



**DANUBE
WATER
PROGRAM**

Smart policies, strong utilities, sustainable services

Danube Water Program Update

This newsletter updates readers on the activities of the Danube Water Program. The program supports policy dialogue and capacity development to achieve Smart Policies, Strong Utilities, Sustainable Services in the water supply and wastewater sector in the Danube Region. The program is jointly run by the World Bank and IAWD, the International Association of Water Supply Companies in the Danube Catchment Area, with funding from the Government of Austria.

NEWSLETTER / September 2014

PROGRAM NEWS

Second Phase of Program under Consideration - Stakeholder Survey Launched

The current phase of the Danube Water Program is scheduled to end in October 2015 and consideration is now taking place on extending the program for a second phase.

In order to evaluate the demand for such an extension and set proper priorities for the Danube Water Program's future, the DWP team has prepared a [simple survey](#), which we hope you can fill out. The survey aims at gathering your feedback on the Program's strengths and weaknesses as well as potential priorities in the case of an extension, to ensure that the Program answers the water and wastewater sector's main needs.

The [survey](#) will be open until October 15, 2014 only under <http://goo.gl/forms/Zt9R1c4kVi>. It should take no more than 10 minutes of your time - please help us make the Program serve you even better! If you would like to discuss your suggestions in more details please contact us at office@danube-water-program.org.

Violeta Wolff Joins the Danube Water Program

Violeta Wolff has been hired by IAWD to take over the responsibilities for Procurement and Program Management. Mrs. Wolff has extensive experience in the Water Sector and has for the past 20 years acted as a consultant on numerous water projects for the European Union, EBRD, EIB and others primarily in South East Europe.

DANUBIS.org platform with new information

The [DANUBIS.org](#) water platform was launched in May 2014 on the side of the Danube Water Conference. DANUBIS.org is an online repository of resources for and about water and sanitation utilities in the Danube region. New information from FYR Macedonia and Kosovo was added in the last few months, and the database now covers utility data from most of the countries in the Danube region. Over the coming months the Program will engage with the Steering Group to further improve the platform design and functionalities – so please keep checking in on the [website](#)!

New Danube Water Program brochure, visual identity coming

A new brochure highlighting activities and achievements to date under the Danube Water Program has been produced and is available on the program website. Copies of the brochure can also be ordered from the Secretariat office@danube-water-program.org. Efforts are being made to update the visual identity of the program and will be incorporated into publications and the website over the coming months.

Cooperation with ORF/GIZ nearing completion

Following the signing of an MOU between IAWD on behalf of the Danube Water Program and the ORF/GIZ Regional Fund grant agreements in support of mutually agreed activities have been defined and are nearing finalization. The cooperation will focus on support dialogue within the region (Danube Water Conference) and communication and strengthening of knowledge on water management issues (i.e. Asset Management) as well as improving the Benchmarking and Performance Indicator data collection in the region. This latter activity will involve cooperation on both the Utility Benchmarking program outlined above and the data collection in targeted countries.

Danube Water Conference

The 2014 Danube Water Conference on Water Services: From Challenges to Opportunities was organized by the Danube Water Program (IAWD and World Bank) and the Open Regional Fund for Southeast Europe (GIZ) with funding from the Austrian, German and Swiss Governments in May 2014 and brought together more than 120 senior water and sanitation sector representatives from the Danube region to discuss the main challenges facing the sector and the activities underway to address these. Representatives from ministries, regulatory agencies, water utility associations, municipal associations, water and sanitation utility companies, and local governments shared views, exchange good practices, and developed a common vision of the sector's challenges and opportunities.

The 2015 Danube Water Conference is planned for early May 2015. A date for the event will be announced soon.

Workshop on Public Private Partnerships for NRW to be held in Kosovo

A workshop addressing the potential of Public Private Partnerships to support water service improvements is planned to be held in Pristina Kosovo on October 7th. A full program of the workshop can be found on the [Danube Water Program](#) Website. Interested parties may contact Anastasia Shegay (ashegay@worldbank.org) if they are interested in attending.

Croatian Water Reform Meeting

A workshop organized jointly by the Croatian Ministry of Agriculture and Croatian waters with support from the Danube Water Program and the World Bank on October 9-10 will evaluate relevant international experience on water sector reform and provide input on reforms of the water sector in Croatia.

Associations of Water Utilities Strengthening Cooperation

Cooperation between water utility associations in the Danube Region will be reinforced and strengthened in a [meeting planned for October 28, 2014](#) in Vienna at the World Bank offices. The associations will review the elements of the program related to capacity building and determine how the Associations can support and use the tools and programs more effectively. The Associations have been meeting every 6 months during the life of the Danube Water Program and will explore means of further cooperation under the umbrella of IAWD and in a potential second phase of the project.

CAPACITY BUILDING PROGRAMS

Asset Management Program Showing First Results



In the first quarter of 2014 the Asset Management program began and is in now in full operation following a kickoff meeting in April 2014 and the first training session which took place in Jahorina, BiH in June 2014. Eighteen utilities are actively engaged in developing Asset Management Plans and applying the methods presented by the Asset Management Hub based at Belgrade Water Works. The utilities involved in the Asset Management Program are receiving training and advice in developing an Asset Registry from the Hub Team and in preparing asset management plans. On November 3, 2014 the utility representatives will meet together in Belgrade to further training and share experiences in creating their asset registries.

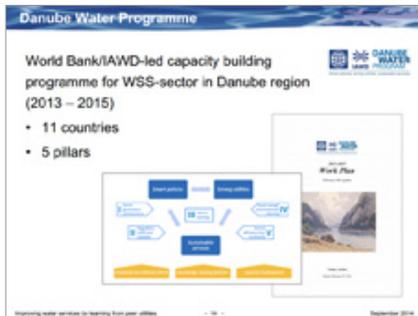
Energy Efficiency Audits Under Preparation

The first national workshops for the Danube Water Program Energy Efficiency activities were held in summer 2014 in Ukraine, Romania, and Serbia and the program coordinator Econoler has reported that most of the utilities are well on their way to completing the energy audits expected from the participating utilities. Some difficulties have

emerged related to the participation of utilities in Ukraine because of the political situation but overall good progress seems to be being made in identifying potential energy savings.

The second round of national workshops will be held in October and November and will involve the beginning of discussions on financing for energy efficiency measures identified.

Utility Benchmarking Program Launched with Hubs in Bulgaria, Serbia (Montenegro/Bosnia-Herzegovina and Macedonia) and Kosovo/Albania



A [utility Benchmarking program](#) in cooperation with the European Benchmarking Cooperation has been launched in July involving the formation of regional hubs at water utility associations in Bulgaria, Serbia, and Kosovo who are coordinating together with EBC the involvement of over 30 utilities.

It is planned that the first cycle of utility benchmarking is completed by the end of the year and reports on the performance will be prepared by EBC in cooperation with the Hub coordinators. A second cycle of utility benchmarking will be launched in 2015 with further updates of the Benchmarking software being provided to the Hubs by EBC. The GIZ/ORF Regional Fund has cooperated with the Danube Water Program in funding

for these activities.

Commercial Efficiency Program to be Launched Soon

Following a tender process a consortium of companies led by Valu Add has won the contract for carrying out the Danube Water Program commercial efficiency program. The program will involve training and support in improving commercial efficiency to up to 40 utilities in 5 countries (Ukraine, Moldova, Macedonia, Kosovo, and Montenegro). The program will begin at the beginning of October. The utilities will be assisted to complete business plans addressing such issues as bill collection and customer response. Utilities interested in this program should fill out the online registration form on the [Danube Water Program](#) website.

EVENTS AND NEWS FROM THE REGION

Balkans Water and Energy Conference

The [Balkans Joint Conference and Exhibition](#) (SHUKALB and SHUKOS) will be held November 5-7 in Tirana, Albania. Presentations and activities from Balkan water experts and companies will be held including presentations from activities of the Danube Water Program. More information on the conference can be found on the DWP website.

Serbian Water Forum and Exhibition on Water

This year, the sixth Exhibition on Water in Serbia, will be held between 4th - 6th November, and it will bring together in one place, manufacturers and distributors of equipment, representatives of scientific institutions, engineering and design companies, water management enterprises, local authorities, public utilities companies, government ministries as well as the financial institutions. The Forum will have presentations on water management topics and presentations on the latest technologies for water utilities.

Montenegro Water Supply Conference

"Optimization of Water Supply Sector in the Montenegrin Coastal Region- Challenges and Prospects" will take place in Kotor, Montenegro on September 29- October 1, 2014.

Disclaimer The information is provided by the Danube Water Program Secretariat. Please inform us (office@danube-water-program.org) of any errors in any of the information provided or contact us at the same address for further information.

www.danube-water-program.org

