

# Open Regional Fund for South East Europe

## MODERNISATION OF MUNICIPAL SERVICES – Regional benchmarking initiative for water and sanitation sector in South East Europe

### Challenges

In the transition from former regimes to free market economy, the water supply and waste water disposal sectors in most South-East Europe (SEE) countries face great challenges with regard to the implementation of new national regulations in the context of European Union (EU) accession requirements. They need to introduce modern corporate management methods and to build the capacity for decision making based on reliable information.

### Our approach

This project aims at creating a regional benchmarking system for improving the information available on water utility performance. The regional Utility Benchmarking Indicator (UPI) will build on facilities developed by the International Benchmarking Network for Water and Sanitation Utilities (IBNET) and the European Benchmarking Cooperation (EBC).

A set of regional UPI and regional data collection, validation and structuration processes in compliance with existing IBNET standards will be defined. A further technical support will be provided in Bosnia and Herzegovina and Montenegro to launch and organize the data collection processes. Dedicated and customized workshops will be organized in each country.

15 utilities will be identified and supported in carrying out the UPI benchmarking using the method developed by EBC. Two regional working groups made of representatives from water associations and associations of municipalities will be organized. Several series of technical training workshops will be delivered by EBC to the working groups' members enabling them to support utilities in carrying out two UPI benchmarking cycles.

A business plan will be developed by EBC to ensure the long-term sustainability of the utilities as well as an IT platform and data base facilitating future benchmarking exercises. Web-based analytic tools will be designed and made available to the utilities.

Commissioned by	German Federal Ministry for Economic Cooperation and Development (BMZ) / Government of Switzerland
Region	Albania, Bosnia and Herzegovina, Kosovo, Macedonia (FYR), Montenegro, Serbia
Main partners	Network of Associations of Local Authorities of South-East Europe – NALAS and their member associations from Albania, Bosnia and Herzegovina (Federation of Bosnia and Herzegovina and Republika Srpska), Kosovo, Macedonia (FYR), Montenegro and Serbia IAWD – International association of water supply companies in the Danube River Catchment Area Associations of public utilities and companies from Albania, Bosnia and Herzegovina (Federation of Bosnia and Herzegovina and Republika Srpska), Kosovo, Macedonia (FYR), Montenegro and Serbia
Duration	09/2014 until 10/2015

### Impact

With this project the utility performance indicators will be available to decision makers from governmental authority bodies at all levels for improving the water and sanitation services and their compliance with EU standards. Moreover, sharing the same information at both the local and national levels will foster common understanding of challenges and priorities to be addressed. It will also provide the basis for policy dialogue between national and local authorities. This shall lead to a better endorsement of national policies and better implementation of EU regulations. In addition, it will afford national authorities and regulators with an instrument to monitor the implementation of the national policies and EU regulations.



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