



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

I. CONTENTS

I. Session overview	3
II. The Organizers	4
1. World Bank / IAWD Danube Water Program.....	4
III. Tuesday, October 27th	5
1. Opening and Keynote: The relevance of data for water management and sustainable service provision.....	5
2. The bigger picture: Water data in the intersectoral context.....	8
IV. Wednesday, October 28th	10
3. Data counts: Sound data for smart policies	10
4. Data transparency: The value of performance indicators for municipal governments and the general public.....	13
V. Thursday, October 29th	15
5. Utility strengthening: Improving performance through data collection.....	15
6. Closing Session: Wrap-up and reflections on key messages	17
VI. Conference Supporters	19
VII. Logistical Details	20

II. 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
16:15-16:30	<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: Wrap-up and reflections on key messages

III. THE ORGANIZERS

1. World Bank / IAWD Danube Water Program

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.

Why this Program?

Governments and water professionals in the Danube region face a double challenge of meeting their citizens' demand for universal, good quality, efficient, and financially sound or - in one word - sustainable water and wastewater services, while catching up to the environmental requirements of the European Union *acquis communautaire*. To address this double challenge, the World Bank and the International Association of Water Service Companies in the Danube River Catchment Area (IAWD) have partnered to launch the Danube Water Program, with a 13 million Euro, three-phased financing from the Government of Austria.

What has the Program achieved?

The Danube Water Program was formally launched in May 2013 in partnership with line ministries, regulators, waterworks associations, and local government representatives of a dozen countries in South-East Europe. Since the launch of the Program, knowledge exchanges among more than 700 sector professionals and policy makers in the region and beyond has taken place. In 2015 a State of the Sector report was launched (SoS 2015), and updated in 2018 (SoS 2018), and is a flagship product of the Danube Water Program. The report provides an analysis of the region's progress and challenges in providing sustainable water and wastewater services for all and aims to document and inform water services policies and their outcomes in 16 countries of the Danube region. Three additional analytical pieces exploring status and trends in wastewater management, rural water supply and sanitation and agglomeration of utilities have been published. Capacity building programs benefiting over 170 utilities have been undertaken under the region wide Danube Learning Partnership (D-LeaP) involving cooperation with all the national water utility associations. Numerous local initiatives worth more than € 1,000,000 through competitive grants have been supported.

What is coming now?

Under the Danube Water Program's third phase, the program focuses on the flagship activities developed in the previous phases. The key "legacy" initiatives include the continuation of the Danube Water Conference as the prime gathering of sector professionals in the region; the development and update of key regional analytical and advisory activities, the further development of the benchmarking activities for the whole region; and the implementation of capacity building activities under the Danube Learning Partnership (D-LeaP), a sustainable learning partnership of national and regional water utility associations. In addition, DWP implementation experience of the past seven years has evidenced the need to expand the scope of the program to include water security aspects to remain relevant for the region's countries' challenges.

www.iawd.at
www.worldbank.org/en/topic/water
www.danube-water-program.org

IV. TUESDAY, OCTOBER 27TH

2. 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_5LoJlQK0ra_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	8'	Welcome words by the Hosts	Mr. Milan Gavric , Deputy Minister of Agriculture, Forestry and Water Management of Republic of Srpska, Bosnia and Herzegovina and Mr. Igor Radojicic , Mayor of the City of Banja Luka, Bosnia and Herzegovina
13:43	4'	Welcome words by the Austrian Ministry of Finance	Ms. Elisabeth Gruber , Director for International Financial Institutions, Austrian Federal Ministry of Finance, Austria
13:47	3'	Welcome words by IAWD	Mr. Walter Kling , President, IAWD
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 Link to join polling: Pollev.com/virtualdwf352	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 <ul style="list-style-type: none"> - Ms. Maja Medenica, Head of Asset Management Center, Belgrade Waterworks and Sewerage, Serbia - Mr. Dragan Zeljko, Secretary, International Sava River Basin Commission (ISRBC), Croatia
14:45		End of session	

Speakers' biographies

- ▶ **Mr. Milan Gavric** has been performing the duty of the Deputy Minister since June 2019. Before joining the Ministry of Agriculture, Forestry and Water Management of Republika Srpska, he worked for the governmental organization "Waters of Republika Srpska", as head of flood defense in the area of Central Posavina. He monitored and managed diverse projects in the region. His professional experience is mostly focused on Water Management and Flood Risk Management. Skilled in GIS Application, AutoCAD, HEC-RAS, Earthworks, and Computer-Aided Design (CAD), Mr. Gavric holds a Master degree in Civil Engineering, from the Faculty for Architecture, Civil Engineering and Geodesy of University of Banja Luka.
- ▶ **Mr. Igor Radojicic** is the Mayor of Banja Luka. He holds a master's degree in electrical engineering. As an author and co-author, Radojicic published one book and presented fourteen scientific papers in the field of automation bio-medicine, signal processing and chaos theory at international conferences in Serbia, Montenegro, Croatia, Italy, Austria, the Netherlands and the Czech Republic. He was elected as a member of the Republic of Srpska National Assembly for the first time in the 1998-2000 term, and then again in 2002. He was elected the speaker of the RS National Assembly for the first time in the February of 2006, and again in the November of 2006 and in 2010. He was elected the Mayor of Banja Luka in 2016.
- ▶ **Ms. Elisabeth Gruber** is Director of the Department of International Financial Institutions at the Austrian Ministry of Finance in Vienna since 2017. Previously, she was Senior Advisor at the same department responsible for the World Bank Group portfolio and working on issues related to multilateral development finance. From 2008 to 2010 she served as Alternate Executive Director at the Inter-American Development Bank in Washington, DC. Prior to this, she was dealing with policy issues of the Asian and the Inter-American Development Bank and was responsible for multilateral debt relief at the Ministry of Finance in Vienna. Before joining the Ministry of Finance, she worked for nine years as University Assistant at the Department of Economic Development at the University of Economics in Vienna. She graduated in Business Administration and holds a Doctoral Degree in Development Economics from the University of Economics in Vienna. She also earned a Diploma of International Relations from the Johns Hopkins University in Bologna, Italy.
- ▶ **Mr. Walter Kling** works for the City of Vienna, at Vienna Waterworks. In 2011 he was appointed as Deputy Managing Director of Vienna Waterworks, a position which he still stays on. He serves as IAWD Secretary General since 1993 and currently also as IAWD president since 2017. Walter Kling joined the work of the Austrian Water Association and in 1993, when he was delegated to represent Vienna within IWSA. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in the region of Eastern Europe by organizing a number of events. Maintaining an excellent network of contacts, he applied to organize the IWA – World Water Congress 2008 in Vienna. Starting from 2003, the Congress President Walter Kling served with great commitment to secure best circumstances for IWA, IAWD and the City of Vienna to run a successful conference. In September 2010 he was elected IWA – Vice-President, re-elected in Busan 2012 and served in this position until 2014. In 2010 he

initiated the development of the Danube Water Program, which was launched jointly by the World Bank and IAWD in 2012.

- ▶ **Mr. Joachim D'Eugenio** is an environmental engineer by training and started working in the German Federal Environment Agency (UBA) in Berlin. In 1999, he moved to the European Commission where he was involved in the negotiations and the implementation of the Water Framework Directive until 2007. After a few years in the Commission's Secretariat General, he became Deputy Head of Unit in 2011 working on marine and water industry policy. From 2015 to 2020, he joined the Unit on Compliance & Better Regulation of DG Environment where he was leading the Fitness Check on Environmental Reporting and led the agenda on "digitalization and the environment". Since 16 January 2020, he is working as Policy Assistant and Senior Expert for Veronica Manfredi, the Director for "Quality of Life" in DG Environment focusing on the input to all Green Deal initiatives and coordinating the work on the "[Zero Pollution Ambition](#)".
- ▶ **Ms. Maja Medenica** has been employed with the PUC Belgrade Waterworks and Sewerage (BWS) since 2000 and her current position is the Head of Asset Management Centre. She has large experience as a Coordinator of International project in BWS, cooperating with IFIs and the international consulting companies. During the last fourteen years, she specialized in Integrated Infrastructure Asset Management as team member on several international projects: „Institutional Support Project in Serbian Utilities“ (KFW Bank); “Establishment and Operation of an IAWD Asset Management Regional Services Hub”(IAWD and World Bank), “Asset Management Advisory Service to Water Utilities in South East Europe –SEEAM” (Supported by the German Development Cooperation). Since 2015 she is a member of the Association for Water Technology and Sanitary Engineering’s (UTVSI) Steering Committee. In the COVID-19 period, she was also engaged as a facilitator in the on-line training „Introduction to Asset Management in the Water Sector“ (NALAS). She is a graduate in Civil Engineering, Department of Hydraulic Engineering, from the University of Belgrade and the owner of a degree from the “Post-graduate Specialization Course in Management of Water Resources and Services” – Water Utilities, Turin, Italy.
- ▶ **Mr. Dragan Zeljko** has been the Secretary of the International Sava River Basin Commission (ISRBC) since 2017. Prior to his current position, he served as Deputy Secretary in charge of River Basin Management and Water Planning from the very beginning of the functioning of the ISRBC Secretariat back in 2006. In that position, he coordinated joint activities of the Sava countries in water management, but also in the development of information systems of the ISRBC. Before joining the Commission, Mr. Zeljko worked for 15 years at Agency for watershed of the Adriatic Sea in Mostar (BiH), first as Chief Engineer and then as Technical Director. He started his professional career in a small water management company in Čapljina (BiH). Mr. Zeljko holds a diploma in civil engineering, with major in water management.
- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna and Water Policy from Cranfield University, United Kingdom.
- ▶ **Mr. Philip Weller** has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and wastewater companies. Mr. Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. Mr. Weller also worked for the World Wildlife Fund for Nature (WWF) as Danube Carpathian Program Director and has also managed successful consulting businesses in both Canada and Austria and has done numerous assignments for governments and international organizations. Philip Weller is an environmental planner by training.

3. 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_5LoJlOKOra_jWBDE020

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, USA
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'	Q&A Exchange with the Audience Link to join polling: Pollev.com/virtualdwf352	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	

Speakers' biographies

- ▶ **Mr. Nagaraja Rao Harshadeep** is the Global Lead on Disruptive Technology of the Environment, Natural Resources & Blue Economy Global Practice of the World Bank. In over 24 years at the Bank, he has led and supported several environmental, water, and natural resources operations and analytical support around the world. This includes work on transboundary watersheds, integrated basin planning and management, environment, and climate resilience, monitoring systems, public-domain data access, modern earth observation, analytical/decision support tools, and other emerging technologies. He has also been a Global Lead for Watersheds and co-leads the Bank's Hydroinformatics focal area. He also leads a Disruptive KIDS (Knowledge, Information & Data Services) Helpdesk to provide support on emerging technology to operational teams. Earlier, he worked with other international organizations, academia, and the private sector on water analytics and water conflicts. He holds a Bachelor of Technology in Civil Engineering from the Indian Institute of Technology (IIT-Madras), a Masters in Environmental and Resource Engineering from Syracuse, and a PhD in Water Resources and Environmental Systems Engineering from Harvard University.
- ▶ **Mr. Konstantin Ivanov** is the Regional Coordinator of Global Water Partnership Central and Eastern Europe. He has extensive experience in nature conservation, including freshwater restoration and climate change adaptation projects, as well as managerial, fundraising, advocacy and campaigning work. He has also executed multiple successful projects of regional importance in cooperation with the private sector. For example, a major project to restore vital wetlands along the River Danube and its tributaries in Hungary, Croatia, Serbia, Romania and Bulgaria has created a regional movement to protect these important habitats.
- ▶ **Ms. Gabriele Vincze** is a specialist in water management, data management and reporting. She joined the Umweltbundesamt Austria in 1993 and worked mainly in the implementation of the EU Water Framework Directive and the EU Flood Directive as GIS and reporting expert. She is member of international working groups regarding data and information sharing at the European Commission and the International Commission for the Protection of the Danube River and is responsible for the technical implementation of the national reporting to the Water Information System Europe. Furthermore, she has international experience in the field of water and data management as well as project management (Twinning projects, IWRM Kosovo, EUWI+ 4 EaP). Mrs. Vincze holds diplomas in Biology/Limnology from the Karl Franzens University, Graz and Aquatic Resource Management from King's College London, United Kingdom.
- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna and Water Policy from Cranfield University, United Kingdom.
- ▶ **Ms. Kathia Havens** joined the World Bank Danube Water Program in October 2019, supporting the roll out of Water Security analytical and advisory activities and overall program administration. Prior to joining the program, Ms. Havens served as a technical specialist to the Global Water Partnership (GWP, 2018-2019) and the World Bank Water Global Practice (2015-2018). At GWP, Ms. Havens supported the transboundary water program: working on regional capacity building workshops on international water law and governance; a Massive Open Online Course on Governance for Transboundary Water Security; and the development of the organizations' programmatic approach to transboundary water management. Prior experience at the World Bank includes technical and programmatic support in the fields of transboundary water management, global water security, nature based solutions, and agricultural water productivity. Ms. Havens holds a Masters in International Environmental Policy from the Fletcher School of Law in Diplomacy, and a dual degree in International Relations and Spanish Language from American University.

V. 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_5LoJlQKOrajWBDE02Q

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'	Q&A Exchange with 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	

Speakers' biographies

- ▶ **Mr. Gabor Kisvardai, PhD** is a recognized water professional. He is a lawyer by profession and an expert in international relations. He also has a master's degree in public policy and management. When the newly established water regulator was set up in 2012 in Hungary, he participated in the review of water operators and issued the first operational licenses to the companies. It was his responsibility to help to establish the professional supervision of the water and wastewater sector in Hungary. Performing this important task, he built strategic cooperation with the representatives of water and wastewater sector, furthermore with other responsible agencies and institutions. He became an advisor for the vice-president in 2015 and later the head of secretariat of the office of the vice-president for public utilities. Currently, he is the leader of the team reforming the water regulator's data collection process and strategy. Most recently he is focused on international issues and the cooperation of water regulators. He is also conducting researches regarding the independence of regulatory agencies. He has been elected as one of the members of WAREG Secretariat in 2015.
- ▶ **Ms. Milica Petrovic** is economist with more than 10 years of experience in the water sector. She is affiliated with the Regulatory Agency for Energy and Regulated Utility Activities of Montenegro, where she works on tariffs, benchmarking and licenses of water services providers. Previously, Milica worked in Vodacom, in a water utility project implementation unit for 5 municipalities which are located at the Montenegrin Coast. She holds a Master Degree in Entrepreneurship and a Bachelor degree in Finance and Banking. From July 2016 up to June 2017, she attended the Huber Humphrey Fellowship Program in the USA, with study of water management and infrastructure financing at Cornell University.
- ▶ **Mr. Peter van Thienen, PhD** is a senior researcher and Chief Information Officer at KWR and has been with this institute for 11 years. He works with a number of colleagues on improving the management, design and operation of drinking water distribution networks, using quantitative methods, numerical modelling and optimization. Example topics include Non-Revenue Water, numerical optimization of pipe and sensor networks, and inspection robotics. In his CIO role, Peter is working on strengthening KWR's profile as a Hydroinformatics research institute. Peter holds a master's degree in geochemistry and a PhD in geophysics, both at Utrecht University, the Netherlands.
- ▶ **Prof. Heribert Insam** is Full Professor and Head of the Department of Microbiology at the University of Innsbruck, Austria. He has been working in environmental microbiology in Austria, Germany and Canada for 30 years. Major areas of interest are general environmental biotechnology, ranging from composting and anaerobic digestion to wastewater treatment, and soil microbiology. Since March 2020 Insam is engaged in the Austrian Coron-A consortium for Covid-19 wastewater analytics. He is author of more than 200 scientific papers, Editor of 4 books and is serving as co- Editor-in Chief for Applied Soil Ecology. His Working Group Microbial Resource Management counts, among other staff, 4 PostDocs and 6 PhD students. Insam is also co-founder of the company BioTreaT GmbH, Innsbruck.
- ▶ **Mr. Stjepan Gabric** holds an MSc in wastewater engineering from IHE Delft, and BSc in water engineering from Civil Engineering Faculty in Zagreb. For nearly thirty years, out of which sixteen years in the World Bank, he has been involved in a design, implementation and planning of a wide range of water and wastewater projects, and analytical studies mainly in Eastern and South-Eastern Europe. He is core member of Danube Water Program World Bank team since 2014 and is currently involved in World Bank water operations in Belarus, Russian Federation and Western Balkan. He is also the main author of study on impact of UWWD on wastewater management in Danube basin area.

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- ▶ **Ms. Emilija Milunovic** joined the IAWD team in April 2020 supporting activities in capacity building for water supply and wastewater in the Danube Region. Prior to joining IAWD, Ms. Milunovic interned with GIZ, supporting two projects on rural development in the Western Balkans, based in Skopje and Belgrade (2016 – 2017). She also worked with Kommunalkredit Public Consulting, in Vienna, providing technical assistance to the development of grants for environmental projects in Austria (2012-2015). Originally from Belgrade, Serbia, Ms. Milunovic is living and working in Vienna and holds a BSc in Environment and Bio-Resources Management, from the University of Natural Resources and Life Sciences, Vienna.

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_5LoJIQKOrajWBDE02Q

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, prioritising 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 Data for Local Governments and the Public	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, UK
15:35	40'	Q&A Exchange with 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	

Speakers' biographies

- ▶ **Mr. Miodrag Babic** has recently joined Vodovod a.d. Gradiska as a Project Manager. Previously he has been employed as Development Department Manager at "Vodovod" a.d. Banja Luka. Mr. Babic is involved in the implementation of the water and sewage network extension projects on the territory of the city of Banja Luka. He also participates in the development projects related to the water supply network, such as establishing a Center for losses monitoring. In addition, he published several expert papers related to the water supply issues. Mr. Babic holds a Bachelor of Science in Civil Engineering.
- ▶ **Mr. Antonio Ratkovic** holds a Master Degree in Forestry and is a Forestry Engineer by vocation. His working experience ranges from Public Enterprise Vojvodina sume (Forests of Vojvodina) where he did his internship, followed by NELT Company in Sombor, NAVIP Winery in Belgrade and Public Utility Company Prostor in Sombor. Mr Ratkovic was elected Deputy Mayor in June 2016 and served a full four-year term. In 2020, he was elected Mayor of Sombor on the Constitutive session of the Sombor city Assembly.
- ▶ **Mr. Damir Cengic** joined the EBRD Resident Office in Sarajevo as Principal Banker in 2011, after spending four years in one of the big four audit companies. While working for EBRD in Bosnia and Herzegovina, Damir worked on over 30 projects for investments of over EUR 1 billion in the municipal environmental infrastructure, transport and the power and energy sectors. In 2020, Damir moved from the Resident Office in Sarajevo to the Sustainable Infrastructure Group – Infra Europe Team based in the EBRD HQ in London, focusing now entirely on the municipal environmental infrastructure and transport sectors.
- ▶ **Ms. Jelena Janevska** has over 18 years of professional experience in the development sector, focusing primarily on local development, democracy building, rule of law and civil society development. Ms. Janevska currently works as a Knowledge Manager of the Network of Associations of Local Authorities of South-East Europe (NALAS) and the Regional Capacity Development Network (RCDN) for Water and Sanitation Services. In the past she has worked for various international organisations, as well as universities, teaching Business Communication, Public Relations, Project Management, Fundraising and Crisis Communications. Ms. Janevska also has extensive consultant and training delivery experience, having designed and delivered over 800 trainings, workshops and Training of Trainers. Ms. Janevska holds a MSc degree in Local Development from the University of Trento, Italy, and a BA degree in Journalism and Communications from the University in Skopje.
- ▶ **Mr. Philip Weller** has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and wastewater companies. Mr. Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. Mr. Weller also worked for the World Wildlife Fund for Nature (WWF) as Danube Carpathian Program Director and has also managed successful consulting businesses in both Canada and Austria and has done numerous assignments for governments and international organizations. Philip Weller is an environmental planner by training.

VI. THURSDAY, OCTOBER 29TH

5. 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_5LoJlQK0ra_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 value of data as solid basis for asset management – the case of Pristina	Mr. Sokol Xhafa , Acting Director, Regional Water Company Pristina, Kosovo
13:45	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
13:55	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'	Q&A Exchange with 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	

Speakers' biographies

- ▶ **Ms. Sanda Nastic, PhD** is currently Head of Business cooperation and International projects in the Public Utility Company Waterworks and Sewage Novi Sad, Serbia, where she worked in different positions since 2006. She initiated and participated in realization of numerous projects on behalf of Novi Sad water utility, including cooperation projects with KfW, GIZ, WB, EU and other international organizations, and also represented the utility in several benchmarking projects in cooperation with IBNET, EBC, etc. Ms. Nastic holds a PhD in Business and International economy and she also lectures at the University Business Academy in Novi Sad (FIMEK) on the topic of revision and controlling. Ms. Nastic is an author of numerous papers.
- ▶ **Mr. Sokol Xhafa** has joined RWC Pristina in December 2013 as an engineer for supervision of international projects. In March 2016, he has been promoted in a position of Technical Director and since April 2020 he holds the position of the Acting CEO. Since 2016 he has been working partially as a lecturer at the University of Business and Technology in Pristina. Sokol was chair of the YWP Group in Kosovo for three years. In 2006 he started his career as an engineer, working in private sector mainly as a contractor of international donors in Kosovo. In addition, he has been delivering many trainings with SHUKOS and SHUKALB including Water Safety Planning, Non-Revenue Water and energy Efficiency.
- ▶ **Mr. Lyubomir Filipov** is currently heading the "Strategic partnerships and projects Directorate" within Sofiyska voda JSC, part of Veolia. The main responsibilities of the directorate are related to the overall management and implementation of the Concession contract, the corporate legal affairs and coordination of the interactions with the company's strategic partners and stakeholders, i.e. the municipality of Sofia, the regulator, other state institutions, International financial institutions (IFIs), etc. In addition, the unit is responsible for the preparation and the management of EU funded projects. Mr. Filipov has an in-depth knowledge in structuring and managing public-private partnerships and concession projects.
- ▶ **Mr. Christian Hasenleithner** studied Civil Engineering at the Vienna University of Technology. After 10 years of working as a project engineer in hydro power plant construction, he switched to the sector of water supply and wastewater treatment in 1995. Mr. Hasenleithner developed the business segment "Water" at Energie AG Oberoesterreich, a mainly public entity, located in Linz and is General Manager of Energie AG Wasser GmbH, which is active in Austria, the Czech Republic and Slovenia. Eight companies of the group supply about 1 Mio. Inhabitants with drinking water and collect and clean wastewater for 750.000 inhabitants.
- ▶ **Ms. Elisabeta Poci** is the Deputy Executive Director of the Water Supply and Sewerage Association of Albania (SHUKALB) since 2013. She has been working with SHUKALB for over fifteen years, playing a significant role in building up the professional image of SHUKALB among the stakeholders in the water sector in Albania and the region, as well as in the growth of SHUKALB as a sustainable organization. She has successfully led and delivered several projects in her areas of expertise (in Albania and the Western Balkans). Her most significant assignment with a considerable impact in the water sector in Albania was the successful implementation of the "Sustainable Water Sector Capacity Development in Albania" project as a result of which an institutional Test-Based Certification Program for the staff of water supply and wastewater utilities in Albania was formally established by the Government of Albania. Ms. Poci holds a Bachelor Degree in Environmental Engineering from the Polytechnic University of Tirana and a Master of Science Degree in Environmental and Water Resources Engineering from the University of Texas at Austin, USA, under a Fulbright Scholarship.

6. 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_5LoJlOKOra_jWBDE020

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 and how to proceed Link to join polling: Pollev.com/virtualdwf352	Moderated by Ms. Monika Weber-Fahr , Senior Advisor, World Bank, Austria - Mr. Teodor Popa , Financial Director, APA Brasov, Romania - Ms. Lindita Sotiri , Director of Development Programs on Water Supply and Sanitation, Ministry of Infrastructure and Energy, Albania
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	

Speakers' biographies

- ▶ **Ms. Monika Weber-Fahr** is Senior Advisor at the World Bank. Monika supports the World Bank's Water Global Solutions Group in building and sustaining partnerships and alliances and learning from results. Previously, Monika served as CEO & Executive Secretary of the Global Water Partnership (GWP), a globally operating multi-stakeholder partnership and action network that supports countries in managing their water resources equitably and sustainably. Prior to that, Monika was Chief Operating Officer at Sustainable Energy for All, an international multi-stakeholder partnership that promotes access to clean, affordable, and modern energy. With an academic background as an economist, Monika has worked for over 25 years in development finance and business advisory, including with the World Bank where she built communities and partnerships around knowledge and collaboration across multiple roles related to sustainable development and education. For the International Finance Corporation (IFC), Monika built the Global Business Line for Sustainable Business Advisory, working

with the private sector to pursue "people–planet–profit" opportunities, including on water efficiency and new clean water technologies. Monika holds a PhD in Business Economics, an MSc in Economics, a Diploma in International Relations, and a Diploma in Corporate Governance.

- ▶ **Mr. Teodor Popa** is Financial Manager at the Brasov Water Company in Romania since 2001, President of the Romanian Water Association (RWA) Specialist Group on Economics, Vice-president of the International Water Association (IWA) Specialist Group on Statistics and Economics and IWA Fellow since 2016. Mr. Popa has been involved since 1995 in projects financed by EU and other international donors, has participated in the Romanian water sector reform: the company regionalization and restructuring process: institutional transformation, tariff strategy and concession contact implementation. In addition, he is author of various papers presented across the globe and expert for European Bank for Reconstruction and Development (EBRD) and World Bank international projects regarding water sector reform, tariff policy, utility management and utilities aggregation etc. Mr. Popa holds a MSc. Degrees in engineering (1991) and economics (1997).
- ▶ **Ms. Lindita Sotiri** is Director on the Development Programs on Water Supply and Sewerage and Solid Waste in MIE in Albania. She has been working in the water and waste sector since 2010 and has leaded policies in water and solid waste focusing especially in regulations, standards and instruments in infrastructure and focusing on building up performance systems and instruments to incentives the municipalities to a better performance and services.
- ▶ **Mr. David Michaud** is the Practice Manager for Water in Europe and Central Asia at the World Bank's Water Global Practice. At the World Bank, Mr. Michaud has worked mostly in Europe and Latin America, gradually moving the focus of his activities from infrastructure and project development to utility efficiency and sector reform programs. He also led analytical work and policy advice to national governments on issues, such as sector financing, utility governance and sector performance monitoring. Prior to joining the Bank, Mr. Michaud worked as a water engineer and project manager in the private and non-profit sectors. He has a M.Sc. in Environmental and Sanitary Engineering from the Ecole Polytechnique Federale de Lausanne in Switzerland and a M.Sc. in Engineering and Management from the Massachusetts Institute of Technology.
- ▶ **Mr. Raimund Mair** joined the World Bank Group Water Global Practice in January 2019. In his position as Senior Water Resource Management Specialist he is involved in addressing aspects related to Water Security in the Europe and Central Asia region, as well as leading the 3rd Phase of the Danube Water Program. In his previous occupations at the European Commission and the International Commission for the Protection of the Danube River, he was working on the implementation of the EU Water Framework Directive and transboundary cooperation. Mr. Mair holds diplomas in Engineering from the University of Natural Resources and Life Sciences, Vienna and Water Policy from Cranfield University, United Kingdom.
- ▶ **Mr. Philip Weller** has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and wastewater companies. Mr. Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. Mr. Weller also worked for the World Wildlife Fund for Nature (WWF) as Danube Carpathian Program Director and has also managed successful consulting businesses in both Canada and Austria and has done numerous assignments for governments and international organizations. Philip Weller is an environmental planner by training.

VII. CONFERENCE SUPPORTERS

The organization of the 2020 Danube Water Forum has been made possible through institutional support from:

■ Federal Ministry
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VIII. 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 via email to join the event.

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](#).

Electronic Voting and Questions

During some of the Danube Water Forum sessions an electronic voting system will be in place. Anyone with access to internet (mobile or WIFI), either through a laptop, a tablet or a smartphone, can participate. You are encouraged to make use of this opportunity. To connect to the electronic voting system simply type in your browser:

- ▶ Pollev.com/virtualdwf352

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)