience	Water supply utilities, Water and Environmental Ministries, sector professionals, water-related stakeholders
Description and outcomes	
<p>Water utilities are key agents in the delivery of safe, reliable and affordable water supply. Drought-induced disruptions to critical water supply services can pose a risk to service delivery. However, a regional drought risk analyses for water supply utilities is largely lacking.</p> <p>This activity will support data collection of selected water supply utilities (with data on population served, service area, leakage losses and desalination capacity attributes) and employ a framework for quantifying present day and future drought risk at a utility scale. Applying this framework will allow to raise awareness and explore adaptation measures across options including leakage reduction, desalination capacity increase and storage capacity increase.</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted 	
Team	
<ul style="list-style-type: none"> • Raimund Mair (Lead) • Olivia Becher, PhD student, Oxford University • Stjepan Gabric • Katerina Schilling • Kathia Havens 	
Partners and responsibilities	
<ul style="list-style-type: none"> • Oxford University • International Institute for Applied System Analysis 	
Timeline	
<ul style="list-style-type: none"> • Discussion on data needs and approach for data collection in early 2023 • Work on the assessments to be launched in March 2023 • Draft results to be presented at the DWC in June 2023 • Assessments to be finalized in summer/autumn 2023 	
Status	
The methodology developed for a global drought risk assessment of water supply utilities and prioritization of adaptation pathways was presented and discussed with the DWP team. First discussions also took place on follow-up steps for data collection and the planned assessment.	

RA.4: State of the Sector Report – Update 2025	
Led by	World Bank
Objective	
The objective of this analytical activity is to update the state of knowledge on the water supply and sanitation sector in the Danube region, assess the progress achieved after ten years since the first State of the Sector Report from 2015, and to identify the remaining challenges and opportunities for the sector in the Danube region.	
Target audience	Water and Environmental Ministries, water services sector regulators, water utilities, sector professionals, water-related stakeholders
Description and outcomes	
This activity would finance the preparation of a 2025 State of the Sector (SoS) Report with the aim to update the state of knowledge on the WSS sector challenges and opportunities in the Danube region. The report would include the latest available data, building on the methodologies applied for the preparation of the State of the Sector Reports 2015 and 2018, considered as flagship analytical products of the DWP. The report will allow to assess the progress and identify the remaining challenges after ten years since the publication of the first SoS In 2015.	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted 	
Team	
<ul style="list-style-type: none"> • Stjepan Gabric (Lead) • Raimund Mair • Kathia Havens 	
Partners and responsibilities	
<ul style="list-style-type: none"> • Consultant firm • Water and Environmental Ministries • National water utility associations • IAWD 	
Timeline	
<ul style="list-style-type: none"> • Spring 2024: Development of approach for the assessment • Autumn 2024: Launch of data collection • 2025: Development of SoS Update 2025 	
Status	
Work to be launched in 2024.	

RC - REGIONAL CAPACITY DEVELOPMENT ACTIVITIES

RC.1: IAWD strengthening support	
Led by	IAWD
Objective	
<p>The objective of this activity is to support the transition of IAWD into a financially self-sustaining organization financed out of public financial resources as well as membership fees and payment for services and projects.</p>	
Target audience	IAWD General Assembly; IAWD Board of Directors; IAWD President; IAWD Staff; IAWD supportive development partners (MoF, WB, SECO)
Description and outcomes	
<p>This activity will support the activities related to strengthening the IAWD to become a financially self-sustaining organization, through reviewing and improving the institutional set-up of IAWD, strengthening of the membership base, and identifying of external funding sources. It will also build on the restructuring process that has already happened in the course of 2022 and included among others the merge of the IAWD Technical Secretariat and IAWD Secretariat.</p> <p>More specifically, the activities will include consultancy services to support IAWD in improving its institutional set-up (e.g. the development of a strategic business plan), the organization of consultation meetings with different governing structures of IAWD (general assembly, board of directors), and the implementation of the institutional improvement actions.</p> <p>In addition, actions under this activity will include the development of a membership strategy, with the objective of enlarging the membership base in all its categories, while consolidating the relationship with existing members through enhancing the value proposition of IAWD.</p> <p>Lastly, the action under this activity will be focused around exploring new funding opportunities for IAWD, along with the exploration of new or strengthening of existing partnerships with relevant organizations as well as donors/IFIs.</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator Four: Cumulative income generated by IAWD from the implementation of DWP activities (in EUR) • Intermediate Level Results Indicator Seven: [Number] of new members joining IAWD • Intermediate Level Results Indicator Eight: Cumulative amount of co-funding received supporting the implementation of Danube Water Program activities (in EUR) 	
Team	
<ul style="list-style-type: none"> • Elisabeta Poci (Lead) • Katerina Schilling • Walter Kling 	
Partners and responsibilities	
<ul style="list-style-type: none"> • IAWD Governing Bodies • IAWD Team • WB (DWP Team) • SECO 	

- Consulting firm

Timeline

- January 2023: Action plan for membership expansion and strengthening
- March 2023: Launching of consultancy work for IAWD institutional revisions
- March 2023: Joint workshop with IAWD staff and Board to discuss to discuss IAWD development and sustainability
- May 2023: Donor's coordination meeting (pre DWC meeting)

Status

Activities to start in 2023.

RC.2: Danube Learning Partnership for sustainable WSS services (D-LeaP)

Led by

IAWD

Objective

The objective of this activity is to consolidate D-LeaP, as one of the key legacy products of DWP, in order to make it financially self-sustainable through attracting more water utilities to join the D-LeaP Programs, as well as identification of additional funds that can be utilized to support the delivery of the programs at a larger scale.

Target audience

Participating utilities in the region, national water utility associations

Description and outcomes

The major focus of this activity will be the solidification of the roll-outs of existing programs of D-LeaP, including the second cycle of the newly developed Utility Management Training (UMT) program (which is expected to be almost fully financed by participation fees and corporate support, and only 10% of the required funds are allocated under DWP funds). As part of this, the new Access to Financing program shall be rolled out in two additional countries next to Bosnia and Herzegovina (interest exists in Albania and North Macedonia). The work plan does not specify yet which programs will be rolled-out by which Hubs. This planning and distribution for 2023 will take place during the upcoming D-LeaP Committee Council meeting in January 2023, based on the input of national water utility associations and the resulting D-LeaP work plan for 2023.

Following the experiences with D-LeaP program delivery during the Covid-19 pandemic, actions under this activity will include the evaluation of each program by the respective Technical Partners, in order to identify a suitable mixture of virtual and physical training, including the e-learning components in an effort to reduce delivery costs for the programs.

IAWD will continue building on ongoing discussions with bilateral donors and IFIs to secure funding for participants from utilities receiving investment. Furthermore, IAWD will support the national Hubs/ national water utility associations, in their efforts to strengthen their linkages with their respective national institutions, in order to receive support for the implementation of D-LeaP programs. Such support can include regular national roundtables of relevant actors such as government representatives, regulators, national donors and IFIs, local government associations and national water utility associations.

Lastly, the actions under this activity will include efforts to identify and secure external funding that can support the implementation of the D-LeaP activities beyond the 4th Phase of DWP. One of these potential funding sources identified at this point is the upcoming RCDN+. The specific support expected, and modalities of synergies are still yet to be clarified and defined.

Target Indicator(s)

- **PDO Indicator Two:** [Number] of Hubs delivering a capacity building program
- **PDO Indicator Three:** [Number] of participating utilities that have improved their operational performance as a result of a capacity building program under the D-LeaP
- **PDO Indicator Four:** Cumulative income generated by IAWD from the implementation of DWP activities (in EUR)
- **Intermediate Level Results Indicator Six:** [Number] of participating utilities that have completed an operational performance improvement program under the D-LeaP
- **Intermediate Level Results Indicator Eight:** Cumulative amount of co-funding received supporting the implementation of Danube Water Program activities (in EUR)

Team

- Elisabeta Poci (Lead)
- Katerina Schilling

<ul style="list-style-type: none"> • D-LeaP Committee Council
<p>Partners and responsibilities</p> <ul style="list-style-type: none"> • The national water utility associations will provide leadership and guidance to this initiative through the D-LeaP Committee Council • Donors and IFIs (EIB, EBRD, KFW, SECO, World Bank)
<p>Timeline</p> <ul style="list-style-type: none"> • January 2023: D-LeaP Committee Council Meeting and development of the D-LeaP Work Plan • February 2023: Launching of the 2nd cycle of UMT • March 2023: UN Water Conference, New York • May 2023: D-LeaP Committee Council Meeting (pre DWC meeting) • May 2023: Donor's coordination meeting (pre DWC meeting)
<p>Status</p> <p>Activities to start in 2023</p>

RC.3: Utility Benchmarking Program (UBP)	
Led by	IAWD
Objective	
<p>The objective of this activity is to continuously operate the UBP Hubs on a sustainable basis and expand this network further to engage not only more utilities, but also additional national Hubs to allow for exchange and comparison at the country level. In addition, the UBP will be fully integrated into the D-LeaP including the payment of the 20% D-LeaP Administration fee.</p>	
Target audience	Utilities focusing on performance improvement, national water utility associations
Description and outcomes	
<p>The Utility Benchmarking Program (UBP), which is designed as a foundation program under D-LeaP, has not only raised awareness on the importance of data collection for improvement among the participating utilities but has also created a network of utilities working on performance improvement collectively under the guidance of a national or regional UBP Hub coordinator.</p> <p>The typical UBP cycle includes (1) two workshops (kick-off workshop at the beginning and the final workshop at the end of the year), (2) data collection and validation via the IAWD Utility Benchmarking Platform (IAWD UBP) and (3) the development of the UBP report.</p> <p>This activity shall support the implementation of three benchmarking cycles (2023 – 2025) including the maintenance of the IAWD UBP. In addition, it will focus on enlarging the pool of participating utilities paying the registration fee, in order to guarantee the long-term sustainability of the program.</p> <p>Finally, the linkages to existing investment projects as well as the use of the IAWD UBP in the course of these projects will be further explored.</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator Two: [Number] of Hubs delivering a capacity building program • PDO Indicator Three: [Number] of participating utilities that have improved their operational performance as a result of a capacity building program under the D-LeaP • PDO Indicator Four: Cumulative income generated by IAWD from the implementation of DWP activities (in EUR) • Intermediate Level Results Indicator Six: [Number] of participating utilities that have completed an operational performance improvement program under the D-LeaP • Intermediate Level Results Indicator Eight: Cumulative amount of co-funding received supporting the implementation of Danube Water Program activities (in EUR) 	
Team	
<ul style="list-style-type: none"> • Katerina Schilling (Lead) • Elisabeta Poci • UBP Hub coordinators 	
Partners and responsibilities	
<ul style="list-style-type: none"> • Utility Benchmarking Hubs, i.e. Danube Hub operated by IAWD, Bulgaria Hub operated by BWA, Albania/Kosovo Hub operated by SHUKOS and Ukraine Hub operated by Danube Water Centre Ukraine (currently on hold) • D-LeaP Committee Council • Donors and IFIs (EIB, EBRD, KFW, SECO, World Bank) 	
Timeline	
<ul style="list-style-type: none"> • Online meetings of the UBP Hub coordinators will be facilitated on a three-monthly basis • January 2023: D-LeaP Committee Council 	

- February 2023: Kick-off of the new benchmarking cycle (for 2022 data collection)
- May 2023: UBP Danube Hub workshop back-to-back with the Danube Water Conference

Status

Activities to start in 2023

RC.4: Regional capacity building on water sector topics	
Led by	World Bank
Objective	
The objective of the activity is to build capacity of water sector professionals in the Danube region via cross-country knowledge transfer and experience exchange.	
Target audience	Water and Environmental Ministries, water services sector regulators, water utilities, sector professionals, other water-related stakeholders
Description and outcomes	
<p>The activity will include topics relevant in the context of the resilient recovery, EU's zero pollution action plan and circular economy, and will provide support to the water sector in becoming more resilient, climate-friendly and aware of their footprint via actions from different entry points, including support in: (i) development of a climate resilient and adapted WSS sector (energy efficiency and reduction of greenhouse gas emission, reduction of water losses, water reuse (in line with EU Water Reuse Regulation from 2020)), (ii) transposition and implementation of updated EU Directives (new EU Drinking Water Directive, revised Urban Waste Water Treatment Directive, revised Sewerage Sludge Directive), (iii) rural water supply and sanitation and individual wastewater treatment solutions, (iv) circular economy in wastewater and sewage sludge management, and (v) financial sustainability and affordability of water and wastewater services.</p> <p>The activity will be delivered primarily through direct support provided through transfer of knowledge by regional experts and specific workshops, and between the participants themselves, bringing regional and European experiences to the individual countries.</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • Intermediate Result Indicator Three: [NUMBER] of policy makers, higher-level technical and managerial staff from target and participating countries that benefited from cross-country capacity building activities 	
Team	
<ul style="list-style-type: none"> • Stjepan Gabric (Lead) • Raimund Mair (Lead) • Kathia Havens • Verena Schaidreiter 	
Partners and responsibilities	
<ul style="list-style-type: none"> • ICPDR as co-organizer of capacity building workshops • European Commission • IAWD • National utility associations • Sector experts 	
Timeline	
<ul style="list-style-type: none"> • Planning with partners, i.e. ICPDR, in early 2023 • First capacity building workshop to be organized in 2023 	
Status	
To be launched in 2023.	

RS - REGIONAL KNOWLEDGE SHARING ACTIVITIES

RS.1: Danube Water Conference / Danube Water Forum and DWP KnowNow series	
Led by	IAWD
Objective	
The objective of the activity is to offer a platform for regional and cross-disciplinary dialogue on WSS sector challenges and solution in the Danube region on a yearly basis and support the regular virtual knowledge sharing activities.	
Target audience	National institutions (ministries, regulators); national water and municipal associations, local government and utilities from the Danube region; representatives from regional utility (IAWD) and municipality (NALAS) associations; representatives from regulatory agency platforms; representatives from river basin organizations; representatives from the EU, UNECE, GIZ, SDC, the World Bank and other bilateral donors and IFIs; Young Water Professionals; academia; private companies; NGOs, and others.
Description and outcomes	
<p>Since its start, the Danube Water Program has been working on the establishment of an international network of water sector institutions and experts, becoming a well-known resource for vitally needed capacity building, knowledge sharing, analytical and advisory services. In that context, the bi-annual Danube Water Conference (DWC) and Danube Water Forum (DWF) have become signature events for the Program and the Danube region since its inception in 2013 and now rotate on a yearly basis since 2020. While the DWC is hosted in Vienna (Austria), the DWF is organised in the region with the support of a strong partner. Both events serve as an international platform convening sector professionals from the Danube region and beyond to discuss the latest challenges and opportunities in the Danube region water sector.</p> <p>A proof of concept for the Danube Water Forum, of which the first edition could only be delivered as a virtual event due to the pandemic, was delivered in June 2022, when the event was successfully hosted jointly with the Water Supply and Sewerage Association of Albania (SHUKALB) in Tirana, Albania.</p> <p>Funding from the DWP for the events has been gradually reduced year to year, while the payment of participation fees and the inclusion of corporate partner support has been encouraged. This positive trend will be further promoted, in order to achieve sustainability of the event for a post DWP era.</p> <p>Based on the success of the 2020 COVID-19 webinar series, the DWP team has developed and implemented the so-called “DWP KnowNow” webinar series covering relevant topics on demand, which was launched 2021. Each DWP KnowNow spans 75 minutes with a key expert presentation on a timely topic in the region followed by a panel discussion and Q&A. The successfully established DWP KnowNow series will remain an important building block within the virtual knowledge sharing and shall be organized on demand’s basis.</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator Four: Cumulative income generated by IAWD from the implementation of DWP activities (in EUR) • Intermediate Level Results Indicator Four: [Number] of policy makers, higher level technical and managerial staff from target and participating countries that benefited from cross-country capacity building activities 	

<ul style="list-style-type: none"> • Intermediate Level Results Indicator Five: [Number] of female representatives that benefited from capacity building activities • Intermediate Level Results Indicator Eight: Cumulative amount of co-funding received supporting the implementation of Danube Water Program activities (in EUR)
<p>Team</p> <ul style="list-style-type: none"> • Katerina Schilling (Lead) • DWP team
<p>Partners and responsibilities</p> <ul style="list-style-type: none"> • interested IAWD members as cooperation and corporate partners • NALAS • Donors and IFIs (EIB, EBRD, KFW, SECO, World Bank)
<p>Timeline</p> <ul style="list-style-type: none"> • February 2023: DWP KnowNow webinar on the revision of the EU UWWTD • April 2023: DWP KnowNow webinar on Attracting and retaining talent in the water service sector • 31 May – 2 June: Danube Water Conference • Spring 2024: Danube Water Forum • 2025: Danube Water Conference
<p>Status</p> <p>Activities will start in 2023.</p>

RS.2: Voice of the Danube	
Led by	IAWD
Objective This activity will support the maintenance of the content and technical backend of the Voice of the Danube website including additional communication material necessary to promote the activities (co-)financed under the DWP.	
Target audience	IAWD members, DWP community, stakeholders in the WSS sector and beyond
Description and outcomes Since its launch in 2020, the Voice of the Danube website including the related Social Media channels (primary LinkedIn) has grown into a well-known digital water service sector resource within the Danube region and beyond. The continuous support and growth of the website including the content development will not only allow to better communicate the success stories achieved under the Danube Water Program, but further build the Voice of the Danube community into a Community of Practice supported by regular virtual networking events, social media channels and promotional activities to increase outreach. In addition, the development of communication material necessary to promote the activities (co-)financed under the DWP will be covered (e.g. related to D-LeaP, the annual regional events etc.).	
Target Indicator(s) • NA	
Team • Katerina Schilling (Lead) • Antonia Püspök • Ana Badhofer	
Partners and responsibilities • NALAS and national water utility associations	
Timeline • Continuous maintenance of the website content	
Status Activities will start in 2023.	

RS.3: Water services awareness raising campaign	
Led by	IAWD
Objective This activity will support the development and implementation of an awareness raising campaign to highlight the importance of water services in the Danube region among the stakeholders.	
Target audience	IAWD members, DWP community, stakeholders in the WSS sector and beyond
Description and outcomes An awareness raising campaign shall be developed in cooperation with relevant partners, such as NALAS and the national associations (both water utility and local government associations), to highlight the importance of water services in the Danube region among the stakeholders. This activity will build on the achievements of a similar activity called “Just add water”, which was supported under the latest RCDN grant of IAWD. Under this grant, a dedicated consultancy has supported (i) the development of a structured awareness raising campaign in cooperation with relevant stakeholders, and (ii) the implementation of parts of the content of this campaign, e.g. a website under the umbrella of Voice of the Danube and a series of videos. This activity will include the implementation of further elements of the consultancy and support further outreach via the communication tools of the participating associations (e.g. websites, social media channels).	
Target Indicator(s) <ul style="list-style-type: none"> • NA 	
Team <ul style="list-style-type: none"> • Katerina Schilling (Lead) • Antonia Püspök 	
Partners and responsibilities <ul style="list-style-type: none"> • NALAS and national water utility associations 	
Timeline <ul style="list-style-type: none"> • Early 2023: Launch of the “Just add water” website • Spring: prioritization and implementation of further elements of the existing consultancy 	
Status Activities will start in 2023.	

NA - NATIONAL-LEVEL ANALYTICAL AND ADVISORY SERVICES

NA.I: Analytical and advisory support at national level on Water Security topics	
Led by	World Bank
Objective Provide targeted analytical and advisory support to countries on Water Security topics for countries actively engaging on the regional level activities	
Target audience	Water sector opinion leaders, policy makers and sector professionals in the respective countries
Description and outcomes Refer to individual country activity descriptions (See Annex 1)	
Target Indicator(s) <ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator Two: [NUMBER] of sector regulation and policy reviews conducted in water security topics 	
Team Refer to individual country activity descriptions (See Annex 1)	
Partners and responsibilities Refer to individual country activity descriptions (See Annex 1)	
Timeline Refer to individual country activity descriptions (See Annex 1)	
Status Funds have been allocated to specific country activities - please refer to individual country activity descriptions for further details (Annex 1). The remaining amount has been placed under a placeholder to be allocated as the ongoing country dialogues advance and further priorities are identified.	

NA.II: Analytical and advisory support at national level on WSS	
Led by	World Bank
Objective Provide targeted analytical and advisory support to countries on WSS topics for countries actively engaging on the regional level activities	
Target audience	Water sector opinion leaders, policy makers and sector professionals in the respective countries
Description and outcomes Refer to individual country activity descriptions (See Annex 1)	
Target Indicator(s) <ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted 	
Team Refer to individual country activity descriptions (See Annex 1)	
Partners and responsibilities Refer to individual country activity descriptions (See Annex 1)	
Timeline Refer to individual country activity descriptions (See Annex 1)	
Status Funds have been allocated to specific country activities - please refer to individual country activity descriptions for further details (Annex 1). The remaining amount has been placed under a placeholder to be allocated as the ongoing country dialogues advance and further priorities are identified.	

NC - NATIONAL-LEVEL CAPACITY DEVELOPMENT SUPPORT

NC: WSS sector performance evaluation and improvement	
Led by	World Bank
Objective Support the creation or improvement of national WSS sector performance evaluation and benchmarking systems, and their linkages to the DANUBIS and IBNET activities.	
Target audience	National water associations; line ministries; regulators.
Description and outcomes This activity will focus on supporting the development or improvement of national performance evaluation and benchmarking systems, whether mandatory/regulatory or more focused on utility improvement, including the adoption of established standards, etc. It will be closely linked with the regional DANUBIS performance indicators system and utility-level benchmarking activities.	
Target Indicator(s) Refer to individual country activity descriptions (See Annex 1)	
Team Refer to individual country activity descriptions (See Annex 1)	
Partners and responsibilities Refer to individual country activity descriptions (See Annex 1)	
Timeline Refer to individual country activity descriptions (See Annex 1)	
Status Funds have been allocated to specific country activities - please refer to individual country activity descriptions for further details (Annex 1). The remaining amount has been placed under a placeholder to be allocated as the ongoing country dialogues advance and further priorities are identified.	

ANNEX 1: DETAILS ON NATIONAL-LEVEL ACTIVITIES

This annex presents country-per-country details of national-level activities, which fall under one of the two following categories:

- ▶ National-level analytical and advisory services
- ▶ National-level capacity development activities

An overview of all activities in each country is included under “Country Activities Overview”.

CROATIA

NA.II.1: Support to Croatia's water services sector reform	
Led by	World Bank
Objective Support the Croatian Government in the process of restructuring of the water utility sector.	
Target audience	Ministry of Environmental Protection and Energy, Croatian Waters
Description and outcomes Having joined the European Union on July 1st, 2013, Croatia has committed to unprecedented level of investments in the water and wastewater sector to meet the EU <i>acquis communautaire</i> . The implementation of those investments, and the continued operation and maintenance of the resulting infrastructure after that, will require much stronger technical and financial utility companies than today. For that reason, the Government of Croatia, through the Ministry of Environmental Protection and Energy, Croatian Water and the Water Services Council, has started with implementation of a fundamental water utility restructuring reform focusing on merging the currently 158 municipal utilities into around 40 regional, more efficient utilities. This work builds on an in-depth study commissioned by Croatian Waters with World Bank financing, and completed in 2013, that provides a clear rationale for regionalization of utilities. The work was informed by the regional review of aggregation experiences.	
Target Indicator(s) <ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted 	
Team <ul style="list-style-type: none"> • Stjepan Gabric (Lead) • Raimund Mair 	
Partners and responsibilities <ul style="list-style-type: none"> • Water Services Council, Croatian Waters, Ministry of Economy and Sustainable Development 	
Timeline <ul style="list-style-type: none"> • October 2014: policy workshop on water sector reform in the context of international experience on utility sector reform involving around 40 participants from utilities, various ministries and local governments discussing international good practices presented by Italian, Hungarian and Romanian counterparts, whose countries have gone through similar processes in recent years. • Following period of inaction, legislative framework for the reform prepared and adapted by the Parliament in July 2019 • Aggregation reform implementation started with Government decision in December 2021 and planned to last between 2023-2025. 	
Status In December 2021, the Government has adopted the legal framework for the utility aggregation and reform process, and the implementation has started in early 2022, with the initial objective of implementing a new regional water utility governance model in 18 months (process is currently on hold due to legal challenges by few utilities), that would result in a more efficient, stronger water utility sector able to efficiently operate newly constructed infrastructure. This activity aims to provide specific, targeted technical advice on issues related to the implementation of the utility aggregation process to the Government of Croatia, or specific utility/service area at Government request. The advice will be based	

on WB global experience in the implementation of water utility aggregation and findings of the World Bank toolkit on aggregation of WSS utilities from 2017. The DWP team will in the coming period discuss concrete proposals and possible forms of support with the Ministry of Economy and Sustainable Development and Croatian Waters.

MONTENEGRO

NC.1: Montenegro support for water services sector data collection and performance improvement	
Led by	World Bank
Objective Sustain the dialogue on advancing benchmarking activities in Montenegro.	
Target audience	Montenegro Institutions involved in Benchmarking, utilities
Description and outcomes Montenegro made significant progress over the last years in the establishment of a performance indicator data collection and benchmarking system. Support was provided under the previous phases of the DWP for the collection of a first set of utility performance data, the promotion and clarification of institutional responsibilities for benchmarking activities and assisting the Regulatory Agency and the Government in developing an effective utility benchmarking program. Water sector representatives in the country have expressed the need for continuous support for the development of a customized platform for water utility data collection, together with the Regulatory Agency and the Water Utility Association. Under the 4 th Phase, the support activity is planned to go beyond just data collection but to focus on the technical and organizational aspects for achieving long-term sustainability of the proposed benchmarking platform, including the secession from a foreign donor funding model.	
Target Indicator(s) <ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted 	
Team <ul style="list-style-type: none"> • Stjepan Gabric (Lead) • Raimund Mair 	
Partners and responsibilities <ul style="list-style-type: none"> • WAMNE Waterworks Association of Montenegro –coordination of activities and serving as a hub • Montenegro Regulatory Agency for Energy and Water (REGAGEN) • Participating water utilities in Montenegro – data collection and input • Ministry of Sustainable Development and Tourism - coordination of activities and serving as a hub in the second phase • NBC National Benchmarking Coordinator – assistance to utilities in data collection and input • RBC Regional Benchmarking Coordinator – data analysis and report preparation 	
Timeline <ul style="list-style-type: none"> • The activity is planned to be implemented between 2023 and 2025 	
Status Implementation of benchmarking activity in Montenegro has been undertaken in the form of customized data collection on both, operational and regulatory indicators, under the responsibility of Regulatory Agency, and in close cooperation with the Association of Water Utilities. Based on work carried under these assignments, a Montenegro water utility benchmarking report that includes data for all utilities for the period 2015-2018 has been completed with DWP support and was published in November 2019.	

Building upon a successful previous cooperation with REGAGEN, the DWP continued with utility benchmarking support by assisting water utilities in Montenegro to collect data for 2020 and 2021 in accordance with the prepared Benchmarking Rulebook. The overall objective of the consultancy was to support water utilities in benchmarking data collection and data quality control. The support activities under the 4th Phase will build on these past achievements and partnerships.

NORTH MACEDONIA

NC.2: North Macedonia support for water services sector data collection and performance improvement	
Led by	World Bank
Objective	
<p>The overall objective of the activity is to facilitate data collection, compilation, and analysis of utility performance data for the water services sector in the Republic of North Macedonia by using data and indicators established by the Regulator and improve the quality and ease of management of utility data in PUCs through the DANUBIS-DCM platform.</p>	
Target audience	Utility companies in North Macedonia, ADKOM (Association of Providers of communal services in Macedonia)
Description and outcomes	
<p>ADKOM started benchmarking activities back in 2015 when under the Danube Water Program, ADKOM has implemented a project where an IT platform (www.makbis.org.mk) for national benchmarking has been developed and put in a pilot operation stage. Additionally, in the period from July to October 2015 ADKOM implemented the Project "Data collection and training for support of national benchmarking in the Republic of Macedonia" in cooperation with IAWD - International Association of water supply companies in the Danube River catchment area and the Open Regional Fund ORF MMS - GIZ. DANUBIS-DCM as the Data Collection and Management System at National Level in the Republic of North Macedonia is already available since 2016 when ADKOM has been assigned by IAWD as the Managing Institutions (MI) of the DANUBIS-DCM. ADKOM supported by World Bank in the process of the establishment of the system and the preparatory activities for its use until end of December 2016, launched a set of regional trainings for the PUCs. Due to the different and ad-hoc approaches, until now no national benchmarking models and reports were developed.</p> <p>This activity will provide support to ADKOM in data collection and analysis, aiming to improve the efficiency of water services in North Macedonia. Building on the results achieved during the last phases of the DWP, the aim is to reach a financially and organizationally sustainable model for benchmarking of water utilities, as a tool to improve utility performance and service provision.</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted 	
Team	
<ul style="list-style-type: none"> • Stjepan Gabric (Lead) • Raimund Mair 	
Partners and responsibilities	
<ul style="list-style-type: none"> • ADKOM • Regulatory Agency • IAWD 	
Timeline	

The first phase of the activity began in July 2015 and was completed by collecting data for 2015-2021. The second phase is expected to start in 2023.

Status

Consultations in spring of 2020 identified the potential for continuing and expanding the previous program and resulted in the preparation and delivery of a Pilot National Benchmarking of water services in the Republic of North Macedonia with Danubis-DCM (2021), that was delivered in 2022. This provides the foundation for the future development of a water utility benchmarking program, building on the principles of sustainability and self-sufficiency, in cooperation between ADKOM and the Regulatory Agency. The World Bank and IAWD will also engage the newly developed Regulator in a dialogue about overtaking the system in the future and will define the modalities of further support in line with DWP goals and national objectives.

ROMANIA

NA.I.1: Romania Drought Risk Assessment	
Led by	World Bank
Objective	
The objective of the activity is to assess the past and potential future drought damages and risks in Romania, and to identify action pathways to reduce risks, increase resilience and to support the country in its efforts to adapt to climate change.	
Target audience	Water and Environmental Ministries, Apele Romane, water-related sector professionals including agriculture, water services and energy
Description and outcomes	
Romania is amongst the countries which was severely hit by the droughts in 2022 on the European continent. The activity includes the preparation of a detailed inventory of the damages of the 2022 drought in the country to obtain a comprehensive picture of the economic, social, and environmental impact of droughts. Furthermore, an assessment of current drought risk management in Romania will be conducted and recommendations and guidance developed to improve the Drought Management System. The assessment will build upon internationally recognized frameworks and partnerships. The lessons learned for drought risk management in neighboring countries and beyond will be considered. The activity will also allow to gain experiences on the subject in Romania, to be shared with other countries in the Danube region.	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator Two: [NUMBER] of sector regulation and policy reviews conducted in water security topics 	
Team	
<ul style="list-style-type: none"> • Chris-Philip Fischer (Lead) • Raimund Mair • Natalia Limones Rodriguez 	
Partners and responsibilities	
<ul style="list-style-type: none"> • European Commission Joint Research Centre • Consortium around the EU funded EDORA project • National level stakeholders 	
Timeline	
<ul style="list-style-type: none"> • December 2022: Hydroclimatic characterization of the drought 2022 • January 2023: Drought impacts inventory with ground data from sectors and analysis of Romania's response to the 2022 drought • March 2023: Deep-dive EDORA methods in Romania and drought preparedness opportunity analysis • April-June 2023: Drought vulnerability assessment and analysis of climate change effects 	
Status	
The kick-off meeting for the activity with national level stakeholders was organized in December 2022.	

SERBIA

NC.3: Serbia support for water services sector data collection and performance improvement	
Led by	World Bank
Objective	
The objective is to sustain the dialogue and provide support on advancing performance indicator data collection and benchmarking activities in Serbia and provide support for performance improvement.	
Target audience	Serbia water utilities, and Government of Serbia
Description and outcomes	
<p>The Ministry of Construction, Transport and Infrastructure (MCTI) and the Chamber of Commerce and Industry of Serbia (CCIS) have signed a cooperation protocol that defines the cooperation in data collection and analysis concerning the situation in the sector of water supply and the sewage in Serbia and in making corresponding reports. Data collection is being done through the MCTI's questionnaires. The questionnaires for data collection have been developed in 2015 and have been sent to water utilities in Serbia in years from 2016 to 2021.</p> <p>The World Bank and the IAWD, through the Danube Water Program (DWP), have supported the Association for Water Technology and Sanitary Engineering (UTVSI-AWTSE) in recent years in the development of utility performance data collection and analysis. For the upcoming period it is expected that in addition to annual water utility data collection, UTVSI will be piloting the use of the Data Collection and Management platform (DCM) developed under the DWP in volunteering utilities. Furthermore, the sector will be supported in the process to move towards a self-sustaining model.</p>	
Target Indicator(s)	
<ul style="list-style-type: none"> • PDO Indicator One: [NUMBER] of target countries in which regulatory and policy recommendations for the water sector have been presented and discussed by decision makers • Intermediate Result Indicator One: [NUMBER] of water supply and sanitation sector regulation and policy reviews conducted 	
Team	
<ul style="list-style-type: none"> • Stjepan Gabric (Lead) • Raimund Mair 	
Partners and responsibilities	
<ul style="list-style-type: none"> • Ministry of Construction, Transport and Infrastructure • UTVSI (Association for Water Technology and Sanitary Engineering) • Serbian Chamber of Commerce 	
Timeline	
<ul style="list-style-type: none"> • September 2014: discussions with key sector counterparts to agree on course of action • October 2014: selection of national consultant, start of work, workshop at the Chamber of Commerce • February 2015: utility association / chamber of commerce / national government discussions on launching benchmarking process • Spring / Summer 2015: data collection • Fall 2015: final report preparation and final workshop • Winter 2016: launch of 2nd benchmarking cycle • May 2016: signature of the DANUBIS DCM MoU • 2016-2019: further benchmarking cycles up to performance years 2018 	

- June 2020: beginning of benchmarking for 2019 and preparation of the 2015-19 report
- August 2021: Analysis of utility performance for 2020

Status

The first phase of this activity has been completed and performance data has been collected from a record 111 utilities in close cooperation with the Ministry. The data has been analyzed, checked for inconsistencies, and made available to IBNET. Important progress has been achieved since the start of the activity in 2015, resulting in the collection of a comprehensive amount of PI data from Serbian utilities, delivery of annual- and multi-annual benchmarking reports for Serbia. Efforts will continue in the coming period with a focus on ensuring the sustainability of data collection and analysis and building ownership within the Government of Serbia.



www.danube-water-program.org
office@danube-water-program.org

The World Bank / IAWD Danube Water Program supports smart policies, strong utilities, and sustainable water and wastewater services in the Danube Region by partnering with regional, national and local stakeholders, promoting an informed policy dialogue around the sector's challenges and strengthening the technical and managerial capacity of the sector's utilities and institutions.



Raimund Mair
World Bank Program Leader

c/o World Bank
A – 1020 Vienna, Praterstrasse 31/20
++ 43 1 217 07 31
rmair@worldbank.org

Katerina Schilling
IAWD Program Coordinator and
Head of IAWD Secretariat

c/o World Bank Office
A – 1020 Vienna, Praterstrasse 31/20
++ 43 664 212 54 53
schilling@iawd.at