DRAFT AGENDA

Meeting of Water Utility Associations in the Danube Region
October 28 - 30, Vienna/Austria

Tuesday, October 28 – European River Restoration Conference
TechGate Vienna

12:00 h  Registration Open and Lunch
13:30 h  Presentation
   The 2014 Floods in Serbia and the South East Europe
   Marina Babic Mladenovic – Jaroslav Cerni Institute Serbia
14:00 h
   – 17:00 h  Presentation and panel discussion
   Special Session: The Floods in Bosnia and Herzegovina and Serbia
   and the Lessons for Water Services
   World Bank, IAWD, Danube Water Program, Water Utility Associations, ICPDR, ISRBC, NALAS tbc
18:45 h  European River Prize – Opening (Vienna City Hall)
19:00 h  Gala Dinner European River Prize (Vienna City Hall)
   Announcement of the European River Prize
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Wednesday, October 29 - Location World Bank, 31 Praterstrasse, Floor 19

09:00 h  Welcome and Introduction
   Walter Kling, IAWD – Secretary General
   Introduction to the Agenda and Purpose of the Meeting
   Philip Weller, IAWD-DWP Coordinator

09:30 h  Asset Management Tools and Techniques – Using AM Approaches
   Violeta Wolff, IAWD-DWP and the AM HUB

10:30 h  Break

11:00 h  Energy Efficiency Tools and Techniques

11:40 h  Commercial Efficiency Program

12:30 -  

14:00 h  Lunch

14:00 h  Utility Benchmarking

14:45 h  Discussion of Cooperation Among the Danube Water Utility
   Associations and using the tools and techniques for AM, Energy
   Efficiency, Commercial Efficiency, and Utility Benchmarking

15:45 h  The State of the Sector Report
   David Michaud, World Bank

16:00 h  Break

16:30 h  The Future of the Danube Water Program and Specific Support to
   Danube Water Utility Associations
   David Michaud, World Bank

   Discussion and Inputs on the Future of the Program and the
   Role of IAWD
   Walter Kling and Philip Weller

18:00 h  End of the Meeting
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Thursday, October 30 - Location World Bank, 31 Praterstrasse, Floor 19

09:00 h  Review and Recap from Discussions
09:15 h  Capacity Building and Training Programs for Water Utility
          Associations and Utilities – the Role of IAWD and Danube Wide
          Training and Capacity Building
          Presentation from SHUKALB, IAWD Presentation
10:30 h  Break
11:00 h  Business Planning for Water Utility Associations
          SHUKALB
13:00 h  End of the Meeting

Key Questions of the Meeting

1) Specific actions have recently been organized on Asset Management, Energy
   Efficiency, Commercial Efficiency, and Benchmarking. How can the individual
   water utility associations in the Danube Region use the products and tools
   from these activities to support and strengthen the utilities in their country.
   How can these tools be shared and used jointly by Associations throughout
   the Danube region.

2) The Danube Water Program is planning a second phase and how can this
   second phase better meet the needs of water utility associations in the
   Danube region and what actions and activities should such a second phase
   focus upon.

3) Training and Capacity Building actions are under development in the Danube
   region and how best can these programs be packaged and used by all the
   Associations. Is there a generic training that should take place or other ways
   the associations can cooperate together on this issue.

4) Business Planning for Water Utility Associations has been an issue agreed to
   by Water Utility Associations as a key topic for which they require additional
   support. What tools are available for assisting the associations in business
   planning and how can the program or future developed programs better assist
   these efforts.

5) The Floods in Serbia and BiH showed the importance of the water service
   sector being prepared for and organized in responding to floods and other
   disasters. What can and should be done by utilities and water utility
   associations to support prevention of flood damage and preparation in the
   event of flood or other emergencies.