CALL FOR ABSTRACTS

5-6-7 November 2014
Tirana, Albania

WATER & ENERGY
Balkans Joint Conference and Exhibition

CONTACTS:
Conference and Exhibition: info@BalkansJointConf.org
Conference Program: program@BalkansJointConf.org
Tel/fax SHUKALB: +355 42 245 101, Mob: +355 69 6012782
Tel/fax SHUKOS: +381 38 526 873, Mob: +377 44 45335
INTRODUCTION

The Water Supply and Sewerage Association of Albania (SHUKALB) and Kosovo (SHUKOS), after a successful collaboration in 2013, are organizing the second Balkans Joint Conference and Exhibition, entitled “Water and Energy”, to be held in Tirana Albania, on 5-7 November 2014.

The continuity of this Conference and Exhibition comes as an indispensable need of water sector professionals in the region to become acquainted with representatives of water utilities, central and local government institutions, donors community, private companies, as well as associations operating in the water sector.

The Conference Program will offer a variety of topics that cover all the aspects of water supply and wastewater sector to include here policy, management, and technical issues. Considering the main theme of the conference this year, special attention in the program will be given to the complex relationship of water and energy, and the interdependence between these two resources. “Water and Energy” is one of the most discussed topics recently, due to population growth and rapid-expansion in the world economy, which have increased demands for these two components, while several regions around the world are already experiencing water and energy shortages. Significant amounts of water are required in almost all energy generation processes, from generating hydropower’s, to cooling as well as extracting and processing fuel. On the other hand, the water sector needs energy to extract, treat and transport water, and in many cases, energy costs in a water utility, are the second largest costs after labor.

The conference will provide a platform for discussion, where participants can share their knowledge and experience in the dealing with water sector issues, and in the same time it creates networking opportunities among professionals of the water sector in the Balkan region.

TECHNICAL PROGRAM COMMITTEE

The Technical Program Committee is composed of eight members, professionals and experts of the water sector in Kosovo, Albania and Montenegro. The committee will be responsible for ensuring a good balance and quality of the papers in the program, which will be presented during the Conference. The committee will be responsible for all the program issues, starting from the selection of the abstracts and presentation up to the final program. Please, find below the Members of the Committee:

Elia Pendavinji, Manager of the Administrative Services Department, UK Korce, Albania
Valbona Paja, Manager of Customer Service Department, UK Shkodër, Albania
Zylfie Hyseni, Operational Manager UK Ferizaj, Kosovo
Rozarta Pura, Deputy Chief of the Human Resources Department, UK Durrës, Albania
Azem Kastrati, Director, IRD/USAID, Kosovo
Fadil Berisha, Senior for Reporting and Business Plans, Superior Education Economist, UK Prizren, Kosovo
Rajf Murataj, Representative Office Tirana, Wilo Adriatic, Albania
Xhemal Dervishi, Chief of Water and Wastewater, UK Ulcinj, Montenegro
Prior the submission of the Full Paper and the PowerPoint presentation, the authors has to submit the abstracts based on the following topics. The abstracts will be seen and evaluate from the Technical Program Committee mentioned as above. The authors who will pass the first phase which is the confirmation of the abstracts, will be invited to submit the Full Paper and the Power Point presentation, that will be held during the conference in the respective session.

You are invited to submit an abstract, regarding the following topics:

### Governance and Management of Water Utilities
- Development of Governance Policies and Institutional Relationships
- Selection, Establishment and Operation of Supervisory Councils
- Organizational Management and Structure
- Regionalization of Water Supply and Sewerage Services and Implementation of Service Agreements
- Public Private Partnership
- The Relationship between the Water Utilities and Local Government

### Management of Water Supply and Sewerage Infrastructure
- Absorbing Capacities for Foreign Investments (EU)
- Current Assessment and Prioritization of Investment Needs
- Development of Masterplan
- Needs and Capital Investment Coordination
- Monitoring of Investments and their sustainability

### Regulatory Framework
- Licensing of Water Supply and Sewerage Service Providers
- Analysis of Performance of Water Supply and Sewerage Utilities
- Tariff Review and Approval Process
- Development and Application of Water Supply and Sewerage Services Standards

### Financial Management of Water Utilities
- Development and Approval of the Budget
- Development and Implementation of 5-years Business Plans
- Financing Sources and Subsidy Policies
- Financial Reporting
- Asset Management
- Internal Auditing Instruments
Technical Operation Management of Water Utilities

- Water Demand Analysis
- Water Consumption Measuring Practices
- Water Loss Reduction – Best Practices
- Service Zone Mapping (GIS)
- Application of Hydraulic Modelling - Practices
- Use of the SCADA system for the operation of Water Utilities

Customer Service

- Organization and Operation of a Customer Service Department
- Customer Database Management
- Customer Service Contract
- Public Relations and Communication Management
- Management of Customer Complaints
- Implementing Service Disconnection in case of Debtors
- Use of GIS for Managing the Customer Complaints

Urban Wastewater Treatment

- Construction and Operation of Waste Water Treatment Plants
- Constructing and Managing “Wetlands”
- Selection of Treatment Technologies
- Sludge Treatment
- Using sludge of WWTP for Energy Production

Water Resources Management

- Public Awareness on Drinking Water Conservation
- Management of Existing Drinking Water Sources and Deployment of New Sources
- Water Pollution Protection and Treatment
- Drinking Water Quality Auditing and Monitoring
- Trans-boundary Waters
- Integrated Water Resources Management
- Drought and Flood Management
- The Role of Water Utilities on Water Resources Management

Human Resources Management

- Human Resources Management, Employment Policies
- Training Needs Assessment for each Department
- Training and Certification
- Staff Annual Performance Review/Assessment

Energy Management and Policies in Water Utilities

- Energy Efficiency of Pumping Stations
- Energy Optimization
- Sustainability of Water and Energy Policies (Policy-makers level)
- Integration of Water Management and Energy Strategies
IMPORTANT DATES

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abstracts Submission Deadline</td>
<td>29 August, 2014</td>
</tr>
<tr>
<td>Acceptance Notification</td>
<td>15 September, 2014</td>
</tr>
<tr>
<td>Advanced Program</td>
<td>19 September, 2014</td>
</tr>
<tr>
<td>Submission of the Presentations /Full Papers/CV Deadline</td>
<td>10 October, 2014</td>
</tr>
</tbody>
</table>

LANGUAGES

The official languages of the Conference are Albanian and English. Simultaneous translation will be provided.

CONFERENCE MATERIAL GUIDELINES

Authors wishing to submit abstracts by 29 August, 2014, need to bear in mind the following requirements:

- Abstracts should be submitted in Albanian and/or English language
- The format of the abstract needs to comply to:
  - up to 350 words
  - document "MS Word file"
  - Times New Roman font, 10pt
- The abstracts should include the following additional information:
  - Title of Abstracts/Paper/Presentation
  - Author name/Position/institution/Country
  - Personal Contacts (e-mail, mailing address, and telephone number)
  - The relevant Conference Topic
  - The material (up to 350 words)

Authors of accepted abstracts will be notified on 15 September, 2014 and will be required to submit the Full Paper and the PowerPoint Presentation on 10 October, 2014 in electronic format. The instructions for Full-Paper submission will be accessible in the Conference web-site (www.balkansjointconf.org). The full-papers will be included in the Proceedings, which will have a ISBN number.
The length of the oral presentation during the Conference is limited to 15 minutes, all the presentations will be uploaded to the Conference site in PDF format.

**CONTACTS**

**For further information about the "Call for Abstracts":**

Conference Program:  program@balkansjointconf.org

Arbana Kola (SHUKALB):  Tel: +355 42 245 101  Mob: +355 69 6012782

Nexhmije Sadiku (SHUKOS):  Tel: +38 603-749  Mob: +377 44 893 242

Web-site:  www.balkansjointconf.org