

BENCHMARKING WORKSHOP

March 18-20

Belgrade, Serbia

FINAL ANNOUNCEMENT



Updated on March 13, 2015

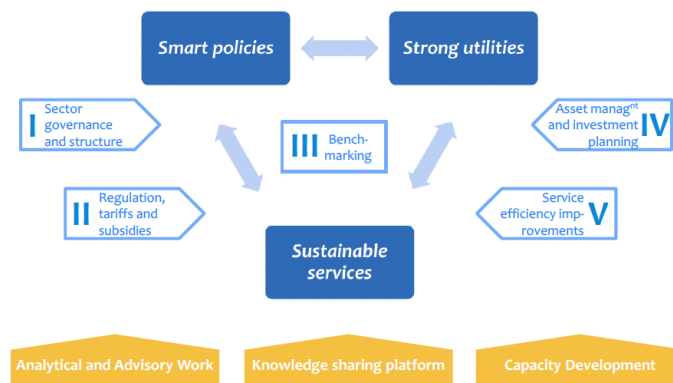
1. Introduction

On 18 - 20 March 2015 **Utility Benchmarking HUB for Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Slovenia and Serbia** will organize its first annual Benchmarking workshop. The workshop marks end of performance assessment phase and the start of the performance improvement phase. At the same time the workshop marks the beginning of performance assessment for the utilities newly registered for participation in the HUB according to methodology of the European Benchmarking Co-operation.

This year the annual meeting of utility benchmarking participants will take place in Belgrade, the largest city in the area of the HUB.

2. Background

In 2013, the World Bank and International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) have launched the Danube Water Program, a capacity building program to improve water- & sanitation services in the Danube region (<http://www.danube-water-program.org/>). In the Work Plan 2013-2015, five pillars have been defined to help the sector moving forward. Pillar III concerns benchmarking, a management tool to improve performance and transparency.



Based on the positive experiences with the benchmarking instrument, World Bank/IAWD have invited the European Benchmarking Co-operation (EBC) to develop a sustainable benchmarking program for water- & wastewater services in the Danube region (<https://www.waterbenchmark.org/>). In a joint effort with local partners, benchmarking is being introduced in the region in a step-by-step approach starting from 2014 via several national-/regional benchmarking hubs ([clusters](#)). Among other benchmarking HUBs in the region, Utility Benchmarking HUB for Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Slovenia and Serbia was initiated (often abbreviated to Ex-Yu HUB).

Since September 2014 extensive support to operations of the HUB is being provided by the German International Cooperation – Open Regional Fund for Modernization of Municipal Services (GIZ-ORF MMS) and Swiss Agency for Development and Cooperation (SDC) under the project Regional benchmarking initiative for water and sanitation sector in South-East Europe.

3. Participants of the workshop

Following organizations are invited to participate at the event:

1. Organizations offering international support to benchmarking HUBs in the Danube region
2. Workshop organizers - Water and Utility Associations from Ex-Yu countries
3. Utilities from Ex-Yu countries registered for utility benchmarking in 2014
4. Utilities from Ex-Yu countries registered for utility benchmarking in 2015
5. Utilities from other Danube Water Program HUBs registered in 2014 & 2015
6. European utilities registered for utility benchmarking directly with EBC in 2014 & 2015
7. Other stakeholders

Draft list of participating organizations is provided in **Annex I**. Full list of participants will be provided during the event. **Please note that the first day of the workshop (March 18th) is intended only for organizations listed as 1 to 3 in the list of participating organizations.**

4. Objectives of the workshop

This 3-days long benchmarking workshop is a set of sessions which are suitable for diverse audience from water sector, but it is primarily intended to serve benchmarking coordinators from utilities, who has the tasks to facilitate knowledge sharing on best practices internally within their utility, but also externally, with other utilities and stakeholders.

The main objective of the workshop, overall objectives for individual days and specific objectives of individual sessions are provided in the matrix below, along with indication of expected participants:

The Main Objective of the workshop:		
Discussion about operations, contributions and sustainability of the benchmarking HUB in Ex-Yu countries and Danube region		
Day1 – overall objective: Discussion of the draft results of the assessment phase (benchmarking workshop)	Day2 – overall objective: Transfer of know-how to newly registered utilities – (orientation and training workshop)	Day3 – overall objective: Identify and share best practices at European level; (performance improvement case-studies)
Participants: <i>Only for organizations listed as 1 to 3 in the list of participating organizations</i>	Participants: <i>Organizations listed as 1 to 6 in the list of participating organizations</i>	Participants: <i>Organizations listed as 1 to 6 in the list of participating organizations</i>
Session1 – specific objective: Final check of input data & indicators; identification of explanatory factors	Session3 – specific objective: Public promotion of the utility benchmarking project and related activities	Session5 – specific objective: Identify and share best practices within Europe;
Session2 – specific objective: Identify and share best practices within the HUB region;	Session4 – specific objective: Training of newly registered participants by more experienced participants	

5. Program Outline

DAY 1 - Wednesday, 18 March 2015

Intended only for organizations listed as 1 to 3 in the list of participating organizations

Session 1	Lecture (Local Language)	Speakers
9:15	<i>Registration</i>	-
10:00	Opening of the Session 1	Oliver Nachevski, Philip Weller Aleksandar Krstić
10:20	Presentation and discussion of the Draft report findings – Water	Aleksandar Krstić & Peter Dane
11:20	Presentation and discussion of the Draft report findings - Wastewater	Aleksandar Krstić & Peter Dane
12:00	<i>Visit to Water Treatment Plant (lunch packet)</i>	

Result of the Session 1 should be an agreement among participants on technical content of the public benchmarking report (key performance indicators, transparency issues, etc.)

Session 2	Lecture (Local Language)	Speakers
15:00	Discussion about the use of benchmarking results (performance improvement planning, organization of specialized workshops, peer support, etc.)	Aleksandar Krstic & Peter Dane
17:00	Discussion about the vision and sustainability of the Ex-Yu benchmarking HUB	Discussion on contributions
18:00	Conclusions	Philip Weller

Result of the Session 2 should be agreement among participants on organizational issues of future Ex-YU benchmarking HUB operation

Workshop Dinner

20:00 – 21:30	Workshop Diner	Location Hotel Serbia
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DAY 2 - Thursday, 19 March 2015, Hotel Srbija

Intended for organizations listed as 1 to 6 in the list of participating organizations

Session 3	Lecture (English Language)	Speakers
8:15-9:00	Registration	
9:00-9:20	Opening of the Session 3	Oliver Nachevski, Philip Weller Aleksandar Krstic
9:20-9:45	About the Danube Water Program	Philip Weller
9:45-10:00	Benchmarking in Danube Water Program	Aleksandar Krstic
10:00-10:30	European Benchmarking Co-operation	Peter Dane
10:30	Coffee break	
11:00	Results of European Benchmarking	Peter Dane
11:30	Asset management in water utilities	Vladimir Taušanović Aleksandar Šotić
12:00	Energy Efficiency in water utilities	Aleksandar Krstic

Result of the Session 3 should be common understanding of all participants on Danube Water Program's scope of work and on general list of best practices available to utilities

Workshop Lunch

12:30 – 14:00	Lunch	Location Hotel Serbia
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Session 4.1.*	Lecture (Local Language)	Speakers
14:00-14:30	Benchmarking process in Ex-YU countries	Marijan Dujmovic
14:30-15:00	EBC methodology	Aleksandar Krstić
15:00-15:30	Data collection process	Utility benchmarking coordinators, Aleksandar Krstić
15:30-16:00	Coffee break	

* Session 4.1. and Session 4.2. will be organized in parallel

Session 4.2.*	Lecture (Bulgarian)	Speakers
14:00-15:30	Meeting of Bulgarian delegation	Ivan Ivanov Miroslav Mitkov
15:30-16:00	Coffee break	

* Session 4.1. and Session 4.2. will be organized in parallel

Session 4.3.	Lecture (English)	Speakers
16:00-17:45	Meeting of associations, National benchmarking coordinators and supporting organizations	Philip Weller Aleksandar Krstic
17:45-18:00	Conclusions from the session 4	Philip Weller

Result of the Session 4 should be draft agreement among participants on future operation of benchmarking HUBs which are initiated under the Danube Water Program

Social Program

Evening	Individual arrangements	
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DAY 3 - Friday, 20 March 2015

Intended for organizations listed as 1 to 6 in the list of participating organizations

Session 5	Lecture (English Language)	Speaker
8:30	<i>Registration</i>	-
9:00	Opening of the Session 5	Oliver Nachevski, Philip Weller
9:20	Results of benchmarking in Bulgarian HUB compared to Western Europe (with Q&A)	Miroslav Mitkov Peter Dane
9:40	Results of benchmarking in Ex-YU HUB compared to Western Europe (with Q&A)	Aleksandar Krstic Peter Dane
10:00	Presentations of EU utilities	Agata Maciolek Other speakers expected
10:30	<i>Coffee break</i>	
11:00	Selection of discussion topics for Group discussions	Discussion (voting)
11:15	Group discussions on selected topics	3-5 groups
12:00-12:30	Group reports	3-5 speakers
12:30-13:00	Conclusions of the Session 5	Philip Weller

Session 5 should result in a draft joint message of associations and utilities to stakeholders which are considering to support the Phase II of the Danube Water Program

Closing Lunch

13:00 – 14:30	Lunch	Location Hotel Serbia
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6. Registration for participation in the workshop

Large number of participants already registered for the workshop.

All utilities which are considering to register for EBC benchmarking are also welcome to register for the Benchmarking Workshop (for days March 19-20). Due to limited capacity of the venue we encourage you to register as soon as possible, ideally by March 16th.

To make your registration for the Benchmarking Workshop please fill in the on-line bilingual application form available at www.ipm.org.rs.

7. Registration for EBC benchmarking

New cycle of registrations for the Regional Utility Benchmarking HUB project under the Danube Water Program in 2015 (for B&H, Croatia, Macedonia, Montenegro, Slovenia and Serbia) is **currently opened**. Registration form is provided in **Annex II**.

8. Contact

For registration to utility benchmarking HUB, registration for the benchmarking workshop and all related questions, please contact the Regional benchmarking team at: cell phone: +381 63 442 535 or e-mail: ex.yu.ebc.hub@gmail.com. Please note that your inquiry may be redirect to utility associations from your country in order to ensure better coordination.

9. Costs of participation at the workshop

Workshop participants do not need to pay a fee for attending the workshop. Utilities registered for utility benchmarking from the Ex-Yu region already agreed to cover their own costs of travelling, accommodation and subsistence for HUB events. Workshop coffee/tea breaks, lunches and dinners are also covered by the organizers, but no travelling costs can be covered by the organizers.

10. Venue

Final decision of the organizers is that all sessions of the workshop will take place at **Hotel Srbija, Ustanička 127, Belgrade**. For all details about the hotel location, parking and other relevant questions please visit website of the hotel at: <http://www.hotelsrbija.com>

11. Hotel accommodation

Participant are free to choose their own hotel of preference. Limited number of single rooms is available in Hotel Srbija, with special discount price of approximately 35 Euro per night with breakfast, for participants who chose to stay at this hotel (<http://www.hotelsrbija.com/>, 3 stars).

12. Workshop team

The workshop team is composed of following people:

Mr. Marijan Dujmović (AQUASAN / Benchmarking Coordinator for Bosnia and Herzegovina)

Mr. Krešimir Veble (CWPCS / Croatian Water Pollution Control Society)

Ms. Tijana Vojvodić (WAMNE, Utility Association of Montenegro)

Ms. Milica Petrović (WAMNE, Benchmarking Coordinator for Montenegro)

Ms. Lolita Stojanovska (ADKOM, Utility association of Macedonia)

Ms. Marijeta Levstek (SWPCS / Slovenian Water Pollution Control Society)

Ms. Stanka Cerkvjenik (SWPCS / Benchmarking Coordinator for Slovenia)

Ms. Sanda Nastić (IPM / Benchmarking Coordinator for Serbia)

Mr. Predrag Bogdanovic (UWTSE/ Association for Water Technology and Sanitary Engineering)

Mr. Vladimir Tausanovic (DWP/IAWD/ International Association of Water Supply Companies in the Danube River Catchment Area)

Mr. Ivan Ivanov (BWA / Bulgarian Water Association)

Mr. Miroslav Mitkov (BWA / Benchmarking Coordinator for Bulgaria)

Mr. Oliver Nachevski (GIZ/ORF Program manager)

Ms. Violeta Wolff (DWP/IAWD/ Technical and Procurement Specialist)

Mr. Emir Ibrahimović (DWP/IAWD /Administrativni asistent)

Mr. Philip Weller (DWP/IAWD / Program Manager)

Mr. Peter Dane (EBC Program Manager)

Mr. Aleksandar Krstic (Regional Benchmarking Coordinator)

ANNEX 1. List of participating organizations

We strongly recommend that you spare some time to get acquainted with participating organizations through internet links provided below. It may multiply both effectiveness and efficiency of your participation at the benchmarking workshop:

No.	Organization	City	Country	Internet address
1. International Support to Utility Benchmarking in the Danube Region				
1.1.	Danube Water Program	Vienna	Austria	http://www.danube-water-program.org/
1.2.	World Bank Water	New York	USA	http://www.worldbank.org/en/topic/water
1.3.	International Association of Water Supply Companies in the Danube River Catchment Area (IAWD)	Vienna	Austria	http://www.iawd.at/cms/pages/en/home.php
1.4.	GIZ/Open Regional Fund South East Europe	Sarajevo	B&H	http://www.giz.de/expertise/html/4702.html
1.6.	European Benchmarking Co-operation	Hague	Netherlands	https://www.waterbenchmark.org
2. Organizers of the Benchmarking Workshop (Water and Utility Associations from Ex-Yu countries)				
2.1.	AQUASAN network in B&H	Bihac	B&H	http://aquasanbih.ba
2.2.	Association of WS&WW Utilities R.Srpska	Banja Luka	B&H	http://www.vodovodirs.org
2.3.	Udruženje posl. kom. priv. FBiH	Sarajevo	B&H	http://www.upkp.com.ba/
2.4.	Association of WS&WW utilities Montenegro	Podgorica	Montenegro	udruzenjevikcg@t-com.me
2.5.	Croatian Group for WS&WW utilities	Zagrab	Croatia	http://www.hgvik.hr/
2.6.	Croatian Association for Wa	Zagreb	Croatia	http://www.hdzv.hr/
2.7.	Association of Municipal Services Utilities of Macedonia	Skopje	Macedonia	http://www.adkom.org.mk/
2.8.	Slovenačko društvo za zaštitu voda (SDZV)	Ljubljana	Slovenia	http://www.sdzv-drustvo.si/si
2.9.	Association of WS&WW Utilities of Serbia	Belgrade	Serbia	http://www.udruzenjevodovoda.org/
2.10.	Association for Water Technology and Sanitary Engineering	Belgrade	Serbia	http://www.utvsi.com/
2.11.	Inter-institutional Professional Network in Water Sector of Serbia	Čuprija	Serbia	http://www.ipm.org.rs/home/
3. Utilities from Ex-Yu countries registered for utility benchmarking in 2014 (B&H, Croatia, Macedonia, Montenegro, Slovenia and Serbia)				
3.1.	Vodovod a.d.	Banja Luka	B&H	http://www.vodovod-bl.com/
3.2.	a.d. Vodovod i kanalizacija	Bijeljina	B&H	http://www.bnvodovod.com/

3.3.	JKP 10 JULI d.o.o.	Bosanska Krpua	B&H	http://www.jkp10juli.com.ba/
3.4.	JP Vodovod	Gračanica	B&H	vod.kan@bih.net.ba
3.5.	JP Vodovod i kanalizacija d.o.o.	Zenica	B&H	info@vikze.ba
3.6.	JKP Vodovod i kanalizacija d.o.o.	Velika Kladuša	B&H	http://www.vik-kladusa.ba/
3.7.	Regional WS utility of MNE coastal area	Budva	Montenegro	headoffice@regionalnivodovod.me
3.8.	Koprivničke vode d.o.o.	Koprivnica	Croatia	http://www.kevode.hr/
3.9.	JP Solidarnost	Vinice	Macedonia	https://www.facebook.com/jpsolidarnost.vinica
3.10.	JKP Vodovod	Bitola	Macedonia	http://www.vodovodbt.mk/mkd/home_mk.asp
3.11.	JKP Vodovod i kanalizacija	Subotica	Serbia	http://www.vodovodsu.rs/
3.12.	JKP Vodovod i kanalizacija	Novi Sad	Serbia	http://www.vikns.rs/lat/index.html
4. Utilities from Ex-Yu countries registered for utility benchmarking in 2015				
4.1.	List of new utilities will be provided during the event			
5. Danube region utilities registered for utility benchmarking in 2014 & 2015 (Bulgaria)				
5.1.	Vodosnabdiavane i Kanalizacia EOOD	Blagoevgrad	Bulgaria	http://www.vikblg.com/
5.2.	Vodosnabdiavane i Kanalizacia EAD	Burgas	Bulgaria	http://www.vik-burgas.com/
5.3.	Vodosnabdiavane i Kanalizacia OOD	Gabrovo	Bulgaria	http://www.vik-gabrovo.com/
5.4.	Vodosnabdiavane i Kanalizacia AD	Lovech	Bulgaria	http://wss-lovech.bg/
5.5.	Vodosnabdiavane i Kanalizacia OOD	Ruse	Bulgaria	http://www.vik-ruse.com/
5.6.	Sofiyska Voda AD	Sofia	Bulgaria	http://www.sofiyskavoda.bg/default.aspx
5.7.	Vodosnabdiavane i Kanalizacia EOOD	Vidin	Bulgaria	http://vik-vidin.com/
5.8.	Vodosnabdiavane i Kanalizacia OOD	Vratza	Bulgaria	http://vik-vratza.eu/
5.9.	Vodosnabdiavane i Kanalizacia EOOD	Yambol	Bulgaria	http://www.vik-yambol.com/
5.10.	Bulgarian Water Association	Sofia	Bulgaria	http://www.bwa-bg.com/site.php
6. European utilities registered in EBC				
6.1.	Aquanet	Poznan	Poland	http://www.aquanet.pl/
...				

(Annex II)

DWP UTILITY BENCHMARKING PROJECT 2014 – 2015

REGISTRATION FORM

The undersigned,

(name and surname)

(position)

Confirms that:

(full utility name)

(abbreviated utility name)

participates in the Utility Benchmarking HUB Project for 2014 – 2015 of the Danube Water Program (DWP), implemented using the European Benchmarking Co-operation (EBC) methodology, according to the favourable conditions agreed between DWP and EBC pertaining to utilities in the Danube region and according to the company specific choices provided below.

(date)

(signature)

Main benefits provided by DWP and partner organizations: Annual fee for participation in EBC is reduced; Benchmarking materials, events and assistance is provided in local language; Events and knowledge exchange are organized within the region; cooperation with Western European utilities is facilitated;

Main conditions for participants: Participating utilities are responsible for their own transportation and accommodation costs; Data submission and correction should be provided in timely manner

1. Benchmarking scope & participation level(s)

(please mark the applicable boxes with “X”)

1. Which activities where your utility is responsible for would you like to benchmark? (please mark the applicable boxes below with “X”)			2. At what participation level would you like to benchmark your activities? This option is predetermined by the agreement between DWP and EBC		
			Basic	Standard	Advanced ¹
Drinking water services	Drinking water – production				
	Drinking water – transport		X		
	Drinking water – distribution				
Wastewater services	Wastewater – collection				
	Wastewater – transport		X		
	Wastewater – treatment				
Please mark the applicable boxes above with “X”			Predetermined for all HUB participants by the agreement between DWP and EBC		

2. Individual company report

(please mark the applicable boxes below with “X”)

Transparent or anonymous company report?

X	transparent option - the results for my utility may be shared with other participants. This means that in my individual company report the results of all affirmative participants will be shown with their utility name. All other participating utilities will be shown anonymously
	anonymous option - the results for my utility must be presented in an anonymous way. This means that in my individual company report the results of all participating utilities will be shown anonymously

Digital and/or paper version of the final company report?

X	a digital version of the final company report is all I need
	additional to the digital version, I would like to receive a paper version of the final company report

¹ For participation level “Advanced” please contact EBC directly at info@waterbenchmark.org
Regional Utility Benchmarking HUB: Bosnia and Herzegovina, Croatia, Macedonia,
Montenegro, Slovenia and Serbia; Contact at: ex.yu.ebc.hub@gmail.com

3. Contact details

Managing contact ²

Name of utility	
Contact person	
Position	
Postal address	
ZIP-code	
City	
Country	
Telephone	
Cell phone	
E-mail address	

Benchmarking co-ordinator ³

Name of utility	
Contact person	
Position	
Postal address	
ZIP-code	
City	
Country	
Telephone	
Cell phone	
E-mail address	

² For management issues

³ For operational issues

4. Invoicing

Administrative requirements

Without further agreements, the hub coordinator sends an invoice for participation in the benchmarking exercise to the billing contact person of your utility. Please indicate if your utility requires specific administrative arrangements, like information to be put on the invoice, or special agreements?

Billing contact ⁴

Name of utility	
VAT-number ⁵	
Contact person	
Postal address	
ZIP-code	
City	
Country	
Telephone	
E-mail address	

Please send scanned copy of the completed and signed form
to ex.yu.ebc.hub@gmail.com

⁴ For billing purposes

⁵ For VAT purposes

