



International Association  
of Water Supply Companies  
in the Danube River  
Catchment Area



CE

# 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



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