Commercial Efficiency in Water Supply and Sanitation Utilities

**Gain** practical experience on commercial efficiency measures

**Learn** from other practitioners in the sector

**Be up to date** on the latest trends in the sector

**Benefit** from regional and global experiences from other utilities
Commercial Efficiency in Water Supply and Sanitation Utilities

Program description and covered topics

The successful management of high cost water infrastructure is essential to operate and deliver the required service as cost effectively as possible. The management of commercial activities is an integral part of achieving this goal.

This Program supports participating utility companies in collecting, auditing and analyzing data related to commercial efficiency and developing actions based on that data to support reduction of costs, increase revenue collection and overall commercial efficiency. It offers a standardized and detailed approach for business planning and provides tools and actions to improve commercial efficiency.

The Program has been developed in cooperation with the Technical Partner Valu Add and will be delivered by national or regional Hubs in local language. The duration of the Program is one year and it consists of workshops as well as hands-on exercises at the utilities themselves with support of the Trainers. Participating utilities will pay a registration fee which will be communicated by the Hub.

Learning goals
How to develop a business plan?
How to establish adequate commercial procedures?
How to design performance improvement plans?

Next steps
Establish Hubs . . . . . . February 2017
Training of the Trainers . . . . April 2017
Launch of Program . . . . . . May/June 2017

Hubs
Association of Utility Service Providers of Macedonia
APA Brasov, Romania
Water Supply and Sewerage Association of Albania/
Water and Wastewater Works Association of Kosovo

Technical Partner
VALU ADD MANAGEMENT SERVICES
"Your Partner in Reinventing Environmental Infrastructure Management"

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