



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



# UMT: A master class for holistic management in the water service sector – program content

UMT event, virtual, November 2020

# Approach and Content

- **All major business areas** of the water utility business covered – both core and support functions included
- Focus on “equipping the managers” – applicable **tools and techniques** to bridge operations level and management level
- Combination of **institutional partners, competence partners** (sector practitioners), and **utility partners** for demonstrations and site visits
- Each participant is encouraged and supported to develop **a graduation project** (to be practically implemented)
- Utilization of **D-LeaP** training materials but with a specific angle on management approaches

# Strategic Partners behind the UMT

**Prime  
Organizer:**



*International Association  
of Water Service Companies  
in the Danube River  
Catchment Area*



**Institutional  
Partners:**



**FACULTY  
OF ECONOMICS  
AND BUSINESS  
ADMINISTRATION**



# Further Partners

## Utility Partners:



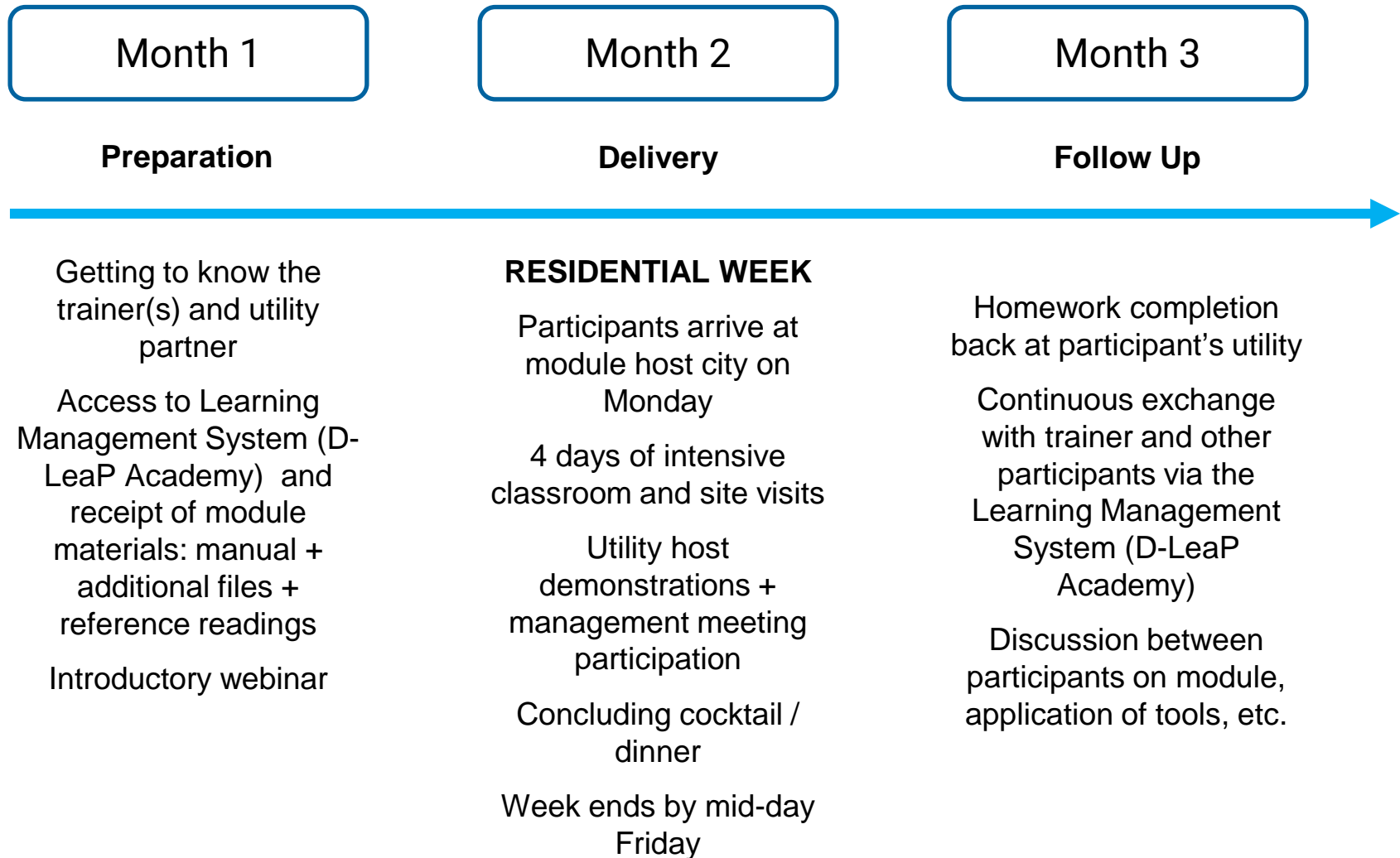
## Competence Partners:



# Program Sequence

- **Year 1**
  - *Financial and Organizational Management*
  - *Commercial Management and Customer Service*
  - Asset Management and Investment Planning
  - Network Operations
- **Year 2**
  - Energy Management and Energy Efficiency
  - Plant Operations
  - Water Safety Planning
  - *Utility Economics, Regulation and Risk Management*

# Module Structure





# UMT Purpose: Equip the Managers (1)

## Operations Management

Water Balance

Network Zoning Approaches

Investment Plan

Asset Register

Asset Condition Assessment

Water Quality Sampling Manuals

## Commercial and Financial Management

Transaction Reporting (Billing)

Aged Debt Reporting (Collection)

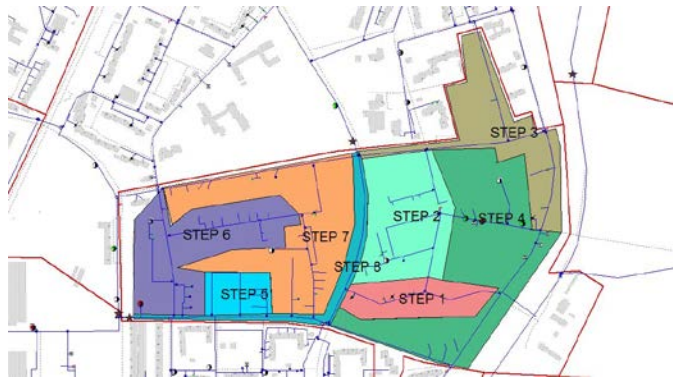
Budgeting and ABC

Structuring Cost Centres

Job Descriptions



# UMT Purpose: Equip the Managers (2)



**Energy Audit of Pumping System**

Site: South Date: 14-Aug-09

AGENCY: Water company X EQUIPMENT: DEEP WELL W-12  
 SYSTEM: South East Road

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**ELECTRICAL SYSTEM**

Service Entrance

Moeller electric Motor-protective circuit-breaker (PKZ) 40 A

Moeller electric 40 HP

LPP14

Stator resistance starter

Capacitors Capacity: \_\_\_ kVAR

CONDUCTORS

Service Entrance - Starter  
 Caliber: 10 mm<sup>2</sup>  
 Length: 15 m  
 Grouping: \_\_\_\_\_

Starter - Motor  
 Caliber: 12 AWG  
 Length: 53 m  
 Grouping: 3W / Conduit

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**POWER SUPPLY:**  
 Supplier: ECC  
 Service Num.: 00-55-336495  
 Contract Tarif: 3

**TRANSFORMER:**  
 Type: Pole-mounted single phase  
 Capacity: 30 25 kVA  
 Rated Voltage: 13,800 / 440 V

**MAIN SWITCH:**  
 Make: Moeller electric  
 Capacity: 40A  
 Setting: 32-40A

**STARTER:**  
 Type: Stator Resistance Starter  
 Capacity: 40 HP

**PROTECTION:**  
 Make: MOELLER ELECTRIC  
 Capacity: 32-40A  
 Setting: 37 A

**GROUNDING SYSTEM**

Is there a grounding system?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Caliber:	
Separated neutral and ground?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Caliber:	6
Grounded transformer?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Caliber:	
Grounded starter?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
Grounded motor?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		

OBSERVATIONS: \_\_\_\_\_

		February										
Customer Groups		0-30 days	30-60 days	60-90 days	90-120 days	120-180 days	180 days to 1 year	1 to 2 years	2 to 3 years	3 to 5 years	over 5 years	Total
Over 5 years	opening	-	15 059	13 735	15 958	35 508	111 472	144 636	135 747	338 026	508 996	1 407 127
	closing	18 262	13 436	12 349	14 303	17 896	107 755	140 804	138 662	382 732	580 378	1 891 658
% of collected for the period		2%	5%	7%	8%	9%	14%	18%	28%	50%	30%	28%
Up to 5 years	opening	-	14 464	16 970	13 115	25 372	79 281	127 644	122 413	324 536	-	601 212
	closing	12 219	12 050	15 968	11 841	27 126	68 010	120 777	115 471	219 196	-	601 312
% of collected for the period		2%	4%	8%	6%	7%	9%	16%	33%	40%	0%	12%
Up to 3 years	opening	-	22 987	15 131	17 832	46 921	103 047	210 802	111 706	-	-	522 517
	closing	15 535	16 872	12 144	15 333	15 951	88 223	117 052	99 976	-	-	471 117
% of collected for the period		2%	6%	4%	8%	9%	11%	24%	29%	0%	0%	30%
up to 2 years	opening	-	126 731	103 383	89 454	240 535	568 758	351 204	-	-	-	1 408 964
	closing	117 784	83 800	71 388	79 240	213 630	505 217	324 925	-	-	-	1 395 584
% of collected for the period		14%	28%	38%	42%	53%	66%	4%	0%	0%	0%	26%
up to 180 days	opening	-	530 908	139 432	87 803	134 130	-	-	-	-	-	982 513
	closing	655 637	170 170	79 932	64 669	102 478	-	-	-	-	-	1 073 786
% of collected for the period		80%	58%	42%	35%	25%	0%	0%	0%	0%	0%	22%
<b>Total</b>												
1 Feb 2011	opening	-	814 289	287 811	220 172	474 446	850 559	814 556	170 068	562 536	588 996	5 013 812
	closing	819 638	247 628	191 942	184 417	417 121	709 279	773 668	349 129	551 929	580 378	4 894 548
% of total collected		17%	6%	4%	4%	8%	8%	16%	7%	11%	12%	2%



# Purpose Statement

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The participants in the UMT Program will not learn all the techniques they need to become great water utility managers.

However, they will be exposed to practices and tools that will help them become more confident decision makers in the various areas of the WSS sector.