

2014 Danube Water Conference

Water Services: From Challenges to Opportunities

Vienna, May 2014

- Date/Time:** May 8-9, 2014 (with pre-meetings on May 7)
- Location:** NH Danube Hotel, Vienna, Austria
- Purpose/focus:** Key water and sanitation sector representatives from the Danube region and municipal government representatives will convene to discuss challenges and opportunities in the sector, and focus in particular on why doing the right thing is so hard and how the sector, jointly, can do better to achieve smart policies, strong utilities and sustainable water services.
- Participants:** Representatives from national institutions (Ministries, regulators); national water associations, municipalities and utilities from Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, FYR Macedonia, Moldova, Montenegro, Romania, Serbia, and Ukraine; representatives from regional utility (IAWD) and municipality (NALAS) associations; representatives from the EU and financing institutions. Key invitees from other countries in or beyond the Region might join on their own cost.

Country representatives (11 countries, approx. 7-9 per country)	90
<ul style="list-style-type: none"> • Line Ministry(ies) 1-2 • Regulator 1 • National utility association and Municipal Association 2 • Key utilities representatives 1-2 • Key municipal representatives 1 	
Other Danube Region countries' invitees	10
Speakers	10
Total on DWP / ORF budget	110
Ministry of Finance, Austrian officials	5
European Commission, donors and other institutional actors	5
IAWD and ORF / NALAS	10
World Bank staff (water)	10
Total including self-financed	140

- Sponsorship:** The Conference is supported by the Austrian, German and Swiss Governments

Pre-Meetings (by invitation only)

Wednesday, May 7				
<i>Venue: NH Danube</i>				
<i>Morning</i>	Regulators Meeting (Half day Meeting, with Hungary) <ul style="list-style-type: none">• Creation of more formal coordination mechanism• Collaboration with ERRA (Energy Regulators Regional Association)• Participation in Lisbon IWA conference• Topics of joint interest, and potential DWP support	Working Group on Training Meeting of Local Government Associations and Water Utility Associations <ul style="list-style-type: none">• Establishing the Working Group and discussing roles and functions• Identifying key topics and a road map for actions• Joint training activities• Long term training needs in the region, and formalization of training program.		
<i>12:30pm</i>	<i>Lunch Break</i>			
<i>Afternoon</i>	DANUBIS Steering Group Second meeting of members of the Steering Group of DANUBIS platform. <ul style="list-style-type: none">• Presentation of DANUBIS platform• Discussion on indicators and definitions• Around the table discussion on progress by country• Next steps and improvements of platform	Working Group on Asset Management First meeting of the Task Force for Asset Management (DWP/ORF) <ul style="list-style-type: none">• Presentation of the measures jointly implemented by DWP and ORF to promote AM methods in SEE• Overall progress of asset management activities• Next steps of Working Group.	IAWD – General Assembly As per separate program	Optional Field Visit To be confirmed based on interest from participants, possibly including the Vienna Wastewater Treatment Plant, Water Command and Control Center or District Heating.

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Thursday, May 8th <i>Venue: NH Danube</i>							
09:00	<p style="text-align: center;">Opening session: Working Together To Achieve Better Water Services</p> <ul style="list-style-type: none"> • 20' Welcome Words (Austrian Ministry of Finance, IAWD, World Bank, GIZ, SDC) • 10' Brief introduction to the 2014 Danube Water Conference and the event agenda • 15' Participants ice-breaker (electronic voting and quick introduction) 						
9:45	<p style="text-align: center;">A sector in transition – Challenges and Opportunities</p> <ul style="list-style-type: none"> • 20' overview presentation by World Bank staff on State of Sector – challenges and opportunities • 10' Talk by senior European Commission official on Commission's perspective on the sector • 40' Q&A of senior European Commission official with electronic question scheme • 5' Brief introduction to session after the break 						
11:00	<p><i>Coffee Break</i></p>						
11:30	<p style="text-align: center;">Utility Open Challenges – the management agenda</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; padding: 5px;">Asset Management</th> <th style="text-align: center; padding: 5px;">Energy Efficiency</th> <th style="text-align: center; padding: 5px;">Commercial Practices</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px; vertical-align: top;"> <ul style="list-style-type: none"> • 15' Why it's important (presentation by leading utility doing it) • 20' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How can we do more? • 25' Open discussion, key take-away's (for next day's closing) </td> <td style="padding: 5px; vertical-align: top;"> <ul style="list-style-type: none"> • 15' Why it's important (presentation by leading utility doing it) • 20' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How can we do more? • 25' Open discussion, key take-away's (for next day's closing) </td> <td style="padding: 5px; vertical-align: top;"> <ul style="list-style-type: none"> • 15' Why it's important (presentation by leading utility doing it) • 20' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How can we do more? • 25' Open discussion, key take-away's (for next day's closing) </td> </tr> </tbody> </table>	Asset Management	Energy Efficiency	Commercial Practices	<ul style="list-style-type: none"> • 15' Why it's important (presentation by leading utility doing it) • 20' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How can we do more? • 25' Open discussion, key take-away's (for next day's closing) 	<ul style="list-style-type: none"> • 15' Why it's important (presentation by leading utility doing it) • 20' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How can we do more? • 25' Open discussion, key take-away's (for next day's closing) 	<ul style="list-style-type: none"> • 15' Why it's important (presentation by leading utility doing it) • 20' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How can we do more? • 25' Open discussion, key take-away's (for next day's closing)
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12:30	<p><i>Lunch – Meet the regulators and policy makers</i></p> <p><i>Regulators and policy makers from participating countries move from table to table during lunch to exchange with participants</i></p>						

14:00	<p style="text-align: center;">Performance Indicators and Benchmarking – what is it good for?</p> <p style="text-align: center;">15' Brief overview of benchmarking efforts in the region and beyond</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; vertical-align: top;"> <p>For utilities?</p> <ul style="list-style-type: none"> • 15' utility benchmarking at scale – <i>European Benchmarking Cooperation (EBC)</i> presentation • 15' Case of concrete use of benchmarking by utility • 30' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): Why is it hard and how can we do better and more? • 45' Discussion on benefits and pitfalls of utility benchmarking, and take-away's (for next day's closing). </td> <td style="width: 50%; text-align: center; vertical-align: top;"> <p>For policies and regulation?</p> <ul style="list-style-type: none"> • 10' Presentation by leading analytical expert on advanced utility data use • 10' case of regulatory use of Performance Indicators • 10' case of policy use of performance indicators • 30' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): Why is it hard and how can we do better and more? • 45' Discussion on benefits and pitfalls of utility performance data use, and take-away's (for next day's closing) </td> </tr> </table>	<p>For utilities?</p> <ul style="list-style-type: none"> • 15' utility benchmarking at scale – <i>European Benchmarking Cooperation (EBC)</i> presentation • 15' Case of concrete use of benchmarking by utility • 30' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): Why is it hard and how can we do better and more? • 45' Discussion on benefits and pitfalls of utility benchmarking, and take-away's (for next day's closing). 	<p>For policies and regulation?</p> <ul style="list-style-type: none"> • 10' Presentation by leading analytical expert on advanced utility data use • 10' case of regulatory use of Performance Indicators • 10' case of policy use of performance indicators • 30' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): Why is it hard and how can we do better and more? • 45' Discussion on benefits and pitfalls of utility performance data use, and take-away's (for next day's closing)
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16:00	<p><i>Coffee Break</i></p>		
16:30	<p style="text-align: center;">Country Group Discussions</p> <p style="text-align: center;">Presentation and discussion of national water sector activities, challenges and opportunities</p> <p style="text-align: center;">Key take-away's from the presentations, for the country and for the region</p>		
18:00	<p style="text-align: center;">Competitive Grant Window Exhibition and cocktail reception</p> <p>Some of the best Competitive Grant Window proponents present their activities at booth / posters in the lobby of the conference center; other organizations also have a chance to introduce themselves and their tools (IB-Net, EBC, NALAS etc.). Cocktail is served.</p>		
19:30	<p>Dinner Reception</p>		

Friday, May 9th

Venue: NH Danube

9:00	Hungary, a reform case study? <ul style="list-style-type: none">• 20' Overview by Sector Expert• 10' Q&A• 5' talk by Policy Maker – the reform from their standpoint• 5' talk by utility association representative– the reform from their standpoint• 5' talk by Regulator– the reform from their standpoint• 5' talk by Municipality Association – the reform from their standpoint• 30' Roundtable / debate with critical experts• 20' Debate with audience (using electronic questions possibly)• 5' Introduction to the next session	
10:45	<i>Coffee break</i>	
11:15	Financing? <ul style="list-style-type: none">• 5' introduction to frame the issue• 40' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How does money matter from each institution's point of view? Short statement by each, followed by debate.• 30' Discussion on audience experience on the issue, and take-away's (for afternoon closing).	Governance? <ul style="list-style-type: none">• 5' introduction to frame the issue• 40' Panel of 3-5 diverse representatives (policy, regulation, utility, municipalities): How does governance matter from each institution's point of view? Short statement by each, followed by debate.• 30' Discussion on audience experience on the issue, and take-away's (for afternoon closing).
12:30	<i>Lunch - Continued Country Group discussions</i> <i>Discussions by country to come to agreement on key take-away's a) for country and b) region</i>	
14:00	Take-Away's from the Conference – What are the opportunities? <ul style="list-style-type: none">• 20' Brief presentation (2-3min each) from rapporteurs from various sessions on number one take-away for the country and for the region• 10' Summary of take-away's from country group discussions• 5' Voting on regional take-away's (electronic poll)• 30' Panel discussion with senior representatives from EC / Danube Strategy, World Bank, IAWD, NALAS, key representatives from present organizations (policy, regulation, utility, municipalities) reflecting on lessons from event.• 30' Open discussion on key take away's	
15:30	Wrap-up and Conclusions <ul style="list-style-type: none">• How to structure future actions of the Program. Building elements of sustainability. Maintaining the cooperation. An annual forum• Event evaluation	
16:00	<i>End of Conference</i>	