

### Danube Water Program Update

This newsletter updates readers on the activities funded by the Danube Water Program. The program supports policy dialogue and capacity development to achieve smart policies, strong utilities and sustainable services in the water supply and wastewater sector in the Danube Region. The World Bank and IAWD, the International Association of Water Supply Companies in the Danube River Catchment Area, jointly run the program with funding from the Government of Austria.

## NEWSLETTER / March 2016

### PROGRAM NEWS

### Call for Competitive Grants

The Danube Water Program has launched a competitive grant process for activities that support improvements in local, national and regional utility management and operational practices. Actions that will be financed have to show inter-relation with the overall Danube Water Program activities as outlined in the [Work Plan](#). Organizations in the following countries are eligible: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, FYR Macedonia, Moldova, Montenegro, Romania, Serbia, and Ukraine. Application deadline is 8 April, 2016.

For more information and to download the application form please visit the [DWP website](#) or contact Philip Weller ([weller@iawd.at](mailto:weller@iawd.at)) or Violeta Wolff ([wolff@iawd.at](mailto:wolff@iawd.at)) of IAWD.

### Phase II Work Plan is available

Upon receiving confirmation that the Danube Water Program will be extended for at least another three years, a Work Plan was compiled for Phase II, which runs until the end of 2018. The updated Work Plan describes all on-going and planned activities under both the current and next phase of the Program, and builds on the latest Work Plan for 2013-2015 approved by the Steering Committee in February 2015. The [Work Plan](#) is consistent with the Program's objective and revised results framework and reflects progress made and feedback received since the start of the Program. IAWD is also hiring an additional staff person to manage Knowledge Management activities and increase the capacity of the program to disseminate information and strengthen capacity building actions..

For more information contact David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)) or Philip Weller ([weller@iawd.at](mailto:weller@iawd.at)).

### 2015 Client Satisfaction Survey Results

A [survey](#) among participating utilities, water associations, government institutions and other stakeholders was conducted last December. The results have now been analyzed and can be accessed [here](#). Overall, the survey showed that the Program is well-received and 89% of respondents are satisfied with the activities and outputs. Respondents found the opportunity to extend their professional network and improve their knowledge of regional trends and best practices the most useful result of participating in the Danube Water Program. The State of the Sector Report is seen as a very high-quality piece of analysis, however, this does not translate into respondents using the data provided in it extensively, which is an area for further work. The annual Danube Water Conference is a very popular event and seen as a good instrument for knowledge sharing.

For more information contact David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)).

### Analytical pieces on rural service providers and utility consolidation are being developed

A regional report on serving those beyond utilities' reach is being developed. The piece draws on data from the 2015 [State of the Sector report](#), which revealed important gaps in service provision, and will look at the current mechanisms for service provision among those areas and populations not covered by public supply.

Consolidation of water utilities has become an increasingly popular reform option, particularly in Europe. Since the 1990s a considerable number of countries both in Western and Eastern Europe have increased average utility size through consolidation. In 2015 in the Danube Region alone five countries were in the process of implementing or preparing consolidations and the report will look at the motivation for these mergers. For more information contact

---

David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)).

---

## Join the DANUBIS.org Water Platform now also on LinkedIn

The DWP team is continuously improving the [DANUBIS.org](http://DANUBIS.org) Water Platform, an online repository of resources for and about water and sanitation utilities in Southeast, Eastern and Central Europe, which currently gets around 150 unique users per week. Customized country portals for [Bulgaria](#), [Kosovo](#) and [Bosnia and Herzegovina](#) in local language have been launched, with additional versions already in the pipeline (please [contact the team](#) if you are interested in a translation in your language). The functionalities of the utility database have been revised and now include a detailed utility performance report [available as pdf](#). The platform now also allows users to share an uploaded resource on the newly created [DANUBIS group](#) on [LinkedIn](#) and further improvements and features are being added. If you want to be part of the expanding group join [here](#). The DANUBIS database contains data from 600 utilities from the Danube region, with further growth and improvement ensured under the second phase of the DWP. By now, a great number of country and utility resources have been uploaded to DANUBIS, making the platform a treasure trove of knowledge for and about water supply and sanitation in the Danube region. All stakeholders are warmly invited to contribute to the success of this effort. If you would like to keep track of improvements to DANUBIS, request your own portal, provide any feedback or contribute information to the platform please contact David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)).

---

## Online utility data collection and management platform in final stages of development

Based on a request from the regulatory authority of Kosovo, the DWP team has committed resources for the development of a highly customizable online utility data collection and management platform. Line institutions in Montenegro, Serbia and FYR Macedonia have also confirmed their interest in participating in the development and use of the platform, with more countries in discussion. Over the last months, the development of the data collection interface, data management and reporting and governance of the platform has taken up speed and desirable features, improvements and feedback have been discussed with representatives from several interested institutions at a [workshop](#) held on 11-12 February in Vienna. Based on the input received, a first version of the platform, which will also be available in local languages, will be launched in the coming weeks in time for the 2015 data collection cycle. In parallel a Memorandum of Understanding linking the institutions using the platform, will be signed on the side of the 2016 Danube Water Conference. For more information see also the events section below or contact David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)) or Philip Weller ([weller@iawd.at](mailto:weller@iawd.at)).

---

### PROGRAM EVENTS

---

## Danube Water Utility CEO / Senior Executive Meeting, 4 March, Vienna

On March 4th, IAWD organized the first of a series of meetings for senior staff from water utilities in the Danube region. These regular meetings which IAWD continues to hold will serve as a way to exchange knowledge and experience between the invited utilities and will also provide opportunities for informal networking between key utility representatives. The meeting included a keynote presentation on efficiency of water utilities from Csaba Haranghy, the CEO of Budapest Waterworks, and a panel discussion. For more information visit the DWP website or contact [office@iawd.at](mailto:office@iawd.at) or Philip Weller ([weller@iawd.at](mailto:weller@iawd.at)).

---

## DANUBIS data collection and management Platform Validation Workshop, 11-12 February, 2016, Vienna

A workshop on improving the regional data collection and management functionality of the DANUBIS web platform was held in Vienna on 11 and 12 February 2016. The planned data management tool was introduced, the functionality explained and participants had the chance to discuss desired changes. For more information and presentations visit the [DWP website](#) or contact David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)).

---

## Utility Association Meeting, 3-4 December, 2015, Vienna

This meeting brought together utility associations from the partner countries. It provided a chance to reflect on the activities and achievements of the first phase of the Danube Water Program and give input and ideas for activities over the next three years, in particular with regards to the consolidation of capacity-building activities funded through

---

---

DWP into a regional partnership, and the need to support the strengthening of national waterworks associations. Those programs will be launched shortly based on the inputs received. For more information visit [our website](#) or contact Philip Weller ([weller@iawd.at](mailto:weller@iawd.at)).

## UPCOMING PROGRAM EVENTS

### Danube Water Conference, 11-13 May, 2016

The Danube Water Conference will be held 11-13 May 2016 in Vienna. Details on the conference have been posted on the [DWP website](#). Interested professionals in addition to invited participants will be also be able to join the conference (a conference fee will be charged). Registration is now open and invitations have begun being sent out. For more information and to register please consult the [DWP website](#) or contact David Michaud ([dmichaud@worldbank.org](mailto:dmichaud@worldbank.org)) or Philip Weller ([weller@iawd.at](mailto:weller@iawd.at)).

---

## CAPACITY BUILDING PROGRAMS

### Business Plan for Danube Learning Partnership (D-LeaP) to be Launched

National Water Utility Associations in the Danube region have committed themselves to cooperate with IAWD in the development and delivery of a coordinated Capacity Building program for utilities in the coming years. A consultant team has been hired to develop further the [concept](#), which will build upon and formalize the capacity building programs in Phase 1 of the Danube Water Program. The detailed concept is being circulated to Water Utility Associations for feedback before finalization and launch of the program (expected early April). The second phase of the Danube Water Program will support the initial elements of the program with the goal of achieving a sustainable system of capacity building delivery by the end of 2018. For further information, please contact Philip Weller of IAWD ([weller@iawd.at](mailto:weller@iawd.at)).

---

### Commercial Efficiency program document produced

The [DWP Commercial Efficiency capacity-building program](#) final stage was completed in October 2015 and 19 out of 21 participating utilities successfully completed a business plan. 15 of the utilities also received technical assistance from [Valu Add Management Services](#). A document describing the program and the activities that utilities have undertaken related to Commercial Efficiency has now been produced and is available for download at the [DWP website](#) or contact Philip Weller of IAWD ([weller@iawd.at](mailto:weller@iawd.at)).

---

## EVENTS AND NEWS FROM THE REGION (more events can be found on [DANUBIS](#))

### Water Services From Challenges and Opportunities - BiH, 30 March, Zenica, BiH

The AQUASAN network in cooperation with national water utility associations and government organizations are organizing this one day conference to stimulate dialogue and action to improve water services in BiH. The Conference will involve input from Albania on the Water Sector reforms as well as presentations from the World Bank, GIZ, and IAWD on activities which might support BiH institutions in their efforts to improve water services in the country. For further information please contact [AQUASAN](#).

---

### NALAS General Assembly in Bursa, Turkey April 13-15

The Association of Municipal Government organizations (NALAS) will hold its General Assembly in April and has invited participation from IAWD General Secretary Walter Kling who will address the delegates on water services in the region and the work underway to strengthen the capacity of service providers. IAWD and NALAS have taken steps to increase their cooperation and the Assembly will be a further step in this evolution. For further information on this event see the [NALAS website](#).

---

## **ADKOM International Conference on Regulating – May 25-28**

The Macedonian Utility Association ADKOM will convene an International Conference on Regulating Water Supply and Waste Water Services in Ohrid Macedonia on May 25-28, 2016. Information about the program and the conference themes (call for papers) is available on the [ADKOM website](#).

---

Disclaimer - The information is provided by the Danube Water Program Secretariat. Please inform us ([office@danube-water-program.org](mailto: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](http://www.danube-water-program.org)