



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



Implemented by:
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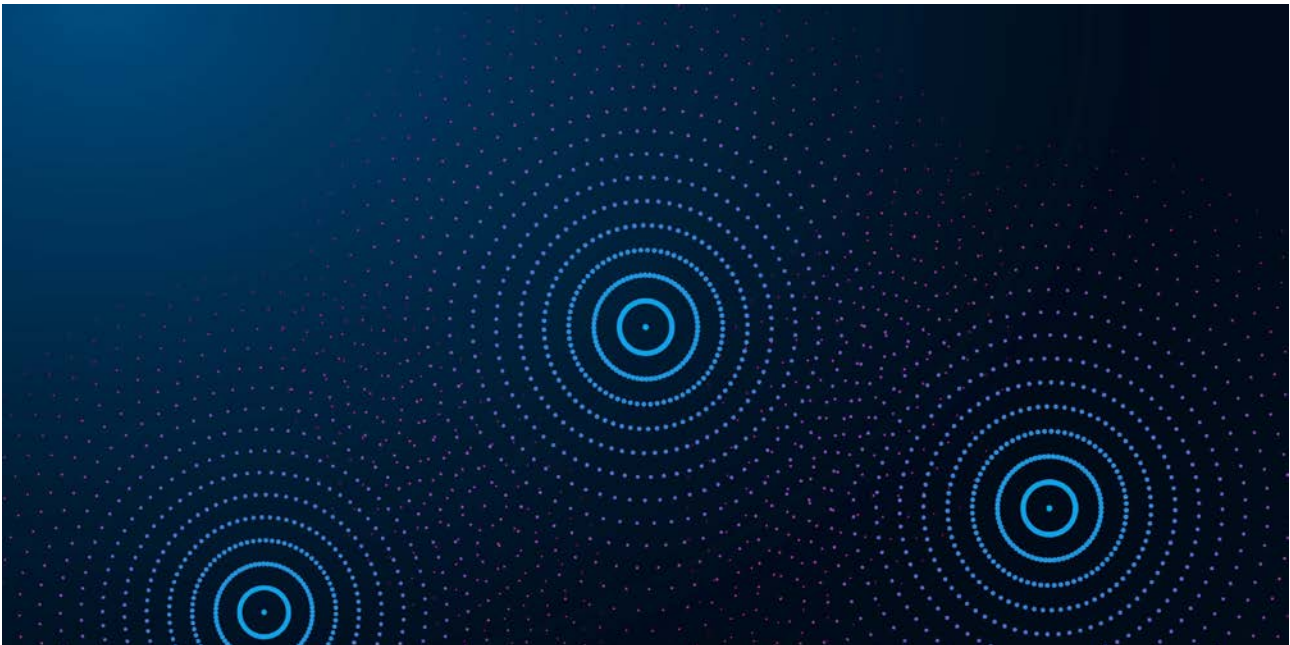
BENCHMARKING AND ASSET MANAGEMENT NEXUS

Key tools for Regulators and Decision Makers

30 June 2022

Tirana, Albania

Back-to-back with the 2022 Danube Water Forum



in cooperation with:



SHUKALB
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



Danube Learning Partnership (D-LeaP)

The [Danube Learning Partnership \(D-LeaP\)](#) is designed as a regional, integrated and sustainable capacity building initiative of national water utility associations and IAWD, the [International Association of Water Service Companies in the Danube River Catchment Area](#), and provides a comprehensive curriculum to the staff of water and wastewater utilities located in the Danube region. D-LeaP has been established as a committee of IAWD. The [Utility Benchmarking Program \(UBP\)](#) is a foundation program under D-LeaP and assists utilities in identifying areas, where performance improvement is needed. The ambition is to enlarge the network of utilities that jointly work on improving their services over time. While three UBP Hubs in Albania/Kosovo, Bulgaria and Ukraine are operated by national partners of IAWD, the regional UBP Danube Hub is implemented by IAWD and intends to include the leading utilities of the region.

SEEAM Program

[SEEAM](#) stands for „Integrated Asset Management for Water Utilities in South-East Europe“ program funded by German Federal Ministry for Economic Cooperation and Development (BMZ) and Hydro-Comp Enterprises Ltd. (HCE) and implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH and HCE under [develoPPP.de](#) programme. It aims to increase AM capacities water utility associations and water utilities in SEE by introducing and implementing effective integrated asset management methods through AM Hubs established within national water associations under the framework of the [Danube Learning Partnership](#). SEEAM additionally contributes to an improvement of quality and efficiency of water services and to an improved compliance with regulations and transparency.

Water Supply and Sewerage Association of Albania (SHUKALB)

The Water Supply and Sewerage Association of Albania ([SHUKALB](#)), which was established in 2000, is a professional, not-for-profit Association of water supply and sewerage professionals, who wish to improve the management of the Water Supply and Sewerage Sector in Albania, making it efficient, sustainable and effective in accordance with the current laws and regulations in Albania. The Association's Mission Statement consists of four main mission objectives: To advocate the collective interests of professionals in the water sector in Albania; To serve as a leading resource for knowledge, professional development and networking; To invest time and resources to build awareness and attract future generations to seek a career in the water sector; and To be a positive force for mutual understanding, collaboration and regional partnerships in the Western Balkans.

Water and Wastewater Works Association of Kosovo (SHUKOS)

The Water and Wastewater Works Association of Kosovo ([SHUKOS](#)) is a non-for-profit organization established, by 7 Kosovo's Regional Water Supply and Sewerage Companies. The Association operated according to NGO law (No.04 / L-57) has its own bodies, the Assembly and the Board of Directors, which consists of 7 Chief Executive Officers of 7 Regional Water Companies. SHUKOS's mission is to promote and protect the interests of its members, serving the benefit of RWCs and institutions, in order to achieve high standards of water and sanitation services in Kosovo. SHUKOS achieves this goal with a wide range of promotional and professional lobbying services, policy contribution, capacity building, knowledge transfer, promotion of ideas and projects, organization of thematic events, and creation of collaborative networks within the water services sector in Kosovo, in the Western Balkans and beyond.

Target Audience

National institutions (ministries, regulators); national water and municipal associations, local government and utilities from the Danube region; representatives from regional utility (IAWD), municipality (NALAS) and regulators (WAREG) associations; representatives from the EU, UNECE, GIZ, SDC, the World Bank and other bilateral donors and IFIs; Young Water Professionals; academia; private companies; NGOs, and others.

Context and objective

The sustainability of urban water services requires medium - and long - term infrastructure planning, including not only the renewal of strategies and tactics, but also the financial, organizational and information management aspects that are needed to ensure that stakeholders' needs and expectations are met over time. Strategic Asset management (SAM) in the water sector can be described as managing infrastructure capital assets to minimize the total cost of owning and operating them, while delivering the service levels customer's desire. Components are regularly maintained over long planning cycles, and finally replaced when deterioration outweighs the benefit of further maintenance.

Sound SAM heavily relies on the availability of performance data and performance assessment routines, which are essential for (i) establishing objectives and targets, (ii) carrying out sound diagnoses that assess how far the organizations are from their targets and what are the infrastructures issues behind it; (iii) defining intervention priorities; (iv)

comparing alternative solutions; and (v) monitoring the implementation of the solutions. Therefore, performance assessment and strategic asset management are complementing disciplines.

This event aims at featuring the two disciplines as well as ongoing activities in the Danube region and to allow for discussion among all stakeholders on the need to further support the initiatives developed so far.

Event's overview and Agenda

Benchmarking and Asset Management Nexus	Wednesday, 29 June	
	19:00	Joint Conference Dinner with 2022 DWF
	Thursday, 30 June	
	08:30 – 09:00	<i>Registration</i>
	09:00 – 10:30	Opening and Keynote: The Benchmarking and Asset Management Nexus
	10:30 – 11:00	<i>Coffee Break</i>
	11:00 – 12:30	SEEAM Program Results & Way Forward – Enhancing the Cooperation Between Service Providers and Relevant National Institutions
	12:30 – 13:30	<i>Lunch Break</i>
	13:30 – 15:00	From Benchmarking to Performance Improvement and Back
	15:00 – 15:30	<i>Coffee Break</i>
15:30 – 17:00	Benchmarking and Asset Management as Foundation for Sustainable Infrastructure Investment	