



23-25 NOVEMBER 2016 BUDVA, MONTENEGRO BENCHMARKING WORKSHOP IB2015 FINAL ANNOUNCEMENT

For water and wastewater utility companies from Western Balkans and for other supporting European utilities

Countries from Western Balkans and Danube region are increasingly recognized as indispensable part of Europe. This may bring number of benefits to the region if appropriate responsibilities and practices are adopted by central and local governments of these countries. In that respect water and wastewater utilities may either chose to wait for new practices to be imposed on them in the process or may choose to become a proactive partners in identification and adoption of best practices. If your utility tend to be latter we invite you to join us in November at the International Benchmarking Workshop IB2015.

OBJECTIVES:

Connect with the growing family of European water utilities!

Participate in international exchange of best practices in water utilities

Discuss and challenge ongoing practices in water utilities in the region

Contribute to performance improvement of Montenegrin water sector

Venue

AVALA

RESORT & VILLAS

Meditranska br. 2
85310 Budva, Montenegro

Tel: +382 33 402 656
reservations@
avalaresort.com

November 23-25, 2016

Introduction

On November 24-25 2016, benchmarking HUB for Ex-YU utilities will organize its 3rd Benchmarking Workshop to discuss results of benchmarking reports. This year the annual meeting of EBC-participants from Ex-YU region takes place in Budva, the city most visited by tourists who come to Montenegro (more than 4.5 million overnight stays/year). Budva is 2,500 years old settlement, which makes it one of the oldest settlements on the Adriatic coast.

With this announcement, we invite you to register for the workshop, either using a form available as the attachment to this invitation or by using online form (please see below).

Workshop Languages

Working languages will be English and local languages (Montenegrin/Serbian/Croatian/Bosnian).

Workshop Participants

The Workshop is predominantly intended for waterworks and sewerage companies from Ex-YU countries participating in utility benchmarking project of IAWD and EBC, but also for representatives of their associations, international institutions and other stakeholders which may provide advice and support regarding benchmarking and performance improvement of utilities in the region. Utilities from other European countries which participate in EBC-based benchmarking are also encouraged to participate.

Workshop is intended only for registered participants. Organizers are providing meals, coffee breaks and translation.

Registration for the Workshop

All participants need to register either directly or with support of their colleagues. Ideally, all participants would register **before November 15**. Please find registration form attached to this invitation. In case you prefer online registration, please use the following link:

<http://eutopia.teachable.com/courses/ws-ib2015/lectures/1619797>

Workshop Participation without Participation Fee

Representatives of utilities already participating in a utility benchmarking project, either within Ex-YU or other Danube region HUB or directly within the EBC benchmarking for Western Europe, don't need to pay additional fee for participation at this workshop.

In addition, utilities which register for utility benchmarking project before the workshop, i.e. for the join IAWD and EBC utility benchmarking activities in 2017-2018, are also eligible to participate at the workshop without fee, although annual fee for participation in the project is due in early 2017. Registration form for participation in the utility benchmarking project for Ex-YU utilities may be downloaded at: <http://eutopia.teachable.com/courses/o-tib2015/lectures/979865>

Participation of Montenegrin utilities at the workshop, even if they don't participate in Utility benchmarking project, is also not subject to fee, since one of the motives behind the workshop is also support to performance improvement of the Montenegrin water sector.

Supporting organizations

In order to support the efforts of colleagues from participating utilities, following organizations provided support to the workshop, contributing to overall sustainability of the project:



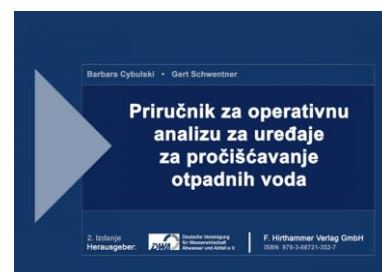
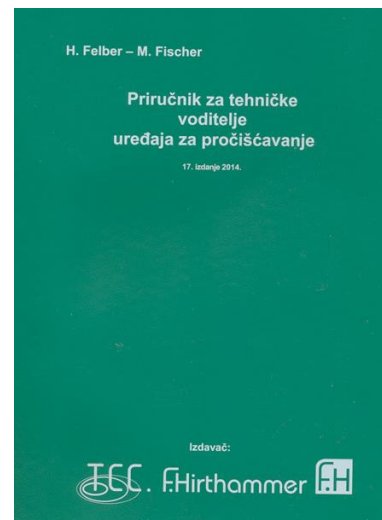
Website: www.tcc-danubius.eu

Contact: info@tcc-danubius.eu

The overall objective of TCC Danubius is the improvement of the environmental standards for the water sector in the Danube region. The specific objective of the project is the improvement of the training situation and provision of qualified personnel for companies/utilities in the water and waste water sector in the Danube region with specific know-how for operation of water/wastewater facilities through the operation of a Training and Competence Centre (TCC).

The target group of TCC-Danubius are workers and technicians working in the utility companies on different levels for improving their individual capacities and skills and for contributing to the enforcement of EU standards. However the intention is also to reach with a continuous stakeholder dialogue decision makers, consultants and politicians moving in the water sector of the whole region for awareness rising for water related issues and environmental topics in general.

Several participant at the Benchmarking workshop in Budva may expect to be awarded with free copies of Manuals shown at right side: „Manual for technical managers of wastewater treatment plants“ and „Manual for operational analysis for wastewater treatment plants“.



RENEXPO® in the Western Balkans - biggest international trade fair and conferences for Energy- Environment- and Water Experts unites WATER & ENERGY effective 2017 in the region.

From 25th - 27th of April 2017 the number 1 meeting place for international industry, investors and experts RENEXPO® WATER & ENERGY goes even bigger.

A brand new trade fair, conferences and side program-concept welcomes on 2.000m² more than 100 companies worldwide and around 2.500 professional visitors and 600 conference participants. The new set up unites the topics WATER & ENERGY in Albania, Bosnia and Herzegovina, Croatia, Kosovo, Macedonia, Montenegro and Serbia.

An intense 3day program will cover the water topics: Waste Water Treatment, Drinking Water, Water Management in the Western Balkans, Project Meetings, B2B Round Tables and Risk Disaster Management Panel.

All further details: www.renexpo-belgrade.com

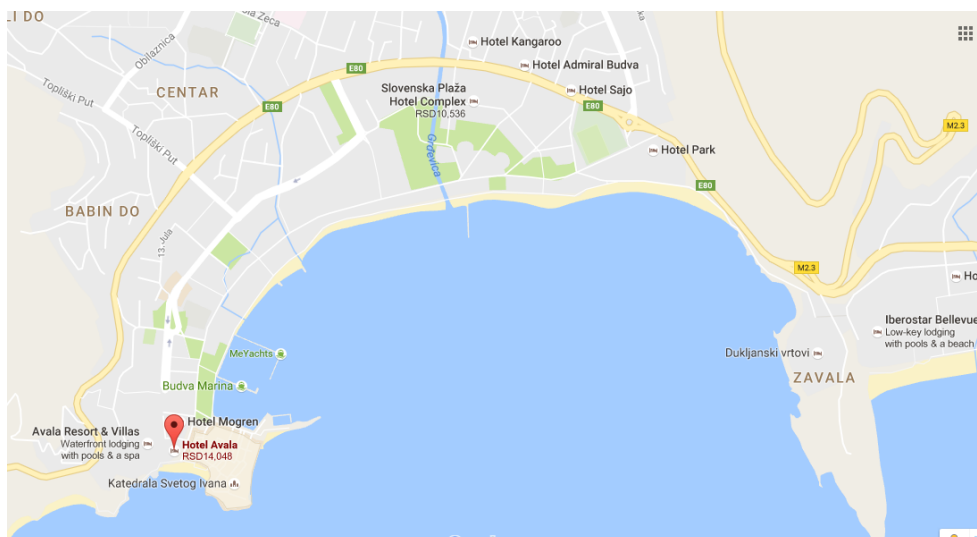
Venue of the Workshop

Avala Resort & Villas
Str. Mediteranska br. 2
85310 Budva
Montenegro
(next to the Old City)

Tel: +382 33 402 656;

e-mail: reservations@avalaresort.com

website:
www.avalaresort.com



Accommodation

Workshop venue will be in Avala Resort & Villas 4*. For the workshop participants following rooms are available at the discount at Avala Resort & Villas:

- standard single rooms are available at the price of 65* Euro/person/night;
 - standard double rooms are available at the price of 40* Euro/person/night;
- (* - there is additional charge for local tax and insurance of 1.5 Euro/person/night)

Please note that participants are covering their own accommodation expenses. Reservation can be made via e-mail: reservations@avalaresort.com or phone number +382 33 402 656. Optionally, upon request, organizer could support you in booking the hotel.

Significant number of accommodation possibilities are available in Budva, in addition to Avala Resort & Villas, which can be located through www.booking.com, www.yeego.com and similar.

Transportation








Nearby airports which could be used for arrival and departure are:

- **Airport Tivat - TIV** (25 km from Budva, taxi transfer Tivat-Budva is approx. 15-20 Euro)
- **Airport Podgorica - TGD** (70 km from Budva, taxi transfer Podgorica-Budva is approx. 40-50 Euro). Group transfer Podgorica-Budva may be arranged by organizers upon request.
- **Airport Dubrovnik, Croatia - DBV** (115 km from Budva, taxi transfer Dubrovnik-Budva is approx. 90-100 Euro).

Please note that participants are covering their own travel expenses.

Weather Conditions

The average high temperature is 15°C and the average low temperature is 6°C late November. In November, the weather is changeable with occasional rainfall. Below you can see forecast for Budva weather in week from November 20-26, provided at the website www.accuweather.com.

SUN 20/11	MON 21/11	TUE 22/11	WED 23/11	THU 24/11	FRI 25/11	SAT 26/11
						
14° /8° Partly sunny	13° /7° Partly sunny	13° /7° Cloudy, a little rain; windy	13° /9° Overcast with a little rain	13° /7° Clouds and sun with a shower	13° /6° A couple of showers	12° /7° Mostly cloudy, a little rain
Hist. Avg. 16°/7°	Hist. Avg. 16°/6°	Hist. Avg. 15°/6°	Hist. Avg. 15°/6°	Hist. Avg. 15°/6°	Hist. Avg. 15°/6°	Hist. Avg. 15°/6°

Workshop Dinner

On 24 November, the workshop dinner and the Benchmarking Co-ordinator of the Year Award Ceremony will take place. If you have any diet request, please inform us on time.

Study Tour

Study tour after the workshop will include visit to Regional Waterworks of Montenegrin Coastal Area, including visit to water source “Bolje Sestre”, located closer to Podgorica than to Budva.

Water source “Bolje Sestre” is at less than 30 minute distance from Podgorica Airport, what may be convenient in case of evening flights back on Friday, November 25.

For some participants, in case of morning flights or departures planned for Saturday, November 26, it may be more convenient to use hotel in Podgorica.



Contacts

In case you would have any additional questions, please don't hesitate to contact us:

For location questions: **Marijana Zenović**, Regional Waterworks of Montenegro Coastal Area, Telefon: +382 (0) 33 451-921; marijana.zenovic@regionalnivadovod.me

For program issues: **Aleksandar Krstić**, IPM, Mob: +38163442535; [Tel:+381113943064](tel:+381113943064); aleksandar.krstic@ipm.org.rs

Welcoming cocktail

– NOVEMBER 23, 2016 –

19:00 – 20:30 Welcome cocktail - Avala Resort & Villas 4*

– NOVEMBER 24, 2016 –

09:00 – 10:00	Registration (with refreshment)	
<u>10:00 – 11:30</u> Introductory session, limited discussion	<p><u>Achieved results and Planned Activities</u> Intro: Guidance from the Ministry Presentation of the hosting organization World Bank support to water sector within DWP Developments at the beginning of the Phase II of DWP Role of utility association in ongoing activities Utility benchmarking in Europe and Danube Region</p>	<p><u>Moderator</u> Dragan Asanović, Min Goran Jevrić, Reg. Wat. Stipe Gabrić, WB Philip Weller, IAWD Miloš Ražnatović, WAM Peter Dane, EBC</p>
11:30 – 12:00	Coffee break	
<u>12:00 – 13:30</u> Discussion included	<p><u>National benchmarking activities</u> Intro: Benchmarking activities in the region Benchmarking of coastal utilities in Montenegro Regulatory benchmarking in Montenegro Regulatory and utility benchmarking in Bulgaria Regulatory and utility benchmarking in Ukraine Regulatory and utility benchmarking in Kosovo</p>	<p><u>Moderator</u> Aleksandar Krstić, IPM Sanja Bujiša, Vodacom Snežana Didanović, Min. Miroslav Mitkov, BWA Viktorija Iskova, UWA Nadire Vitia, SHUKOS</p>
13:30 – 14:30	Lunch	
14:30	Photo session – joint photo of all participants	
<u>14:30 – 16:00</u> Extensive discussion included	<p><u>Planning of follow-up activities</u> Intro: Favourable future developments Support to utility benchmarking through EBC Supporting events and tools for benchmarking activities Questions & Answers & Suggestions Conclusions on follow-up activities of the sector</p>	<p><u>Moderator</u> Philip Weller, IAWD Peter Dane, EBC Aleksandar Krstić, IPM Participants Miloš Ražnatović, WAM</p>
16:00 – 16:30	Coffee break	
<u>16:30 – 18:00</u> Extensive discussion included	<p><u>Results of IB2015 in Ex-YU (a)</u> Intro: Customers and investments Context information – Operating Conditions and Coverage Finance and Efficiency – Personnel and Cost Coverage Asset Management in Utilities Environmental protection – Wastewater Treatment Awarding of Manuals for wastewater treatment</p>	<p><u>Moderator:</u> F. Rustempašić, SydvaTen Aleksandar Krstić, IPM Srđan Kevac, BanjaL., BiH Ivana Stanišić, Bijelj., BiH Sanja Horvat, KcVode, Cro TCC-Danubius</p>
18:00 – 19:00	Free time	
19:00 – 22:00	Gala dinner (Benchmarking coordinator of the year award)	
– NOVEMBER 25, 2016 –		
09:00 – 10:00	Registration (with refreshment)	
<u>10:00 – 11:30</u> Extensive Discussion included	<p><u>Results of IB2015 in Ex-YU (b)</u> Intro: Resource Efficiency Minimising Non Revenue Water Pressure Management and Network performance Improvements in Non-Revenue Water Management Utility Climate Footprint</p>	<p><u>Moderator:</u> Jurica Kovač, IWA WLSG Tomica Blažek, KcVode, Cro J. Mulabdić, Gračanica, BiH Edin Kekić, V. Kladuša, BiH Igor Micevski, Bitola, Mkd</p>
11:30 – 12:00	Coffee break	
<u>12:00 – 13:30</u> Discussion only	<p><u>Planning of follow-up activities</u> Intro: Improving utility benchmarking Diverse topics: forthcoming events, data reliability, training on on-line and off-line tools, on-line learning, best practices sharing, matchmaking, utility partnerships, etc.</p>	<p><u>Moderator</u> Aleksandar Krstić, IPM Participants</p>
13:30 – 18:00	Study trip to Bolje Sestre Water Source and snack on the road (optional) with transfer to Podgorica or back to Budva (optional)	

<p align="center">REGISTRACIONI FORMULAR ZAVRŠNA BENČMARKING RADIONICA 2015</p> <p align="center">BUDVA, CRNA GORA 23.-25. NOVEMBAR 2016. GODINE</p>		<p align="center">REGISTRATION FORM BENCHMARKING WORKSHOP IB2015</p> <p align="center">BUDVA, MONTENEGRO 23-25 NOVEMBER 2016</p>				
<p>Online prijava: / <i>Online registration:</i></p>		<p align="center">http://eutopia.teachable.com/courses/ws-ib2015/lectures/1619797</p>				
<p align="center">Offline prijava – popuniti i poslati na benchmarking@ipm.org.rs / <i>Offline registration – please fill and submit to benchmarking@ipm.org.rs</i></p>						
<p>Naziv organizacije / <i>Name of organization:</i></p>						
<p>Puna imena učesnika: / <i>Full names of participants:</i></p>		<p>1. 2. 3. 4.</p>				
<p>Kontakt osoba: / <i>Contact person:</i></p>						
<p>E-mail kontakt: / <i>E-mail contact:</i></p>						
<p>Kontakt telefon: / <i>Contact phone:</i></p>						
<p>Prijava broja učesnika za sledeće aktivnosti (upisati broj učesnika za svaku pojedinačnu aktivnost): / <i>Registration of the number of participants per following activities (provide number of participants for each individual activity) :</i></p>		No.	Aktivnosti / <i>Activities</i>			
		1,2,3	23. Nov, 17:30-19:00 – Transport Podgorica-Budva			
		1,2,3	23. Nov, 19:00-21:00 – Koktel u Budvi / <i>Cocktail in Budva</i>			
		1,2,3	24. Nov, 10:00-13:30 – Prepodnevna sesija / <i>Morning session</i>			
		1,2,3	24. Nov, 13:30-14:30 – Ručak / <i>Lunch</i>			
		1,2,3	24. Nov, 14:30-18:00 – Popodnevna sesija / <i>Afternoon session</i>			
		1,2,3	24. Nov, 19:00-22:00 – Gala večera / <i>Gala Dinner</i>			
		1,2,3	25. Nov, 10:00-13:30 – Prepodnevna sesija / <i>Morning session</i>			
		1,2,3	25. Nov, 14:30-17:00 – Studijski obilazak / <i>Study Tour</i>			
		1,2,3	25. Nov, 17:00-18:30 – Transport Bolje Sestre-Budva			
		1,2,3	25. Nov, 17:00-17:30 – Transport Bolje Sestre-Podgorica			
<p>Molimo rezervišite Hotel Avala za sledeće osobe: / <i>Please book Hotel Avala for participants:</i></p>		Gosti Hotela / <i>Hotel Guests</i>	Dat:	23 Nov*	24 Nov*	25 Nov*
		1.				
		2.				
		3.				
		4.				
<p>Profaktura od hotela Avala za organizaciju: / <i>Please provide pro-forma invoice for organization:</i></p>						
<p>Dodatni zahtevi u vezi učešća: / <i>Additional requests regarding participation:</i></p>						

* - upišite (1) za smeštaj u jednokrevetnoj, odnosno (1/2) za smeštaj u dvokrevetnoj sobi

* - insert (1) for accommodation in single room, i.e. (1/2) for accommodation in double room