



WATER AND CLIMATE CHANGE

Balkans Joint Conference
and Exhibition

**CALL FOR
ABSTRACTS**

**4-6 NOVEMBER 2020
TIRANA, ALBANIA**



SHUKALB
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



SHUKOS
WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA

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Introduction

SHUKALB and SHUKOS are pleased to invite you to join and participate in the Program of the 8th Balkans Joint Conference and Exhibition to be held in Tirana, Albania, on **4-6 November 2020** as a virtual event. The Conference Theme, **Water and Climate Change**, is inspired by the UN's 2020 World Water Day, and focuses on water and climate change – and how the two are inextricably linked to each other. Climate change possess a real threat to water resources as it impacts the quantity, variability, timing, form, and intensity of precipitation, exhibited through extreme weather events such as droughts and/ or floods, but also rising of sea levels and melting of glaciers. To tackle climate change we need to develop and implement adaptation strategies that integrate stakeholders across different sectors and that are coordinated across borders, focusing on safe and sustainable water management. Beyond this, each one of us has a role to play.

The Conference Program allows for a broad range of topic areas covering from policy to technical, as well as management issues of the water sector. The conference provides a platform for discussion, where all participants can share their knowledge and experience in dealing with water sector issues.

The strength of the Balkans Joint Conferences, as evidenced from the collected participants' feedback throughout the years, has been the delivery of high quality program with a diversity of plenary discussions, technical professional papers presented by well-known professionals in both countries and wider in the region. You are welcome to review the key themes and subject areas prior to submitting an Abstract for presentation.

SHUKALB and SHUKOS look forward to welcoming you to the Joint Conference and to sharing our common interest for a better water environment for the larger Balkan region.

Technical Program Committee

The Technical Program Committee of the Conference is composed of recognized experts with a long working professional experience from the water sector in Albania, Kosovo and Balkan region, including representatives from the main institutions at the central and local level, water utilities. The Conference Technical Program Committee is responsible for ensuring a good balance and quality of the papers that will be presented during the Conference, and is composed of the following members:

Baton Begolli (Chair of the Programme Committee), Water Policy Advisor, Inter-Ministerial Water Council, Office of the Prime Minister, Kosovo

Ndriçim Shani, Chair of National Regulatory Commission, Water Regulatory Authority, Albania

Arduen Karagozi, Director, Water Resources Management Agency, Albania

Prof. Enkelejda Gjinali, Principal Lecturer, Environmental Engineering Department, Faculty of Civil Engineering, Polytechnic University of Tirana, Albania

PhD. Evis Gjebrea, Deputy General Director
Water Supply and Sewerage Company of Tirana, Albania

Kasem Bejko, Deputy General Director
Water Supply and Sewerage Company of Durrës, Albania

Ilir Rodiqi, Lecturer, Faculty of Construction and Architecture, Kosovo

Lumnije Zekaj, Waste Water Department Manager
Regional Water Company "Prishtina", Kosovo

Mumin Morina, Technical Director
Regional Water Company "Hidromorava - Gjilan", Kosovo

Fadil Berisha, High Official for Reporting and Business Plan
Regional Water Company "Hidroregjioni Jugor - Prizeren", Kosovo

Dafina Sylja, Spokesperson
Regional Water Company "Gjakova", Kosovo



Main Themes of the Conference

Prior to the submission of the Full Paper and PowerPoint presentation, the authors have to submit an abstract of their paper covering one of the following topics. The submitted abstracts will be further evaluated by the Technical Program Committee of the Conference. The authors of the selected abstracts will be invited to submit the Full Paper and Power Point Presentation. You are invited to submit an abstract on a wide range of water-related topics, including but not limited to:

Governance and Policy for Water Utilities

- Development of Governance Policies and Institutional Relationships;
- Selection, Establishment and Functioning of Utility Governing Bodies;
- Organizational Management and Structure;
- Regionalization of Water Supply and Sewerage Services and Implementation of Service Agreements;
- Corporate Governance;
- Public-Private Partnerships;
- Relationship between the Water Utilities and Local Government;
- Management of Rural Water Supply and Sewerage Systems;
- Coronavirus (COVID-19) Related Measures.

Regulatory Framework

- Licensing of Water Supply and Sewerage Service Providers;
- Analysis of Performance of Water Supply and Sewerage Utilities;
- Tariff Review and Approval Process;
- Development and Application of Water Supply and Sewerage Services Standards.

Management of Water Supply and Sewerage Infrastructure

- Capital Investment Absorption Capacities in Developing Countries;
- Current Methods of Assessment and Prioritization of Investment Needs;
- Development of Dynamic Master Plans;
- Monitoring of Investments and their Sustainability.

Water Resources Management

- Balancing Water Demand Management and Conservation with New Source Development;
- Water Supply Source Monitoring and Protection Trans-boundary Waters;
- Integrated Water Resources Management;
- Drought and Flood Management.

Financial Management of Water Utilities

- Crisis and Emergency Management
- Development, Implementation and Monitoring of 5-year Business Plans;
- Financing Sources and Subsidy Policies;

- Financial Reporting to Support Performance Improvement;
- Asset Management;
- Internal Auditing Instruments;
- Debt Management.

Technical Operation and Maintenance of Water Supply and Sewerage Utilities

- Water Demand Analysis;
- Water Consumption Measuring Practices;
- Water Loss Reduction– Best Practices;
- Service Zone Mapping (GIS);
- Application of Hydraulic Modeling – Practices;
- Increasing Use of SCADA systems in the Operation of Water Utilities;
- Energy Efficiency in Water Supply and Wastewater System and Facilities.

Wastewater Treatment and Sludge Management

- Construction and Operation of Waste Water Treatment Plants;
- Constructed Wetland Treatment Systems and Challenges;
- Selecting Treatment Technologies for Small and Rural Systems;
- Sludge Treatment and Reuse;
- Use of Sludge for Energy Production;
- Wastewater Policy and Governance.

Customer Service

- Organization and Operation of a Customer Service Department;
- Customer Database Management;
- Customer Service Contract;
- Public Relations and Communications Management;
- Management of Customer Complaints and the Use of GIS;
- Implementing Service Disconnection as Debt Collection Policy.

Human Resources Management

- Human Resources Management and Employment Policies;
- Training Needs Assessments and Capacity Building;
- Training and Test-based Certification;
- Annual Staff Performance Review/Assessment.

Important Dates

Abstracts Submission:	23 September, 2020
Acceptance Notification:	5 October, 2020
Advanced Program:	12 October, 2020
Presentations/ Full Papers/ CV Submission:	20 October, 2020

Languages

The official languages of the Conference are Albanian and English. Simultaneous translation will be provided.

Abstracts Submission Guidelines

Authors wishing to submit abstracts by [23 September 2020](#) need to follow these requirements:

- Abstracts should be submitted in Albanian and/or English language
- The format of the abstract needs to comply to:
 - up to 350 words
 - document " MS Word file"
 - Times New Roman font, 11pt
- The abstracts should include the following additional information:

- Author name/Position/Institution/Country
- Personal Contacts (e-mail, mailing address, and telephone number)
- The Relevant Conference Topic
- The Objective of the Paper and its Conclusion

The authors of accepted abstracts will be notified by [5 October 2020](#) and will be requested to submit their Full Paper and Power Point Presentation until [20 October 2020](#).

The instructions for Full-Paper submission will be accessible in the Conference web-site (www.balkansjointconference.org)

Contacts

For further information about the conference program:

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