

19-20 APRIL | NOVI SAD INITIAL BENCHMARKING WORKSHOP 2016 AGENDA

For water and wastewater utility companies from Western Balkans and Bulgaria

After notable success of benchmarking activities in the Danube region in 2014 and 2015, which were implemented within Danube Water Program and Regional Benchmarking Initiative for water and sanitation sector in SEE and with joint support from Austrian, German and Swiss governments, it is our pleasure to inform you that activities on international utility benchmarking will continue in 2016 and we hope become regular annual activity of utilities in the region, following the example of utilities from Western Europe.

Join the growing family of European water utilities!

April 19 – learn more about support available to the water sector in the region in next 3 years

April 19 – participate in international exchange of best practices in water utilities

April 20 – training on European tools for data collection and management

HOTEL PARK

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www.hotelparkns.com

April 19-20 2016

About the Utility Benchmarking program

This program will be a continuation of the program offered under Danube Water Program (DWP) in 2014 and 2015 where over 50 utilities improved their data collection on operations and could compare the results with other utilities. Its purpose is to support utilities in understanding operational performance, trends and impact factors in comparison with other companies. This program is primarily directed to internal team building activities within utilities, especially between different utility sectors, and promotion of external knowledge exchange and peer support.

What does program offer?

This Program supports participating utilities in data collection and joint analysing of performance indicators in local and English language, by providing each utility with a standardized and detailed performance report and participation in Initial and Final annual workshops (spring and autumn respectively), allowing for the desktop comparison with other Hub utilities, Western Europe and the Danube region and also live events exchange and discussion, especially on possible performance gaps and identified best practices.

The Program is delivered by national and/or regional Hubs using a standardized data collection platform provided by the European Benchmarking Co-operation (EBC). Hubs have already been established in Ukraine, Bulgaria, Kosovo/Albania, and for Ex-Yugoslavia countries.



Additional Hubs may be added.

Workshop Participants

The Workshop is predominantly intended for waterworks and sewerage companies from Western Balkans and Bulgaria participating or interested to participate in utility benchmarking project, but also for representatives of their associations, international organizations and other stakeholders which may provide advice and support regarding benchmarking and performance improvement of utilities in the region. Utilities from other countries than those specified above are also most welcome to participate.

Workshop Languages

Working languages will be English, local languages (Serbian/Croatian/Bosnian) and Bulgarian.

Workshop Participation Fee

Participation in the Initial Benchmarking Workshop is NOT subject to fee, but registration is required. Participation in the rest of the program activities is subject to fee.

In order to support the efforts of colleagues from participating utilities, following private sector companies provided their generous support for the workshop, contributing to overall sustainability of the project (in alphabetical order):



www.barthauer.de



www.hti-bulgaria.com



www.pipelife.bg



A member of Wienerberger AG

www.steinzeug-keramo.com

Venue of the Workshop and accommodation

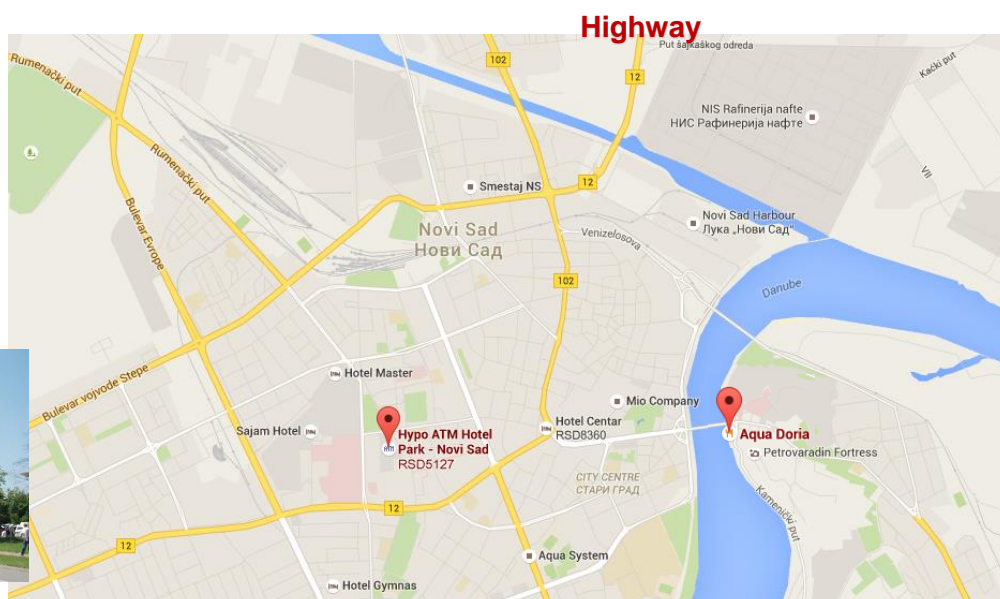
Venue of the Workshop is Hotel Park u Novi Sad, Serbia

Address: Hotel Park, Novosadskog sajma 35, 21000 Novi Sad, Serbia

Contacts: phone: +381 21 4 88 88 88 / e-mail: info@hotelparkns.com / www.hotelparkns.com



Free hotel services:



| – APRIL 18, 2016 – | | | | | |
|---------------------------|--|--|-------------------|---|---------------------------------|
| 19:00 – 20:30 | | Welcome cocktail | | | |
| – APRIL 19, 2016 – | | | | | |
| 09:00 – 10:00 | | Registration | | | |
| <u>10:00 – 11:30</u> | | Danube Water Program – Phase II | | | |
| 10:00 – 10:15 | | Welcome address and opening of the Workshop | | Marijana Dukić-Mijatović, Miloš Stanisavljević Philip Weller | |
| 10:15 – 10:35 | | Phase II of the Danube Water Program and overall benchmarking activities in the region | | | |
| 10:35 – 10:45 | | GIZ ORF MMS activities in the Water Sector | | Oliver Nachevski | |
| 10:45 – 10:55 | | Utility Benchmarking and sector regulation in Bulgaria | | Ivan Ivanov | |
| 10:55 – 11:10 | | Discussion | | Participants | |
| 11:10 – 11:30 | | | | | |
| 11:30 – 12:00 | | Coffee break | | | |
| <u>12:00 – 13:30</u> | | Lessons learned from the previous work | | | |
| 12:00 – 12:30 | | Introduction of participants | | Participants | |
| 12:30 – 12:50 | | Utility Benchmarking in Western Europe | | Peter Dane | |
| 12:50 – 13:00 | | Lessons learned from utility benchmarking in Ex-YU HUB | | Aleksandar Krstić | |
| 13:00 – 13:10 | | National benchmarking case: reliability and other services | | Jane Vrteski | |
| 13:10 – 13:30 | | Lessons learned from utility benchmarking in other HUBs | | Participants | |
| 13:30 – 14:30 | | Lunch | | | |
| <u>14:30 – 16:00</u> | | The way forward | | | |
| 14:30 – 14:45 | | D-LeaP – Danube Learning Partnership 2016-2020 | | Philip Weller | |
| 14:45 – 15:00 | | Utility improvement program of Bulgarian Water Assoc. | | Ivan Ivanov | |
| 15:00 – 15:15 | | Asset management for wat&san infrastructures in SEE | | Miodrag Kolić | |
| 15:15 – 15:30 | | Utility partnership case study – Subotica & Budapest | | Valerija Tot Godo | |
| 15:30 – 15:45 | | Neighbourhood meeting – benchmarking by operational staff and WWTP related training in Croatia | | Heike Burghard | |
| 15:45 – 16:00 | | Discussion | | Participants | |
| 16:00 – 16:30 | | Coffee break | | | |
| <u>16:30 – 18:00</u> | | Using data to improve performance | | | |
| 16:30 – 16:50 | | Advanced data collection in Western Europe | | Peter Dane | |
| 16:50 – 17:00 | | Data collection in 2014 – 2015 | | Aleksandar Krstić | |
| 17:00 – 17:30 | | Case studies of data supported utility improvements | | Participants | |
| 17:30 – 18:00 | | Conclusions – what must be addressed in 2016 | | Participants | |
| 19:00 – 21:00 | | Dinner (Restaurant Aqua Doria – Bus transfer from hotel at 18:45 | | | |
| – APRIL 20, 2016 – | | | | | |
| <u>09:00 – 10:30</u> | | Training on data definitions and indicators | | | |
| 09:00 – 09:30 | | Going from basic, over standard, toward advanced level | | Peter Dane | |
| 09:30 – 09:45 | | IWA Non-revenue water data and indicators | | Jurica Kovač | |
| 09:45 – 10:00 | | Energy Efficiency related data and indicators | | Aleksandar Krstić | |
| 10:00 – 10:30 | | Discussing data definitions | | Participants | |
| 10:30 – 11:00 | | Coffee break | | | |
| 11:00 – 13:00 | | Training on tools | Aleksandar Krstić | 11:00 – 13:00 (teleconference) | Meeting of Bulgarian Delegation |
| Use of laptop recommended | | | | Ivan Ivanov Miroslav Mitkov | |
| 13:00 – 14:00 | | Lunch | | | |

Which utility companies should apply for the program?

Any utility company can apply. Although this Program is targeted at medium sized and larger utilities – smaller utilities can also participate and benefit. It is necessary, however, that the utility have the resources and capacity to manage and organize performance data.

What will utility companies gain from this Program?

At the end of this capacity building Program, utility companies will have a much better understanding of their inter-sectorial performance and performance of other participating utilities and be able to compare and analyse their data against utilities of similar size or situation. In addition the program facilitates the knowledge exchange among participating utilities in a particular Hub, both electronically and during live events, and when possible with utilities from other Hubs in the region and Western Europe.

What is the expected approach and timeline?

The capacity building program is organized in a one-year cycles according to the main milestones described in the figure below.



Helpdesk is available to utilities between workshops in the form of on-call / email support as necessary.

What should utility companies be ready to contribute?

There are low and high tier participation options in Ex-Yu HUB in 2016 which will be presented during the workshop. All fees include variable scope of:

- Access to the training materials and data upload and reporting tool of EBC;
- Participation at Initial and Final program workshops (meals and coffee included);
- Benchmarking Report of the HUB, also compared to Danube region and Western Europe;
- Reasonable helpdesk support between workshops in local and English language;
- Certificate of participation for the utility;

In addition, for advanced participants there are possible other options available:

- Advanced level data collection, certificate of data reliability, specialized reporting, etc.

Fees do not include travel or accommodation costs of participants for the workshops, although organizer will seek for opportunities to reduce costs of utilities whenever possible.

For more information about utility benchmarking please contact your designated Helpdesk at:

- benchmarking@ipm.org.rs (for Ex-Yu utilities).