

GROUNDWATER

MAKING THE INVISIBLE

VISIBLE

BALKANS JOINT
CONFERENCE AND EXHIBITION

CALL FOR ABSTRACTS

8-10 NOVEMBER 2022
PRISHTINA, KOSOVO



SHUKOS

WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA



SHUKALB

WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA

Conference and Exhibition:

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INTRODUCTION

SHUKOS and SHUKALB are pleased to invite you to join and participate in the Program of the 10th Balkans Joint Conference and Exhibition which will be held on **8 – 10 November, 2022** with a physical presence at the Emerald Hotel, in Pristina, Kosovo.

The Conference Theme **Groundwater - Making the Invisible Visible**, is inspired by World Water Day 2022, and brings attention to the importance of protecting the quality and quantity of our underground water resources. The topic is of particular importance for countries like Western Balkans, which rely heavily on groundwater for their water supply needs.



The Conference Program allows for a broad range of topics covering from policy to technical, as well as management issues of the water sector. The conference provides a platform, where all professionals in the water sector gather, discuss and exchange experiences and share their good practices on issues of interest in the water sector.

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.

SHUKOS and SHUKALB 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 the Balkan region, including representatives from the main institutions at the central and local level, water utilities, and academic institutions. 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:

Ilir Abdullahu, (Chair of the Programme Committee), Planning and Development Department Manager, Regional Water Company Pristina, Kosovo

Baton Begolli, Water Policy Advisor, Inter-Ministerial Water Council, Office of the Prime Minister, Kosovo

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

Ilir Rodiqi, Managing Director, Nomad Institute, Kosovo

Aranit Ukimeri, Technical Director, Regional Water Company Hidroregjioni Jugor - Prizren, Kosovo

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

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

Jovan Gjika, Projects Coordinator, National Agency of Water Supply-Sewerage and Solid Waste, Albania

Ermela Xherri, Specialist in the Monitoring Sector, Water Regulatory Authority, Albania

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

Valbona Paja, Deputy General Director, Water Supply and Sewerage Company of Shkodra, Albania

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

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

FINANCIAL MANAGEMENT OF WATER UTILITIES

- Financing Sources and Subsidy Policies.
- Financial Risk Management.
- Development, Implementation and Monitoring of 5-year Business Plans.
- Financial Reporting to Support Performance Improvement.
- 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 Modelling – Practices.
- Increasing Use of SCADA systems in the Operation of Water Utilities.
- Water Safety and Crisis Management.
- Benchmarking.
- Energy Efficiency in Water Supply and Wastewater System and Facilities.
- Integrated Asset Management.
- Occupational Health and Safety.

WASTEWATER TREATMENT AND SLUDGE MANAGEMENT

- Wastewater Management in the Context of Circular Economy.
- Wastewater Policy and Governance.
- 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.

CUSTOMER SERVICE

- Commercial Efficiency.
- 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 AND LANGUAGES

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| Abstracts Submission: | 16 September, 2022 |
| Acceptance Notification: | 23 September, 2022 |
| Advanced Program: | 14 October, 2022 |
| Short Biography Submission: | 21 October, 2022 |
| PowerPoint Presentations Submission: | 04 November, 2022 |
| Full Papers Submission: | 15 November, 2022 |

The official languages of the Conference are Albanian and English.

Simultaneous translation will be provided.

ABSTRACTS SUBMISSION GUIDELINES

Authors wishing to submit abstracts by **16 September, 2022** 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:
 - Title of the Presentation/Full Paper
 - Author name/Position/Institution/Country
 - Personal Contacts (e-mail, mailing address, and telephone number)
- The Relevant Conference Topic
- The Objective of the Paper, the main issues/problems, the methodology used and the results and conclusions drawn.

The authors of accepted abstracts will be notified by **23 September, 2022** and will be requested to submit their Power Point Presentation until **04 November, 2022** and Full Paper after the Conference, **15 November, 2022**.

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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