

# ADDRESSING THE DOUBLE CHALLENGE

# 2016 DANUBE WATER CONFERENCE

Vienna, May 2016

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<b>Wednesday</b> May 11	8:00-17:00	<i>Registration (conference venue, first floor foyer)</i>			
	9:00-10:00	<b>GIZ Non-Revenue Water Conference</b>			
	10:00-12:30	<b>IAWD General Assembly</b> <i>Gustav Mahler</i>	<i>Sigmund Freud 2+3</i>		
	12:30-14:00	<i>Lunch (hotel restaurant)</i>			
	14:00-16:00	<b>Waterworks Associations &amp; D-Leap meeting</b> <i>Gustav Mahler</i>	<b>Regulatory Agencies meeting</b> <i>Sigmund Freud 1</i>	<b>Continued: GIZ Non-Revenue Water Conference</b> <i>Sigmund Freud 2+3</i>	
	16:00-18:00	<b>DANUBIS Steering Group meeting</b> <i>Karl Krauss + Siegfried Markus</i>			
	19:00	<b>Water Utility Leaders Dinner</b> <i>Stadtgasthaus Eisvogel, Riesenradplatz 5</i>	<b>Policy Makers Networking Dinner</b> <i>World Bank Office Praterstrasse 31/19<sup>th</sup> Floor</i>	<b>Mayors Networking Dinner</b> <i>NH Hotel</i>	
<b>Thursday</b> May 12	8:00-12:00	<i>Registration (conference venue, first floor foyer)</i>			
	9:00-9:45	<b>Opening Session</b> <i>Gustav Mahler</i>			
	9:45-10:45	<b>Keynote: Leveraging EU Accession</b> <i>Gustav Mahler</i>			
	10:45-11:15	<i>Coffee break (conference venue, first floor foyer)</i>			
	11:15-12:30	<b>The Double Challenge in Practice: the experience of Bulgaria</b> <i>Gustav Mahler</i>			
	12:30-14:00	<i>Group Photo; Networking and Country Group Lunch (hotel restaurant)</i>			
	14:00-15:15	<b>Parallel Sessions: Addressing the Double Challenge: creating an enabling environment</b>			
		<b>Institutions</b> <i>Gustav Mahler</i>	<b>Information</b> <i>Sigmund Freud</i>		
	15:15-15:45	<i>Coffee break (conference venue, first floor foyer)</i>			
	16:45-17:00	<b>Continued Parallel Sessions</b>			
	<b>Institutions</b> <i>Gustav Mahler</i>	<b>Information</b> <i>Sigmund Freud</i>			
17:00-18:00	<b>Speed networking, Cocktail and Ideas Fair</b> <i>Gustav Mahler</i>				
20:00	<b>Official Dinner</b> <i>Donauturm, Donauturmstraße 4</i>				
<b>Friday</b> May 13	9:00-9:30	<b>Keynote: The double challenge in practice – the example of Leipzig</b> <i>Gustav Mahler</i>			
	9:30-10:45	<b>Nonrevenue Water</b> <i>Gustav Mahler</i>	<b>Sustainable Wastewater Management</b> <i>Sigmund Freud</i>		
	10:45-11:15	<i>Coffee break (conference venue, first floor foyer)</i>			
	11:15-12:30	<b>Nonrevenue Water</b> <i>Gustav Mahler</i>	<b>Sustainable Wastewater Management</b> <i>Sigmund Freud</i>		
	12:30-14:00	<i>Networking and Country Group Lunch (hotel restaurant)</i>			
	14:00-16:00	<b>Technical Sessions, Country Groups and Wrap up</b> <i>Gustav Mahler</i>			
	16:00	<i>End of Conference</i>			

# I. THE ORGANIZERS

## 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 stakeholder, 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 Supply Companies in the Danube River Catchment Area (IAWD) have partnered to launch the Danube Water Program, with a 9.5M Euro, 2-phase financing from the Government of Austria. The Program supports smart policies, strong utilities, and sustainable 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 utilities and institutions.



### 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 Southeast Europe. Since the launch of the Program, knowledge exchanges among more than 360 sector professionals and policy makers in the region and beyond, four capacity building programs benefiting over 100 utilities, and local initiatives worth more than €700,000 through competitive grants have been supported. Together with many actors in the region, the World Bank and IAWD have developed DANUBIS.org, a platform for sharing information on water and wastewater services, cooperated with a variety of organizations such as the Open Regional Fund, the European Benchmarking Cooperation, and national utility associations, and leveraged over €2.5 million of funding from beneficiaries and other donors, including Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) and Swiss Cooperation.

### What is coming now?

The first phase, which ended in 2015, saw the successful completion of more than 40 individual knowledge sharing, capacity building and analytical work activities, demonstrating a strong demand for the Program supported activities. The second phase, scheduled to end in December 2018, focuses on establishing the basis for sustainable impact beyond the duration of the Program. A few key "legacy" initiatives are being supported, including the establishment of the annual Danube Water Conference as the prime gathering of sector professionals in the region; the development of the DANUBIS.org website into a lively platform of information exchange and benchmarking for the whole region; and the consolidation of capacity building activities under D-LeaP, a sustainable learning partnership of national and regional waterworks associations.

[www.danube-water-program.org](http://www.danube-water-program.org)

## GIZ Open Regional Fund for South East Europe Modernization of Municipal Services

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### Challenges

South East European countries are currently implementing reforms aimed at easing their accession to the European Union. At the communal level, municipalities often lack capacity and instruments necessary for implementing the EU's



demanding standards, which require the improvement of the quality of their municipal services. In order to meet these challenges, the Open Regional Fund – Modernization of Municipal Services (ORF MMS) works closely with regional networks such as the *Network of Associations of Local Authorities in South East Europe* (NALAS) and the *Regional Water Associations Partnership*, as well as with individual citizens, municipalities and other partners in the joint implementation of regional projects.

### Our Approach

Together with representatives of municipalities, municipal associations, political decision-makers, and other relevant partners, ORF MMS begins by analyzing the most urgent problems that communal services in the countries of South East Europe face. Next, partners develop specific project ideas with ORF MMS support. These project proposals undergo detailed examination before the decision on financing is taken. Our focus areas are water supply and disposal, waste management, improvement of the range of services offered by municipalities, and capacity building for municipal management structures.

### Impact

With support from ORF MMS, municipal associations have developed instruments, methods, recommendations and comparative regional analyses regarding the most pertinent issues faced by municipalities. These results are used by municipalities to improve the services offered to citizens, and can act as the basis for legal framework improvements. For example, ORF MMS has advised the Regional Water Associations Partnership in their selection and implementation of EU-compliant technologies for water waste management. Another success story is the establishment of a regional certification model for business friendly municipalities. National legislators and authorities in Montenegro and Bosnia and Herzegovina have used recommendations to improve legal framework conditions for municipal finances and urban planning. ORF MMS has established itself as a relevant cooperation and networking platform for all regional stakeholders interested in improving municipal services in South East Europe.

[www.giz.de/regional-funds-southeasteurope](http://www.giz.de/regional-funds-southeasteurope)

## II. WEDNESDAY, MAY 11<sup>TH</sup> (PRE-MEETINGS, BY INVITATION ONLY)

*Note: if you consider that you should participate in any of the pre-meetings but have not been invited, please contact the chair. Omissions are possible and involuntary.*

### Side Meeting: GIZ Nonrevenue Water Project regional conference

*Note: This Regional Conference is primarily for partners of the “Reduction of Non-revenue Water in South-East Europe” project, but open to other participants of Danube Water Conference who are interested in issues of non-revenue water.*

**Date:** Wednesday, May 11<sup>th</sup>

**Time:** 9:00 to 16:00

**Location:** Sigmund Freud 2+3

**Chair:** Georgi Hristov, GIZ & Vesna Muslic, Aquasan Network

**Simultaneous Translation:** Yes

### Session Structure

Time	Content	Speaker
09:00	5' <b>Introduction</b>	Chairs
09:05	15' <b>Welcome words</b>	Christophe di Marco, Fund Manager GIZ ORF MMS Frank Wiederkehr, Regional Advisor on Water & Environment, Swiss Embassy Sandi Zulic, Executive Director, AQUASAN
09:20	10' <b>Conference objectives &amp; project video</b>	Vesna Muslic, AQUASAN
09:30	75' <b>Project pilots' achievements</b> <ul style="list-style-type: none"> <li>• Velika Kladusa, Bosnia Herzegovina</li> <li>• Lipljan, Kosovo</li> <li>• Kocani, Macedonia</li> </ul>	Osman Causevic, Velika Kladusa Sokol Xhafa, Lipljan Zoran Georgiev, Kocani
10:45	30' <b>Coffee break</b>	
11:15	55' <b>Approach, tools and recommendations for NRW reduction</b> <ul style="list-style-type: none"> <li>• NRW regional baseline assessment</li> <li>• Guidelines for NRW reduction</li> <li>• Capacity building and trainings</li> </ul>	Bojan Ristevski, NRW expert Sead Badnjevic, NRW expert Gerhard Zimmerl, NRW expert
12:10	10' <b>Added value and sustainability</b>	Vesna Muslic, AQUASAN
12:20	10' <b>Delivery of Certificates</b>	Christophe di Marco, ORF Fund Manager
12:30	<b>Lunch</b>	

14:00	10'	<b>Conclusions from national conferences</b>	Georgi Hristov, GIZ ORF MMS
14:10	35'	<b>Panel discussion:</b> „Demand side“ (of project partners) and „Supply side“ (of donors and experts) experiences from the project	Panelists from PUs, LGs, associations, experts, donors
14:45	20'	<b>Audience discussion</b>	All participants
15:05	15'	<b>Agreement on NRW Declaration</b>	All participants (voting equipment)
15:20	10'	<b>Main concluding remarks</b>	Chairs
15:30		<b>End of conference</b>	

## Side Meeting: IAWD General Assembly

*Note: The IAWD – General Assembly is a formal annual meeting of members of the association. This year the meeting is open for representatives of utilities and associations who had prior to the meeting expressed their interest to join IAWD as new members. Therefore, the agenda is split into a first part for member issues and formal association business and a second part for information on IAWD activities. The participation in the IAWD – General Assembly requests a formal invitation.*

**Date:** Wednesday, May 11<sup>th</sup>

**Time:** 10:00 to 12:30

**Location:** Gustav Mahler

**Chair:** Vladimir Tausanovic, IAWD

**Simultaneous Translation:** Yes

## Side Meeting: Waterworks Association and D-LeaP Meeting

*Note: This meeting is exclusively for members of the Waterworks Roundtable and will follow up the working agenda set by this group. The main task at this meeting will be to discuss the responsibilities of the waterworks associations within D-Leap. Towards the end of the meeting a joint declaration will be signed by the participants of the “Round Table of Waterworks Associations”.*

**Date:** Wednesday, May 11<sup>th</sup>

**Time:** 14:00 to 18:00

**Location:** Gustav Mahler

**Chair:** Philip Weller, IAWD

**Simultaneous Translation:** Yes

## Side Meeting: Regulators Meeting

*Note: this side meeting is by invitation only.*

**Date:** Wednesday, May 11<sup>th</sup>

**Time:** 14:00 to 16:00

**Location:** Sigmund Freud 1

**Chair:** David Michaud, World Bank

**Simultaneous Translation:** No

### Session Structure

Time	Content	Speaker
14:00	10'	<b>Opening and introductions</b>
14:10	50'	<b>Chair</b>
14:10	50'	<b>Brief updates</b> From participating regulatory agencies (5-10 minutes each) on on-going activities of overarching relevance or interest. Particular focus on professionalization of utility staff.
14:10	50'	<b>Updates from:</b> Albanian Regulatory Authority of the Water Supply and Wastewater Disposal and Treatment Sector Bulgaria State Energy and Water Regulatory Commission Czech Republic Benchmarking and Regulatory unit in the Ministry of Agriculture FYR Macedonia Energy Regulatory Commission Hungarian Energy and Public Utility Regulatory Authority Moldovan National Energy Regulatory Agency Ukrainian National Commission of the State Public Utilities Regulation
15:00	20'	<b>WAREG, an update Presentation and Discussion</b> WAREG, the WAtER REGulators Network, followed by questions and discussion
15:00	20'	<b>Szilvia Szalóki</b> , WAREG Vice-President, Hungarian Energy and Public Utility Regulatory Authority
15:20	20'	<b>Danube Water Program activities under the 2<sup>nd</sup> phase</b> Introduction to key activities planned under the DWP's 2 <sup>nd</sup> phase, and opportunities for regulatory support
15:20	20'	<b>David Michaud</b> , Danube Water Program Leader / World Bank
15:40	5'	<b>Closing and next steps</b>
15:40	5'	<b>Chair</b>
15:45		<b>End of session</b>

## Side Meeting: DANUBIS Steering Group

*Note: this side meeting is primarily for Steering Group members, but open to all those interested in utility benchmarking as well. Towards the end of the meeting, the DANUBIS Data Collection and Management (DCM) platform Memorandum of Understanding will be signed between IAWD and participating Managing Institutions.*

**Date:** Wednesday, May 11<sup>th</sup>

**Time:** 16:00 to 18:00

**Location:** Karl Kraus + Siegfried Markus

**Chair:** David Michaud, World Bank

**Simultaneous Translation:** No

### Session Structure

Time	Content	Speaker
16:00 10'	<b>Opening</b> and brief introduction of participants	<b>Chair</b>
16:10 30'	<b>Summary</b> Efforts by country on improving scope and quality of publicly available utility performance data (2-3 minute each)	<b>Updates from each participant / country in attendance</b>
16:40 20'	<b>DANUBIS demonstration and discussions</b> Improvements based on the Steering Group meeting decisions from February 13 <sup>th</sup> , 2016	<b>David Michaud, World Bank</b>
17:00 10'	<b>DANUBIS DCM platform</b> Brief overview of the platform under development	<b>David Michaud, World Bank</b>
17:10 30'	<b>DANUBIS long term development and governance</b> Open discussion on the governance and long-term development of the platform	<b>Chair</b>
17:40 5'	<b>Conclusions and next steps</b>	<b>Chair</b>
17:45 15'	<b>Formal signing of DANUBIS DCM MoU</b>	DANUBIS DCM Managing Institutions, IAWD, World Bank
18:00	<b>End of session</b>	

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## Side Meeting: Networking Dinners

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### Utility leaders dinners (by invitation only)

The utility senior executive dinner will take place at 19:00 at the Stadtgasthaus Eisvogel restaurant:

*Stadtgasthaus Eisvogel,  
Riesenradplatz 5,  
1020 Vienna*

Contact: Philip Weller (++43 (0)664 250 7025)

Access: by metro, line U1, Praterstern stop (same line that is passing at the NH Hotel, 3<sup>rd</sup> stop towards city center / Reumannplatz).

You may join the group leaving the NH hotel lobby at 18:30.

### Policy makers and regulatory agency representatives (by invitation only)

The networking policy maker and regulators dinner will take place at 19:00 at the World Bank's Vienna office:

*Praterstrasse 31, 19<sup>th</sup> floor  
Vienna*

Contact: David Michaud (++1 202 250 1042)

Access: by metro, line U1, Nestroyplatz stop (same line that is passing at the NH Hotel, 4<sup>th</sup> stop towards city center / Reumannplatz).

You may join the group leaving the NH hotel lobby at 18:30.

### Mayor's dinners (by invitation only)

The Mayors' dinner will take place at 20:00 at the NH hotel restaurant.

*Note: if you are not participating in one of the invitation-only dinners, buffet dinner will be available for registered participants at the hotel's restaurant.*

## III. THURSDAY, MAY 12<sup>TH</sup>

### Plenary Opening session

**Date:** Thursday, May 12<sup>th</sup>

**Time:** 9:00 to 9:45

**Location:** Gustav Mahler

**Chairs:** David Michaud, World Bank and Philip Weller, IAWD

**Simultaneous Translation:** Yes

#### Context and objective

The opening session will feature welcoming words from senior representatives of the various institutions with the organization of the 2016 Danube Water Program, presenting their visions on working together towards sustainable services.

The formal opening will be followed by an overview of the event's structure and practical aspects, and a brief icebreaker.

#### Session structure

Time		Content	Speaker
9:00	5'	<b>Introduction</b>	<b>Chairs</b>
9:05	5'	<b>Welcome words</b> from the Austrian Ministry of Finance	<b>Günther Schönleitner</b> , Director for International Financial Institutions, Austrian Federal Ministry of Finance
9:10	5'	<b>Welcome words</b> from the World Bank	<b>Ellen Goldstein</b> , Country Director for Western Balkans, the World Bank
9:15	5'	<b>Welcome words</b> from GIZ	<b>Lorenz Petersen</b> , Department Director - Climate Change, Rural Development, Infrastructure, Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
9:20	5'	<b>Welcome words</b> from IAWD	<b>Vladimir Taušanović</b> , President, the International Association of Waterworks in the Danube Catchment Area (IAWD)
9:25	5'	<b>Overview</b> of the event and practical aspects	<b>Chairs</b>
9:30	15'	<b>Ice Breaker</b> / presentation with electronic voting	<b>Chairs</b>
9:45		<b>End of session</b>	

#### Speakers Bios

- ▶ **David Michaud** is a senior water and sanitation specialist with the World Bank's Water Global Practice and the Danube Water Program Leader on the Bank's side. While at the Bank, Mr. Michaud has worked mostly in Europe and Latin America, gradually moving the focus of his activities from infrastructure and projects development to utility efficiency and sector reform programs, and has 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 Fédérale de Lausanne in Switzerland and an M.Sc. in Engineering and Management from the Massachusetts Institute of Technology.

- ▶ **Philip Weller** is an environmental planner by training and has since July 2013 has served as the Head of the Technical Secretariat of the International Association of Water Companies of the Danube Catchment (IAWD) which has a major responsibility is administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and waste water companies – the Danube Water Program. 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 has also managed successful consulting businesses and has done numerous assignments for governments and international organizations.
- ▶ **Günther Schönleitner** is Director for International Financial Institutions at the Austrian Federal Ministry of Finance. In his position he is responsible for Austria's cooperation with the World Bank Group and other multilateral development banks. Prior to his current position he worked for the Investment Climate Department (FIAS/CIC) of the World Bank Group in Washington, and earlier as the head of division for Private Sector and Development of the Austrian Development Agency. Mr. Schönleitner holds both a master degree and a PhD in development studies from the London School of Economics and Political Science, as well as a doctoral degree in law from the University of Salzburg.
- ▶ **Ellen Goldstein** has spent over thirty years as development practitioner, specializing in results-based management, monitoring and evaluation systems and science of delivery. She was the founding manager of the World Bank's Results Secretariat and co-chairperson of the OECD/DAC Joint Venture on Managing for Development Results. She played a leading role in the development of a methodology for results-based country strategies and in defining the results measurement system for monitoring the use of the World Bank's concessional resources. Ms. Goldstein also established the Quality Assurance and Results Department at the African Development Bank. In her current position, Ms. Goldstein is the World Bank's Country Director for Southeast Europe. She is responsible for leading economic dialogue, managing the World Bank portfolio, ensuring timely delivery, coordinating with partner organizations and engaging in outreach on economic growth and poverty reduction in the Western Balkans. Prior to this position, Ms. Goldstein was the World Bank's Country Director for Bangladesh and Nepal. Ms. Goldstein has a Master's Degree in Public Policy from the Woodrow Wilson School of Public and International Affairs at Princeton University and a Master's Degree in Public Health from the Johns Hopkins School of Public Health.
- ▶ **Lorenz Petersen** became head of the GIZ Department for Climate Change, Rural Development, and Infrastructure in September 2015. Previously, Lorenz Petersen was head of the GIZ Water, Energy and Transport Division, after serving three years as GIZ Country Director in Mozambique. He also managed the GIZ Competence Center for Climate Change for five years and held positions as technical expert on environmental policy issues, both at GIZ headquarters in Eschborn, Germany. By education he is an environmental economist with a specialisation in international environmental policy, and governance aspects of natural resources management. He holds a postgraduate degree in agricultural science and a PhD in Environment and Natural Resources Economics with 25 years of experience in economic analysis, policy design and implementation in an international development and environmental policy context. Before joining GIZ he held long term positions as Campaign Coordinator with Greenpeace International and the Food and Agriculture Organisation of the United Nations in Rome with its World Bank Co-operative Program.
- ▶ **Vladimir Taušanović**, M.Sc. Civ. Eng, graduated from the Faculty of Civil Engineering, Department of Water Engineering, Belgrade University. Mr. Taušanović spent more than 30 years with the Belgrade Waterworks and Sewerage working both in wastewater and drinking water on various positions (Project Manager, Department Director). From 2000 to 2009 he was a Managing Director of BWS. In the same period he was the President of the Serbian Waterworks Association. His current positions include President of the International Association of Waterworks in the Danube Catchment Area-IAWD (has been Board member of this organization since 1995) and National Committee member of IWA.

## Keynote: Leveraging EU accession to address the double challenge

**Date:** Thursday, May 12<sup>th</sup>

**Time:** 9:45 to 10:45

**Location:** Gustav Mahler

**Chair:** Walter Kling, IAWD

**Simultaneous Translation:** Yes

### Context and objective

The purpose of this session is to focus on the conference theme of addressing the double challenge of achieving the European *acquis communautaire*, while also tackling broader sector shortcomings. The session will involve keynote presentations on these two related and interlinked challenges, bringing them in the development context of their respective institutions.

The session will begin with a first keynote presentation from Ms. Marianne Wenning, a senior official from the European Commission Directorate General for Environment who will outline the key policies, strategies and activities of the EU related to water and wastewater services and the lessons learned from the accession process in that regard. A particular focus will be on the recently released audit on waste water and plans and activities of the Commission related to innovation and Green Economy and how these might affect developments in the sector.

This presentation will be followed by a second keynote presentation from Ms. Jennifer Sara, the World Bank Director for Water, who will discuss the importance of also tackling broader sector shortcomings (the millions of people without piped water or flush toilets, the insufficient financing of long-term operational costs, the limited efficiency and quality of services offered by many utility companies) in order to achieve the recently adopted Sustainable Development Goals, which call to Ensure availability and sustainable management of water and sanitation for all by 2030.

The session will conclude with a short period for audience questions and comments.

### Session structure

Time		Content	Speaker
09:45	5'	<b>Introduction</b>	Chair: Walter Kling IAWD General Secretary
09:50	15'	<b>EU Accession Process and Water Service Challenges</b>	<b>Marianne Wenning</b> , Director of Quality of Life Air, Water, DG Environment
10:10	20'	<b>Meeting sector shortcomings and the link to the Sustainable Development Goals</b>	<b>Jennifer Sara</b> , Director of Water, The World Bank
10:30	15'	<b>Audience Discussion and Questions</b>	<b>Discussion and Questions</b> from the Audience
10:45		<b>End of session</b>	

### Speakers bios

- ▶ **Walter Kling** is Deputy Managing Director of Vienna Waterworks, a position he has held since 2001. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in his region of East Europe by organizing a number of events. For the period of 2006 to 2008 he joined the IWA Board of Directors as the incoming Congress President. 2010 he was elected IWA Vice President and reelected in 2012 for the period until the WWC 2014 in Lisbon. In this time he managed to invite IWA to hold their Governing Assembly 2011 at the Vienna City Hall by invitation of the Mayor of Vienna. He also successfully organized the IWA European Utility Conference 2012 and the IWA Water Loss Conference 2014 in Vienna. An important background for this supporting work was his role as the General Secretary of IAWD (International Association of Waterworks in the Danube Catchment Area), which he started in 1993. Founded by an initiative

of the Mayor of Vienna, IAWD is a long-term partner of IWA in various activities and one of the two organizations behind the Danube Water Program.

- ▶ **Marianne Wenning** is currently Director for 'Quality of Life, Water & Air' in DG Environment of the European Commission. In this capacity she is overseeing the implementation and enforcement of an extensive body of environmental legislation with regard to air quality, industrial emissions, water & marine issues and industrial accidents and works towards the further integration of environmental and sustainability aspects into other Community policies. Ms. Wenning has been working for the European Commission since 1992. She was a Head of Unit in Europe Aid (Asia) and in DG Environment (industrial emissions & air quality) before she become Director for 'Legal Affairs & Cohesion' in DG Environment from 2011 to 2013. Her experience in developing and implementing environmental policies, cutting across also areas such as transport, agriculture, regional, industrial, research and development policies includes the economic aspects of environmental policy, program-management in Asia as well as negotiations at European and international/UNECE level in particular with regard to the Kyoto, the Montreal and the Gothenburg Protocols.
- ▶ **Jennifer Sara** is the Director for the World Bank Group's Water Global Practice. She takes on this role following her positions as Sector Manager for Sustainable Development for Vietnam. She joined the Bank as a Research Analyst for the Water and Sanitation Program in 1989, and has spent 13 years in the field, including assignments in Brazil, Bolivia and Vietnam. Other positions she has held include Lead Infrastructure Specialist in Latin America & the Caribbean, Senior Water and Sanitation Specialist in Africa and Water and Sanitation Specialist for WSP. Jennifer has worked to ensure an integrated approach across all water-related projects, customizing the Bank's global water strategy to the country dialogue, and providing policy advice and operational support in response to specific client needs. She holds an MSc in Environmental Management from the University of London, Wye College, and a BSc in Environmental Engineering from Brown University.



Credits: IAWD

## Plenary: The double challenge in practice: the experience of Bulgaria

**Date:** Thursday, May 12<sup>th</sup>

**Time:** 11:15 to 12:30

**Location:** Gustav Mahler

**Chair:** Ivaylo Kolev, World Bank

**Simultaneous Translation:** Yes

### Context and objective

There will be a presentation of the recent development and management of the WSS sector in Bulgaria; main challenges and solutions regarding compliance issues and financing (with special attention to EU financing). Both the presentation and panel discussion will try to answer the question: can administrative and contractual regulation work together to ensure good quality services, sufficient financing and sustainability of the WSS sector? Another interesting topic to be covered during the discussion would be to what extent the ongoing WSS reform process was externally provoked and imposed, is there an internal buyout from the key stakeholders and whether the current institutional set up is fit to deliver the expected results.

### Session structure

Time		Content	Speaker
11:15	10'	<b>Introduction</b>	<b>Ivaylo Kolev</b> , the World Bank, Chair
11:25	15'	<b>Challenges and solutions for the WSS sector in Bulgaria</b>	Nevena Ivanova, Head of Department, WSS directorate, MRDPW
11:40	35'	<b>Panel</b>	<b>Panelists:</b> <ul style="list-style-type: none"> <li>• <b>Conka Dryankova</b>, ministry of environment</li> <li>• <b>Dimitar Kochkov and Ivaylo Kaschiev</b>, regulatory commission</li> <li>• <b>Ivan Ivanov</b>, Bulgarian Water Association</li> <li>• <b>Lyubomir Filipov</b>, Sofia Waterworks</li> </ul>
12:15	15'	<b>Questions and answers</b>	
12:30		<b>End of session</b>	

### Speakers bios

- ▶ **Ivaylo Kolev** has 10+ years of experience in the WSS sector. He is a financial specialist who has worked for the ministry of finance in Bulgaria dealing with EU funds for the WSS sector, Sofia WSS company with responsibilities for business planning and price setting, internationally as WSS financial bid manager, IFC PPP advisory and now in IBRD, Water global practice.
- ▶ **Nevena Ivanova**, head of department, WSS directorate, MRDPW. Nevena is working on the Bulgarian WSS sector reform since 2009 and participated actively in the process WSS Mater plan preparation, application of the Water act concerning the new public ownership of WSS assets, setting up Water supply and sanitation associations and signing up delegation contracts between associations and WSS operators. She is currently actively working for the finalization of the reform and developing of new policies for improved management of WSS sector in Bulgaria.

## Parallel Session: Institutions: Getting utility governance right: Does it really matter?

**Date:** Thursday, May 12<sup>th</sup>

**Time:** 14:00 to 17:00

**Location:** Gustav Mahler

**Chair:** William Kingdom, World Bank

**Simultaneous Translation:** Yes

### Context and objective

The governance of a utility company is defined by the set of control & decision making mechanisms, ownership relationships, financing instruments and service performance standards that regulate its operation and relation with other actors. Over the past 20 years, governments through the Danube region and beyond have been experimenting with various forms of utility governance in an attempt to ensure more professional and results-driven utility operation, and improve overall service performance.

Decentralization, sometimes with involvement of the private sector, was favored in the 90'. In the 2000', many countries in the region moved to corporatize, at least in form, their water utility companies, with some choosing to regional service provision at the same time. More recently, regulatory bodies and formal staff certification systems has been predominant, and a number of governments are also looking at formalizing performance agreements with their utility companies. Policy makers behind every sector reform spend enormous amount of time and effort getting in place the "perfect" governance arrangement, yet do we know whether this actually matter?

At the same time, progressive CEOs, with the support of their local governments, have explored innovative internal governance models in an effort to mimic private sector best practices despite public ownership. Such measures have ranged from performance-based remuneration systems, to management by results, adoption of business units or modernized staff recruitment and retention policies, and a stronger focus on customers.

This session will take stock of current practices in the region and beyond, look at what the academic research says about the importance and relative performance of different governance models. The session will also be an opportunity to look more closely at a few concrete examples of unusual or more elaborate internal and external utility governance models and discuss whether they have been successful at improving overall performance. The session will conclude with an open discussion with the audience on whether and when utility governance really matters to improve performance.

### Session structure

Time		Content	Speaker
14:00	5'	<b>Introduction</b>	<b>Chair</b>
14:05	10'	<b>Utility Governance: conceptual framework and of practices in the region and beyond</b>	<b>William Kingdom</b> , Lead Water and Sanitation Specialist and head of water supply and sanitation Global Solutions Group of the World Bank
14:15	10'	<b>Utility Governance, does it matter: an overview of the evidence</b>	<b>Michael Klien</b> , researcher at Austrian Institute of Economic Research (WIFO).
14:25	15'	<b>Q &amp; A and audience comments</b>	Chair, speakers and audience
14:40	10'	<b>Internal governance: an example of customer orientation</b>	<b>Evis Gjebrea</b> , Vice General Director, Tirana utility, Albania
14:50	10'	<b>Internal governance: the importance of sound HR practices</b>	<b>Zoltán Istókovics</b> , CEO, Szeged utility, Hungary
15:00	15'	<b>Q &amp; A and audience comments</b>	Chair, speakers and audience

15:15	30'	<b>Coffee Break</b>	
15:45	10'	<b>External governance: An example of regional integration</b>	<b>Darius Bör</b> , benchmarking and financial expert, Apaserv Satu Mare, Romania
15:55	10'	<b>External governance: An example of private sector participation</b>	<b>Dani Milan Cabré</b> , General Manager, Tarragona water utility, Spain
16:05	30'	<b>Panel / audience discussion: what are the lessons learned from those examples</b>	<b>Speakers, plus</b> <ul style="list-style-type: none"> <li>• <b>Voltana Ademi</b>, Mayor, Shkodra, Albania</li> <li>• <b>Victoria Gratii</b>, Senior Advisor, Ministry of Environment, Moldova</li> <li>• <b>Andrei Busuioc</b>, Sr. Financial Management Specialist, the World Bank</li> </ul>
16:35	20'	<b>Audience discussion at existing tables</b>	<b>Audience:</b> 3-5 groups
16:55	5'	<b>Conclusion</b>	<b>Chair</b>
17:00		<b>End of session</b>	

## Speakers bios

- ▶ **Bill Kingdom** is the Global Lead for Water Supply and Sanitation in the Water Global Practice. During his career in the sector he has worked extensively in South and East Asia, the Middle East, UK, USA, and Canada. He has led urban and rural water supply and sanitation investment projects, supported regulators, provided policy advice and implemented a number of innovative PPP projects including small town and performance based leakage reduction contracts in Vietnam, wastewater operations contracts in Canada and a novel approach to deliver 24/7 water supplies in India. He has authored many papers including on the characteristics of well-run utilities, the role of aggregation in service delivery, performance based leakage control, and the challenges of measuring institutional performance. He is a benchmarking advocate and led the creation of IBNET which is now the world's largest performance database of water utilities. As Global Lead Bill is working to ensure that leading edge knowledge, people, and practices, both inside and outside the Bank, are made readily accessible to task teams so that they can give World Bank clients the best support possible.
- ▶ **Michael Klien** is a researcher at the Austrian Institute of Economic Research (WIFO). He received his M.Sc. and his doctorate from the Vienna University of Economics and Business and worked as a post-doctoral researcher at the IAE de Paris, Sorbonne Graduate Business School. His research centers on the organization and performance of public services, ranging from public economics, political economy, and organizational studies to institutional and industrial economics.
- ▶ **Evis Gjebrea** is the Deputy General Director at Tirana Water Utility since March 2016. In September 2015 Ms. Gjebrea joined the Municipality of Tirana being board member of the Tirana Water Utility as the Municipality's representative. For the period 2008-2015 Ms. Gjebrea has been full time Lecturer at the European University of Tirana. Ms. Gjebrea has a previous broad experience working with the Ministry of Finance at the Foreign Debt Department for 8 years (2000-2008) and World Bank as a consultant in Washington D.C and Tirana office. Ms. Gjebrea has published many articles nationally and internationally mainly in the area of water and sewerage. Her PhD thesis is on "Analysis of three efficiency models for water supply and sewerage sector in Albania". Ms. Gjebrea continues to lecture part time at master level in the subject of Public Administration at the European University of Tirana. Ms. Gjebrea received her Bachelor degree in International Economic Relations from the Romanian Academy of Economic Studies in Bucharest and Master Degree (2002) in Banking and Finance for Development from Giordano dell'Amore Foundation in collaboration with University of Bocconi and Milan State University, in Milan – Italy. In 2007 Ms. Gjebrea was enrolled in a one year Advanced Studies Program for Visiting Scholars at the George Washington University in Washington DC.

- ▶ **Zoltán Istókovics** has been the CEO of the Szeged utility in Hungary since 2010. His responsibilities include monitoring the performance of the company's operative tasks, exercise of management rights, exercise of employer's rights, establishment and management of the Company's work organization. Prior to his appointment he was the general deputy managing director for the Érd water utility, in Hungary, and previously a project manager in different companies. Mr. Istókovics is a foundation engineer by training and has an additional MBA from Budapest University of Technology and Economics. Between 2011 and 2013 he was also a member of the Board of the Hungarian Water Utility Association.
- ▶ **Darius Bör** is a benchmarking and financial expert at S.C. Apaserv Satu Mare S.A., a water and sewerage utility in Romania. In 2003 he earned a university degree in Finance and Banks at Oradea University. He is working at the water utility since March 2007 and had several responsibilities, like: benchmarking coordinator, financial expert for European cofounded Projects, financial controller, budget and price responsible. He has great experience and knowledge in benchmarking. He participated and encouraged the participation in all benchmarking activities in which APASERV SATU MARE S.A. was and is involved. Apaserv Satu Mare is one of the few Eastern European water utilities to have participated in the European Benchmarking Cooperation initiative on his own.
- ▶ **Daniel Milan Cabré** received a Degree in Biology (Fundamental Biology) from the University of Barcelona (1989). He is also Technical Engineer in Agricultural Industries (Polytechnic University of Catalonia 1991). He completed a MBA by La Salle / Manhattan College (University Ramon Llull in 1991) and holds also a master course in Occupational Health and Safety Management. In 1996 he was the chief of a sewage treatment plant in Tarragona, a facility operated by the Water Municipal Company of Tarragona (EMATSA). In 2000 he was appointed Director of the Laboratory of the Municipal Water Company in Tarragona. Since December 2014, his current position is Chief Executive Officer of EMATSA.
- ▶ **Voltana Ademi**, is the Mayor of the Shkodra municipality in Albania.
- ▶ **Victoria Gratii** has been, since October 2014, a Senior Advisor to the Water Management Division of the Ministry of Environment of the Republic of Moldova. She received a Degree of licensed engineer-manager, specialization – Environmental management and protection at the Technical University of Moldova (2007), and was a design engineer for water supply systems and sewerage at the design Insitute „Acvaproiect” between 2007 and 2014.
- ▶ **Andrei Busuioc** has over 18 years of experience in accounting and auditing in both the private and public sectors and including university lecturing. He joined the World Bank Centre for Financial Reporting Reform (CFRR) in Vienna, Austria, in 2008 with responsibility for financial reporting reform in a number of central and eastern European countries and for audit regulation in Western Balkan countries. He has been part of Accounting and Auditing Reports on the Observance of Standards and Codes (ROSC) teams. Prior to joining the CFRR, Mr. Busuioc worked in the World Bank Country Office in Moldova as a Financial Management Specialist, covering fiduciary activities, public finance management development, and corporate financial reporting development. He is an accountant by training, and a member of the UK Association of Chartered Certified Accountants (ACCA). Mr. Busuioc holds a university degree in economics from the Moldova State Agricultural University, and a Ph.D. in economics from the Academy of Economic Studies of Moldova. He also holds a postgraduate diploma in public financial management from the Centre for Financial and Management Studies, University of London. He speaks Romanian, Russian, English, as well as basic Bulgarian and German.

## Parallel Session: Information: Data Alone is Not Enough: How Can Utilities and Policy Makers Collect and Use Information Better

**Date:** Thursday, May 12<sup>th</sup>

**Time:** 14:00 to 17:00

**Location:** Sigmund Freud

**Chair:** Philip Weller, IAWD and Miodrag Kolic, NALAS

**Simultaneous Translation:** Yes

### Context and objective

The purpose of this session is to understand the information needs of utilities and policy makers and to evaluate what information is being collected, if it needs to be collected, and how it can be better used to help create improvements in utility performance from both the utility itself and policy makers at local (local government) or national or regional (government and regulators).

The session will begin with an overview presentation on why data is needed and by whom, and then will be followed by presentations on using data and the necessity for transparency of information on water services. The main systems for collecting, managing, and analyzing and comparing information on utility performance (IBNET-DANUBIS, National Regulators, EBC and Asset management Tools – Utilities and Local Governments) will be discussed but not presented. The session will evaluate if the information collection efforts can be streamlined but most importantly how the information available can be better used for better decisions and transparency at both the utility and by policy makers.

Presentations on perspectives of using data from regulators, utilities, governments and municipal officials will be made with a focus on how this data is being used to support policy and utility improvement. What data is needed, how much investment is needed to get reliable data and what systems are necessary to use the data properly.

A panel of persons involved in data collection and use in differing countries will respond to the presentations and targeted questions related to their specific experience in use of data and transparency of information about water services.

A goal of this session will be to have participants understand the different purposes for information and above all how these efforts can be streamlined and used for good policy, utility improvement, and transparency.

### Session structure

Time		Content	Speaker
14:00	10'	<b>Introduction</b>	<b>Chairs</b>
14:10	20'	<b>Why is data important, and to whom:</b> What TYPES of Information are needed for efficient and effective water services and transparency. An overview presentation on data and information (what for and why)	<b>Heidrum Maier</b> Verband der Offenlichen Wirtschaft, VÖEWG, Austria
14:30	10'	<b>Data and information necessary for Regulating Water Services</b>	<b>Zelmina Mackova</b> , Czech Min of Agriculture, Benchmarking and Water Unit
14:40	10'	<b>Collecting Data for Utility Operation and Improvement</b>	<b>Predrag Perkovic</b> , Manager VIK Bijeljina, Bosnia and Herzegovina

14:50	10'	<b>Data and information for Municipal Officials and Public Transparency</b>	<b>Petros Kolovolopoulos</b> , CEO, Hydro Comp
15:00	10'	<b>Using Data for Public Policy</b>	<b>Baton Begolli</b> , Kosovo President Office
15:10	5'	<b>Conclusion of the Presentations</b>	<b>Chair</b>
15:15	30'	<b>Coffee Break</b>	
15:45	50'	<b>Panel and Audience Discussion on data needed for accountability and transparency of information on water services</b>	<b>Chair, panelists:</b> <ul style="list-style-type: none"> <li>• <b>Artum Chumak</b>, Ukraine regulatory agency</li> <li>• <b>Philip Giantris</b>, SUKALB, Albania</li> <li>• <b>Djerdjika Mrdjanov</b>, Municipality of Subotica, Serbia</li> <li>• <b>Marijana Loncar Velkova</b>, President of Consumers' Organization of Macedonia</li> </ul>
16:35	20'	<b>Audience discussion at existing tables</b>	<b>Audience:</b> 3-5 groups
17:00		<b>End of session</b>	

### Speakers' bios

- ▶ **Philip Weller** is an environmental planner by training and has since July 2013 has served as the Head of the Technical Secretariat of the International Association of Water Companies of the Danube Catchment (IAWD) which has a major responsibility is administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and waste water companies – the Danube Water Program. 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 has also managed successful consulting businesses and has done numerous assignments for governments and international organizations.
- ▶ **Miodrag Kolić** works as a Project Manager of the projects “Local Leaders in SEE: Lead for change” and “Asset Management for water and sanitation sector in SEE” in the Network of Associations of Local Authorities of South-East Europe (NALAS). Prior to NALAS, he was Programme Coordinator at the Forum Coordination Unit of the SDC “Community Forums” Programme and Project Officer/Trainer at the Macedonian Center for International Cooperation (MCIC). His professional experience is mainly focused on good governance, local community development, capacity building and training delivery for local authorities. He holds MBA and his education includes BS in Mechanical Engineering and Post-BA in Regional and Economic Development.
- ▶ **Heidrun Maier** was born on 24th of February 1975 in Judenburg. From 1995 until 2002 she has studied political science and history, and from 1996 until 2002 law at the University of Vienna. She has worked as a Legal Assistant with main emphasis on commercial and insolvency law as well as court internship. From 2004 until 2009 she has been the Office Manager of Dr. Hannes Swoboda in the European Parliament in Brussels and Strasbourg with the focus on energy and foreign policies. Since March she is the 2010 Executive Director of the Association of Public Services and Public Enterprises Austria (VÖWG), Austrian section of European Centre of Employers and Enterprises providing Public Services (CEEP) and Executive director of the Association of local enterprises (VKÖ).
- ▶ **Želmíra Macková** is head of the analytical and benchmarking division of the Department of supervision and regulation of the water industry of the Ministry of Agriculture of Czech Republic. She graduated the University of Economics in Bratislava (1999) and deepened hers management

knowledge at the Brno Business School - Nottingham Trent University (2008,). After graduation, she had worked for foreign venture capital funds focusing on environmental investments in the region of Central Europe. From the investment and advisory area she moved to practice as Executive Director of the municipal water company “Trenčianske vodárne a kanalizácie, a.s.” (region of Trenčín, Slovakia), where she had been active for four years. Since 2011 she is the expert member of “The Czech Water Association (CzWA)” of the specialist group “Lifetime and rehabilitation of urban water infrastructure”.

- ▶ **Predrag Perković**, B.Sc of Laws was born in Bijeljina, Bosnia and Herzegovina on the 18 March 1961. He has been holding a position of General Manager in A.D. “Vodovod i kanalizacija” Bijeljina since January 2013. Prior to this current position, he was also employed with the same company only at different position (Acting General Manager from November 2012 to January 2013; Acting Executive Director of Economic and Legal Department from September 2011 to November 2012). His work experience includes numerous executive and leadership roles. Mr Perković has an extensive knowledge and experience in water sector. However, and is always eager to broaden his knowledge, and supportive when it comes to the development and furthering of his employees skills and expertise.
- ▶ **Petros Kolovopoulos** obtained his doctorate in hydraulic engineering at the University of the Witwatersrand in South Africa in 1985 and his MBA in 1990. In 1989 he joined as Director Hydro-Comp a company specializing in the consulting services and information technology for effective utility management. The company at present has its head-quarters in Cyprus, has offices in many countries and has carried out rehabilitation and institutional strengthening projects in more than 30 countries throughout the world. Dr P. Kolovopoulos is also the Product Manager of the EDAMS line of products, the I.T. solutions of the company. Dr Petros is the author of more than 100 publications in the field of Water Supply and Utility Management and is regarded as an authority in the field of Utility Asset Management.
- ▶ **Baton Begolli** is the Water Policy Advisor to the Inter-Ministerial Water Council at the Office of Prime Minister of Kosovo. As part of his functions, he advises the Deputy Prime Minister (chairman of the Council) and other Council members (Minister of Environment & Spatial Planning, Minister of Economic Development, Minister of Local Governance, and Minister of Foreign Affairs) on water policy development and implementation, supports the drafting of sector policies and strategies and oversees their implementation, and organizes and coordinates donor involvement in the sector. Prior to his current position Mr. Begolli worked in director and advisor positions in the Ministry of Environment and Spatial Planning and accompanied many of the water sector reform steps. Mr. Begolli has a M.Sc. in Environmental Management of the University of East Anglia and a B. Sc. in Environmental Engineering from the Middle East Technical University.



Credits: IAWD

## Speed Networking and Ideas Fair: What are you missing out?

**Date:** Thursday, May 7<sup>12h</sup>

**Time:** 17:00 to 18:00

**Location:** Gustav Mahler

**Chair:** Violeta Wolff, IAWD

**Simultaneous Translation:** No

### Context and objective

A number of cohesive projects will be presented, to trigger further ideas for collaboration and to connect professionals coming from various institutions. Presentations will be done by professionals, institutions, and utility companies in the sector who have shown interest in building their capacity, learning from each other, and analysing their particular situation.

These projects were / are being implemented with financial support provided by Danube Water Program (implemented jointly by the World Bank and the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD)), GIZ Open Regional Fund for Modernisation of Municipal Services (a program commissioned by the German Federal Ministry of Economic Cooperation and Development (BMZ) within the region of South East Europe), the World Bank-Austria Urban Partnership Program (UPP) that aims to strengthen the capacity of local governments in SEE, and to equip local elected officials, city administrators and technical staff with practical tools for decision-making, and NALAS (Network of Associations of Local Authorities of SEE) that brings together 16 Associations and so represent roughly 9000 local authorities, directly elected by more than 80 million citizens of this region.

Furthermore, the IWA Young Water Professionals will present an initiative that provides a great network and great opportunities for young people to get involved in the water sector and to enhance knowledge. The activities for the members of the Austrian Chapter contain for example workshops and lectures as well as regular meetings for an informal way of networking and co-operations with other networks.

### Session structure

Time		Content	Speaker
17:00	8'	<b>GIZ ORF MMS project:</b> Promoting dialogue between impacting and impacted municipalities for reducing floating debris in the river catchment Tara – Drina – Sava	Hari Shutoski
17:18	7'	<b>IWA Young Water Professionals in the Danube region:</b> Focus on activities of Austrian IWA YWPs	Katharina Steinbacher
17:25	7'	<b>NALAS project:</b> “Local Leaders in South-East Europe: Lead for Change” (LL SEE)	Miodrag Kolic
17:32	8'	<b>Urban Partnership Program:</b> Strengthening local government capacity in SEE	Tamara Nikolic
17:40	7'	<b>ConWeb:</b> Consumers organisation network of SEE	Zoran Nikolic
17:47	7'	<b>NALAS:</b> E-learning academy and e-learning course on Asset management	Jelena Janevska
17:54	8'	<b>IAWD:</b> D – LeaP Danube Learning partnership	Philip Weller
18:02		<b>Invitation to cocktail reception</b>	

## Speaker's bios

- ▶ **Hari Shutoski** holds a B.Sc. in Mechanical engineering, M.Sc. degree in Economics, and Ph.D. in Technical sciences. His area of research includes projects' critical success factors and success criteria. He works for GIZ since 2002. At the moment he works as a Project manager in the GIZ Open Regional Fund for South East Europe Modernization of Municipal Services (ORF MMS). He is senior expert in local and regional economic development and private sector promotion, with extended experience in project design and implementation, project cycle management, project monitoring and evaluation, strategic management, organisational development, business association management, as well as design and delivery of capacity development measures to different stakeholders from public, private and civil society sector. He has experience with EU funded projects as well as a consultant, trainer and moderator. He has gained strong experience in conducting participative processes and facilitating dialogue between stakeholders from different levels.
- ▶ **Katharina Steinbacher** works in the Federal Ministry of Agriculture, Forestry, Environment and Water Management in the division for water management in residential areas. Her field of responsibility includes funding for the implementation of the EU Water Framework Directive. Besides her work in the Federal Ministry Katharina Steinbacher is chair of the Austrian Young Water Professionals (YWP) of the International Water Association (IWA). Ms. Steinbacher did her Bachelor and her Master Degrees at the University of Natural Resources and Life Sciences, Vienna in the studies of environmental engineering and water management. During her studies she worked for different companies and gathered experience in several issues concerning the water sector. After the completion of her study and an internship at VA TECH WABAG GmbH she stated to work at the Federal Ministry of Agriculture, Forestry, Environment and Water Management.
- ▶ **Miodrag Kolić** works as a Project Manager of the projects "Local Leaders in SEE: Lead for change" and "Asset Management for water and sanitation sector in SEE" in the Network of Associations of Local Authorities of South-East Europe (NALAS). Prior to NALAS, he was Programme Coordinator at the Forum Coordination Unit of the SDC "Community Forums" Programme and Project Officer/Trainer at the Macedonian Center for International Cooperation (MCIC). His professional experience is mainly focused on good governance, local community development, capacity building and training delivery for local authorities. He holds MBA and his education includes BS in Mechanical Engineering and Post-BA in Regional and Economic Development.
- ▶ **Tamara Nikolic** obtained her Masters in Comparative Local Development as a part of joint European program of the University of Trento, Regensburg, Ljubljana and Corvinus in 2008. Tamara has more than 10 years of international experience working on different programs and projects focusing on cities in EU and accession countries. Tamara joined the World Bank in 2011 working on an Urban Partnership Program that focuses on strengthening capacity of local government in 7 countries of West Balkans. Prior to World Bank she worked for Regional Environmental Center for Central and Eastern Europe, GIZ, European Agency for Reconstruction.
- ▶ **Zoran Nikolic** works as a Manager of regional Consumer advisory centre for central Serbia. He is responsible for managing the activities of informing, educating, counselling and defending consumers before the court. Mr. Nikolic has over fifteen years of professional experience in consumer protection area, focusing primarily on drafting the laws and bylaws, promoting consumer rights and making new networks for consumer protection. He is a founder and vice-president of National consumer protection of Serbia (NOPS), member of National consumer protection Council. Mr. Nikolic has participated in many different workshops and training sessions worldwide related to consumer protection in general.
- ▶ **Jelena Janevska** works as a Knowledge and Communications Manager of the Network of Associations of Local Authorities of South-East Europe (NALAS). In this role, Ms. Janevska is being responsible for managing the comprehensive NALAS Knowledge System, from knowledge generation to knowledge dissemination to relevant target groups in the whole South-East Europe. Ms. Janevska has over sixteen years of professional experience in the development area, focusing primarily on democracy building, rule of law, civil society development, decentralization and local development, working for: the United Nations, DPK International/USAID, Center for Institutional Development, PEP International/SIDA, Institute for Sustainable Communities/USAID and the Regional Environmental Center for Central and Eastern Europe. Ms. Janevska is a

university lecturer (Modules: Crisis Communication, Business Communication) and has an extensive international consultant and training experience. She 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.

- ▶ **Philip Weller** is an environmental planner by training and has since July 2013 has served as the Head of the Technical Secretariat of the International Association of Water Companies of the Danube Catchment (IAWD) which has a major responsibility is administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and waste water companies – the Danube Water Program. Mr Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. The ICPDR is the forum for the 14 major Danube countries and the European Commission to implement the commitments they have made under the Danube River Protection Convention. Mr. Weller has worked for the World Wide 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.



Credits: IAWD

## Dinner reception

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**Date:** Thursday, May 12<sup>th</sup>

**Time:** 20:00

**Location:** Donauturm, Donauturmstraße 4, 1220 Vienna

A dinner reception will take place on Thursday, May 12<sup>th</sup> at 20:00, after the *Networking* session. A bus will take all participants from and back to the hotel, but the location is also walking distance if the weather allows.

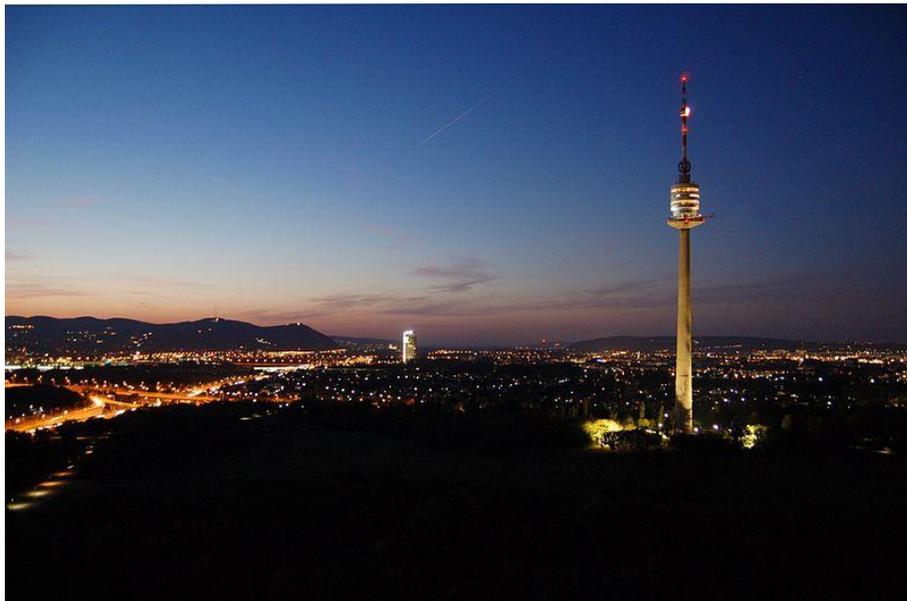
### Meeting Point

19:30 at NH Danube City Hotel lobby

### Restaurant for dinner reception

#### Donauturm

Donauturmstraße 4  
1220 Vienna



*Credits: Bamboobeast*

## IV. FRIDAY, MAY 13<sup>TH</sup>

### Keynote: The double challenge in practice – the example of Leipzig

**Date:** Friday, May 13<sup>th</sup>

**Time:** 9:00 to 9:30

**Location:** Gustav Mahler

**Chair:** Christophe di Marco, GIZ ORF MMS Fund Manager

**Simultaneous Translation:** Yes

#### Context and objective

This key note session intends to present a remarkable history of turning around water and wastewater services through Leipzig waterworks successful experience. It will present the Leipzig experience in addressing sector shortcomings while achieving the European acquis communautaire water requirements.

Time		Content	Speaker
09:00	5'	<b>Introduction</b>	Christophe di Marco, GIZ ORF MMS Fund Manager, Chair
09:05	15'	<b>Challenges and solutions for the WSS sector in Leipzig</b>	Dr. Jürgen Wummel, Managing director of Sachsen Wasser GmbH
09:20	10'	<b>Questions and answers</b>	All participants
09:30		<b>End of session</b>	

#### Speakers bios

- ▶ **Christophe di Marco** is Fund Manager at GIZ Open Regional Fund Modernization of Municipal Services in South-East Europe with more than 25 years of professional experience. Before joining GIZ, he has worked for Chappel Ltd as Private Equity Fund Manager and at Caisse des dépôts as Project Executive for Eastern Europe. His professional focus is on financial advisory services, investment, economic development and asset management. Mr. Di Marco holds a Master2 in Project finance and structured finance from Ecole Nationale des Ponts et Chaussées / Paris X and a Master2 in Financial and tax engineering from Ecole Supérieure de Commerce de Paris ESCP EAP. Besides his native French language, he speaks fluent English, German and some ex-YU languages (Serbian/Croatian/Bosnian).
- ▶ **Jürgen Wummel** is managing director of Sachsen Wasser GmbH based in Leipzig (SaWa) founded 2000 as a 100 percent subsidiary of Leipzig waterworks (KWL), one of the largest water and sewage disposal companies in Germany. Since 2015, the company is an independent consulting company - still connected cooperatively with KWL. The company's goal is the provision of services in the field of drinking water and wastewater. Currently the company is active, among others Tajikistan, Turkey, Georgia, Bolivia, Albania, Tanzania, Palestine, Montenegro, Moldova and Iran. Emphasis of the service is the development of practical suitable solutions for public water and wastewater companies. Dr. Wummel works, together with his team, both on questions of strategy and restructuring of water supply and sewage disposal-company as well as the training of local staff at various levels. Before moving to Leipzig, Dr. Wummel was active in Berlin, Cologne, Dusseldorf and Essen, mainly in the fields of energy and utilities. Currently, he is also a Spokesman in Working Group Cluster Environment in the Leipzig region, Spokesman in a Working Group of German water Partnership, Board member VBI LV Saxony and Lecturer at the University of Leipzig.

## Parallel Session: Non-revenue water: Not (just) a technical issue

**Date:** Friday, May 13<sup>th</sup>

**Time:** 9:30 to 12:30

**Location:** Gustav Mahler

**Chair:** Georgi Hristov, GIZ

**Simultaneous Translation:** Yes

### Context and objective

One of the major issues affecting water supply utilities' performance in SEE is the considerable Non Revenue Water (NRW) reaching at the average of some 55% in SEE (internationally accepted standard is 20%). Thus NRW seriously affects the financial viability of water utilities through lost revenues and increased operational costs.

Even though the high level of NRW in SEE is well known and its reduction recognized as a priority by all professionals and decision makers in the region, the measures taken to reduce NRW are still rare and their results limited. It lays in the fact that achieving NRW reduction implies going through a complex process made of systemic managerial changes in most of the utilities' departments, along with technical measures. Moreover, the high level of NRW lies not solely in the deficient management of water utilities, but also in weak governance and financial framework as well as multiple political and economic constraints.

This session aims to stimulate discussions on non-revenue water among conference participants. First, the scene will be set-up by presenting the importance of NRW, what are the EU policy recommendations on leakage reductions and what is NRW status in SEE. Then, the session turns to solutions by presenting two case studies to reduce NRW (examples from 3 municipalities in the region and a world class example of Ho Chi Minh on performance based contract). This part aims to provide arguments that, first, it is not always all about the (missing) money and, second, there are innovative approaches (in addition to tariff, government or donor) to secure needed up-front financing. Do capacity building efforts on NRW pay off? Whether consumers are those who should eventually pay for utility's and/or policy's inefficiency? The panel will discuss "More (raw) water vs. Less NRW" followed by an open discussion with the audience. An agreement on 2-3 main concluding remarks will complete the session.

### Session structure

Time	Content	Speaker
09:30	2'	<b>Introduction</b>
		<b>Chair</b>
09:32	13'	<b>Non-Revenue Water:</b> the cornerstone in delivering efficient and effective water services
		<b>Bambos Charalambous</b> , Chair of IWA Intermittent Water Supply Task Group (former Chair of the IWA WLSG), Cyprus
09:45	10'	<b>EU Reference document Good Practices on Leakage Reduction:</b> General (policy) recommendations to the key stakeholder groups
		<b>Jurica Kovac</b> , IWA Water Loss Specialist Group, Croatia
09:55	15'	<b>NRW in South-East Europe:</b> Tradition of ignoring NRW
		<b>Sead Badnjevic</b> , AQUASAN Network, Bosnia and Herzegovina
10:10	5'	<b>Brief Q &amp; A</b>
		<b>Chair</b>
10:15	15'	<b>Case study 1 - Water Utilities of Velika Kladusa/Lipljan/Kocani:</b> It is not all about the money...
		<b>Bojan Ristovski</b> , Aquasave, Macedonia
10:30	15'	<b>Case study 2 - Ho Chi Minh City project:</b> ... yet, money and innovative approaches are needed
		Bill Kingdom, World Bank

10:45	30'	<b>Coffee Break</b>	
11:15	10'	<b>Capacity Building for NRW in SEE:</b> Does effort pay off?	<b>Andreas Lutschounig</b> , SETEC Engineering, Austria
11:25	10'	<b>WFD Cost-recovery principle:</b> Can/should be NRW attributed to users/consumers?	<b>Zoran Nikolic</b> , National Consumer Organization, Serbia
11:35	25'	<b>Panel discussion:</b> <i>more</i> (raw) water vs. <i>less</i> NRW	<b>Chair, All speakers</b>
12:00	20'	<b>Audience discussion</b>	<b>Panelists + audience</b>
12:20	10'	<b>Main concluding remarks</b>	<b>Audience: 3-5 groups</b>
12:30		<b>End of session</b>	

## Speakers bios

- ▶ **Georgi Hristov.** Mr. Hristov has more than 20 years of professional experience and currently works for the GIZ Open Regional Fund Modernization of Municipal Services as Project Manager. He graduated from Electrotechnical Faculty in Skopje, earned his MBA in Finance Management at the University of Sheffield (UK) and currently is finalizing PhD thesis on quality management through metrics in water supply systems at the University St. Cyril and Methodius in Skopje. He is a registered Project Management Professional at the Project Management Institute (PMI) and holds the EU Trainer Certificate. During the last 10+ years, Mr. Hristov works on bi-lateral and regional projects in South-East Europe funded by the EU, USAID, UNDP and World Bank in supporting decentralization and improvement of municipal services. He is the author/co-author of several publications in the area of decentralization, local government and utility service provision with a focus on water supply and wastewater.
- ▶ **Bambos Charalambous.** Mr. Bambos Charalambous is a chartered civil engineer with experience in water related areas spanning over 35 years and has worked on numerous water projects in Europe, Middle East, Africa and Asia. He has more than 20 years of experience in managing public water utility operations and is a recognized expert in the field of Non-Revenue Water (NRW) reduction. His recent experience includes concept development in Water Loss reduction and efficiency improvement for water utilities based on output results. He has published numerous papers relating to the management of urban water supply networks and water loss and taken part in many research projects, conferences, seminars workshops and debates. Bambos is a Fellow of the International Water Association (IWA), Past Chair of IWA Water Loss Specialist Group and currently Chair of the IWA Intermittent Water Supply Task Group.
- ▶ **Jurica Kovac.** Mr. Jurica Kovac has more than 23 years of experience and last 19 years is involved in development and promotion of new ideas, technologies and methodologies in the region of Western Balkan (SE Europe) regarding water loss reduction strategies and practices. Wide experience based on numerous activities for water utilities in the region; leak detection, flow and pressure measurements, data analyses, programs and strategies development, demand management, meters accuracy analyses, equipment selection and implementation, project management, education and training, promotional activities. Translated to Croatian and Serbian languages free software for fast calculation of IWA Water loss indicators – CheckCalcs (2010) and EurWB&PICalcs (2015). More than 30 papers published in local and international magazines. One of coauthors of the EU Reference document Good Practices on Leakage Management WFD CIS WG PoM (2015). Regular speaker on local and international conferences. Special focus of interest: management skills, education skills and human behavior. In 2014 recognized as IWA Fellow and since February 2016 also active as new Secretary of IWA Water Loss Specialist Group.
- ▶ **Sead Badnjevic.** Mr. Sead Badnjevic has been working as civil engineer through all construction phases for more than 20 years already. He worked for national and international companies. During his position as technical director of public utility in Bosanska Krupa one of the best public

utility in B&H was established. In this period, he was actively involved in all major infrastructure projects in the Municipality of Bosanska Krupa, thus gaining invaluable practical experience. Mr. Badnjevic has many years of experience in reduction of Non-revenue Water and experience as a team leader for detection and removal of water losses. He has wide knowledge in using equipment for detection and removal of water losses (ultrasonic flow meter, correlators, geophones, etc.), on geographic information system (GIS) and hydraulic modeling. Currently, Mr. Badnjevic works for Una Consulting Ltd., Bihac, Bosnia and Herzegovina.

- ▶ **Bojan Ristovski.** Mr. Bojan Ristovski is an electrical engineer with over 20 years of progressively responsible experience including management positions in PE "Water Supply and Sewerage"-Skopje. His experience includes comprehensive knowledge of the principles and practices of operation and maintenance of water equipment and facilities, developing effective leakage reduction methodology, water leak detection, training to water utility staff in NRW activities, performance monitoring and benchmarking in water and sewerage utilities, asset management for water and sanitation sector. As an active member of the IWA Water Loss Specialist Group since its founding in 2002, he has participated and presented papers on many conferences and workshops worldwide, actively contributed to all work produced and promoted the WLSG techniques and methodologies in Macedonia and in the Balkans as a whole. Currently, Mr. Ristovski is owner and Managing Director at Aquasave LTD Skopje, a specialized company in water loss control, engaged in several project financed by GIZ, SDC, EU and WB.
- ▶ **Bill Kingdom.** Mr. Bill Kingdom is the Global Lead for Water Supply and Sanitation in the Water Global Practice. During his career in the sector he has worked extensively in South and East Asia, the Middle East, UK, USA, and Canada. He has led urban and rural water supply and sanitation investment projects, supported regulators, provided policy advice and implemented a number of innovative PPP projects including small town and performance based leakage reduction contracts in Vietnam, wastewater operations contracts in Canada and a novel approach to deliver 24/7 water supplies in India. He has authored many papers including on the characteristics of well-run utilities, the role of aggregation in service delivery, performance based leakage control, and the challenges of measuring institutional performance. He is a benchmarking advocate and led the creation of IBNET which is now the world's largest performance database of water utilities. As Global Lead Bill is working to ensure that leading edge knowledge, people, and practices, both inside and outside the Bank, are made readily accessible to task teams so that they can give our clients the best support possible.
- ▶ **Andreas Lutschounig.** Mr. Lutschounig is a qualified civil engineer with 12 years of working experience of which he spent principally in the Balkan region countries. With a strong emphasis on civil engineering, Mr. Lutschounig has collected professional experience in varied fields of engineering works for water supply and sanitation projects, including data collection and – evaluation, conceptual and detailed design, development of concepts for NRW reduction and water balance assessment, supervision of works for construction and installation of equipment, customer care and warehouse administration. Since 2010 he is continuously involved in the KfW funded programs in Serbia for the "Rehabilitation of Urban Water Supply and Sewage Project in Medium Sized Municipalities".
- ▶ **Zoran Nikolic.** Mr. Zoran Nikolic works as a Manager of regional Consumer Advisory Centre for central Serbia. He is responsible for managing the activities of informing, educating, counselling and defending consumers before the court. Mr. Nikolic has over fifteen years of professional experience in consumer protection area, focusing primarily on drafting the laws and by-laws, promoting consumer rights and making new networks for consumer protection. He is a founder and vice-president of National Consumer Protection Organization of Serbia (NOPS) and member of National Consumer Protection Council. Mr. Nikolic has participated in many different workshops and trainings worldwide related to consumer protection in general.

## Parallel Session: Sustainable Waste Water management in the context of EU accession

**Date:** Friday, May 13<sup>th</sup>

**Time:** 9:30 to 12:30

**Location:** Sigmund Freud

**Chair:** Stjepan Gabric, World Bank

**Simultaneous Translation:** Yes

### Context and objective

The objective of the session is to identify the overall wastewater management situation in South Eastern European countries under EU sphere of influence (including, recent EU members, candidates and potential candidates), with a closer focus on compliance with EU legislation, financial and institutional challenges, and sustainability of wastewater management in the new environment.

The EU Urban Wastewater Treatment Directive (UWTD) is known as the single most expensive piece of EU legislation, requiring wastewater treatment for all agglomerations of more than 2000 PE. In 2010, the overall compliance costs for EU members (not including asset operation, maintenance and renewal) were estimated to Euro 45B, with 75% falling onto new EU members. Many of the EU candidates and recent EU member states started their accession process with very low levels of wastewater collection and treatment, making the challenge of reaching EU standards particularly serious. While the initial focus was on absorbing EU funding quickly, countries are also facing issues of oversized and over complex infrastructure, unaffordable operational costs and lack of technical capacity to optimize operation of the wastewater plants, creating serious sustainability problem.

This session will look at the challenges on UWTD compliance and sustainability of wastewater management in new EU member countries, on example of countries that have already joined EU, at the status and preparations for EU UWTD implementation on example of two candidate country from the region, on experience and innovation brought by private sector financing in WWT, and finally at the concept and experience of circular economy in the water sector cycle. Panel discussion will look more deeply in individual and common lessons learned, and that best wastewater management practices that can be used by countries of the region.

### Session structure

Time		Content	Speaker
9:30	5'	<b>Introduction and presentation of the session by the Chairman</b>	<b>Stjepan Gabric</b> , Senior Water and Sanitation Specialist, World Bank
9:35	20'	<b>Introduction to EU water directives, and current status of EU compliance in the region</b>	<b>Helmut Bloech</b> , Water Consultant, Belgium
9:55	15'	<b>Danube Basin River Management Plan:</b> status of river quality and wastewater treatment	<b>Adam Kovacz</b> , International Commission for the Protection of the Danube River
10:10	30'	<b>Early beginners:</b> Bulgaria and Slovak Republic – 9/12 years after EU membership	<b>Orlin Dikov</b> , Water Consultant, Bulgaria <b>Alena Bujnova</b> , Head of Department of Water Protection, Ministry of Environmental Protection, Slovak Republic
10:40	10'	<b>Coffee break</b>	
10:50	30'	<b>Candidate countries:</b> B&H and Albania – preparation and challenges ahead	<b>Petrit Tare</b> , General Manager of Korca utility, Albania)

			<b>Hazima Hadzovic</b> , Assistant Minister, Federal Ministry of Water, Agriculture and Forestry, Bosnia and Herzegovina
11:20	15'	<b>Sustainable wastewater management under private sector financing and management</b>	<b>Mathieu De Kervenoael</b> , Suez - Treatment Infrastructure, Head of Global Strategy & Development
11:35	15'	<b>Sustainable wastewater experience and concept of circular economy applied to the water cycle.</b>	<b>Ole Johnsen</b> , CEO, Billund water utility, Denmark
11:50	30'	<b>Panel</b> How to implement EU water legislation while maintaining sustainable wastewater management practices in effective way?	<b>Moderator: Helmut Bloch</b> ; All speakers, and: <ul style="list-style-type: none"> <li>• <b>Genevieve Connors</b>, World Bank</li> <li>• <b>Karoly Kovacs</b>, European Water Association</li> </ul>
12:20	10'	<b>Group discussion on sustainable wastewater treatment approaches</b> (main conclusions and remarks)	<b>Audience:</b> 3-5 groups
12:30		<b>End of the session</b>	

### Speakers' bios

- ▶ **Helmut Bloch** (Vienna Technical University, Vienna Business School; MSc, PhD) following a career in the Lower Austria Government, he spent 17 years working for the European Commission, being responsible for development and implementation of EU water policy and legislation, including Water Framework Directive and Directives on waste water and drinking water. Since 2011 works as a freelance lecturer and consultant, with a large number of publications in environmental policy and scientific journals.
- ▶ **Stjepan Gabric** MSc SE (Delft, the Netherlands) is a Senior Water Supply and Sanitation Specialist with 24 years of experience in the water and sanitation sector, including construction, design supervision and project management of water and sanitation projects. He works for the World Bank since 2003, and during this period has been involved in a large number of Bank financed water projects in countries of Eastern Europe and central Asia.
- ▶ **Adam Kovacs** (MSc from Budapest University of Technology and Economics, PhD from Vienna University of Technology). Following a career in teaching and research in the Department of Sanitary and Environmental Engineering Budapest University of Technology and Economics, and Institute for Water Quality, Resource and Waste Management, Vienna University of Technology, he currently works as a technical expert at the International Commission for the Protection of the Danube River (ICPDR). Key field of work include: water quality modelling, river basin management, organic, nutrient and hazardous substances pollution, measures implementation, good agricultural practices, and waste water treatment.
- ▶ **Orlin Dikov** is a civil engineer with more than 35 years of professional experience. He has worked on various projects in the field of water and wastewater and transport as a technical expert and team leader. He has been involved in projects preparation and implementation in Albania, Azerbaijan, Bulgaria, Kirgiz, Macedonia, Moldova, Romania and Russia. His experience also includes analytical work pertaining to water sector financing, advisory services and preparation of water and transport sector strategies. He works as a consultant at the World Bank and provides project implementation support and advisory services to the Government of Bulgaria, in the field of water and wastewater.

- ▶ **Alena Bujnova** (Water Policy Department, Ministry of Environment of the Slovak Republic) is head of the department for water policy, with responsibilities for: creation strategy and national water policy at national and international level, preparation of policy documents in the field of water policy, preparation of legislative tools in the water area, control, decision-making, coordinating, methodological and motivational activities in the field of water policy in Slovak Republic. Before joining the Ministry of Environment, she was working in the Regulatory Office for Network Industries, Ministry of Agriculture, and the West Slovakian Water Supply and Sewage e.g. Bratislava.
- ▶ **Hazima Hadžović** is Assistant Minister in the Water Management Sector of Federal Ministry of Agriculture, Water Management and Forestry (Federation of Bosnia and Herzegovina). During 15 year experience on this position Ms. Hadžović was engaged in the preparation on water law and by-laws and in their implementation in FBiH. She was leading the Working Group for preparation of Water Management Strategy of FBiH between 2010-2022, and is a member of the working group for the preparation of BH the Action Plan for flood protection and water management for the period of 2014- 2017. She has specialised in the harmonisation of domestic water legislation with EU Water EU Acquis and the implementation of BiH EU integration in the water sector.
- ▶ **Petrit Tare** has a university degree in Hydrotechnic, from University of Tirana, and Master Degree on “Water supply, sewerage and water treatment”, with a specialization in Managing the Public Enterprises in Infrastructure, from the Technical University of Berlin. For the past 17 years, he is the General Director of the Korca Joint Stock Company as one of the best utilities in Albania. He is currently holding the position of the President of the Water Supply and Sewerage Association of Albania (SHUKALB), and he is member of the Management Committee of the European Water Association.
- ▶ **Mathieu de Kervenoael** (SUEZ – Head of Global Strategy & Development for Suez’ Water & Waste Treatment Infrastructure) Holds the Business Administration Master degree of HEC Paris and of the Community European Management Schools, which included semester exchanges with the Haas Business School at UC Berkeley, and the Wirtschaftsuniversität in Vienna. Since 2011, he was the CFO of SUEZ Water Treatment Infra business line, and prior to that, Mathieu had worked for water sector in France, managing the field operations of the Bordeaux’ water & wastewater concession, then developing the renewable energy business. Earlier, from mid-1990s to mid-2000s he developed international water business, in Asia, Eastern Europe, Africa & USA, including a 3-year assignment in Manila and a 4-year assignment in New York. His current duties consist of supporting regional business development, developing strategic relationships with global stakeholders and continuously adapting global strategy & innovation in Water & Waste Treatment Infra.
- ▶ **Ole P. Johnsen** (Master of Science in Environmental Engineering, Denmark) his professional carrier includes position of head engineer and manager for wastewater and drinking water in municipality of Vejen (Denmark), and role of a project manager for large wastewater facilities and wastewater management in SWECO. Since 2011 he is CEO for Billund Water Utility Company in Billund, Denmark, which is one of world-leading examples of circular economy applied to the water cycle, working with drinking water, wastewater management and energy & biogas production.

## Closing Session: The double challenge, addressed?

**Date:** Friday, May 13th

**Time:** 14:00 to 16:00

**Location:** Gustav Mahler

**Chairs:** David Michaud, World Bank and Philip Weller, IAWD

**Simultaneous Translation:** Yes

### Context and Objective

This session aims at highlighting some of the main messages and ideas coming from the discussions throughout the conference, and reflecting on the main takeaways from the various sessions to identify the future paths for the sector to address the double challenge.

The session will build on the discussions in the Conference's main sessions as well as the results of the country group discussions. It will consist of a series of quick talks by rapporteurs from the audience, followed by panel of senior stakeholders from the region and beyond, representing a diversity of institutions and realities. The panel will discuss and summarize the key takeaways from the Conference to draw some general conclusions on future paths for the sector.

### Session Structure

Time	Content	Speaker
14:00	5' <b>Introduction</b> and preparation to the selection of best ideas for presentation	<b>David Michaud</b> , World Bank and <b>Philip Weller</b> , IAWD
14:05	20' <b>Summary of the key conference sessions</b> (utility governance; information and transparency; non-revenue water, and sustainable wastewater management)	<b>Rapporteurs:</b> young water professionals from the region.
14:25	5' <b>Audience voting</b> to select the best ideas from the countries and topic sessions.	<b>Chairs</b>
14:30	35' <b>Ignite-style short talks about the best ideas</b> (3 countries and 4 topics, 5 minutes each sharp!)	<b>Rapporteurs</b> for each of the selected ideas.
15:05	45' <b>Panel discussion with audience:</b> What have we learned about addressing the double challenge?	<b>Panel and audience</b> , facilitated by Frank Wiederkehr, Swiss Cooperation <ul style="list-style-type: none"> <li>• <b>Lindita Sotiri</b>, Director of European Integration, Ministry of Transport and Infrastructure, Albania</li> <li>• <b>Behric Edin</b>, Mayor of Velika Kladusa, Bosnia and Herzegovina</li> <li>• <b>Csaba Haranghy</b>, CEO, Budapest waterworks, Hungary</li> <li>• <b>Ivaylo Kastchiev</b>, Head of Department, State Energy and Water Regulatory Commission, Bulgaria</li> <li>• <b>Bill Kingdom</b>, Global Lead for Water Services, World Bank</li> <li>• <b>Elena Elisabeta Manea</b>, Young Water Professional, Romania</li> <li>• <b>Milos Raznatovic</b>, President of the Board of the Association of Waterworks of Montenegro</li> </ul>

15:50	10'	<b>Closing</b> , evaluation	<b>Chairs</b>
16:00		<b>End of session / Conference</b>	

## Speakers bios

- ▶ **Frank Wiederkehr** has been working for the Swiss Agency for Development and Cooperation (SDC) over the past 10 years in Mongolia, Peru and Switzerland, where he, among others, was the responsible Program Manager for Afghanistan. Since 2013 he is based in Skopje, Macedonia, working as a Regional Advisor for Water & Environment. In this position Mr. Wiederkehr is supporting the Swiss Cooperation offices in the Western Balkans in the implementation of their respective projects and activities in the water, infrastructure and environment sector. Topics such as capacity building in the water sector, multi-level water governance, water and wastewater infrastructure, river basin management planning, nature conservation and environmental protection are his current fields of work. Frank Wiederkehr holds Master's degrees in Natural Science as well as in Development Studies, both from ETH Zurich.
- ▶ **Bill Kingdom** is the Global Lead for Water Supply and Sanitation in the Water Global Practice. During his career in the sector he has worked extensively in South and East Asia, the Middle East, UK, USA, and Canada. He has led urban and rural water supply and sanitation investment projects, supported regulators, provided policy advice and implemented a number of innovative PPP projects including small town and performance based leakage reduction contracts in Vietnam, wastewater operations contracts in Canada and a novel approach to deliver 24/7 water supplies in India. He has authored many papers including on the characteristics of well-run utilities, the role of aggregation in service delivery, performance based leakage control, and the challenges of measuring institutional performance.
- ▶ **Csaba Haranghy** is the Chief Executive Officer of the Waterworks of Budapest and the Secretary General of the Hungarian Water Cluster. He is an economist with more than 10 years of experience in the field of water. His current position includes Vice-President of the International Association of Waterworks in the Danube Catchment Area-IAWD (has been Board member of this organization since 2004).
- ▶ **Behric Edin** is the Mayor of Velika Kladusa in Bosnia and Herzegovina.
- ▶ **Ivaylo Kastchiev** is a Head of prices and business plans Department at the Energy and Water Regulatory Commission of Bulgaria. He's main responsibility is the approval and control of WSS operators regulatory business plans and related prices. Participated actively in the drafting of the new ordinances for quality of WSS services and price setting, which will be applied from 2017.
- ▶ **Lindita Sotiri** is the Director of Integration in the Ministry of Transport and Infrastructure in Albania. In her position she is also the head of the "Water for People" thematic group in charge of preparing the government's national water program on water services as part of the Integrated Water Management sector reform being developed. Prior to her appointment as a Director, she was the head of legal and procurement sector in the General Directorate for Water Supply and Sewerage of the Ministry, and an Advisor to the Minister on issues ranging from the preparation and negotiation of concession contracts, to the development of legal acts and the successful implementation of water reform. Ms. Sotiri is a lawyer by training.
- ▶ **Milos Raznatovic** graduated from the Faculty of Economics in Podgorica and was a postgraduate student at the Faculty of Economics in Podgorica. He worked as advisor to the Ministry of Economy in the sector of industry and entrepreneurship development, held various positions acted at the Local Public Revenue Administration of Cetinje, General Director of "Water and Sewerage" Cetinje, most recently Executive Director of LLC "Water and sewage - Cetinje" (March 2015) and since October 2014, he is the President of the Board of the Association of Waterworks Montenegro.
- ▶ **Elena Elisabeta Manea** is a PhD Lecturer in the Department of Hydraulics, Hydraulic Machines and Environmental Engineering, University Politehnica of Bucharest, published over 25 scientific papers and worked in multiple consultancy and research projects focused on wastewater treatment and environmental risks assessment. Since June 2013 she is the chair of Romanian Water Young Professionals. Her expertise ranges from design to modeling and simulation of wastewater treatment processes.

# V. COUNTRY GROUP DISCUSSIONS: ADDRESSING THE DOUBLE CHALLENGE

## Instructions

For the country group work, please:

- ▶ Discuss among all of the representatives of your country, what would be ONE idea (policy action, financing change, etc.) which, if implemented, would significantly improve the sector's ability to address the double challenge of EU accession and sector shortcomings.
- ▶ Summarize the idea in no more than 2-3 sentences in the box below, and give it to the Organizers (see at the bottom of this template) by Friday 13<sup>th</sup>, 1:30pm or earlier.
- ▶ Decide on who would be the rapporteur in case your idea is selected for the plenary closing session.
- ▶ Discuss what would be the key messages delivered by the rapporteur if your idea is selected for the closing panel, along the following lines:
  - What is the challenge that you seek to address;
  - What is the proposed idea;
  - Why will it make a difference.

## Session Timing and Location

The country group will be introduced in the Conference's introductory session on Thursday morning. Countries delegations should agree internally when and where to meet to discuss; the agenda gives two main spaces for country groups to meet and discuss. The lunches on Thursday and Friday are both open; and the long coffee breaks might be further opportunities. Groups can gather at any place of their convenience.

## Session Results

The results will be presented and discussed at the plenary closing session on Friday afternoon. All completed forms must be returned to David Michaud or Philip Weller or any other representative of the Organizers, by **Friday at 1:30pm**.



# VI. TOPIC GROUP DISCUSSIONS: ADDRESSING THE DOUBLE CHALLENGE

## Instructions

For the topic / session group work, please:

- ▶ Discuss among colleagues around your table / work group, what would be ONE idea (policy action, financing change, technology development etc.) which, if implemented, would significantly contribute to addressing the challenges discussed during the session.
- ▶ Summarize the idea in no more than 2-3 sentences in the box below, and give it to the Organizers (see at the bottom of this template) by the end of the session.
- ▶ Decide on who would be the rapporteur in case your idea is selected for the plenary closing session.
- ▶ Discuss what would be the key messages delivered by the rapporteur if your idea is selected for the closing panel, along the following lines:
  - What is the challenge that you seek to address;
  - What is the proposed idea;
  - Why will it make a difference.

## Session Timing and Location

The country group will be introduced in the Conference's introductory session on Thursday morning. Countries delegations should agree internally when and where to meet to discuss; the agenda gives two main spaces for country groups to meet and discuss. The lunches on Thursday and Friday are both open; and the long coffee breaks might be further opportunities. Groups can gather at any place of their convenience.

## Session Results

The results will be presented and discussed at the plenary closing session on Friday afternoon. All completed forms must be returned to David Michaud or Philip Weller or any other representative of the Organizers, by **Friday at 1:30pm**.

## VII. PARTICIPANTS LIST

Last Name	First Name	Position	Organization	Country
<b>Ademi</b>	<b>Voltana</b>	Mayor	Shkodra Municipality	Albania
<b>Brusha</b>	<b>Pellumb</b>	Expert	Albanian Association of Municipalities	Albania
<b>Giantris</b>	<b>Philip</b>	Executive Director	Water Supply and Sewerage Association of Albania	Albania
<b>Gjebrea</b>	<b>Evis</b>	Member of the Supervisory Council and Director of Networks	Municipality of Tirana	Albania
<b>Kapri</b>	<b>Eduart</b>	Mayor	Municipality of Pogradec	Albania
<b>Karagjozi</b>	<b>Arduen</b>	Director	Technical Secretariat of National Water Council	Albania
<b>Molla</b>	<b>Redi</b>	General Director	Tirana Water Utility	Albania
<b>Ndreu</b>	<b>Besjon</b>	Environmental Engineer	Young Water Professionals of Albania	Albania
<b>Poci</b>	<b>Elisabeta</b>	Deputy Executive Director	Water Supply and Sewerage Association of Albania	Albania
<b>Saliasi</b>	<b>Viola</b>	Foreign Projects Coordinator	Tirana Water Utility	Albania
<b>Simaku</b>	<b>Silvana</b>	Vice Chair	Albanian Water Regulatory Authority	Albania
<b>Sotiri</b>	<b>Lindita</b>	Director of European Integration	Ministry of Transport and Infrastructure	Albania
<b>Tare</b>	<b>Petrit</b>	President	SHUKALB	Albania
<b>Tusha</b>	<b>Taulant</b>	Head of Supervisory Board	Water Utility of Tirana	Albania
<b>Bletterie</b>	<b>Ulrike</b>		UNIDO	Austria
<b>Bourdeaux</b>	<b>Raymond</b>	Program Leader	World Bank	Austria
<b>Breindl</b>	<b>Dorith</b>	Head of Division	Ministry of Agriculture, Forestry, Environment and Water Management	Austria
<b>Busuioc</b>	<b>Andrei</b>	Sr. Financial Management Specialist	World Bank	Austria
<b>Eisenhut</b>	<b>Manfred</b>	Head of water department	Austrian Association for Gas and Water (OVGW)	Austria
<b>Goldstein</b>	<b>Ellen</b>	Country Director for the Western Balkans	World Bank	Austria
<b>Gruber</b>	<b>Elisabeth</b>	Senior Advisor	Ministry of Finance	Austria
<b>Hahn</b>	<b>Christof</b>	Editor-in-Chief	Aqua Press International	Austria
<b>Hasenleithner</b>	<b>Christian</b>	CEO	Energie AG Oberoesterreich	Austria
<b>Heider</b>	<b>Angelika</b>	Consultant	World Bank	Austria
<b>Kling</b>	<b>Walter</b>	Secretary General	International Association of Water Supply Companies in the Danube River Catchment Area	Austria
<b>Kudaya</b>	<b>Franziska Sarah</b>	Committee Member	Austrian IWA YWP	Austria
<b>Leroch</b>	<b>Klaus</b>	Advisor for Water and Sanitation	Austrian Development Agency	Austria
<b>Lesigang</b>	<b>Alexander</b>	Europe and International Contact Point	Österreichischer Städtebund	Austria
<b>Michaud</b>	<b>David</b>	Program Leader	World Bank	Austria

Last Name	First Name	Position	Organization	Country
Ondrus	Silvia		Hach Lange	Austria
Paecklar	Philipp	YWP	IWA Young Water Professional	Austria
Paschinger	Raimund	General Manager	EVN Wasser GmbH	Austria
Perfler	Reinhard	Deputy Head of Institute	Universität für Bodenkultur Wien	Austria
Robak	Heinz	IAWD - Auditor	IAWD	Austria
Sailer	Hans	1st Vicepresident	IAWD	Austria
Schilling	Katerina		IAWD	Austria
Schönleitner	Günther	Head, IFI Department	Ministry of Finance	Austria
Schutz	Theresa	YWP	IWA YWP	Austria
Steinbacher	Katharina		Federal Ministry of Agriculture, Forestry, Environment and Water Management	Austria
Torda	Eszter	Program Manager	IAWD	Austria
Wagner	Katherine	Secretariat	IAWD/DWP	Austria
Weller	Philip	Program Coordinator	International Association of Water Supply Companies in the Danube River Catchment Area	Austria
Winkler	Stefan		Hach	Austria
Wolff	Violeta	Technical and procurement spec.	International Association of Water Supply Companies in the Danube River Catchment Area	Austria
Zimmerl	Gerhard	Managing Director	SETEC Engineering GmbH & Co KG	Austria
Bloech	Helmut	Consultant		Belgium
Wenning	Marianne Gertrud	Director	European Commission	Belgium
Badnjević	Sead	NRW expert	Aquasan	Bosnia and Herzegovina
Behric	Edin	Mayor	Municipality of Velika Kladusa	Bosnia and Herzegovina
Buco-Smajic	Aida	Project Manager Southeast-Europe	DVGW	Bosnia and Herzegovina
Čaušević	Osman	director	JKP"ViK" Vel.Kladuša	Bosnia and Herzegovina
Cosic	Ljubisa	Mayor	Municipality of Istocno Sarajevo	Bosnia and Herzegovina
Di Marco	Christophe	Sector fund Manager / Project Director	ORF MMS / LL SEE	Bosnia and Herzegovina
Fazlić	Mirza	Deputy Mayor	Municipality of Kakanj	Bosnia and Herzegovina
Glogovac	Gordana	Manager for Development Section Water Utility Banja Luka	Waterworks Banja Luka	Bosnia and Herzegovina
Hadzovic	Hazima	Assistant Minister, Ministry of Agriculture, Water Management and Forestry Federation BiH	Ministry of Agriculture, Water Management and Forestry Federation BiH	Bosnia and Herzegovina
Kahriman	Ekrem	President	Association of Water Supply and Waste Water Utilites of Federation B&H	Bosnia and Herzegovina

Last Name	First Name	Position	Organization	Country
<b>Katic</b>	<b>Jovan</b>	General Manager	PUC Istocno Sarajevo	Bosnia and Herzegovina
<b>Kekic</b>	<b>Edin</b>	Director	JKP ViK doo Velika KLaduša	Bosnia and Herzegovina
<b>Kenjic</b>	<b>Bosko</b>	Head of Department	Ministry of Foreign Trade and Economic Relations	Bosnia and Herzegovina
<b>Misovic</b>	<b>Branislav</b>	Project Manager	Association of municipalities and towns of Republic of Srpska	Bosnia and Herzegovina
<b>Muslic</b>	<b>Vesna</b>	NRW Project Manager	AQUASAN Network	Bosnia and Herzegovina
<b>Palandzic</b>	<b>Igor</b>	Operations Officer	World Bank	Bosnia and Herzegovina
<b>Perkovic</b>	<b>Predrag</b>	Executive Director	VIK Bijeljina	Bosnia and Herzegovina
<b>Ramovic</b>	<b>Muhamed</b>	Mayor	Gorazde Municipality	Bosnia and Herzegovina
<b>Stanisic</b>	<b>Ivana</b>	Manager of the Department for Water Supply Network Operation	Public Utility Company Bijeljina	Bosnia and Herzegovina
<b>Travljanin</b>	<b>Vesna</b>	Director	Association of Municipalities and Cities of the Federation of Bosnia and Herzegovina	Bosnia and Herzegovina
<b>Zulic</b>	<b>Sandi</b>	Director	UNA Consulting	Bosnia and Herzegovina
<b>Dikov</b>	<b>Orlin</b>		World Bank	Bulgaria
<b>Dryankova</b>	<b>Conka</b>	Head of Unit	Ministry of Environment and Water	Bulgaria
<b>Filipov</b>	<b>Lyubomir</b>	Strategic partnerships and projects Director	Sofiyska voda	Bulgaria
<b>Ivanov</b>	<b>Ivan</b>	President	Bulgarian Water Association	Bulgaria
<b>Ivanova</b>	<b>Nevena</b>	Head of Department	Ministry of Regional Development and Public Works	Bulgaria
<b>Kastchiev</b>	<b>Ivaylo</b>	Head of Department	State Energy and Water Regulatory Commission	Bulgaria
<b>Kochkov</b>	<b>Dimitar</b>	Member of Commission	Energy and Water Regulatory Commission	Bulgaria
<b>Kolev</b>	<b>Ivaylo</b>	Senior Water and Sanitation Specialist	World Bank	Bulgaria
<b>Marinova</b>	<b>Iveta</b>	Head of Department	Ministry of Regional Development and Public Works	Bulgaria
<b>Tsanov</b>	<b>Emil</b>		BWA (Bulgarian water association)	Bulgaria
<b>Arar Maricic</b>	<b>Vesna</b>	Assistant Manager	Vodoopskrba i odvodnja d.o.o.	Croatia
<b>Gabric</b>	<b>Stjepan</b>	Senior Water and Sanitation Specialist	World Bank	Croatia
<b>Kovac</b>	<b>Jurica</b>	Secretary	IWA Water Loss Specialist Group	Croatia
<b>Medven</b>	<b>Mario</b>	Main engineer	Vodoopskrba i odvodnja d.o.o.	Croatia
<b>Pavalic</b>	<b>Ernestina</b>	Senior Expert Advisor	Ministry of Agriculture	Croatia
<b>Prelec</b>	<b>Alen</b>	Mayor	Municipality of Brdovec	Croatia
<b>Prpic</b>	<b>Julija</b>		Croatian Waters	Croatia

Last Name	First Name	Position	Organization	Country
Vrankovic	Sanjin	Head of Unit for Communal System and Ecology	AMRC	Croatia
Charalambous	Bambos	Managing Director	J2C Water	Cyprus
Kolovopoulos	Petros	Executive Director	Hydro-Comp Enterprises	Cyprus
Mackova	Zelmira	Benchmarking and Analysis of Water	Ministry of Agriculture	Czech Republic
Pedersen Johnsen	Ole	CEO	Billund Vand	Denmark
Lopez Martinez	Patricia	Sr. Infrastructure Finance Specialist	World Bank	Ecuador
Jouan de Kervenoael	Mathieu	Head of Global Strategy & Development	SUEZ	France
Bakracheski	Nikola	Mayor	Municipality of Ohrid	FYR Macedonia
Cadiev	Slavco	Mayor	Municipality of Veles	FYR Macedonia
Dimitrovski	Ratko	Mayor	Municipality of Kocani	FYR Macedonia
Doncev	Emil	Mayor	Municipality of Vinica	FYR Macedonia
Donev	Pavle	Country Coordinator	GIZ / Open Regional Funds	FYR Macedonia
Gjorgjevski	Vase	Director	PCU Mavrovo	FYR Macedonia
Hristov	Georgi	Project Manager	Open Regional Funds / GIZ	FYR Macedonia
Ivanovski	Boran	Project Officer	Network of Associations of Local Authorities of South-East Europe	FYR Macedonia
Janevska	Jelena	Knowledge and communication Manager	Network of Associations of Local Authorities of South-East Europe	FYR Macedonia
Karaevska Dimovska	Aleksandra	Administrative Manager	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	FYR Macedonia
Kolikj	Miodrag	Project Manager	Network of Associations of Local Authorities of South-East Europe	FYR Macedonia
Leshi	Mazlum	Deputy President	ADKOM	FYR Macedonia
Loncar Velkova	Marijana	President	Consumers Organization OPM	FYR Macedonia
Nachevski	Oliver	Project Manager	GIZ / Open Regional Funds	FYR Macedonia
Nackov	Boris	Technical Director	PE Water supply and sewerage authority Skopje	FYR Macedonia
Papazov	Ljupco	Director	Kochani utility	FYR Macedonia
Rexhepi	Shamil	Economic Expert / Advisor	Energy Regulatory Commission	FYR Macedonia
Ristovski	Bojan	NRW Expert	AQUASAVE Ltd	FYR Macedonia

Last Name	First Name	Position	Organization	Country
Ristovski	Trajan	Journalist	IRIS TV	FYR Macedonia
Serafimova	Ivana	Head of Training Dept	Association of Units of Local Self Governments	FYR Macedonia
Sharlamanov	Robert	Senior Sector Coordinator	KfW	FYR Macedonia
Shutoski	Hari	Project Manager	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	FYR Macedonia
Smilkov	Aleksandar	Technical director	PE water supply and sewerage authority Skopje	FYR Macedonia
Spasovski	Igor	President of Supervisory Board	Association of Providers of Communal Services in Republic of Macedonia	FYR Macedonia
Vrteski	Jane	Consultant-member of DANUBIS Steering group	ADKOM	FYR Macedonia
Wiederkehr	Frank	Regional Advisor for Water and Environment	SDC / SECO	FYR Macedonia
Brauch	Heinz-Juergen	Head	Technology Centre Water	Germany
Brunner	Karl-Wolfgang		REWAG Regensburg Energie- und Wasserversorgung AG & Co KG	Germany
Heidemann	Heiko	Senior Project Manager	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)	Germany
Meier	Brigitta	Senior Technical Advisor	Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH	Germany
Petersen	Lorenz	Department Director - Climate Change, Rural Development, Infrastructure	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	Germany
Pres	Alexandra	Consultant	Concept4capacities	Germany
Wummel	Juergen	Managing Director	Sachsen Wasser GmbH	Germany
Csongradi	Zoltan	CTO	Pannon-Víz Zrt.	Hungary
Gyorgyne Takacs	Julianna	Assistant Manager	Pannon-Víz Zrt.	Hungary
Haranghy	Csaba	Chief Executive Officer	Budapest Waterworks	Hungary
Istokovics	Zoltan	Managing Director	Szegedi Vízmű Zrt.	Hungary
Joo	Istvan	Ministerial Commissioner	Ministry of Foreign Affairs and Trade	Hungary
Kiss	Adrian	Co-ordinator of International Relations	Hungarian Water Utility Association	Hungary
Kisvardai	Gabor	Head of Secretariat	Hungarian Energy and Public Utility Regulatory Authority	Hungary
Nagy	Edit	General Secretary	Hungarian Water Utility Association	Hungary
Szaloki	Szilvia	vice-president - responsible for public utilities	Hungarian Energy and Public Utility Regulatory Authority	Hungary
Toke	Laszlo Zoltan	CEO	PANNON-VÍZ Zrt.	Hungary
Varga	Erika		IWA YWP	Hungary
Connors	Genevieve	Sr. Water Resources Specialist	World Bank	India

Last Name	First Name	Position	Organization	Country
<b>Bettin</b>	<b>Alessandro</b>	Business Development Advisor	Hitachi Drive & Automation Italy	Italy
<b>Ahmeti</b>	<b>Imri</b>	Mayor	Municipality of Lipjan	Kosovo
<b>Avdiu</b>	<b>Naser</b>	Department Manager	Regional Water Company Prishtina	Kosovo
<b>Avdullahu</b>	<b>Ilir</b>	Acting CEO	Regional Water Company J.S.C. , Prishtina	Kosovo
<b>Begolli</b>	<b>Baton</b>	Water Policy Advisor	Office of the Prime Minister, Government of Kosovo	Kosovo
<b>Bejtullahu</b>	<b>Nadire</b>	Training and Profesional Development Officer	Water Supply and Sewerage Association of Kosovo	Kosovo
<b>Ibrahimi</b>	<b>Sazan</b>	Executive Director	Association of Kosovo Municipalities	Kosovo
<b>Ismajli</b>	<b>Naim</b>	Mayor	Municipality of Shtime	Kosovo
<b>Pacarizi</b>	<b>Lulzim</b>	Technical Director	Prizren Water Company	Kosovo
<b>Rexhepi</b>	<b>Ilir</b>	Director of Board	KUR Prishtina Sh.A.	Kosovo
<b>Becciev</b>	<b>Constantin</b>	Director General	S.A. "Apa-Canal Chisinau"	Moldova
<b>Ghețivu</b>	<b>Gheorghe</b>	Director	Î.M. "Apă-Canal" Cahul	Moldova
<b>Gratii</b>	<b>Victoria</b>	Senior Adviser	Ministry of Environment	Moldova
<b>Nistor</b>	<b>Iuri</b>	Executive director	Association of water supply and sewage	Moldova
<b>Partu</b>	<b>Ghenadie</b>	Director	National Energy Regulatory Agency	Moldova
<b>Prisacaru</b>	<b>Grigore</b>	Deputy Chief	Agency „Apele Moldovei”, Ministry of Environment	Moldova
<b>Robu</b>	<b>Grigorii</b>	Mayor	Nisporeni City	Moldova
<b>Rusu</b>	<b>Viorel</b>	CALM expert	CALM - Congress of Local Authorities from Moldova	Moldova
<b>Bulatovic</b>	<b>Milan</b>	Director	JP “VODOVOD I KANALIZACIJA	Montenegro
<b>Didanovic</b>	<b>Snezana</b>	independent Advisor	Ministry of Sustainable Development and Tourism	Montenegro
<b>Đurović</b>	<b>Danijela</b>		NALAS/UOM	Montenegro
<b>Krstajic</b>	<b>Jelena</b>		Ministry of Agriculture and Rural Development	Montenegro
<b>Raznjatovic</b>	<b>Milos</b>	president of water association of Montenegro/executive director Cetinje water company	Vodovod I Kanalizacija Cetinje	Montenegro
<b>Zuric</b>	<b>Aleksandar</b>	Mayor	Municipality od Bijelo Polje	Montenegro
<b>Dane</b>	<b>Petrus Alexander</b>	Managing Director	EBC Foundation	Netherlands
<b>Bor</b>	<b>Darius Gheorghe</b>	Benchmarking Expert; Financial Expert	S.C. APASERV SATU MARE S.A	Romania
<b>Drăghici</b>	<b>Emil</b>	Mayor	Vulcana-Bai Commune	Romania
<b>Manea</b>	<b>Elena Elisabeta</b>	YWP	Young Water Professionals - Romanian chapter	Romania
<b>Miroiu-Lamba</b>	<b>Adrian-Constantin</b>	Director	Association of Communes of Romania	Romania
<b>Pandea</b>	<b>Nicolae</b>	Mayor	Stefan cel Mare Commune	Romania
<b>Popa</b>	<b>Teodor</b>	Director	APA BRASOV	Romania

Last Name	First Name	Position	Organization	Country
<b>Vlad</b>	<b>Verena-Polxenia</b>	Associate Director	European Bank for Reconstruction and Development	Romania
<b>Zaharia</b>	<b>Valentin</b>		SC Apa Nova Bucuresti SA	Romania
<b>Andrejevic</b>	<b>Dejan</b>	Director	Naissus, Waterworks Nis	Serbia
<b>Bogdanovic</b>	<b>Predrag</b>	President of the Assembly	Belgrade Waterworks & Sewerage	Serbia
<b>Djordjevic</b>	<b>Milos</b>	President	South Serbia Utility Association	Serbia
<b>Gluscevic</b>	<b>Miodrag</b>	Head of Department	Standing Conference of Towns and Municipalities	Serbia
<b>Milenkovic</b>	<b>Nenad</b>	Senior research engineer	Institute "Jaroslav Cerni"	Serbia
<b>Milovanovic</b>	<b>Miodorag</b>	Assistant Director	Jaroslav Cerni Institute	Serbia
<b>Mrdjanov</b>	<b>Djerdjika</b>	Municipal official	Municipality of Subotica	Serbia
<b>Nikolic</b>	<b>Zoran</b>	Deputy President	National Consumer Organization	Serbia
<b>Taušanović</b>	<b>Vladimir</b>	President	International Association of Water Supply Companies in the Danube River Catchment Area	Serbia
<b>Tot Godo</b>	<b>Valerija</b>	Executive Director	VIK Subotica	Serbia
<b>Bujnova</b>	<b>Alena</b>		Ministry of Environment	Slovakia
<b>Magulova</b>	<b>Renata</b>		Ministry of Environment	Slovakia
<b>Milan-Cabre</b>	<b>Dani</b>	CEO	EMATSA	Spain
<b>Vallve Lopez</b>	<b>Jordi</b>	CSR	EMATSA	Spain
<b>Donmez</b>	<b>Hasan Huseyn</b>	Councillor	Bagcilar Municipality	Turkey
<b>Kahraman</b>	<b>Ahmet Cihat</b>	Coordinator	Marmara Municipalities Union	Turkey
<b>Tasci</b>	<b>Hasan</b>	Deputy Mayor	Esenler Municipality	Turkey
<b>Blaser</b>	<b>Gottfried</b>	Treasurer	IAWD	Switzerland
<b>Chumak</b>	<b>Artem</b>	Director of Water Department	National Energy and Utilities Regulatory Commission (NEURC)	Ukraine
<b>Karausha</b>	<b>Andrey</b>	Director	Rivne region	Ukraine
<b>Zherlitsyn</b>	<b>Yurii</b>	President	Ukrainian Association of Enterprises of Water Supply and Sewerage Services	Ukraine
<b>Al Nimer</b>	<b>Sana</b>	Senior Water and Sanitation Specialist	World Bank	USA
<b>Broeks</b>	<b>Elvira</b>	JPA	World Bank	USA
<b>Kingdom</b>	<b>William</b>	Lead Water and Sanitation Specialist	World Bank	USA
<b>Rammal</b>	<b>Iyad</b>	Sr. Infrastructure Specialist	World Bank	USA
<b>Sara</b>	<b>Jennifer</b>	Director	World Bank	USA

## VIII. LOGISTICAL DETAILS

### Registration

A registration desk, where you can register and receive your welcome folder and name tag, will be open at the Conference's venue (1<sup>st</sup> floor, in front of conference space) on:

- ▶ **Wednesday, May 11<sup>th</sup>** from 08:00 – 17:00
- ▶ **Thursday, May 12<sup>th</sup>** from 08:00 – 12:00

### Room and incidentals

If you have indicated you needed accommodation, a room has been booked for you at the hotel venue, based on your arrival and departure dates. You should have received a confirmation already now; if not please contact the organizers immediately. If you requested financial support for the hotel, and such support has been confirmed by Organizers, your hotel room has been paid already. However incidentals (valet, phone calls, mini bar, room service etc.) or additional requests (double occupancy, additional nights) are not covered by the Organizers and will have to be paid by you directly to the Hotel.

### Meals

All meals at the conference venue are included (with the exception of alcoholic beverages). You should use your registration pass at the venue's restaurant.

### Simultaneous translation

All plenary sessions, and parallel sessions taking place on May 12<sup>th</sup> and 13<sup>th</sup> will benefit from simultaneous translation from English to the following languages: Albanian, Bulgarian, Romanian, Ukrainian, SCBM (Serbian, Croatian, Bosnian and Montenegrin). Please pick up (and return) your audioset next to the registration desk.

### Internet Access

Internet Access will be available in the conference rooms and foyer at no cost. The wireless network name (SSID) for Gustav Mahler room and foyer is *NETGEAR59* and the network key (password) is *luckycurtain267*. The network *nh* and the password *wifi* is to be used for all other conference rooms and the rest of the hotel. However, there will be limits on the bandwidth available.

### Electronic Voting and Questions

During some of the Conference's sessions an electronic voting system will be in place. Anyone with access to Internet, 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/2016DWC](https://pollev.com/2016DWC) if you are attending a session in the main room (Gustav Mahler)
- ▶ [Pollev.com/2016DWCsmall](https://pollev.com/2016DWCsmall) if you are attending a session in the side room (Sigmund Freud)

### Open room for side meetings

Theodor Herzl room (see floor plan below) will be open for anyone to use during the conference. If you wish to book a room for a specific side meeting please contact the registration desk or Katherine Wagner ([office@iawd.at](mailto:office@iawd.at)) and to ask about open slots in room Siegfried Markus. When not booked it is open for anyone to use.

## IX. CONFERENCE VENUE

### NH Danube City Hotel

Wagramer Straße 21  
1220 Vienna

Tel. +43 1 260 200

Email: [nhdanubecity@nh-hotels.com](mailto:nhdanubecity@nh-hotels.com)

<http://www.nh-hotels.com/nh/en/hotels/austria/vienna/nh-danube-city.html>

### Directions from the airport

- ▶ **Taxi:** Follow the taxi signs at the arrivals hall. A one-way trip to the hotel should cost around 40 Euros.
- ▶ **Bus:** Vienna Airport Lines: Vienna Airport Lines (Kagran Lines) buses stop directly opposite the arrivals halls exit and will drop you off at the stop right in front of the hotel. See [http://www.postbus.at/en/Airportbus/Vienna\\_AirportLines/Kagran/index.jsp](http://www.postbus.at/en/Airportbus/Vienna_AirportLines/Kagran/index.jsp).
- ▶ **S-Bahn:** Take the S7 to the Praterstern station. Change onto the U1 (red line) towards Leopoldau. Get off the metro at the Kaisermühlen-Vienna International Center station. Take the Wagramer Straße exit and walk around 500 m away from the city center to reach the hotel.
- ▶ **City Airport Train:** Take the CAT to Landstraße - Wien Mitte, then change onto the U4 (green line) towards Heiligenstadt. Change at Schwedenplatz station onto the U1 (red line) towards Leopoldau. Get off the metro at the Kaisermühlen-Vienna International Center station. Take the Wagramer Straße exit and walk around 500 m away from the city center to reach the hotel. See <http://www.cityairporttrain.com/>.

### Directions to City Center

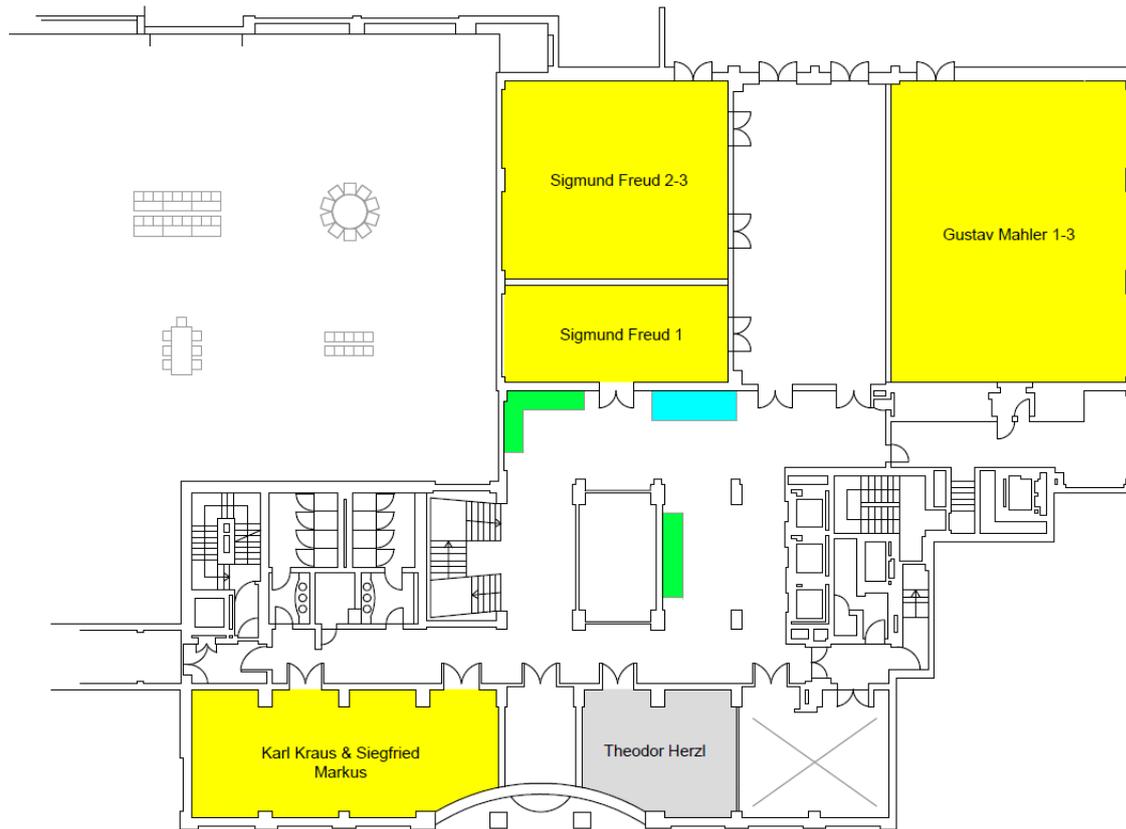
The Hotel is located on the U1 Metro Line. The closest station is Kaisermühlen-Vienna International Center, less than 500 m to the south-west of the Hotel following Wagramerstraße. To get to the City Center, take the U1 in “Reumannplatz” direction and exit at “Stephansplatz” station.

### 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** Philip Weller ([weller@iawd.at](mailto:weller@iawd.at)) and Katherine Wagner ([office@iawd.at](mailto:office@iawd.at)),
- ▶ **World Bank:** David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)), and Angelika Heider ([aheider@worldbank.org](mailto:aheider@worldbank.org)),
- ▶ **GIZ:** Georgi Hristov ([georgi.hristov@giz.de](mailto:georgi.hristov@giz.de)) and Aleksandra Karaevska-Dimovska ([aleksandra.karaevska-dimovska@giz.de](mailto:aleksandra.karaevska-dimovska@giz.de)).

### Venue Configuration for Wednesday, May 11<sup>th</sup>



### Venue Configuration for Thursday, May 12<sup>th</sup> and Friday, May 13<sup>th</sup>

