



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



Utility Management Training

Range. Curiosity. Serendipity.



A Word of Thanks to:

- Participants & their utility employers
- Trainers
- Utility hosts
- Guest speakers
- Corporate partners
- Institutional partners

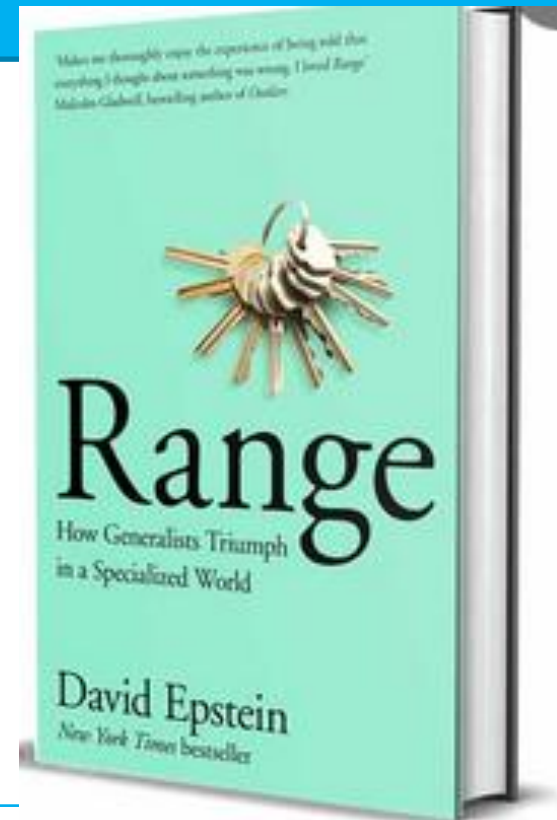
RANGE

UMT Purpose

To Help Current and Future Water Utility Managers Tackle **Complexity** by Applying **Range**

COMPLEXITY:

The state of having many different parts connected or related to each other in a complicated way.



The Modules

- **Utility Economics, Finance and Regulation** – Timisoara, Romania
- **Commercial Management and Customer Service** – Beroun, Czechia
- **Asset Management and Investment Planning** – Zagreb, Croatia (Belgrade examples heavily applied)
- **Network Operations and Energy Efficiency** – Sofia and Ruse, Bulgaria
- **Efficient Plant Management** – Budapest, Hungary
- **Risk Management and Business Continuity** – Vienna, Austria

Additional (horizontal) major topics covered throughout the program: (1) organizational development of water utilities, (2) new technologies with special focus on digitalization, and (3) EU regulations and their evolution.

Six major modules grounded in the core business functions of water utilities.

How it Actually Works

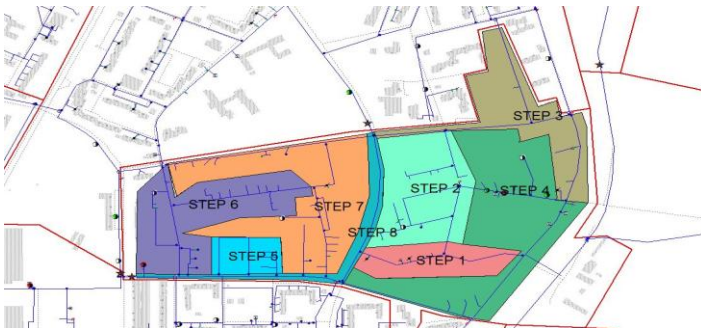
In the lecture room...



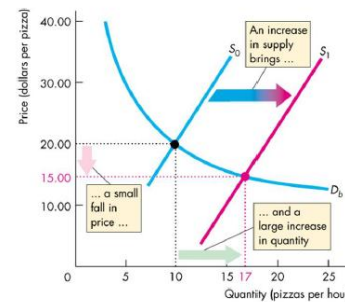
Or onsite...



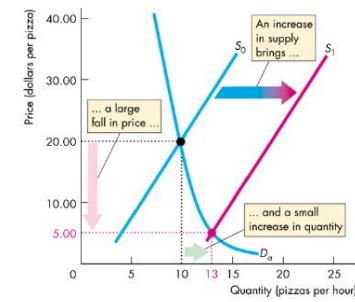
With focus on core technical concepts...



But not ignoring the economics...

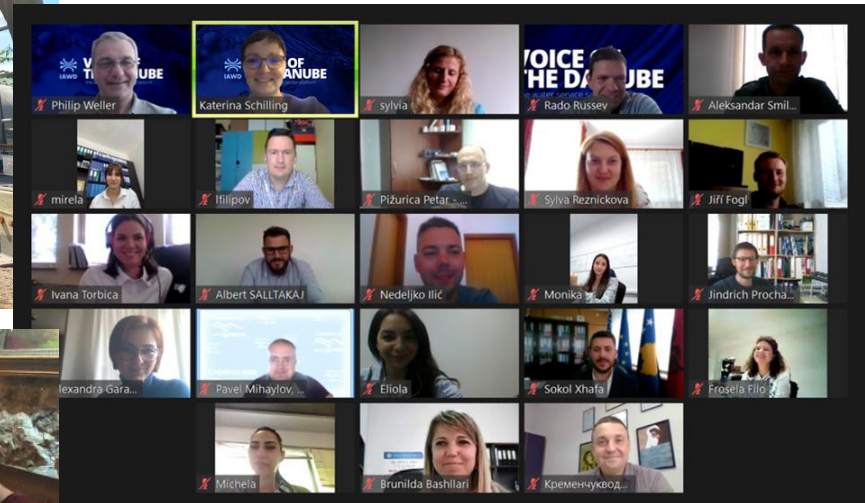


(b) Small price change and large quantity change



(a) Large price change and small quantity change

Whatever works: onsite, online, on table...



CURIOSITY



Donella Meadows on Curiosity:

- Antidote of cynicism and effective systemic change
- Embrace the ignorance but maintain a curious and open-minded perspective
- Core philosophy for navigating a complex, interconnected world

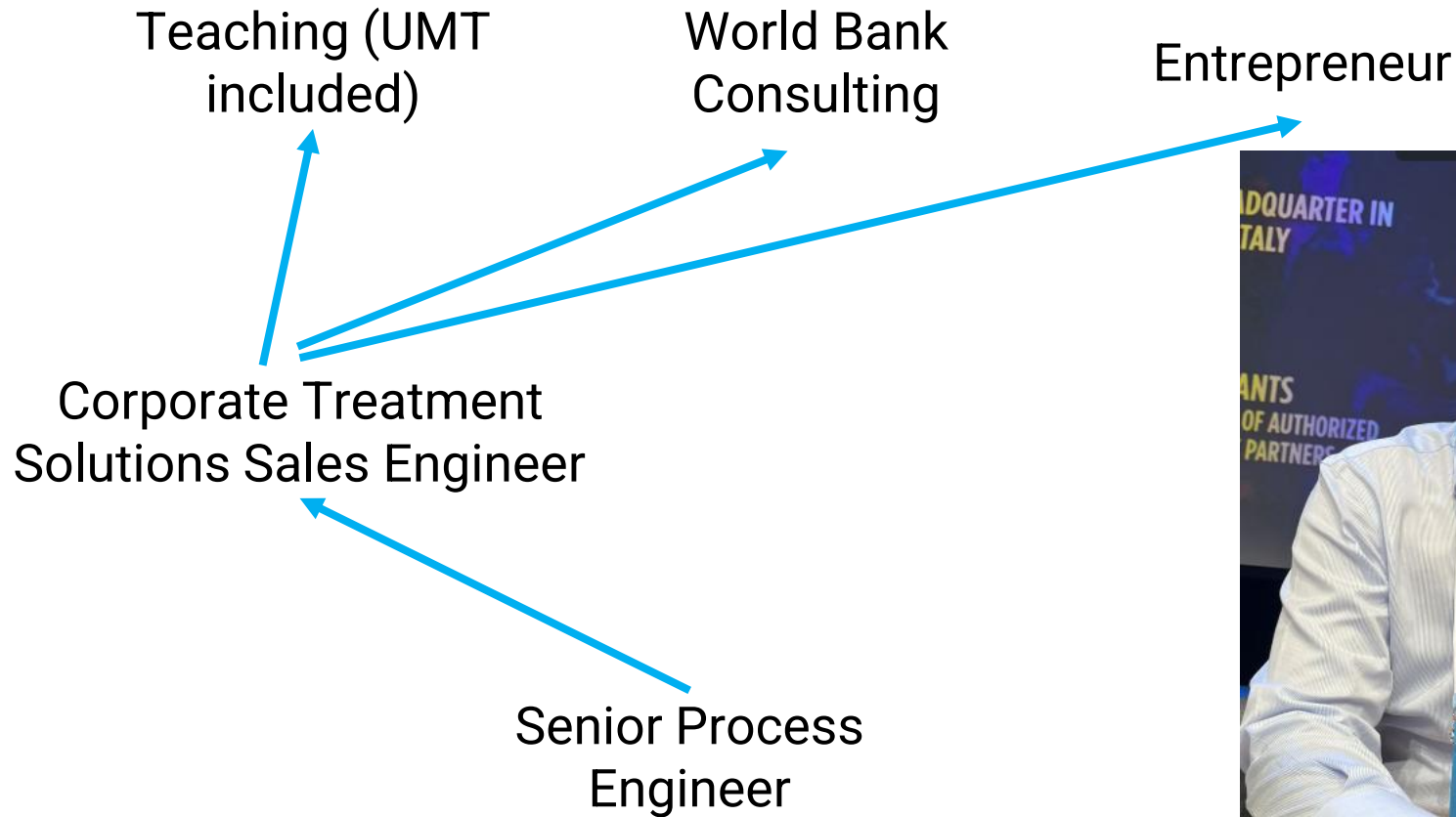
SERENDIPITY

The Serendipity Mindset

The Art and
Science of Creating
Good Luck

Dr Christian Busch





What Is Next in the UMT:

- Budapest water (& WWTP) in June
- Jindra & Niki teaching us basics of chemistry & biology
- Xylem on treatment optimization, Badger on quality sensors, Hydrolia on modular treatment solution
- Polish guys showing us cyber security things in Nov
- Jan presenting us the Macedonian Groundwater project and water-cycle understanding
- Cycle 4 in 2027/28: apply now 😊

Thanks!



[Home](#)

[About](#)

[Danube News](#)

[Events](#)

[Danube Projects](#)

[Danube Toolbox](#)

[Membership](#)

[DANUBE TOOLBOX](#) > [D-LEAP](#) > [PROGRAMS](#) > [UTILITY MANAGEMENT TRAINING](#) >



GAIN practical experience on all aspects of utility management

LEARN from other practitioners in the sector

BE UP TO DATE on the latest trends in the sector

BECOME an agent of change for the utilities of the future

DANUBE LEARNING PARTNERSHIP

[Utility Governance Program](#)

[Utility Benchmarking Program](#)

UTILITY MANAGEMENT TRAINING

[Energy Efficiency](#)

[Non Revenue Water](#)

[Commercial Efficiency](#)

[Water Safety Planning and Crisis
Management](#)

[Asset Management](#)