ACHIEVING SUSTAINABLE WATER AND SANITATION SERVICES FOR ALL: PROGRESS, CHALLENGES AND FUTURE ACTIONS

2018 DANUBE WATER CONFERENCE

Vienna, May 2018
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<tr>
<td>10:00-18:00</td>
<td>Registration (conference venue, first floor)</td>
</tr>
<tr>
<td>12:00-13:00</td>
<td>Lunch (NH Hotel Restaurant)</td>
</tr>
<tr>
<td>13:00-13:30</td>
<td>Danube Water Conference: Opening Session</td>
</tr>
<tr>
<td>13:30-14:30</td>
<td>Keynote: Challenges of achieving sustainable water and sanitation services in the Danube region (Gustav Mahler)</td>
</tr>
<tr>
<td>14:30-15:15</td>
<td>DWC 2018 Group Photo Coffee break</td>
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<tr>
<td>15:15-17:30</td>
<td>International and national actions to achieve sustainable water and sanitation services</td>
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<tr>
<td>17:30-18:45</td>
<td>Poster Reception (Karl Kraus &amp; Siegfried Marcus)</td>
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<tr>
<td>19:30</td>
<td>Official Conference Dinner (Venue: The View, bus from hotel 19-15)</td>
</tr>
<tr>
<td>8:00-12:00</td>
<td>Registration (conference venue, first floor)</td>
</tr>
<tr>
<td>9:00-10:45</td>
<td>Parallel session A: Smart Policies for sector governance (Gustav Mahler)</td>
</tr>
<tr>
<td>10:45-11:15</td>
<td>Coffee break</td>
</tr>
<tr>
<td>11:15-13:00</td>
<td>Parallel session A: Smart policies for inclusive services (Gustav Mahler)</td>
</tr>
<tr>
<td>13:00-14:30</td>
<td>Lunch (NH Hotel Restaurant)</td>
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<tr>
<td>14:30-16:30</td>
<td>Regional capacity development initiatives (Gustav Mahler)</td>
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<tr>
<td>16:30-17:00</td>
<td>Coffee break</td>
</tr>
<tr>
<td>17:00-18:00</td>
<td>DWC 2018 Closing Session: Further steps for strengthening sustainable service provision in the Danube region (Gustav Mahler)</td>
</tr>
<tr>
<td>19:00 – 21:30</td>
<td>Danube Hub and CEO Dinner (by invitation only) (NH Hotel Restaurant)</td>
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<tr>
<td>8:00-9:00</td>
<td>IAWD Board Meeting (Karl Kraus &amp; Siegfried Marcus)</td>
</tr>
<tr>
<td>9:00-11:00</td>
<td>IAWD General Assembly (Gustav Mahler)</td>
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<tr>
<td>11:00-11:30</td>
<td>Coffee break</td>
</tr>
<tr>
<td>11:30 – 13:00</td>
<td>D-LeaP Committee Council (Gustav Mahler)</td>
</tr>
<tr>
<td>13:00 - 14:00</td>
<td>Lunch and End of Business Meetings</td>
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</tbody>
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### II. THE ORGANIZERS

#### 1. World Bank / IAWD Danube Water Program

The World Bank / IAWD Danube Water Program supports smart policies, strong utilities and sustainable water and wastewater services in the Danube region by partnering with regional, national and local stakeholders, promoting an informed policy dialogue around the sector’s challenges and strengthening the technical and managerial capacity of the sector’s utilities and institutions.

**Why this Program?**

Governments and water professionals in the Danube region face a double challenge of meeting their citizens’ demand for universal, good quality, efficient, and financially sound or - in one word - sustainable water and wastewater services, while catching up to the environmental requirements of the European Union. To address this double challenge, the World Bank and the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) have partnered to launch the Danube Water Program, with a 9.5M Euro, two-phased financing from the Government of Austria.

**What has the Program achieved?**

The Danube Water Program was formally launched in May 2013 in partnership with line ministries, regulators, waterworks associations, and local government representatives of a dozen countries in Southeast Europe. Since the launch of the Program, knowledge exchanges among more than 600 sector professionals and policy makers in the region and beyond has taken place. In 2015 a State of the Sector report was produced and made available as a comprehensive assessment of the situation in the water sector of all countries of the Danube. Three additional analytical pieces exploring status and trends in wastewater management, rural water supply and sanitation and agglomeration of utilities have been developed. Capacity building programs benefitting over 135 utilities have been undertaken and are now being converted into a region wide Learning Partnership (D-LeaP) involving cooperation with all the national water utility associations. Numerous local initiatives worth more than € 1,000,000 through competitive funding have been supported. DANUBIS.org, a platform for sharing information on water and wastewater services has been launched. The program and cooperation with a variety of organizations such as the Open Regional Fund, the European Benchmarking Cooperation, and national utility associations, has also leveraged over € 3.6 million of funding from beneficiaries and other donors, including Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) and Swiss Cooperation.

**What is coming now?**

The program has initiated the successful completion and progress on more than 40 individual knowledge sharing, capacity building and analytical work activities, demonstrating a strong demand for the Program supported activities. To ensure that these activities have long lasting impact the second phase, has been focused on securing sustainability of arrangements and programs beyond the project. Focus has been on key “legacy” initiatives including securing the basis for continuation of the annual Danube Water Conference as the prime gathering of sector professionals in the region; the further development of the DANUBIS.org website into a lively platform of information exchange and benchmarking for the whole region; and the consolidation of capacity building activities under the Danube Learning Partnership (D-LeaP), a sustainable learning partnership of national and regional waterworks associations. Strengthening and further development of national water utility associations and IAWD through support for business planning are laying the groundwork for greater strength and stability of these institutions. An updated State of the Sector report and other key analytical activities focused on key challenges of the region are also in preparation.

[www.iawd.at](http://www.iawd.at)  
[www.danube-water-program.org](http://www.danube-water-program.org)
III. WEDNESDAY, MAY 2ND

1. Opening Plenary Session

Date: Wednesday, May 2nd  
Time: 13:00 to 13:30

Location: Gustav Mahler

Chairs: Ms. Patricia Lopez, World Bank and Mr. Philip Weller, IAWD

Simultaneous Translation: No

Context and objective

The opening session will feature welcoming words from senior representatives of the various institutions organizing and supporting the 2018 Danube Water Conference. The formal opening will be followed by an overview of the event’s structure and practical aspects and feedback from the audience on some of the most pressing issues relating this year’s conference theme.

Session structure

<table>
<thead>
<tr>
<th>Time</th>
<th>Content</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>13:00</td>
<td>5’ Introduction</td>
<td>Mrs. Patricia Lopez, DWP Program Leader, World Bank, Austria and Mr. Philip Weller, Head of Technical Secretariat, IAWD, Austria</td>
</tr>
<tr>
<td>13:05</td>
<td>5’ Welcome words from the Austrian Ministry of Finance</td>
<td>Mr. Peter Istjan-Hoelzl, Advisor Sustainable Development and Finance, International Financial Institutions, Federal Ministry of Finance, Austria</td>
</tr>
<tr>
<td>13:10</td>
<td>5’ Welcome words from IAWD</td>
<td>Mr. Walter Kling, President, IAWD, Austria</td>
</tr>
<tr>
<td>13:15</td>
<td>5’ Welcome words from the World Bank</td>
<td>Ms. Lada Strelkova, Operations Advisor for the Western Balkans, World Bank, Austria</td>
</tr>
<tr>
<td>13:20</td>
<td>10’ Framing the debate</td>
<td>Facilitated by Patricia Lopez, DWP Program Leader, World Bank, Austria and Mr. Philip Weller, Head of Technical Secretariat, IAWD, Austria</td>
</tr>
<tr>
<td>13:30</td>
<td>End of session</td>
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</tr>
</tbody>
</table>

Speakers Bios

Mr. Peter Istjan-Hoelzl is working in the Department for International Financial Institutions at the Austrian Federal Ministry of Finance. As an adviser for sustainable development and finance he is responsible for Austria’s cooperation with the World Bank Group and several World Bank Group Programs and Trust Funds. Before his current position, he represented Austria in the World Bank Group’s Boards of Directors, working as an Advisor to the Executive Director for Austria, Belarus, Belgium, Czech Republic, Hungary, Kosovo, Luxembourg, Slovakia, Slovenia and Turkey for two years until November 2016. Prior to this he gained experience as a Technical Expert at the Austrian Federal Ministry of Finance in the Department for Export Financing and Policy. He was in charge of the Austrian export financing scheme, tied aid credits and the representation of Austria’s interests in bodies of the EU and the OECD. He started his professional career as a Financial Controller at a mechanical engineering company. He holds a degree in International Business Administration from the Vienna University of Economics and Business and studied at the College of Humanities and Social Science at the University of Edinburgh.

Mr. Walter Kling is Deputy Managing Director of Vienna Waterworks, a position he has held since 2001. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in East Europe by organizing a number of events. For the period of 2006 to 2008 he joined the IWA Board of Directors as the incoming Congress President. 2010 he was elected IWA Vice President and reelected in 2012 for the period until the WWC 2014 in Lisbon. He also successfully organized the IWA European Utility Conference 2012 and the IWA Water Loss Conference 2014 in Vienna. An important background for this supporting work was his role as the General Secretary of IAWD (International Association of Water Supply Companies in the Danube River Catchment Area), which he started in 1993. Founded by an initiative of the Mayor of Vienna, IAWD is a long-term partner of IWA in various activities and one of the two organizations behind the Danube Water Program.

Ms. Lada Strelkova is Operations Advisor overseeing the World Bank program in the Western Balkans, developing partnerships with key development partners, and managing the administrative functions of the World Bank office in Vienna. She joined the Bank in 1998 as Operations Officer and Private and Financial Sector Development Sector Unit of Europe and Central Asia (ECA) region of the World Bank. Since then, she also worked as Senior Operations Officer in the Quality Unit in ECA, as Special Assistant to the Regional Vice President for South Asia, and as Country Program Coordinator for the Philippines and the Russian Federation. In her work for the Bank, she brings prior research experience in macroeconomic forecasting, European integration, and international trade, building on her graduate degree and postgraduate work in international economic relations.

Ms. Patricia Lopez is a senior infrastructure finance specialist with the World Bank’s Water Global Practice and the Danube Water Program Leader on the Bank’ side. At the Bank, she has worked in providing policy advice around financial and institutional issues to national, regional and local governments, utilities and WSS sector institutions and in preparing, negotiating and managing World Bank lending operations in the water and sanitation and flood management sector. Before joining the Bank, Ms. Lopez worked for different investment banks and consultancy firms advising governments, utilities and private companies in project and corporate finance operations. She has hands-on experience in the design of solutions for the provision of water and sanitation services and the financing of infrastructure, particularly with participation of the private sector and has worked in Latin America and the Caribbean, Europe and Eastern Europe. Patricia holds a M.Sc. in Economics and Business Sciences with a two-year specialization in Financing from Colegio Universitario de Estudios Financieros (C.U.N.E.F.), Madrid, Spain.

Mr. Philip Weller has since July 2013 served as the Danube Water Program Coordinator for the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) administering and managing a joint project together with the World Bank aimed at improving and supporting the efficiency of Danube region water supply and waste water companies. Mr. Weller previously served for 10 years as the Executive Secretary of the (ICPDR) International Commission for the Protection of the Danube River. Mr. Weller also worked for the World Wide Fund for Nature (WWF) as Danube Carpathian Program Director and has also managed successful consulting businesses in both Canada and Austria and has done numerous assignments for governments and international organizations. Philip Weller is an environmental planner by training.
2. Keynotes: Challenges of achieving sustainable water and sanitation services in the Danube region

Date: Wednesday, May 2nd
Time: 13:30 to 14:30
Location: Gustav Mahler
Chair: Mr. Walter Kling, IAWD
Simultaneous Translation: No

Context and objective

The session will involve an opening keynote on the development and status of implementation of the Sustainable Development Goal on Water (SDG 6) by a senior representative of the World Bank involved in the global implementation of the SDGs. This presentation will provide the global context for the efforts to achieve sustainable water and sanitation services.

The initial keynote will be followed by a second keynote by the senior Vice President of the International Water Association presenting how IWA as a forum for water professionals worldwide has adopted and strategically responded to the challenge of achieving sustainable water and sanitation services globally.

The keynotes will be followed by questions and answers from the audience on the global efforts to address the water challenge.

Session structure

<table>
<thead>
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<tr>
<td>13:30</td>
<td>5’ Introduction</td>
<td>Mr. Walter Kling, President, IAWD, Austria</td>
</tr>
<tr>
<td>13:35</td>
<td>20’ Ensuring Availability and Sustainable management of Water and sanitation for all (SDG 6): what will it take?</td>
<td>Mr. David Michaud, Practice Manager of Water Global Practice for Europe and Central Asia, World Bank, USA</td>
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<tr>
<td>13:55</td>
<td>20’ The water sector’s role in implementing SDG 6: the International Water Association perspective</td>
<td>Mr. Tom Mollenkopf, Senior Vice President, International Water Association</td>
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<tr>
<td>14:15</td>
<td>15’ Audience Discussion and Questions</td>
<td>All participants</td>
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<tr>
<td>14:30</td>
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<td>End of session</td>
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</table>

Speakers bios

- **Mr. David Michaud** is the Practice Manager for Water in Europe and Central Asia at the World Bank’s Water Global Practice. At the Bank, Mr. Michaud has worked mostly in Europe and Latin America, gradually moving the focus of his activities from infrastructure and project development to utility efficiency and sector reform programs. He also led analytical work and policy advice to national governments on issues, such as sector financing, utility governance and sector performance monitoring. Prior to joining the Bank, Mr. Michaud worked as a water engineer and project manager in the private and non-profit sectors. He has a M.Sc. in Environmental and Sanitary Engineering from the Ecole Polytechnique Fédérale de Lausanne in Switzerland and a M.Sc. in Engineering and Management from the Massachusetts Institute of Technology.

- **Mr. Tom Mollenkopf** is Senior Vice-President of the International Water Association. He is an independent advisor on policy, strategy and governance, CEO of the Peter Cullen Water and Environment Trust, and a Senior Associate with the Aither consultancy. Over the past twenty years, Tom has worked extensively in the water sector: as CEO of the Australian Water Association, Deputy Executive Director of the International Water Association (based in London) and Executive General Manager at South East Water in Melbourne. Tom’s professional career started in law, first in private practice and then as corporate counsel. Within IWA, Tom chairs the Board Governance and Nominations Committee. He is a former Non-Executive Director of Water Aid Australia, Western Water, Wyong Water and Chair of the Water Industry Superannuation Fund. Tom has degrees in law, an MBA and is a Fellow of the Governance Institute and the Institute of Company Directors.

- **Mr. Walter Kling** is Deputy Managing Director of Vienna Waterworks, a position he has held since 2001. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in East Europe by organizing a number of events. For the period of 2006 to 2008 he joined the IWA Board of Directors as the incoming Congress President. 2010 he was elected IWA Vice President and reelected in 2012 for the period until the WWC 2014 in Lisbon. He also successfully organized the IWA European Utility Conference 2012 and the IWA Water Loss Conference 2014 in Vienna. An important background for this supporting work was his role as the General Secretary of IAWD (International Association of Water Supply Companies in the Danube River Catchment Area), which he started in 1993. Founded by an initiative of the Mayor of Vienna, IAWD is a long-term partner of IWA in various activities and one of the two organizations behind the Danube Water Program.
3. International and national actions to achieve sustainable water and sanitation services

Date: Wednesday, May 2nd
Time: 15:15 to 17:30
Location: Gustav Mahler Chair: Christian Hasenleithner, Energie AG Oberoesterreich and Ms. Arlinda Ibrahimllari, YWP
Simultaneous Translation: No

Context and objective

The panel discussion on international and national actions will involve actors from key organizations explaining their institutional and organizational efforts to achieve sustainable water and sanitation services. This part will focus on identifying the challenges and actions.

Four short presentations will introduce case studies of innovative and interesting national actions on how to strengthen the capacity to implement sustainable water and wastewater services.

Finally, a Roundtable discussion among all participants on future initiatives for strengthening institutional development in the water sector session structure

Session structure

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>15:15</td>
<td>5' Introduction</td>
<td>Mr. Christian Hasenleithner, Energie AG Oberoesterreich, Austria and Ms. Arlinda Ibrahimllari, YWP, Albania</td>
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<tr>
<td>15:20</td>
<td>50' Panel Statements and Discussion on international and national actions</td>
<td>Panelists:</td>
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<td></td>
<td>- Mr. Gustavo Saltiel, Lead Water Specialist, World Bank, USA</td>
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<tr>
<td></td>
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<td>- Ms. Zsuzsanna Kocsis-Kupper, Management Team, EUSDR PA 4, Hungary</td>
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<td>- Mr. Kelmend Zajazi, Executive Director, Network of Associations of Local Governments from South East Europe (NALAS), Macedonia</td>
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<td>- Ms. Elisabeta Poci, Deputy Executive Director, SHUKALB, Albania</td>
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<td>- Mr. Timotej Soos, Slovenian Development Strategy Lead, Agenda 2030 National Coordinator, Slovenia</td>
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<td>- Ms. Sandra Bruehlmann, Water Policy Adviser, Swiss Agency for Development and Cooperation (SDC), Switzerland</td>
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<tr>
<td>16:10</td>
<td>5' Strengthening utility and municipal government cooperation in BIH – the AQUASAN Network</td>
<td>Ms. Vesna Musicic, President, AQUASAN Network, Bosnia and Herzegovina</td>
</tr>
</tbody>
</table>

Speakers’ bios

- **Mr. Gustavo Saltiel** has 32 years of experience in the Water and Infrastructure Sectors. Among his many responsibilities, he was the General Manager of Aguas Bonaerenses (Argentina), the State-owned Water Utility serving 2.5 M inhabitants in 70 localities in the Province of Buenos Aires. Previously, he had been Head of Planning and Regulatory Affairs of Azurix, the water and sewerage services concessionaire in the Province of Buenos Aires and Manager of the Quality of Service Department of ETOS (Buenos Aires Water and Sewerage Services Regulatory Agency). He joined the World Bank in 2003 as Senior Water Engineer in the Latin America Region, he then was appointed as Sector Leader for Sustainable Development in Mexico, Program Manager in the Africa Region, and currently he is the Lead Water and Sanitation Specialist, based in Lima, Peru and in charge of operations and analytical work in the southern cone of Latin America.

- **Ms. Zsuzsanna Kocsis-Kupper** is an environmental lawyer. She is a team member of Priority Area Water Quality of the European Union Strategy for the Danube Region (EUSDR). Ms. Kocsis-Kupper further acts as an external monitoring consultant and regional coordinator of the European Commission’s external monitoring team for LIFE projects in the Central-Eastern European countries. She is a Vice Chair of the Compliance Committee of the UNECE Protocol on Water and Health. She has experience with international water issues and gave lectures on environmental law and international environmental law in Eötvös Loránd University Law Faculty for postgraduate students for more than ten years. Her main area of expertise is European and international environmental law and management, focusing on water quality issues.

- **Mr. Kelmend Zajazi** is the Executive Director of NALAS, the Network of Associations of Local Authorities of South East Europe since 2007. Mr. Zajazi is a member of the Council of Europe’s Independent Expert Group on European Charter of Local Self Governments. Previously, Mr. Zajazi managed USAID Local Government Reforms and Democracy Network Programs, served as an Advisor and Chief of Staff of the Minister of Health and worked with the European Commission Humanitarian Aid Office in Macedonia. Mr. Zajazi is a Medical Doctor and holds a Master’s degree in Public Policy and Management from the University of Pittsburgh.

- **Ms Elisabeta Poci** has been working with the Water Supply and Sewerage Association of Albania (SHUKALB), for more than ten years. During her work for the Association, she has held different positions, and more recently, she assumed the position of Deputy Executive Director, which she has held for the past four years. Her major responsibility, among others, includes the development of SHUKALB’s Grants-based Projects Program. Ms. Poci is currently managing the Project “Sustainable Water Sector Capacity Development in Albania”, a grant received by SHUKALB from USAID. The main objective of the Project is to develop an institutionalized, financially self-sustaining curriculum of training, which is designed to qualify candidates for test-based operator certification. Ms. Poci holds a bachelor’s degree in environmental engineering from the Polytechnic University of Tirana and a Master’s degree in Environmental and Water Resources Engineering from the University of Texas at Austin, USA, under a Fulbright Scholarship.
Mr. Timotej Soos is a career diplomat and currently serves as a National Development Strategy Lead and National Coordinator for the Agenda 2030. Before that Timotej was a Special Adviser to the Minister of Foreign Affairs, Digital Diplomacy and Young Bled Strategic Forum Director at the Ministry of Foreign Affairs of Slovenia. He also worked at Slovenian Mission to UN in New York and to OECD in Paris. Recently, he was awarded the Marshall Memorial Fellowship by the German Marshall Fund of the United States.

Ms. Sandra Bruehmann is working for SDC’s Global Programme Water as a Water Policy Adviser and SDC’s Focal Point Water. In her position, she is responsible for various projects on water governance and integrated water resources management, WASH in rural areas and manages SDC’s water network ResEUA and Aguasan, a Community of Practice. Sandra joined SDC in 2016 and held positions as an Academic Trainee, Programme Manager and worked as an Adviser to SDC for the World Water Forum 2018, responsible for the organization and coordination of the Swiss Delegation. She holds a MA in International Affairs and Governance with a focus on development cooperation from the University of St. Gallen.

Ms. Vesna Muslic is the President of the Association for Water and Environmental Protection Sector “Aquasan Network in BiH”. She graduated from the Faculty of Mathematics and Natural Sciences at the University of Sarajevo, Department for Mathematics, and has continued to advance her knowledge and skills through various certified courses. Ms. Muslic works on developing and implementing non-revenue water projects and measures aimed at improving performance of water utilities in this domain as well as developing individual, organizational and institutional capacities of water utilities and local governance units. Before joining Aquasan Network in BiH, Ms. Muslic worked with the Organization for Security and Co-operation in Europe (OSCE).

Ms. Iva Johanidesova is a postgraduate student at the University of Chemistry and Technology, Prague. During her studies, she has been focusing on wastewater reuse, nitrogen removal using nitritation-anammox process, and phosphorus recovery. While she is partly employed at her alma mater, she works also at the Czech Technical University in Prague, where she cooperates on mathematical modelling of secondary clarifiers. She is keen on establishing good contacts within the water sector as important factor in her work, which was a reason to initiate the Young Water Professionals (YWP) Chapter in Czech Republic with the support of her supervisor, Professor Wanner. Ms. Johanidesova acts currently as the chair of this group and is able to support YWP to communicate and share their experience each other.

Ms. Gergana Majercakova is Communications Officer at Global Water Partnership Central and Eastern Europe (GWP CEE). She is responsible for overall communications from strategy to planning, knowledge dissemination and outreach to key audiences. Her role involves working with media, regional stakeholders and youth, social media and PR activities, as well as production of multimedia, publications and digital content. Her interests lie in the innovative use of communications for social and behavioral change, youth empowerment, public participation and innovative stakeholder involvement in water resources management.

Mr. Manfred Eisenhut, Head of the water department of the Austrian Association for Gas and Water (OVGW), has been employed by OVGW since 1986 and is the head of the water department for more than 19 years. Since 2003 he is responsible for the OVGW representation in Brussels and coordinator of cooperation’s between OVGW and other international organizations like EUREAU. Mr. Eisenhut is also secretary general of the Austrian IWA National Committee. He has a degree in mechanical engineering.

Mr. Christian Hasenleithner studied Civil Engineering at the Vienna University of Technology. After 10 years of working as a project engineer in hydro power plant construction, he switched to the sector of water supply and waste water treatment in 1995. Mr. Hasenleithner developed the business segment “Water” at Energie AG Oberoesterreich, a mainly public entity, located in Linz and is General Manager of Energie AG Wasser GmbH, which is active in Austria, the Czech Republic and Slovenia. 8 companies of the group supply about 1 Mio. inhabitants with drinking water and collect and clean wastewater for 750.000 inhabitants.

Ms. Arlinda Ibrahimllari is Technical Director of the Sanitation Department in UKKO Joint Stock Company in Albania and has over 8 years’ experience in the water industry. Her roles have included Water and Sanitation project management, technical support management and capacity development. Arlinda holds a M.Sc. Degree in Environmental Engineering from the Polytechnic University of Tirana, bachelor’s Degree in law and currently studying an MBA Program at the Canadian Institute of Technology. Arlinda is the Chair of the Emerging Water Leaders from the IWA. Her focus, beside her professional development as an Engineer and what she feels passionately about is to help the young water professionals to develop their skills, to develop a professional network in the water industry, to gain experience working with Senior professionals, develop organizational and leadership skills, to gain recognition and profile. She is trustful that the ‘Future Water Leaders’ will make changes and inspire other generations.
4. Poster Reception

Date: Wednesday, May 2nd
Time: 17:30 to 18:45
Location: Karl Kraus & Siegfried Marcus
Chair: Ms. Violeta Wolff, IAWD and Mr. Sokol Xhafa, WYP
Simultaneous Translation: No

Context and objective
In this poster session five Competitive Grant projects supported by the Danube Water Program will be presented by the grant receiving institutions. In addition, participants will get a chance to get an overview of other flagship initiatives such as the Danube Learning Partnership, DANUBIS.org or the new study developed by the World Bank on “Serving those beyond utility reach in the Danube region”.

This session, which is organised in reception style including drinks, will also provide enough space for networking with other participants of the conference as well the Danube Water Program team.

Session structure

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<tr>
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<th>Content</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>17:30</td>
<td>Introduction</td>
<td>Ms. Violeta Wolff, Technical Expert and RCDN PIT Coordinator, IAWD, Austria and Mr. Sokol Xhafa, WYP, Kosovo</td>
</tr>
<tr>
<td>17:35</td>
<td>DWP supported Competitive Grant: “The active control of losses in the water supply system of East Sarajevo”</td>
<td>Mr. Dejan Romic, Head of Department for Water Loss Control, Public Utility Company East Sarajevo, Bosnia and Herzegovina</td>
</tr>
<tr>
<td>17:40</td>
<td>DWP supported Competitive Grant: “The establishment of a center for monitoring and reduction of losses”</td>
<td>Mr. Miodrag Babic, Development Department Manager, JSC Vodovod Banja Luka, Bosnia and Herzegovina</td>
</tr>
<tr>
<td>17:45</td>
<td>DWP supported Competitive Grant: “Leak Detection Competition”</td>
<td>Mr. Jurica Kovac, Consultant, Aqua Libera Ltd., Croatia</td>
</tr>
<tr>
<td>17:50</td>
<td>DWP supported Competitive Grant: “Implementing a selected list of commercial efficiency improvements”</td>
<td>Mr. Agron Dreshaj, Technical Manager, Hidrodrini JSC Peja, Kosovo</td>
</tr>
<tr>
<td>17:55</td>
<td>DWP supported Competitive Grant: “Development of capacities for business planning”</td>
<td>Mr. Jane Vrteski, Advisor, ADKOM, Macedonia</td>
</tr>
<tr>
<td>18:00</td>
<td>Invitation to visit poster exhibition and enjoy a drink</td>
<td>-</td>
</tr>
<tr>
<td>18:45</td>
<td>End of session</td>
<td>-</td>
</tr>
</tbody>
</table>
negotiations. Violeta has very good knowledge of EU legislation / regulations for the water / environment sector and valuable understanding of the Western Balkan Countries’ legal and institutional framework. She is very often working with state, entity and municipal water / environment institutions as well as with utility companies in preparation and implementation phases of programs / projects. Violeta works in a process oriented and integrated work manner by covering the whole project cycle and mediating between all relevant stakeholders, putting the needs of municipalities / utility companies always in foreground. She holds a MSc degree in Civil/Water Engineering. Violeta is currently employed by IAWD as Technical Expert and RCDN PIT Coordinator.

Mr. Sokol Xhafa holds a level as a Master of Sciences in Water Engineering, he studied at Polytechnic University of Tirana. His career as an engineer started on 2006, as a European Agency contractor. Mr. Xhafa has experience in Distribution Water Supply Systems, Dams, Water Power Plants, and other water engineering facilities. He took part in various national and international conferences in the region and Europe. He holds the position of technical director at RWC Pristina being the biggest water utility in Kosovo. Mr. Xhafa is also a lecturer at the University of Business and Technology in Pristina and he is chair of Young Water Professionals group in Kosovo. He has been trained and holds a certification as a trainer of trainer for different fields, e.g. on water source management, drought management, water safety management, Non-Revenue Water Management, specialized on water source management. He has different scientific publications in national and international journal papers.

5. Conference Dinner

Date: Wednesday, May 2nd
Time: 19:30
Location: The View, Handelskai 265, 1020 Vienna, [http://www.theview.at/](http://www.theview.at/)
Bus from the hotel at 19:15.

A conference dinner will take place on Wednesday, May 2nd at 19:30, following the Poster session, to further encourage the exchange of ideas and networking among the conference’s participants.
IV. THURSDAY, MAY 3RD

1. Smart Policies for Sector Governance – Parallel Session A

Date: Thursday, May 3rd
Time: 9:00 to 10:45
Location: Gustav Mahler
Chair: Mr. Jane Vrteski, ADKOM and Ms. Timea Hanzel, YWP
Simultaneous Translation: No

Context and objective

This session will examine the importance of good governance for ensuring sustainable and efficient utilities. Case studies demonstrating how efforts towards good governance are being undertaken in different settings and the consequences of those efforts will be presented. The objective of the session is to understand and examine the specific needs to improve sector governance from the perspectives of different government levels (national and local), regulatory agencies and water utilities and how best to achieve this.

Session structure

<table>
<thead>
<tr>
<th>Time</th>
<th>Content</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00</td>
<td>5' Introduction</td>
<td>Mr. Jane Vrteski, Advisor, ADKOM, Macedonia and Ms. Timea Hanzel, YWP</td>
</tr>
<tr>
<td>09:05</td>
<td>15' Optimizing national governance of the water sector</td>
<td>Mr. Sasa Radulovic, State Secretary, Ministry of Sustainable Development and Tourism, Montenegro</td>
</tr>
<tr>
<td>09:20</td>
<td>15' NALAS Methodology for benchmarking of good governance in the water and sanitation sector in SEE</td>
<td>Ms. Danijela Djurovic, Vice Mayor of Herceg Novi, Montenegro</td>
</tr>
<tr>
<td>09:35</td>
<td>15' Regionalization and monitoring of utility performance and its impact</td>
<td>Mr. Darius Boer, Chief Financial Officer, Apaserv Satu Mare, Romania</td>
</tr>
<tr>
<td>09:50</td>
<td>15' Overall progress of the water reform in Bulgaria</td>
<td>Ms. Malina Kroumova, Deputy Minister, Ministry of Regional Development and Public Works, Bulgaria</td>
</tr>
<tr>
<td>10:05</td>
<td>30' Panel Discussion and Q&amp;A</td>
<td>Panelists:</td>
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<tr>
<td></td>
<td></td>
<td>- Mr. Sasa Radulovic, State Secretary, Ministry of Sustainable Development and Tourism, Montenegro</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Ms. Danijela Djurovic, Vice Mayor of Herceg Novi, Montenegro</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Mr. Darius Boer, Chief Financial Officer, Apaserv Satu Mare, Romania</td>
</tr>
</tbody>
</table>

Speakers bios

► Mr. Sasa Radulovic has earned a degree in economics from the Economics Faculty of Podgorica in 1994, he began his career with the Secretariat for Economics, Development and Finance of the Municipality of Cetinje. He subsequently worked for the road construction company Crnagorput as deputy executive director, then chief executive officer, restoring the company to profitability. In 2012, he became advisor to the president of the Board of Directors of the Montenegrin train network and was responsible for coordinating modernisation work on the Podgorica–Niksic line. As project manager of the Podgorica regional landfill between 2014 and 2017, he was responsible for the construction of the Deponija business facility and the construction of a wastewater treatment plant at the Livade regional landfill, a project worth EUR 2 million, and the first of its kind in Montenegro. Since 2017, he has been state secretary at the Ministry of Sustainable Development and Tourism, contributing to the EU integration process as the main negotiator on behalf of Montenegro on Chapter 27 of the EU acquis, and head of operational structure for the IPA. Mr. Radulovic has been a member of the Board of Directors of Crnagorput A.D., a member of the Board of Directors of the water and sanitation company J.P. Vodovod i Kanalizacija Cetinje; and president of the Program Board of Radio Cetinja. He is currently a member of the General Assembly of the REC.

► Ms. Danijela Djurovic is Vice Mayor of Municipality of Herceg Novi, Montenegro, and ex-Deputy Director of Public Waste Company in Herceg Novi with 20 years of experience in solid waste management in Montenegro and region wide. She is a national expert on solid waste management, Member of Montenegro national team for Chapter 27, Environment and Climate Change, member of NALAS Task Force on Solid Waste and Water, representative of Union of municipalities of Montenegro. Before her present position: President of Parliament of Municipality of Herceg Novi, City Manager of Herceg Novi, Project manager on Water Supply and Sanitation Adriatic Coast Phase III for Herceg Novi. She studied Engineering Management at the University of Belgrade and holds Master’s degree in Ecology and Environmental protection, University of Montenegro.

► Mr. Darius Boer is C.F.O. at S.C. Apaserv Satu Mare S.A. in Romania since October 2017. He is a benchmarking and financial expert with great expertise in the water sector. He has ten years of experience in benchmarking, at national and international level and more than seven years of experience in implementing European co-funded projects. In 2015, he prepared and sustained the course “Financial and Accounting: Determining, approving and applying tariffs to the public water supply service” for the water companies from Republic of Moldova with more than 50 participants (trainees).

► Ms. Malina Kroumova graduated from the American University, in Blagoevgrad, with a degree in Politics and International Relations in 1998. She holds a master’s degree from a joint program at the University of Bologna and the University of Sarajevo on Democracy and Human Rights in Southeast Europe. Since 1998 she has been involved in project and program management. In 2007 she joined the Ministry of Environment and Waters as an expert in the Managing Authority of the Operational Program “Environment 2007 - 2013” and from 2009 she is Director of the Directorate and Head of the Operational Program. Between March and May 2013, she is Deputy Minister of Environment and Water. Since November 2014 she has been in the Administration of the Council of Ministers and is involved in the coordination of the European structural and investment Funds. She is a member of the High Level Group set up by the European Commission to simplify Cohesion Policy. Between January and May 2017, she is the Deputy Prime Minister for European Funds. On May 9, 2017, she was appointed Deputy Minister of Regional Development and Public Works.

► Mr. Jane Vrteski has more than 25 years of professional experience and more than 15 years of consulting experience in Macedonia and internationally. He has been engaged on the high-level
Ms. Timea Hanzel is an official in charge at the Hungarian Energy and Public Utility Regulatory Authority. She has over 5 years’ experience in the water sector, meanwhile her roles have included planning water and sanitation systems, modelling water and sewage water networks, supervising service providers, participating in permission process of operating water utility systems, running on planning water and sanitation systems, modelling water and sewage water networks, supervising Authority. She has over 5 years' experience in the water sector, meanwhile her roles have included Water Association Young Chapter. Her focus is put on reconciling legislation with environmental Deák Ferenc Postgraduate Institute. Besides, she is a steering committee member of the Hungarian Law Postgraduate Studies at Pázmány Péter Catholic University Faculty of Law and Political Sciences Technology and Economics Faculty of Civil Engineering, she has recently been finishing Environmental purposes and engineering possibilities along communicating with service providers, councils, decision-makers and working on implementing experiences into legislation, so that it covers and complies with all facets. Moreover, the focus is on a similar approach within the water profession by bringing together water professionals, building a bridge between juniors, seniors and even students standing before career choice, along organizing national and international programs, contacting with other junior associations and involving younger generations in the profession to achieve a convergent and strong water sector.

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Speakers bios

Mr. Joerg Krampe has a Dipl.-Ing. in civil engineering from the University of Hannover, and Ph.D. in Civil and Environmental Engineering at the University of Stuttgart. He is currently Professor for Water Quality at the Technical University of Vienna (TU Wien), and head of the Institute for Water Quality, Resources and Waste Management. Mr. Krampe has 20 years of work experience of biological wastewater treatment, aeration technology, membrane technology and energy efficiency, and long experience in the providing training in Germany and Austria and presenting special short courses for Turkish, Algerian and Chinese WWTP operators.

Ms. Maja Medenica graduated as Civil Engineer, Department of Hydraulic Engineering, University of Belgrade. In the last eighteen years she was working in PUC Belgrade Waterworks and Sewerage (BWS) and her current position is Head of Asset Management Center and Coordinator of International project in BWS, cooperating with IFIs (IFC, JICA, KfW, EBRD) and International Consulting companies. During last twelve years of professional experience she specialized in Integrated Infrastructure Asset Management, but her expertise also includes working as: Utility Technical Service Senior Engineer on the project Establishment and Operation of an IAWD Asset Management Regional Services Hub organized by the World Bank.

Mr. Goran Jevric has a degree from Faculty of Economics (Podgorica), and experience in managing of several public enterprises, and serving as a long-term representative in local government assembly. Since June 2013, he plays the role of Director of public enterprise “Regional Water Supply System of the Montenegrin Coast” and oversaw company transformation in to one of most efficient water utility companies in Montenegro. He is also a leading member of collegium and publisher of water magazine „Waters of Montenegro“.

Mr. Juergen Wummel, Dr.-Ing, is a Managing Director of Sachsenwasser GmbH, headquartered in Leipzig since it’s foundation 2000. Before moving to Sachsenwasser GmbH, he was the authorized signatory (CEO) of Wasserwerke Leipzig GmbH (now Leipzig Waterworks), and before that he performed professional activities in Berlin, Cologne, Düsseldorf and Essen, focusing on energy and supply. Sachsenwasser GmbH is focused on development of practical solutions for public water and sewage companies in Germany and abroad (Afghanistan, Ethiopia, Armenia, Bolivia, Bosnia-Herzegovina, Georgia, Iran, Kosovo, Peru and Tajikistan).

Mr. Ivan Ivanov is a chemical engineer by training. He is engaged in the water sector by 1999 and has worked 11 years in “Sofiyyska voda” AD, where he held the posts of Chief Secretary and Procurator. Mr. Ivanov is a member of the Board of the European Federation of National Associations of Water Services (EUREAU), representative of the European Center of Employers and Enterprises providing Public Services (CEEP) in the Steering Committee of the European Innovation Partnership in the field of water (EIP Water) to the European Commission, a representative of the Association of Industrial Capital in Bulgaria (BICA) in the Monitoring Committee of the Operational Program “Environment 2007-2013” and the working group for preparation of the OPE 2014-2020 as well as Executive Director of “Industrial Cluster underground infrastructure” and Editor-in-Chief of “Bulgqua” magazine.

Ms. Viktoria Iskova is Coordinator of IAWD’s Utility Benchmarking Program in Ukraine, operated under D-LeaP and supported by the Danube Water Program and has a 4 years’ experience on this position. Her responsibilities include project management, business planning, economic and financial analysis of Ukrainian water utilities activities and training water utilities’ staff on EBC’s methodology. During 2012-2014 she was working for the Commercial Bank Joint-Stock Company “Privatbank” in Ukraine, where she achieved the position of a Deputy Director of the Kiev Branch. Viktoria holds a Master’s Degree in Finance.

### Session structure

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<thead>
<tr>
<th>Time</th>
<th>Content</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>11:15</td>
<td>5' Introduction</td>
<td>Ms. Susanna Smets, Senior Water and Sanitation Specialist, World Bank, Austria, and Ms. Sanja Bujisa, YWP, Montenegro</td>
</tr>
<tr>
<td>11:20</td>
<td>10’ Social Tariffs: Lesson and examples from EU countries</td>
<td>Mr. Philippe Marin, Senior Water and Sanitation Specialist, World Bank</td>
</tr>
<tr>
<td>11:30</td>
<td>10’ Prospects of Implementation of social tariffs in Bulgaria</td>
<td>Ms. Malina Kroumova, Deputy Minister of Ministry of Regional Development and Public Works, Bulgaria</td>
</tr>
<tr>
<td>11:40</td>
<td>15’ Discussion and question and answers</td>
<td>Session participants</td>
</tr>
<tr>
<td>11:55</td>
<td>15’ Modernization of the Workforce: introduction in Gender and Age Diagnostic and Experiences with EDGE Assessments</td>
<td>Ms. Evis Gjebrea, Deputy General Director, Tirana Water and Wastewater Utility, Albania</td>
</tr>
<tr>
<td>12:10</td>
<td>10’ Discussion and question and answers</td>
<td>Session participants</td>
</tr>
<tr>
<td>12:20</td>
<td>10’ Lessons on how to close the Urban-Rural Access Gap</td>
<td>Ms. Susanna Smets, Senior Water and Sanitation Specialist, World Bank, Austria</td>
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</tbody>
</table>

Context and objective

This session aims to share experiences and challenges in the region with respect to several themes that are at the heart of inclusive service delivery:

(i) Experiences with Social Tariffs for Inclusive Services and Better Performance
(ii) Modernizing Your Workforce: Enhancing Gender and Youth Employment
(iii) Leave No one Behind: How to organize Inclusive Services in Rural Areas

This is a dynamic session in three parts, each with a “setting the scene” presentation followed by case studies and practical examples from Bulgaria, Albania, Romania and Kosovo. The session will end with an interactive session to scope the audience views on “hot topics” in the inclusion-water agenda.
Mr. Philippe Marin is a senior water and sanitation specialist in the water global practice of the World Bank. An expert on water utilities reforms and financing, he has 25 years of experience working on water infrastructure projects, technical assistance and policy advice to governments in more than 50 countries. He is currently based in the Bank’s office in Sofia, Bulgaria, where he focuses on developing the Bank’s water portfolio in EU countries.

Ms. Malina Kroumovova graduated from the American University, in Blagoevgrad, with a degree in Politics and International Relations in 1998. She holds a master’s degree from a joint program at the University of Bologna and the University of Sarajevo on Democracy and Human Rights in Southeast Europe. Since 1998 she has been involved in project and program management. In 2007 she joined the Ministry of Environment and Waters as an expert in the Managing Authority of the Operational Program “Environment 2007 - 2013” and from 2009 she is Director of the Directorate and Head of the Operational Program. Between March and May 2013, she is Deputy Minister of Environment and Water. Since November 2014 she has been in the Administration of the Council of Ministers and is involved in the coordination of the European structural and investment Funds. She is a member of the High-Level Group set up by the European Commission to simplify Cohesion Policy. Between January and May 2017, she is the Deputy Prime Minister for European Funds. On May 9, 2017, she was appointed Deputy Minister of Regional Development and Public Works.

Ms. Evis Gjebrea is currently holding the position of Deputy General Director at the Tirana Water & Sewerage Utility. Before joining the Water Utility, she worked at the Municipality of Tirana and was Member of the Supervisory Board of the Tirana Water Utility. Ms. Gjebrea has been full time Lecturer for 8 years at the European University of Tirana and now is teaching part time at same University as well as New York University of Tirana. She has a previous broad experience working with the Ministry of Finance and the Foreign Debt Department for 8 years and World Bank as a consultant in Washington D.C and Tirana. Through the years Ms. Gjebrea has shown great professional knowledge of the region being involved with projects implemented in Albania, Kosovo and Montenegro. In 2007, Ms. Gjebrea was enrolled in a one-year Advanced Studies Program for Visiting Scholars at the George Washington University in Washington D.C through a scholarship funded by USAID and administered by Georgetown University East Central European Scholarship Program. Her research interest was focused on Public Administration and Policy.

Mr. Teodor Popa is Financial Manager at the Brasov Water Company in Romania since 2001, President of the Romanian Water Association (RWA) Specialist Group on Economics, Vice-president of the International Water Association (IWA) Specialist Group on Statistics and Economics and IWA Fellow since 2016. Mr. Popa has been involved since 1995 in projects financed by EU and other international donors, has participated in the Romanian water sector reform: the company regionalization and restructuring process: institutional transformation, tariff strategy and concession contact implementation. In addition, he is author of various papers presented across the globe and expert for European Bank for Reconstruction and Development (EBRD) and World Bank international projects regarding water sector reform, tariff policy, utility management and utilities aggregation etc. Mr. Popa holds a MSc. Degrees in engineering (1991) and economics (1997).

Ms. Anita Krasniqi is coordinator of the CEO’s at the Regional Water Company Prishtina since 2008. In addition, she has been involved in different Projects of RWC Prishtina, including as Program Manager for the Annual Balkans Joint Conference of Kosovo and Albania in 2013. Currently, she is engaged as a Coordinator with the World Bank on EDGE Strategy Project, on Gender Assessment in the Regional Water Company Prishtina. Ms. Krasniqi is a graduate from the English Faculty at the University of Prishtina, and currently doing a master in the field.

Mr. Valdet Syla is technical director at the Regional Water Company Bifurkacioni JSC, Ferizaj. Since 2007 he has worked in several different companies in the execution of hydro-technical projects such as: construction and rehabilitation of the drinking water treatment plant in Pleshina with a capacity of 220 l/s in Ferizaj, the catchment in Nerodime river in village of Jezerc, reservoirs, extension of primary and secondary network. He has a ten years experience in implementation and design in water sector, he also has a large experience in managing of hydro-technical projects in this sector. Mr. Syla graduated from the University of Prishtina, Faculty of civil engineering, Hydrotechnical branch, and is attending the master course in the same direction and university, where he is also studying architecture. He has conducted some international training in the water and wastewater sector such as the JICA in Japan and has participated in several seminars and conferences that have further expanded his knowledge. He is also a member of the Young Water Professionals in Kosovo.

Ms. Susanna Smets is a Sr. Water Supply and Sanitation Specialist with the Global Water Practice of the World Bank. Susanna joined the World Bank in 2011, working on rural water sanitation in East Asia and Pacific. Currently, she is working in Eastern Europe and Asia, including Moldova, India and Kyrgyzstan. As part of the Danube Water Program, she is leading a regional study in seven countries in the Danube Region on rural water and sanitation services, as well as a multi-country study on sustainability of rural water services. She has over 15 years of professional experience in water supply, sanitation and water resources management. Prior to joining the World Bank, she worked in the Middle East, Asia and Europe for GIZ, DFID, the private sector and a Dutch water utility. She has a master’s degree in water resources management from Wageningen University (NL) and a Master of Business Administration from the Open University (UK).

Ms. Sanja Bujisa is Head of the Commercial Department in Vodacom LLC, Montenegro running projects of Water and Wastewater on the Montenegrin Coast. She came as a trainee in 2012 and after a year became a member of a successful team as Financial Analyst. For a period of six years working in Water sector she was working mostly on a Capacity Development Program for five Water Utilities on Montenegrin Coast in the fields of business planning, tariff adjustment plans, commercial activities, financing and accountancy, MIS reporting, PR/customer relations campaigns etc. During the time in Vodacom she was working on benchmarking activities. Working on data collection, calculation of benchmarking indicators, monitoring of reporting system and making benchmarking reports and workshops she was introduced as benchmarking coordinator in Montenegro. In 2015 she was nominated as Local expert for Business planning and Commercial Efficiency Improvement Program in front of Association of Water Utilities of Montenegro as well as Business Planning Expert of a Business Plan for Waterworks Association of Montenegro in 2017. For professional development purposes she participated in Water forum, Data collection and management Platform (Danubis DCM, IAWD), IWA Conferences etc. She is an authorized Accountant and a member of Institute of Certified Accountants of Montenegro (ICAM/IFAT).
Simultaneous Translation:
Chair: Mr. David Michaud, World Bank and Mr. Stevo Lavrnic, YWP
Simultaneous Translation: No

Context and objective
Technical and operational innovation are increasingly important in countries with a fast-developing water service provision sector, especially after accessing the European Union. This session examines how the implementation of innovations, either technical or operational, can create strong utilities capable of delivering sustainable services.

Session structure

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<tr>
<td>11:15</td>
<td>05' Introduction</td>
<td>Mr. David Michaud, Practice Manager, Water Global Practice, World Bank, USA and Mr. Stevo Lavrnic, YWP</td>
</tr>
<tr>
<td>11:20</td>
<td>15' POWERSTEP – increase energy efficiency of utilities through innovative WWTP concepts</td>
<td>Mr. Christian Loderer, Project and Innovation Manager, Kompetenzzentrum Wasser Berlin GmbH, Germany</td>
</tr>
<tr>
<td>11:35</td>
<td>15' Phosphorus recovery from wastewater – a beneficial strategy for utilities?</td>
<td>Ms. Arabela Amann, Institute for Water Quality and Resource Management, Vienna University of Technology, Austria</td>
</tr>
<tr>
<td>11:50</td>
<td>10’ Q&amp;A</td>
<td>All participants</td>
</tr>
<tr>
<td>12:00</td>
<td>15’ Low cost wastewater treatment for small communities – implementation experience from Montenegro</td>
<td>Ms. Snezana Didanovic, Head of Division, Ministry of Sustainable Development and Tourism in Montenegro</td>
</tr>
<tr>
<td>12:15</td>
<td>15’ Reduction of operation &amp; maintenance costs by implementing solar energy at the water utility of Korca city – implementation experiences from Albania</td>
<td>Ms. Arlinda Ibrahimllari, Technical Director of the Sanitation Department in UKKO Joint Stock Company in Albania and has over 8 years' experience in the water industry. Her roles have included Water and Sanitation project management, technical support management and capacity development. Arlinda holds a M.Sc. Degree in Environmental Engineering from the Polytechnic University of Tirana, bachelor's Degree in law and currently studying an MBA Program at the Canadian Institute of Technology. Arlinda is the Chair of the Emerging Water Leaders from the IWA. Her focus, beside her professional development as an Engineer and what she feels passionately about is to help the young water professionals to develop their skills, to develop a professional network in the water industry, to gain experience working with Senior professionals, develop organizational and leadership skills, to gain recognition and profile. She is trusted that the Future Water Leaders' will make changes and inspire other generations.</td>
</tr>
<tr>
<td>12:30</td>
<td>15’ Reducing dependency - increasing quality for water utilities in the Lower Danube basin: NAIAD - a new collaborative approach for strengthening water services using Nature Based Solutions</td>
<td>Ms. Florentina Nanu, Managing Partner, Business Development Group, Romania</td>
</tr>
<tr>
<td>12:45</td>
<td>15’ Q&amp;A</td>
<td>All participants</td>
</tr>
<tr>
<td>13:00</td>
<td>End of the session</td>
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</tbody>
</table>

Speakers’ bios

Mr. Christian Loderer is Project and Innovation manager at Kompetenzzentrum Wasser Berlin GmbH since 2015 and worked before as a senior researcher at BOKU University Vienna as well as in the company Aquaconsort Anlagenbau GmbH in Traiskirchen, Austria. He studied energy and environmental management, water and environment and hold a PhD in civil engineering. Christian is Global Steering Committee Member of IWA Young Water Professionals representing Western Europe, Board Member of the IWA Governing Member Austria and Editor-in-Chief of the IWA Austria Newsletter since 2013.

Ms. Arabela Amann is a project assistant at the Institute of Water Quality and Resource Management, TU Wien with a special research focus on phosphorus recovery from wastewater. Since 2010, she has been involved in projects dealing with the optimization of sewage sludge incineration, the ecological evaluation of P recovery technologies, as well as the strategic optimization of P recycling in Austria. She holds a M.Sc. Degree in Environmental Engineering from the University of Natural Resources and Life Sciences, Vienna and is currently carrying out her PhD thesis at TU Wien. In addition, she is a member of the Austrian Young Water Professionals' committee.

Ms. Snezana Didanovic is Head of the Division for Utility Development of the Ministry of Sustainable Development and Tourism of Montenegro. She has more than 16 years of work experience in the water sector. She has experience in the development of a database for wastewater, in the design of master plans for waste waters and the alignment of local regulations with EU directives. In addition she has been project manager of a few water projects, including the implementation of small wastewater treatment plants through wetlands and sewage sludge management in Montenegro. Ms. Didanovic has studied at the Faculty of Natural Science and Mathematics, Biology, Department for Environmental Protection and holds a Master for Environmental protection – part of waste water, during a doctoral study in the field of water. In addition, she has published a number of articles in the area and publications of wastewater management like “Possibility of building a water treatment plant for water-based fitodepuration and wetlands in the process of wastewater treatment in Montenegro”. Pobjeda a.d. Podgorica.

Ms. Arlinda Ibrahimllari is Technical Director of the Sanitation Department in UKKO Joint Stock Company in Albania and has over 8 years’ experience in the water industry. Her roles have included Water and Sanitation project management, technical support management and capacity development. Arlinda holds a M.Sc. Degree in Environmental Engineering from the Polytechnic University of Tirana, bachelor’s Degree in law and currently studying an MBA Program at the Canadian Institute of Technology. Arlinda is the Chair of the Emerging Water Leaders from the IWA. Her focus, beside her professional development as an Engineer and what she feels passionately about is to help the young water professionals to develop their skills, to develop a professional network in the water industry, to gain experience working with Senior professionals, develop organizational and leadership skills, to gain recognition and profile. She is trusted that the ‘Future Water Leaders’ will make changes and inspire other generations.

Ms. Florentina Nanu is the Managing Partner of Business Development Group, a company with more than 25 years presence in the Romanian water sector, a local partner of the Netherlands Water Partnership and former member of the consortium of the EIP Water Secretariat. Holding a master degree in economics with the Academy of Economic Studies in Bucharest, Mrs. Nanu is involved in projects developing sustainable economic models for promoting innovative water technologies (such as water quality monitoring, modular wastewater treatment plants, smart metering, etc.) and public policies in the water sector (such as the national strategy for adaptation to climate change, public policies for integrated soil-water approach, cost recovery model related to flood protection, etc.).

Mr. David Michaud is the Practice Manager for Water in Europe, Central America and Haiti at the World Bank’s Water Global Practice. At the Bank, Mr. Michaud has worked mostly in Europe and Latin America, gradually moving the focus of his activities from infrastructure and project development to utility efficiency and sector reform programs. He also led analytical work and policy advice to national governments on issues, such as sector financing, utility governance and sector performance monitoring. Prior to joining the Bank, Mr. Michaud worked as a water engineer and project manager in the private and non-profit sectors. He has a M.Sc. in Environmental and Sanitary Engineering from the Ecole Polytechnique Fédérale de Lausanne in Switzerland and a M.Sc. in Engineering and Management from the Massachusetts Institute of Technology.
Mr. Stevo Lavrnic originally from Serbia, is a research fellow at the University of Bologna (Italy). His research and professional interests are wastewater treatment and application of nature-based solutions in that field, water reuse and sustainable water management in agriculture. Stevo is an environmental engineer with a Bachelor’s degree from the University of Novi Sad (Serbia), and he also holds an MSC degree from the IHE Delft Institute for Water Education (The Netherlands) and a PhD degree from the University of Cadiz (Spain). He is active as a young water professional (YWP) and he is a YWP representative in the IWA Water Reuse Specialist Group.

5. Regional Capacity Development Initiatives – Plenary Session

Date: Thursday, May 3rd
Time: 14:30 to 16:30
Location: Gustav Mahler
Chairs: Ms. Elvira Broeks, World Bank and Ms. Katerina Schilling, IAWD
Simultaneous Translation: No

Context and objective
The aim of this session is to provide an overview of the regional capacity developments initiatives currently taking place in the Danube region, i.e. the Danube Learning Partnership (D-LeaP) and the Regional Capacity Development Network (RCDN). In addition, the session seeks to systematize the views from the conference participants on further capacity needs, implementation challenges of current programs, and ways in which the delivery of these can be improved across different governance levels.

Session structure

<table>
<thead>
<tr>
<th>Time</th>
<th>Content</th>
<th>Speaker</th>
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</thead>
<tbody>
<tr>
<td>14:30</td>
<td>5’ Introduction</td>
<td>Ms. Elvira Broeks, Water and Sanitation Analyst, World Bank, Austria and Ms. Katerina Schilling, Knowledge Manager and CB Coordinator, IAWD, Austria</td>
</tr>
<tr>
<td>14:35</td>
<td>15’ The Danube Learning Partnership – Status, Challenges and Outlook</td>
<td>Mr. Sandi Zulic, D-LeaP Committee Council Chair, AQUASAN Network, Bosnia and Herzegovina</td>
</tr>
<tr>
<td>14:50</td>
<td>15’ The Regional Capacity Development Network, facilitating the access to quality CD products for PUCs and Municipalities</td>
<td>Ms. Jelena Janevska, RCDN PIT Member, NALAS, Macedonia</td>
</tr>
<tr>
<td>15:05</td>
<td>10’ Q&amp;A and Feedback</td>
<td>All participants</td>
</tr>
<tr>
<td>15:05</td>
<td>75’ Roundtable discussion</td>
<td>All participants</td>
</tr>
</tbody>
</table>
Ms. Jelena Janevska has over 18 years of professional experience in the development sector, focusing primarily on local development, democracy building, rule of law and civil society development. Ms. Janevska currently works as a Knowledge Manager of the Network of Associations of Local Authorities of South-East Europe (NALAS) and the Regional Capacity Development Network (RCDN) for Water and Sanitation Services. In the past she has worked for various international organisations, as well as universities, teaching Business Communication, Public Relations, Project Management, Fundraising and Crisis Communications. Ms. Janevska also has extensive consultant and training delivery experience, having designed and delivered over 800 trainings, workshops and Training of Trainers. Ms. Janevska holds a MSc degree in Local Development from the University of Trento, Italy, and a BA degree in Journalism and Communications from the University in Skopje.

Ms. Elvira Broeks is a water and sanitation analyst with the World Bank’s Global Water Practice where she is primarily supporting the implementation of the Danube Water Program. At the World Bank, she has also worked in water and wastewater investment projects in Latin America, providing analytical and operational support throughout the project cycle. Before joining the Bank, Elvira worked as a consultant in capacity building for integrated water resources management at the National Water Authority of Peru and as an intern in water and sanitation with WaterAid in Tanzania. Elvira holds a B.Sc. in Environmental Sciences from University College Roosevelt in The Netherlands and an MSc in Water Science, Policy and Management from University of Oxford, UK.

Ms. Katerina Schilling is Knowledge Manager and Capacity Building Coordinator of IAWD. She has earned a master’s degree in Biology with a specialization in freshwater ecology from the University of Vienna and obtained her PhD within the framework of “The Vienna Doctoral Program on Water Resource Systems” awarded by the Vienna University of Technology, where she was employed more than ten years at the Institute for Water Quality, Resources and Waste Management as a Research Assistant. Her work focused on projects dealing with water quality and included lecturing in basic and advanced courses for operators of wastewater treatment plants. Since 2006 she has also been actively involved in the national and international activities of the International Water Association (IWA) and was appointed an IWA Fellow in 2016. She is co-founder of the Austrian Young Water Professionals Chapter and core member of the IWA Task Force on SDGs.

The “Danube Learning Partnership (D-LeaP)” is designed as a regional, integrated and sustainable capacity building initiative of national water utility associations and IAWD and provides a comprehensive curriculum to the staff of water and wastewater utilities located in the Danube region. All programs offered under D-LeaP are delivered on country level in national language (or in groups of countries with similar language) by the so-called Hubs and follow a similar design based on learning-by-doing principles. The program design includes a mix of face-to-face training workshops providing tools and techniques to address the challenges faced and see them applied in practice, followed by on-the-job training, in which participating utilities apply the tools and techniques to their particular situation and develop concrete products (diagnostics, action plans etc.). The principles of blended learning are applied, i.e. face-to-face training is accompanied by e-learning material provided within the D-LeaP Academy. Further information can be found at www.d-leap.org.

The “Regional Capacity Development Network (RCDN) for Water and Sanitation Services”, supported by SECO and BMZ, aims at increasing the effectiveness and efficiency of the water utilities in the Western Balkans, contributing to better service provision and meeting the EU environmental acquis communautaire. Three key outcomes will contribute to achieving the RCDN project objective: (1) Associations of water utilities and municipalities, in cooperation with NALAS and IAWD, are enabled to deliver quality capacity development measures to water utilities and municipalities in the frame of the RCDN in a financially sustainable manner; (2) Management and technical staff of water utilities and public officials of municipalities have access to and make use of RCDN’s high-quality, demand-oriented and formal capacity development products and (3) National authorities, IFIs and Donors promote the use as well as contribute to the improvement of the RCDN capacity development offer.
6. Closing Plenary Session: Further steps for strengthening sustainable services provision in the Danube region

Date: Thursday, May 3rd
Time: 17:00 to 18:00
Location: Gustav Mahler
Chair: Mr. David Michaud, World Bank
Simultaneous Translation: No

Context and Objective

This session aims at highlighting some of the main messages and ideas coming from the discussions through the conference, and at reflecting on the main points and key ideas from the various sessions, to identify the future paths for the sector to strengthen the institutional capacities for sustainable service provision in the Danube Region.

The session will build on the discussions during the Conference as well as the results of the group discussions. It will consist of a panel of senior stakeholders from the region and beyond, representing a diversity of institutions and realities, as well as reflections and interventions from the audience.

Session Structure

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>17:00</td>
<td>5’ Introduction</td>
<td>Mr. David Michaud, Practice Manager of Water Global Practice for Europe and Central Asia, World Bank, USA</td>
</tr>
</tbody>
</table>
| 17:05 | 25’ Summary of key Conference messages/ideas | Panelists:  
- Ms. Malina Kroumova, Deputy Minister, Ministry of Regional Development, Bulgaria  
- Mr. Walter Kling, President, IAWD  
- Ms. Arlinda Ibrahimllari, Technical Director of the Sanitation Department at Water Supply and Sewerage Enterprise of Korca (UKKO Sh.A) and Chair of the IWA Emerging Water Leaders Steering Committee  
- Mr. Sandi Zulic, in his capacity as Chairman of Danube Learning Partnership (D-Leap) Committee Council  
- Ms. Jelena Janevska, RCDN PIT Member, NALAS, Macedonia  
- Mr. Sasa Radulovic, State Secretary, Ministry of Sustainable Development and Tourism, Montenegro |
| 17:30 | 25’ Discussion with audience: What have we learned? | Facilitated by Mr. David Michaud, Practice Manager of Water Global Practice for Europe and Central Asia, World Bank, USA |
| 18:00 | 5’ Closing and End of session / Conference | |

Speakers bios

- **Mr. Malina Kroumova** holds a degree in Politics and International Relations from the American University, in Blagoevgrad and a Master’s degree from a joint program at the University of Bologna and the University of Sarajevo on Democracy and Human Rights in Southeast Europe. Since 1998 she has been involved in projects and program management. In 2007 she joined the Ministry of Environment and Waters as an expert in the Managing Authority of the Operational Program “Environment 2007 - 2013” and from 2009 she is Director of the Directorate and Head of the Operational Program. Between March and May 2013, she was Deputy Minister of Environment and Water. Since November 2014 she has been in the Administration of the Council of Ministers and is involved in the coordination of the European structural and investment Funds. She is a member of the High-Level Group set up by the European Commission to simplify Cohesion Policy. Between January and May 2017, she was the Deputy Prime Minister for European Funds. In May 2017, she was appointed Deputy Minister of Regional Development and Public Works.

- **Mr. Walter Kling** is Deputy Managing Director of Vienna Waterworks, a position he has held since 2001. Since the launch of IWA in 2000, Walter Kling supported the development of the new association in East Europe by organizing a number of events. For the period of 2006 to 2008 he joined the IWA Board of Directors as the incoming Congress President. 2010 he was elected IWA Vice President and reelected in 2012 for the period until the WWC 2014 in Lisbon. In this time, he managed to invite IWA to hold their Governing Assembly 2011 at the Vienna City Hall by invitation of the Mayor of Vienna. He also successfully organized the IWA European Utility Conference 2012 and the IWA Water Loss Conference 2014 in Vienna. An important background for this supporting work was his role as the General Secretary of IAWD (International Association of Water Supply Companies in the Danube River Catchment Area), which he started in 1993. Founded by an initiative of the Mayor of Vienna, IAWD is a long-term partner of IWA in various activities and one of the two organizations behind the Danube Water Program.

- **Ms. Arlinda Ibrahimllari** is Technical Director of the Sanitation Department in UKKO Joint Stock Company in Albania and has over 8 years experience in the water industry. Her roles have included: Water and Sanitation project management, technical support management and capacity development. Arlinda holds a M.Sc. Degree in Environmental Engineering from the Polytechnic University of Tirana, bachelor’s Degree in Law and currently studying an MBA Program at the Canadian Institute of Technology. Arlinda is the Chair of the Emerging Water Leaders from the IWA. Her focus, beside her professional development as an Engineer and what she feels passionately about is to help the young water professionals to develop their skills, to develop a professional network in the water industry, to gain experience working with Senior professionals, develop organizational and leadership skills, to gain recognition and profile. She is trustful that the ‘Future Water Leaders’ will make changes and inspire other generations.

- **Mr. Sandi Zulic** has over 20 years of professional experience as a project manager and as a consultant in long-term development and in reconstruction programs and projects. He has been director of Una Consulting Ltd. Bihac, B&H since 2010. Sandi Zulic holds a master’s degree in civil engineering from Sarajevo University, but his expertise includes shelter water supply, sanitation, storm water management and solid waste management, as well as general project planning and management in multi-disciplinary programs. He has broad and practical experience in the development, design and implementation of engineering and management solutions that integrate technical, economic, institutional, socio-cultural and environmental aspects and has worked in a variety of institutional settings in Bosnia and Herzegovina and South-East Europe in accordance with financial institutions/donor’s requirements, budgeting and fund raising for development projects. He conducts assessment, monitoring, and evaluation studies and is currently engaged in, capacity building, knowledge sharing, networking and institutional development projects in the water sector. Sandi is also Honoray President of the Association "Aquasan Network in B&H".

- **Ms. Jelena Janevska** has over 18 years of professional experience in the development sector, focusing primarily on local development, democracy building, rule of law and civil society development. Ms. Janevska currently works as a Knowledge Manager of the Network of Associations of Local Authorities of South-East Europe (NALAS) and the Regional Capacity Development Network (RCDN) for Water and Sanitation Services. In the past she has worked for various international organisations, as well as universities, teaching Business Communication, Public Relations, Project Management, Fundraising...
and Crisis Communications. Ms. Janevska also has extensive consultant and training delivery experience, having designed and delivered over 800 trainings, workshops and Training of Trainers. Ms. Janevska holds a MSc degree in Local Development from the University of Trento, Italy, and a BA degree in Journalism and Communications from the University in Skopje.

- **Mr. Sasa Radulovic** has earned a degree in economics from the Economics Faculty of Podgorica in 1994, he began his career with the Secretariat for Economics, Development and Finance of the Municipality of Cetinje. He subsequently worked for the road construction company Crnagoraput as deputy executive director, then chief executive officer, restoring the company to profitability. In 2012, he became advisor to the president of the Board of Directors of the Montenegrin train network and was responsible for coordinating modernisation work on the Podgorica–Niksic line. As project manager of the Podgorica regional landfill between 2014 and 2017, he was responsible for the construction of the Deponija business facility and the construction of a wastewater treatment plant at the Livade regional landfill, a project worth EUR 2 million, and the first of its kind in Montenegro. Since 2017, he has been state secretary at the Ministry of Sustainable Development and Tourism, contributing to the EU integration process as the main negotiator on behalf of Montenegro on Chapter 27 of the EU acquis, and head of operational structure for the IPA. Mr. Radulovic has been a member of the Board of Directors of Crnagoraput A.D.; a member of the Board of Directors of the water and sanitation company J.P. Vodovod I Kanalizacija Cetinje; and president of the Program Board of Radio Cetinja. He is currently a member of the General Assembly of the REC.

- **Mr. David Michaud** is the Practice Manager for Water in Europe and Central Asia at the World Bank’s Water Global Practice. At the Bank, Mr. Michaud has worked mostly in Europe and Latin America, gradually moving the focus of his activities from infrastructure and project development to utility efficiency and sector reform programs. He also led analytical work and policy advice to national governments on issues, such as sector financing, utility governance and sector performance monitoring. Prior to joining the Bank, Mr. Michaud worked as a water engineer and project manager in the private and non-profit sectors. He has a M.Sc. in Environmental and Sanitary Engineering from the Ecole Polytechnique Fédérale de Lausanne in Switzerland and a M.Sc. in Engineering and Management from the Massachusetts Institute of Technology.

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### V. BUSINESS MEETINGS (WEDNESDAY, MAY 2ND TO FRIDAY, MAY 4TH)

#### RCDN Project Advisory Board Dinner

**Note:** This dinner is by invitation only.

**Date:** Tuesday, May 1st  
**Time:** 20:00 to 22:00  
**Location:** NH Hotel Restaurant  
**Simultaneous Translation:** No

#### RCDN Project Advisory Board Meeting

**Note:** This meeting is by invitation only.

**Date:** Wednesday, May 2nd  
**Time:** 9:00 to 17:00  
**Location:** Sigmund Freud  
**Chair:** Violeta Wolff, IAWD  
**Simultaneous Translation:** No

#### IAWD Danube Hub and CEO Dinner

**Note:** This dinner is by invitation only.

**Date:** Thursday, May 3rd  
**Time:** 19:00 to 21:30  
**Location:** NH Hotel Restaurant  
**Simultaneous Translation:** No

#### IAWD Board Meeting

**Note:** This meeting is by invitation only.

**Date:** Friday, May 4th  
**Time:** 8:00 to 9:00  
**Location:** Karl Kraus & Siegfried Marcus  
**Chair:** Walter Kling, IAWD  
**Simultaneous Translation:** No

#### DANUBIS.org Breakfast Meeting

**Note:** This event is open to all participants, but primarily targeted at utility associations and development partners and other key players in the sector to promote this formidable online knowledge exchange tool developed by the DWP.

**Date:** Friday, May 4th  
**Time:** 8:00 to 9:00  
**Location:** Sigmund Freud  
**Chair:** Patricia Lopez, World Bank and Katerina Schilling, IAWD  
**Simultaneous Translation:** No
**IAWD General Assembly**

Note: This meeting is divided into two parts. Part 1 is dedicated to IAWD association business topics, for which only designated IAWD Members can participate. Part 2, starting at 10:00, is dedicated to the IAWD Members Forum, which is open to all participants of the DWC 2018.

- **Date:** Friday, May 4th
- **Time:** 9:00 to 11:00
- **Location:** Gustav Mahler
- **Chair:** Walter Kling, IAWD
- **Simultaneous Translation:** No

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**Regulators Meeting**

Note: This meeting is by invitation only.

- **Date:** Friday, May 4th
- **Time:** 11:30 to 13:00
- **Location:** Karl Kraus & Siegfried Marcus
- **Chair:** Patricia Lopez, World Bank
- **Simultaneous Translation:** No

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**Young Water Professionals Danube Regional Workshop**

Note: This meeting is by invitation only.

- **Date:** Friday, May 4th
- **Time:** 11:30 to 14:00
- **Location:** Sigmund Freud
- **Chair:** Katerina Schilling, IAWD, Emma Weisbord, IWA
- **Simultaneous Translation:** No

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**D-LeaP Committee Council**

Note: This meeting is divided into two parts. Part 1 is dedicated to the D-LeaP Members Forum, which is open to all participants of the DWC 2018. Part 2, starting at 12:30, is dedicated to the formal business of the D-LeaP Committee Council, for which only designated Association Members can participate.

- **Date:** Friday, May 4th
- **Time:** 11:30 to 13:00
- **Location:** Gustav Mahler
- **Chair:** Sandi Zulic
- **Simultaneous Translation:** No

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**VI. LOGISTICAL DETAILS**

**Registration**

A registration desk, where you can register and receive your welcome folder and name tag, will be open at the Conference’s venue (first floor) on:

- Wednesday, May 2nd from 10:00 – 18:00
- Thursday, May 3rd from 08:00 – 12:00

**Meals**

All meals at the conference venue are included (with the exception of alcoholic beverages).

**DWC 2018 Group Photo**

This will be taken before the first coffee break in the afternoon of Wednesday, 2nd May at 14:30 at a place to be announced the same day. The Group Photo and all other official photos of the Conference will be available at the Danube Water Program (www.danube-water-program.org) and IAWD website (www.iawd.at) after the conference.

**Internet Access**

Internet Access will be available in the conference rooms and foyer at no cost.

- Wireless network name: NH-Hotel-Group
- Username: nh
- Password: wifi

**Electronic Voting and Questions**

During some of the Conference’s sessions an electronic voting system will be in place. Anyone with access to Internet, either through a laptop, a tablet or a smartphone, can participate. You are encouraged to make use of this opportunity. To connect to the electronic voting system simply type in your browser:

- Pollev.com/2018dwc

**Photos – Declaration of Agreement**

During the Conference photos will be made of the venue and yourself. As a participant of the Conference you declare to agree that these photos can be used for publications of IAWD and the World Bank. If you do not agree, please send an email to the office of IAWD until May 4th, 2018: katherine.wagner@wien.gv.at
VENUE

NH Danube City Hotel
Wagramer Straße 21
1220 Vienna
Tel. +43 1 260 200
Email: nhdanubecity@nh-hotels.com

Directions from the airport
- **Taxi:** Follow the taxi signs at the arrivals hall. A one-way trip to the hotel should cost around 40 Euros.
- **Bus:** Vienna Airport Lines: Vienna Airport Lines (Kagran Lines) buses stop directly opposite the arrivals halls exit and will drop you off at the stop right in front of the hotel. See https://www.viennaairportlines.at/de/
- **S-Bahn:** Take the S7 to the Praterstern station. Change onto the U1 (red line) towards Leopoldau. Get off the metro at the Kaisermühlen-Vienna International Center station. Take the Wagramer Straße exit and walk around 500 m away from the city center to reach the hotel.
- **City Airport Train:** Take the CAT to Landstraße - Wien Mitte, then change onto the U4 (green line) towards Heiligenstadt. Change at Schwedenplatz station onto the U1 (red line) towards Leopoldau. Get off the metro at the Kaisermühlen-Vienna International Center station. Take the Wagramer Straße exit and walk around 500 m away from the city center to reach the hotel. See http://www.cityairporttrain.com/.

Directions to City Center
The Hotel is located on the U1 Metro Line. The closest station is Kaisermühlen-Vienna International Center, less than 500 m to the south-west of the Hotel following Wagramer Straße. To get to the City Center, take the U1 in "Reumannplatz" direction and exit at "Stephansplatz" station.

Contacts
In case of any problem or question with the logistics of your participation, please contact the organizers at the conference venue or through email:

- **IAWD:** Philip Weller (weller@iawd.at) and Katherine Wagner (Katherine.wagner@wien.gv.at)
- **World Bank:** Patricia Lopez (plopez@worldbank.org) and Elvira Broeks (ebroeksmotta@worldbank.org)
FOR FURTHER INFORMATION

www.iawd.at
www.danube-water-program.org
www.danubis.org
www.d-leap.org

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

c/o World Bank Office
A – 1020 Vienna, Praterstrasse 31/17
+ 43 1 217 07 48
office@iawd.at

WORLD BANK GROUP

A – 1020 Vienna, Praterstrasse 31/17
+ 43 1 217 07 38
office@danube-water-program.org

Smart policies, strong utilities, sustainable services