



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



UBP

11<sup>th</sup> December 2020, virtual workshop

# Final Workshop of the VI Cycle of the Utility Benchmarking Program in Ukraine

FIRST ANNOUNCEMENT



**Gathering of leading utilities**  
in Ukraine

**Peer to peer support**  
for performance improvement

**Experience exchange**  
between water service sector stakeholders

Organised by:



Supported by:



## Introduction

On the 11<sup>th</sup> of December 2020, the Final Workshop of the VI Cycle of Utility Benchmarking Program (UBP) in Ukraine for Ukrainian water and sanitation utilities will be held virtually. This workshop aims at summarizing the results of the current UBP cycle and connecting all utilities participating in the program. In addition, Ukrainian utilities will be informed about prospective areas of expansion of the Ukrainian Hub activities in cooperation with international institutions, as well as planned activities, sectoral projects and programs of the important International Financial Institutions operating in Ukraine.

## Reference information

The Utility Benchmarking Program operated by the Ukraine Hub in the frame of D-LeaP has been implemented for the past 6 years by the NGO “Danube Water Centre” with the support of the Danube Water Program under the auspices of the International Association of Water Service Companies in the Danube River Catchment Area (IAWD) and the World Bank, financed by the Austrian government.

## Languages of the workshop

Simultaneous translation English-Ukrainian/Ukrainian- English will be provided.

## Workshop participants

The workshop is mainly intended for the benchmarking teams of the water and sanitation utilities (21 water utilities) participating in the Ukraine Hub for UBP. In addition, representatives of international organizations, International Financial Institutions and other stakeholders which do and can contribute to performance improvement of utilities in the region are invited to the workshop.

## Contacts

### Danube Water Centre

#### Victoria Iskova

Head of the NGO „Danube Water Centre“ and  
Coordinator of UBP in Ukraine:

[benchmark\\_dwp@ukr.net](mailto:benchmark_dwp@ukr.net)

Tel +380 97 672 0619

## Workshop Draft Agenda

Friday, December 11, 2020

10:00 — 10:15

Welcome and introduction

**Mr. Philip Weller**, Head of Technical Secretariat of International Association of Water Service Companies in the Danube River Catchment Area (IAWD), Coordinator of the Danube Water Program

**Mr. Ivaylo Hristov Kolev**, Senior Water Supply and Sanitation Specialist, The World Bank

**Ms. Victoria Iskova**, Coordinator of Utility Benchmarking Program in Ukraine, Head of the NGO „Danube Water Centre“

10:15 — 10:45

**Session 1: IAWD and the Danube Learning Partnership. VI Cycle of Utility Benchmarking Program in Ukraine.**

*IAWD's initiatives to support performance improvement of Ukrainian utilities.*

**Mr. Philip Weller**, Head of Technical Secretariat of International Association of Water Service Companies in the Danube River Catchment Area (IAWD), Coordinator of the Danube Water Program

*VI Cycle of Utility Benchmarking Program in Ukraine. General overview of Individual Standard Benchmarking Report structure.*

**Ms. Victoria Iskova**, Coordinator of Utility Benchmarking Program in Ukraine, IAWD, Head of the NGO „Danube Water Centre“

10:45 — 11:20

**Session 2: Initiatives of the International Financial Institutions (IFIs) to support water utilities in Ukraine**

*Supporting the required policy changes and reform in the Ukrainian water sector.*

**Mr. Ivaylo Hristov Kolev**, Senior Water Supply and Sanitation Specialist, The World Bank

(...)

**Mr. Marco Beroš**, Lead Engineer, Water Management Division, Projects Directorate, European Investment Bank

Q&A

11:20 — 11:40

**Session 3: Experiences from Bavaria. Performance of Bavarian municipalities by services for the public.**

*Financial and operative organization of waste water treatment, using the example city of Straubing. Operation of waste water treatment in times of the COVID-19 pandemic.*

**Dr. Jürgen Pettrak**, Head of the Operational Business Areas, Eigenbetrieb Straubinger Stadtentwässerung und Straßenreinigung

	<p><b>Ms. Marina Schießl</b>, Commercial and Business Matters, Eigenbetrieb Straubinger Stadtentwässerung und Straßenreinigung</p> <p><i>Q&amp;A</i></p>
11:40 — 11:55	<p><i>tea break</i></p>
11:55 — 12:30	<p><b>Continuation of the Session 3.</b></p> <p><i>Financial and operative organization of water supply, using the example city of Memmingen. Influence of the COVID-19 pandemic on the daily work.</i></p> <p><b>Mr. Marcus Geske</b>, Stadtwerke Memmingen</p> <p><i>Skills development in the water sector. Introduction of the basic course model for qualification of starters or career changer</i></p> <p><b>Mr. Matthias Worst</b>, Manager of the TTW Project, Bavarian State Ministry of the Environment and Consumer Protection</p> <p><i>Q&amp;A</i></p>
12:30 — 13:00	<p><b>Session 4: ..</b></p> <p><b>Ms. Natalia Kravchenko</b>, Acting Director of the Department of Economics of Life Support Systems, Ministry of the Communities and Territories Development of Ukraine</p> <p>(1) representative of Ukrainian utility</p> <p><i>Q&amp;A</i></p>
13:00 — 13:25	<p><b>Session 5: Examples of capacity building programs offered under the Danube Learning Partnership/D-LeaP.</b></p> <p><i>The Integrated Asset Management Services to Ukrainian water utilities.</i></p> <p><b>Mr. Petros Kolovopoulos</b>, Hydro-Comp Enterprises Ltd, Cyprus</p> <p><i>Improved Non-Revenue Water Management in water utilities.</i></p> <p><b>Mr. Rado Russev</b>, Qubiqo, Bulgaria</p> <p><i>Q&amp;A</i></p>
13:25 — 13:35	<p>Wrap-up and closing of the Workshop</p>