



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



FOSTERING MANAGEMENT CULTURE IN WATER SECTOR

Utility Management Training (UMT)

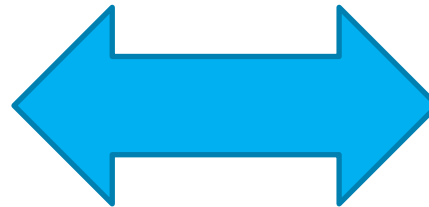


The Program as of Today

- **Focus:** Management culture
- **Approach:** Exposure to tools, technologies & practices
- **Class 2021:** 20 participants, 15 utilities & 1 NGO, 7 countries – Czech Republic, Albania, Kosovo, Bulgaria, Bosnia and Herzegovina, Serbia, Ukraine
- **8 Modules:** Financial & organizational, Commercial, Operations, Assets, Energy, Utility Economics, Water Safety Planning, etc.
- **Utilization of (almost) everything created in the Danube Learning Partnership**
- **Involvement of participants as trainers, utility practitioners, guest speakers, corporate partners**

UMT Key Challenge

Wide



Deep

Solution to the Key Challenge

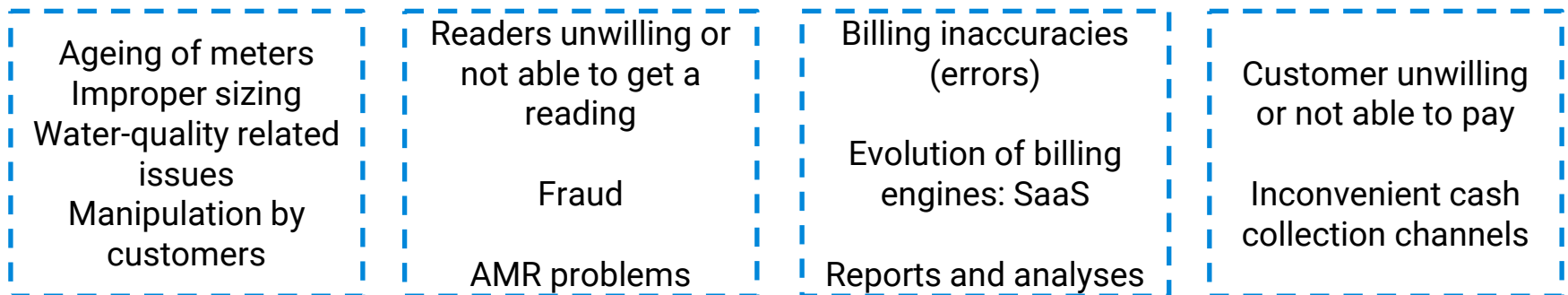
- **List all (or most of) key sub-topics**
- **Focus on overlaps between the various technical and functional areas**
- **Go deep in selected areas**

What is there (what tools can be applied)?

What are my colleagues from other departments thinking of this?

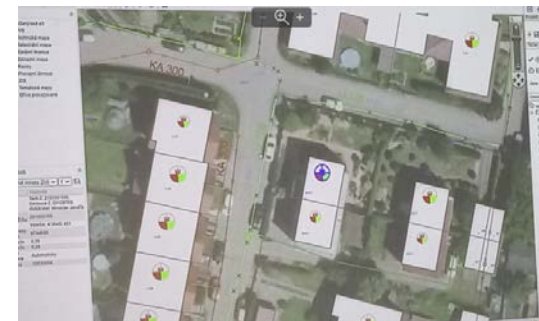
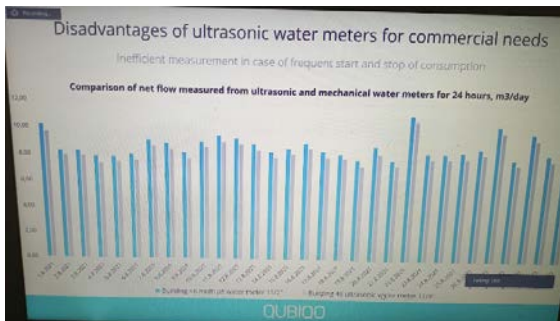
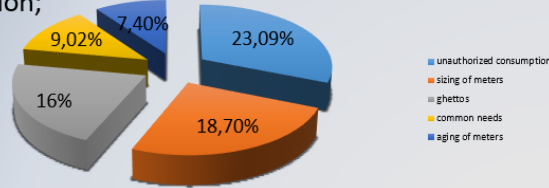
How to plan/approach going deeper?

Example 1: Width (Commercial)



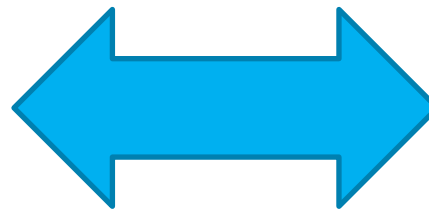
Example 2: Depth

- 23.9%- unauthorized consumption;
- 18.7% - sizing of meters;
- 16% - ghettos;
- 9.02% - common needs;
- 7.4% - aging of meters.



UMT & UoF

**UoF:
What**



**UMT:
How**

Thank you

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Happy to have 1:1 meeting on UMT with interested colleagues