



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



**DANUBE
WATER
PROGRAM**

Smart policies, strong utilities, sustainable services

THE IMPORTANCE OF WATER SECTOR DATA IN THE DIGITAL AGE

2020 DANUBE WATER FORUM

October 2020

 Federal Ministry
Republic of Austria
Finance



GRAD BANJA LUKA
CITY OF BANJA LUKA



I. SESSION OVERVIEW

Tuesday, October 27th	
13:30–14:45	Opening and Keynote: The relevance of data for water management and sustainable service provision
14:45-15:00	<i>Break</i>
15:00-16:15	The bigger picture: water data in the intersectoral context
Wednesday, October 28th	
13:30–14:45	Data counts: Sound data for smart policies
14:45-15:00	<i>Break</i>
15:00-16:15	Data transparency: the value of performance indicators for municipal governments and the general public
16:16-16:30	<i>Break</i>
16:30-17:00	The Danube Water Forum Lounge
Thursday, October 29th	
13:30–14:45	Utility strengthening: Improving performance through data collection
14:45-15:00	<i>Break</i>
15:00-16:15	Closing of the Danube Water Forum

II. TUESDAY, OCTOBER 27TH

1. Opening and Keynote: The relevance of data for water management and sustainable service provision

Date: Tuesday, October 27th

Time: 13:30 to 14:45

Location: https://zoom.us/webinar/register/WN_9G_5LoJIQK0ra_jWBDE02Q

Chairs: Mr. Raimund Mair, World Bank and Mr. Philip Weller, IAWD

Context and objective

The opening and keynote session will feature welcoming words from senior representatives of the various institutions organizing, hosting and supporting the 2020 Danube Water Forum and provide an overview of the event's structure. It will be followed by a keynote speech and a panel discussion on the subject.

Session structure

Time		Content	Speaker
13:30	5'	Introduction	Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria and Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
13:35	10'	Welcome words from the Hosts	Prof. Boris Pasalic , PhD, Minister of Agriculture, Forestry and Water Management of Republic of Srpska, BiH and Mr. Igor Radojicic , Mayor of the City of Banja Luka, BiH
13:45	5'	Welcome words from the Austrian Ministry of Finance	Ms. Elisabeth Gruber , Director for International Financial Institutions, Austrian Federal Ministry of Finance, Austria
13:50	20'	Keynote: The relevance of data for water management and sustainable service provision	Mr. Joachim D'Eugenio , Senior Expert, Directorate General for the Environment, European Commission, EU
14:10	35'	Framing the debate	moderated by Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria and Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
14:45		End of session	

2. The bigger picture: Water data in the intersectoral context

Date: Tuesday, October 27th

Time: 15:00 – 16:15

Location: https://zoom.us/webinar/register/WN_9G_5LoJIQK0ra_jWBDE02Q

Chair: Mr. Raimund Mair, World Bank and Ms. Kathia Havens, World Bank

Context and objective

Building a water secure future for the people, the economy and the environment is increasingly becoming topical in the light of global, regional and local changes. This requires planning, developing, and managing water resources, in terms of both water quantity and quality, across all water uses. The process includes institutions, infrastructure and information systems that support and guide water management.

To strengthen approaches, there is a need to build capacity, adaptability, and resilience for the future planning and management of water in order to harness productive benefits, promote human well-being, livelihoods, and economic development while ensuring environmental sustainability. Reliable data and shared information, across sectors, are crucial to addressing these challenges. This to enable policy dialogue and addressing impacts of sector policies and water management choices on mid- to longer-term development goals.

The session will allow for discussions on water security challenges and the relevance of data for communication and decision making in the water services sector and beyond. The aim is to generate awareness on the importance of water data in the intersectoral context, inform about new technological innovations, and to discuss real-world challenges at regional, national and local level. Following a set of presentations, the audience will be invited to raise questions and join the discussion with the presenters on key issues for the Danube region.

Session structure

Time		Content	Speaker
15:00	5'	Introduction	Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria
15:05	10'	Disruptive technology innovations for water management	Mr. Nagaraja Rao Harshadeep , Lead Environmental Specialist, World Bank, U.S.
15:15	10'	GWP experience in using data for integrated water resource management and water security	Mr. Konstantin Ivanov , Regional Coordinator, Global Water Partnership (GWP) Central and Eastern Europe, Slovakia
15:25	10'	Managing data for water management in Austria	Ms. Gabriele Vincze , Deputy Head of the Expert Team Groundwater, Umweltbundesamt, Austria
15:35	40'	Plenary Discussion and Feedback from the Audience	moderated by Mr. Raimund Mair , Senior Water Resource Management Specialist, World Bank, Austria and Ms. Kathia Havens , Program Analyst, World Bank, Austria
16:15		End of session	

III. WEDNESDAY, OCTOBER 28TH

3. Data counts: Sound data for smart policies

Date: Wednesday, October 28th

Time: 13:30 to 14:45

Location: https://zoom.us/webinar/register/WN_9G_5LoJIQKOr_a_jWBDE02Q

Chair: Mr. Stjepan Gabric, World Bank and Ms. Emilija Milunovic, IAWD

Context and objective

The objective of the session is to showcase how water sector policy and regulation could be based on and benefit from water service data collection and analysis, jointly contributing to the development of more sustainable water service delivery. Water sector policies and service regulation are mostly developed based on existing policy trends and international experiences.

While water service data collection and analysis are usually done in most of the countries, they are not commonly used to develop or optimize national water policies and service regulations, essentially making interaction a one-way street. This session will explore and present possibilities to use data for the benefit of development of optimal service policy and regulation and show a possibility for mutual and dynamic interaction between policy/regulation development and data collection/analysis.

The session will also showcase examples of most recent experiences in using wastewater monitoring and data collection in defining public health policies during the COVID-19 pandemic.

Session structure

Time		Content	Speaker
13:30	5'	Introduction	Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Croatia and Ms. Emilija Milunovic , Program Assistant, IAWD, Austria
13:35	10'	Hungarian experience in application of data management for policy development	Mr. Gabor Kisvardai, PhD , Head of the Secretariat of the Vice President for Public Utilities, Hungarian Energy and Public Utility Regulatory Authority, Hungary
13:45	10'	Montenegro experience in application of data management for policy development	Ms. Milica Petrovic , Communal Services Coordinator, Energy and Water Regulatory Agency of Montenegro, Montenegro
13:55	10'	NL experience in application of data analysis for policy development	Mr. Peter van Thienen, PhD , Chief Information Officer, KWR Water Institute, The Netherlands
14:05	10'	COVID-19 monitoring and public health policy actions	Prof. Heribert Insam, PhD , Director, Institute of Microbiology, University of Innsbruck, Austria

14:15	30'	Plenary Discussion and Feedback from the Audience	moderated by Mr. Stjepan Gabric , Senior Water Supply and Sanitation Specialist, World Bank, Croatia and Ms. Emilija Milunovic , Program Assistant, IAWD, Austria
14:45		End of session	

4. Data transparency: the value of performance indicators for municipal governments and the general public

Date: Wednesday, October 28th

Time: 15:00 to 16:15

Location: https://zoom.us/webinar/register/WN_9G_5LoJIQKOra_jWBDE02Q

Chair: Mr. Philip Weller, IAWD and Ms. Jelena Janevska, NALAS

Context and objective

The session will focus on water services data being used by municipal government officials for making decisions and planning related to utility efficiency and improvement. Two case studies will be presented, one of them from the host city of the event Banja Luka, which has been active in collecting performance indicator data from the utility. The utility is currently investigating the possibility of additional IFI lending to support the construction of a wastewater treatment plant to improve its services.

The second case study will highlight the data needs to both develop and finance the investment and the relations between the leadership of the utility and the municipality in the city of Sombor, Serbia. The final presentation will be from the EBRD Green Cities Program which strives to build a better and more sustainable future for cities and their residents. The programme achieves this by identifying, prioritizing and connecting cities' environmental challenges with sustainable infrastructure investments and policy measures.

Session structure

Time		Content	Speaker
15:00	5'	Introduction	Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria and Ms. Jelena Janevska , Knowledge and Communications Manager, NALAS, North Macedonia
15:05	10'	Banja Luka Water Utility Commitment to Benchmarking and Data Collection	Mr. Miodrag Babic , Project Manager, Vodovod a.d. Gradiska, Bosnia and Herzegovina
15:15	10'	Water Utility Performance Data for a Mayor and Local Citizens	Mr. Antonio Ratkovic , Mayor of the City of Sombor, Serbia
15:25	10'	Data Collection as a foundation of the EBRD Green Cities Program	Mr. Damir Cengic , Principal Banker, EBRD Green Cities Program
15:35	40'	Plenary Discussion and Feedback from the Audience	moderated by Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria and Ms. Jelena Janevska , Knowledge and Communications Manager, NALAS, North Macedonia
16:15		End of session	

5. Danube Water Forum Lounge: Getting together in spite of it all

Date: Wednesday, October 28th

Time: 16:30 – 17:00

Location: <https://zoom.us/meeting/register/tJEpcuCurDsiHtPSCvVqmgN6zjuZX7Y7AckJ>

Chair: Mr. Walter Kling, IAWD

Context and objective

The Danube Water Forum is about information, opinion, and exchange. About adding meshes to your network. About meeting old and making new friends.

In spite of it all, in the face of the pandemic, the shutdowns, the distancing, the restrictions, we make it happen. Join the First Danube Water Forum Sessions.

And then join all your friends and acquaintances from everywhere in the Danube region in the Danube Water Forum Lounge:

Pour yourself a glass, sit down with your desktop or mobile device, and join the crowd for group and one-on-one chats in our digital safe social space. Please mind that access is limited, so make sure [you register early](#).

IV. THURSDAY, OCTOBER 29TH

6. Utility strengthening: Improving performance through data collection

Date: Thursday, October 29th

Time: 13:30 to 14:45

Location: https://zoom.us/webinar/register/WN_9G_5LoJlQKOrA_jWBDE02Q

Chair: Mr. Christian Hasenleithner, Energie AG Bohemia and Ms. Elisabeta Poci, SHUKALB

Context and objective

Benchmarking, i.e. collecting performance indicators and then comparing performance among utilities of similar size and conditions, is a major tool to improve water utility performance. The Utility Benchmarking Program (UBP) assists utilities in identifying areas, where performance improvement is needed.

The intention of this session is to provide a stage to the representatives of three utilities participating in either a national or the regional Danube Hub operated under the Utility Benchmarking Program. They will highlight how the data collection has helped them and the utility management to better understand and finally address the challenges they are facing.

Session structure

Time		Content	Speaker
13:30	5'	Introduction	Mr. Christian Hasenleithner , CEO, ENERGIA AG Bohemia, Austria and Ms. Elisabeta Poci , Deputy Managing Director, SHUKALB, Albania
13:35	10'	The use of performance indicator data as controlling tool – the case of Novi Sad	Ms. Sanda Nastic, PhD , Head of Business cooperation and International projects, PUC Novi Sad, Serbia
13:45	10'	The value of data as solid basis for asset management – the case of Pristina	Mr. Sokol Xhafa , Acting Director, Regional Water Company Pristina, Kosovo
13:55	10'	Ensuring reliable data to inform sound management decisions – the case of Sofia Water	Mr. Lyubomir Filipov , Strategic partnerships and projects Director, Sofia Water, Bulgaria
14:05	40'	Plenary Discussion and Feedback from the Audience	moderated by Mr. Christian Hasenleithner , CEO, Energie AG Bohemia, Austria and Ms. Elisabeta Poci , Deputy Managing Director, SHUKALB, Albania
14:45		End of session	

7. Closing Session: Wrap up and reflections on key messages

Date: Thursday, October 29th

Time: 15:00 – 16:15

Location: https://zoom.us/webinar/register/WN_9G_5LoJIQK0ra_jWBDE02Q

Chairs: Mr. Raimund Mair, World Bank and Mr. Philip Weller, IAWD

Context and objective

This session will summarize the key take home messages and reflect the lessons learned in a high-profile panel.

Session structure

Time		Content	Speaker
15:00	5'	Introduction	Mr. Raimund Mair , Senior Water Resource Management Specialist, DWP Program Leader, World Bank, Austria and Mr. Philip Weller , Head of Technical Secretariat, IAWD, Austria
15:05	20'	Wrap-up and reflections on key messages	Ms. Monika Weber-Fahr , Senior Advisor, World Bank, Austria
15:25	40'	Panel discussion on lessons learned	moderated by Ms. Monika Weber-Fahr , Senior Advisor, World Bank, Austria
16:05	10'	Closing of the Danube Water Forum	Mr. David Michaud , Practice Manager of Water Global Practice for Europe and Central Asia, World Bank, USA
16:15		End of session	

V. CONFERENCE SUPPORTERS

The organization of the 2019 Danube Water Conference has been made possible through institutional support from:

 **Federal Ministry**
Republic of Austria
Finance

Additional support has been received from our host partners:



GRAD BANJA LUKA
CITY OF BANJA LUKA



VI. LOGISTICAL DETAILS

Registration

Please register yourself to participate in the Danube Water Forum using the [Registration link](#). As soon as you have registered for participating in the Danube Water Forum, you will receive a link to join the event via email.

For joining the Danube Water Forum Lounge please use the following [Registration link](#).

Zoom

The Danube Water Forum will be brought to you by the Zoom webinar tool. We recommend to download the Zoom App (for PC and mobile devices) [here](#).

DWF Group Photo

A screenshot will be taken at the Danube Water Forum Lounge on 28 October, 4:30pm.

GDPR Disclaimer

The event will be fully recorded. We reserve the right to use the recording for publication on our websites (iawd.at, danube-water-program.org, d-leap.org, worldbank.org), and social media channels. By participating in the event, you agree to the disclaimer above.

For further information, please download the data privacy statement of IAWD on our website: www.iawd.at

Contacts

In case of any problem or question with the logistics of your participation, please contact the organizers at the conference venue or through email:

- ▶ IAWD: Katerina Schilling (schilling@iawd.at) and Katherine Wagner (katherine.wagner@wien.gv.at)
- ▶ World Bank: Kathia Havens (khavens@worldbank.org)