

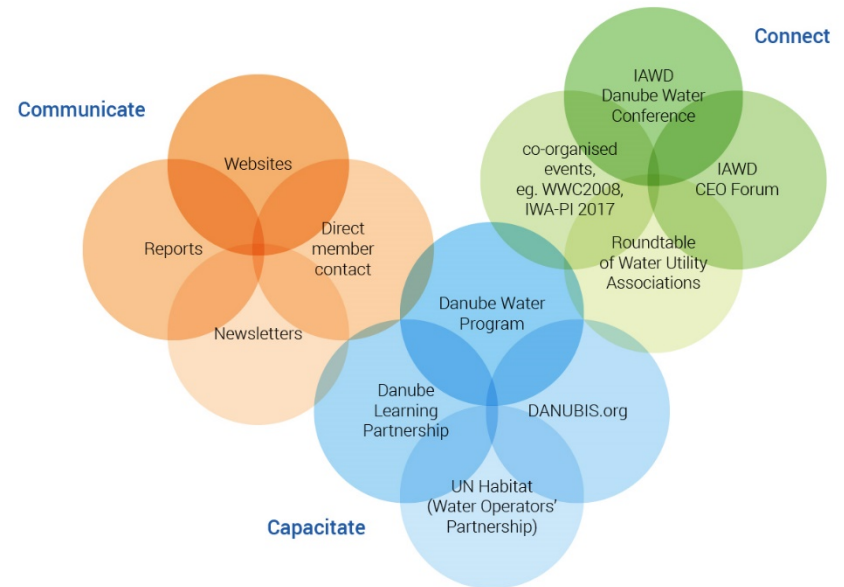
IAWD AND THE DANUBE WATER PROGRAM

**PREPARING UTILITIES FOR
IMPROVEMENT
PHILIP WELLER IAWD**

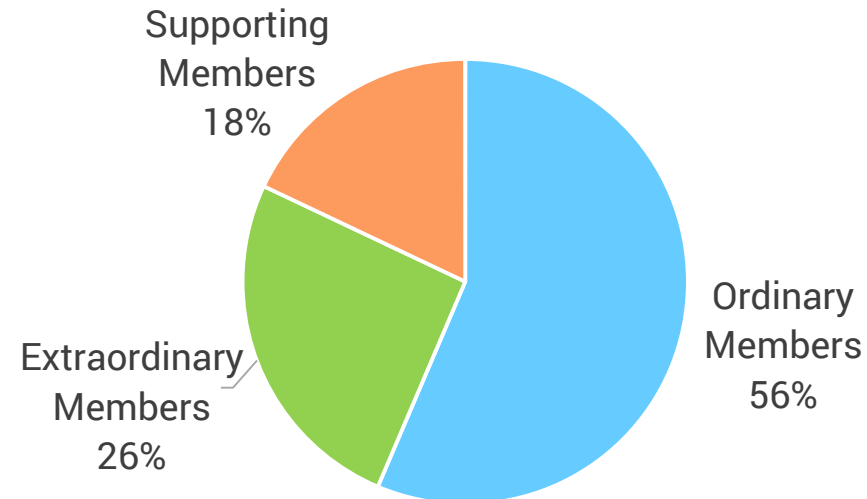
SMART POLICIES, STRONG UTILITIES, SUSTAINABLE SERVICES

IAWD – THE VOICE OF THE DANUBE

- ▶ IAWD **communicates** with the sector's stakeholders through a variety of printed and online communication tools
- ▶ IAWD **connects** the sector's stakeholders by organizing peer to peer networking events
- ▶ IAWD **capacitates** its members through a broad offer of knowledge sharing initiatives including the Danube Learning Partnership



- ▶ IAWD has three types of membership
 - ▶ Ordinary Members, i.e. legal entities active in the field of water supply and wastewater management
 - ▶ Extraordinary Members, i.e. physical persons and legal entities appropriate to promote the objectives of IAWD through their work
 - ▶ Supporting Members, i.e. all physical persons and legal entities who support the activities of IAWD



- ▶ IAWD works with multiple stakeholders in the region
 - ▶ WB, GIZ and SECO
 - ▶ National water utility associations
 - ▶ Local Government associations
 - ▶ Utilities
 - ▶ IWA, ICPDR etc.



THE DANUBE WATER PROGRAM

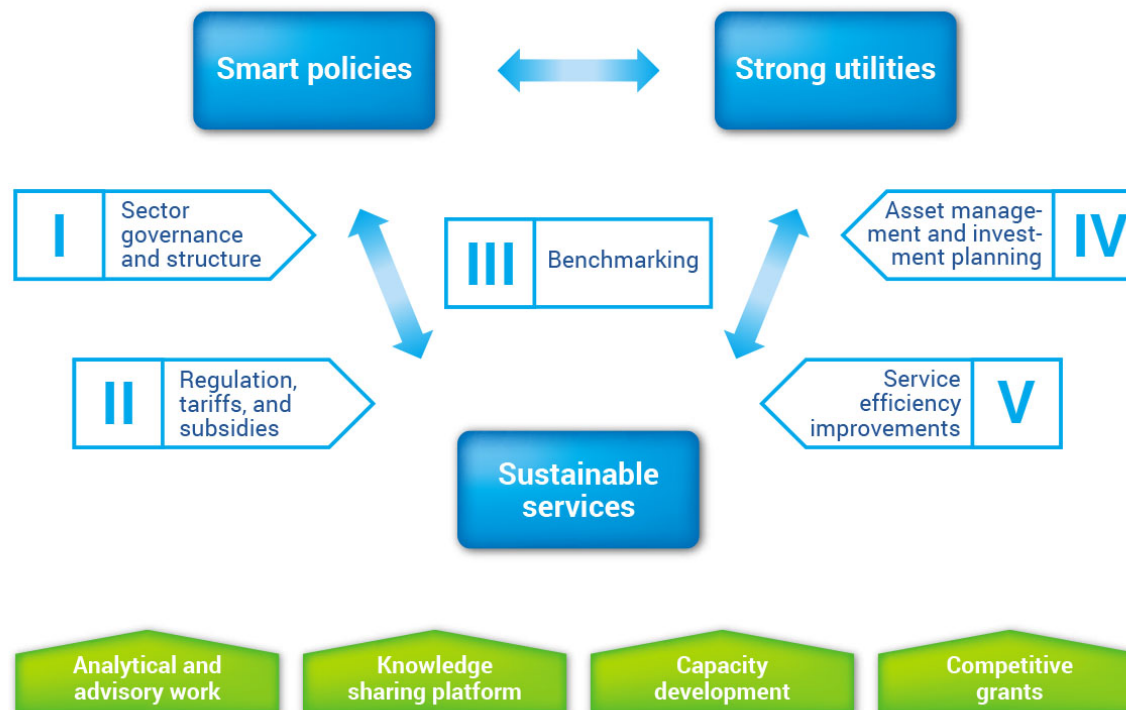
The Program :

- ▶ Fosters a common understanding of the state of the water sector throughout the region;
- ▶ Promotes an informed policy dialogue around the core challenges facing the sector;
- ▶ Strengthens the technical and managerial capacity of the sector's utilities and institutions.



THE PROGRAM'S FRAMEWORK

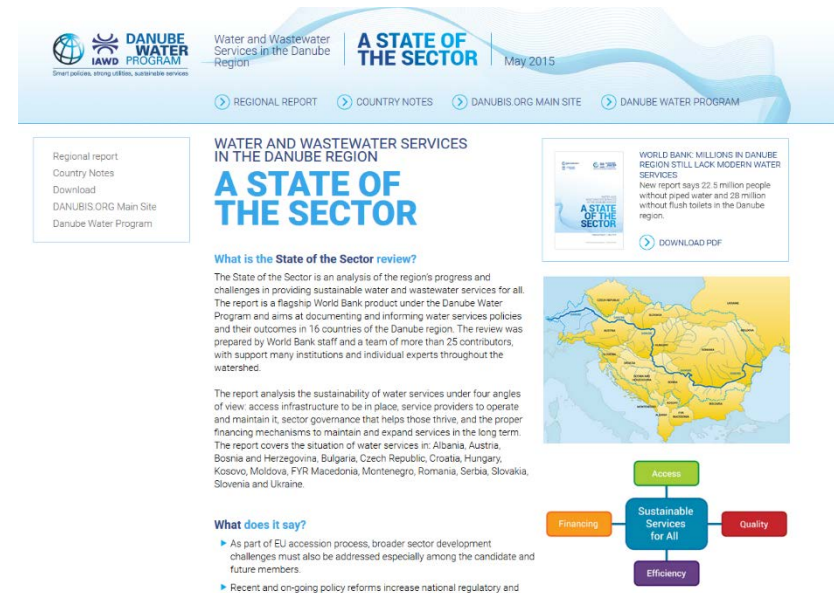
- ▶ The program offers activities in five areas of work (pillars) that fall under four broad categories



THE STATE OF THE SECTOR

- ▶ The SoS report is a flagship World Bank product under the DWP and covers 16 countries of the Danube region
- ▶ Data Sources:
 - ▶ Public data at national/regional level
 - ▶ EUROSTAT (EU)
 - ▶ AQUASTAT (FAO)
 - ▶ World Development Indicators (WB) etc.

sos.danubis.org



The screenshot shows the website for 'A STATE OF THE SECTOR' in the Danube region. The header includes the IAWD and Danube Water Program logos, the title 'Water and Wastewater Services in the Danube Region', and the date 'May 2015'. Navigation links include 'REGIONAL REPORT', 'COUNTRY NOTES', 'DANUBIS.ORG MAIN SITE', and 'DANUBE WATER PROGRAM'. The main content area features a sidebar with links to 'Regional report', 'Country Notes', 'Download', 'DANUBIS.ORG Main Site', and 'Danube Water Program'. The main text describes the report as an analysis of progress and challenges in providing sustainable water and wastewater services. It includes a map of the Danube region and a diagram titled 'Sustainable Services for All' with four pillars: Access, Quality, Efficiency, and Financing. A 'DOWNLOAD PDF' button is also present.

Water and Wastewater Services in the Danube Region
A STATE OF THE SECTOR
May 2015

REGIONAL REPORT COUNTRY NOTES DANUBIS.ORG MAIN SITE DANUBE WATER PROGRAM

Regional report
Country Notes
Download
DANUBIS.ORG Main Site
Danube Water Program

WATER AND WASTEWATER SERVICES IN THE DANUBE REGION
A STATE OF THE SECTOR

What is the State of the Sector review?
The State of the Sector is an analysis of the region's progress and challenges in providing sustainable water and wastewater services for all. The report is a flagship World Bank product under the Danube Water Program and aims at documenting and informing water services policies and their outcomes in 16 countries of the Danube region. The review was prepared by World Bank staff and a team of more than 25 contributors, with support from many institutions and individual experts throughout the watershed.

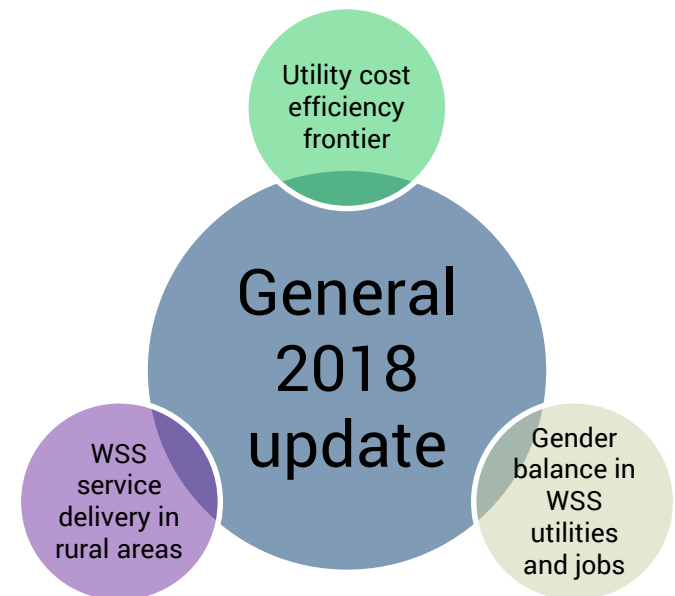
The report analyses the sustainability of water services under four angles of view: access infrastructure to be in place, service providers to operate and maintain it, sector governance that helps those thrive, and the proper financing mechanisms to maintain and expand services in the long term. The report covers the situation of water services in Albania, Austria, Bosnia and Herzegovina, Bulgaria, Czech Republic, Croatia, Hungary, Kosovo, Moldova, FYR Macedonia, Montenegro, Romania, Serbia, Slovakia, Slovenia and Ukraine.

What does it say?
▶ As part of EU accession process, broader sector development challenges must also be addressed especially among the candidate and future members.
▶ Recent and on-going policy reforms increase national regulatory and

WORLD BANK: MILLIONS IN DANUBE REGION STILL LACK MODERN WATER SERVICES
New report says 22.5 million people without piped water and 28 million without flush toilets in the Danube region.
DOWNLOAD PDF

Access
Sustainable Services for All
Financing
Quality
Efficiency

- ▶ General update (16 original countries) with latest data on context, organization of services, access to services, performance of services and financing + identification of trends
 - ▶ Three additional focus notes:
 - ▶ Utility cost efficiency frontier and financial impact on public budgets
 - ▶ Gender balance in water and wastewater utilities and job market effect
 - ▶ Water supply and sanitation services in rural areas
 - ▶ Final report to be delivered in December 2018



▶ Danube Water Conference

- ▶ Annual event since 2013
- ▶ > 740 participants from > 20 countries
- ▶ Offers a platform for regional and cross-disciplinary dialogue on WSS sector challenges and solutions
- ▶ Next edition to be held on **2-4 May, 2018 (PLEASE REGISTER NOW TO SECURE A PLACE)**



KNOWLEDGE SHARING

► DANUBIS.org

- THE interactive knowledge space on water in the Danube region
- Data on 600 utilities from 16 countries over 19 years, plus recent news, events, business opportunities, research etc.
- 1000+ monthly users from 74 countries
- > 200 sector and country resources
- Country Portals for BiH, Bulgaria, Kosovo, Macedonia, Montenegro, Serbia



DANUBIS.ORG
WATER PLATFORM

Home Water News & Events Utility Companies Country Resources Sector Resources Country Portals About Us

Utility Performance Benchmarking
Utility Benchmarking Database
Utility Performance Reports
Utility Regulations
Country Profiles
Country Reports

Your platform for everything on water and wastewater services along the Danube!

Want to know how your utility company is doing compared to others in the region? Looking for the next training on Non-Revenue Water? Need the latest report on wastewater treatment in the European Union? Wish to check Business Opportunities at a glance?

It's all on DANUBIS.org!

- The latest news from the sector
- Detailed water and wastewater utility performance reports
- Overview of current business opportunities in the region
- An elaborated utility benchmarking database
- Regional and technical resources, reports, publications and manuals
- All of the sector's events. And much more!

What is DANUBIS.org?

DANUBIS.org (Danube Utility Benchmarking and Information Sharing) is an online knowledge space of resources on water and wastewater services in South-East, Eastern, and Central Europe. It was launched in May 2014 by the World Bank and IAWQ, the International Association of Water Supply Companies in the Danube River Catchment Area, with financing from the Danube Water Program.

DANUBIS.org is an open knowledge space – everyone can upload new resources, events or news. Check it out yourself and join the more than 11,000 users from the region and beyond who have used DANUBIS.org since 2015.

16 countries
200 sector and country resources
600 utilities in the database
11,000 user visits since 2015

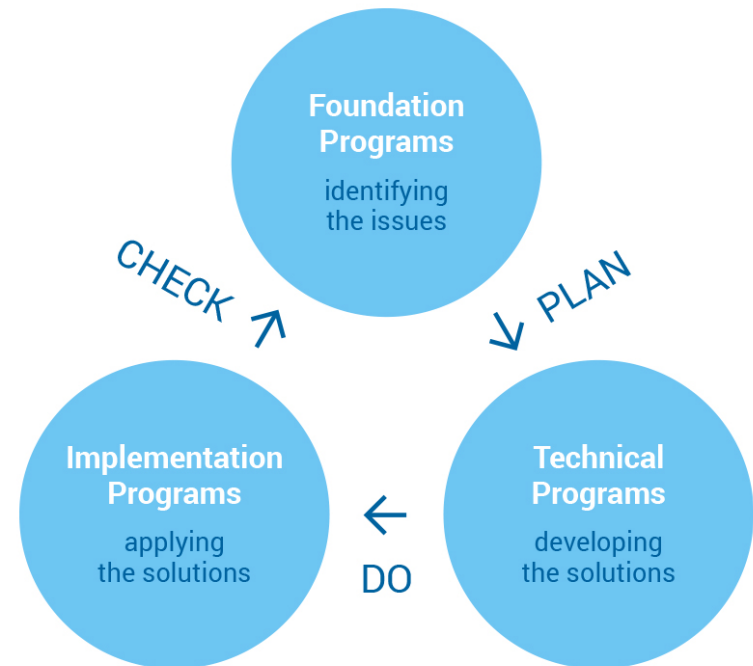


- ▶ D-LeaP is a regional initiative of national water utility associations and IAWD to
 - ▶ Act as integrated, sustainable and effective capacity building partnership of water utility associations in the region
 - ▶ Offer to participating utilities and sector professionals a comprehensive set of learning and capacity building programs

www.d-leap.org

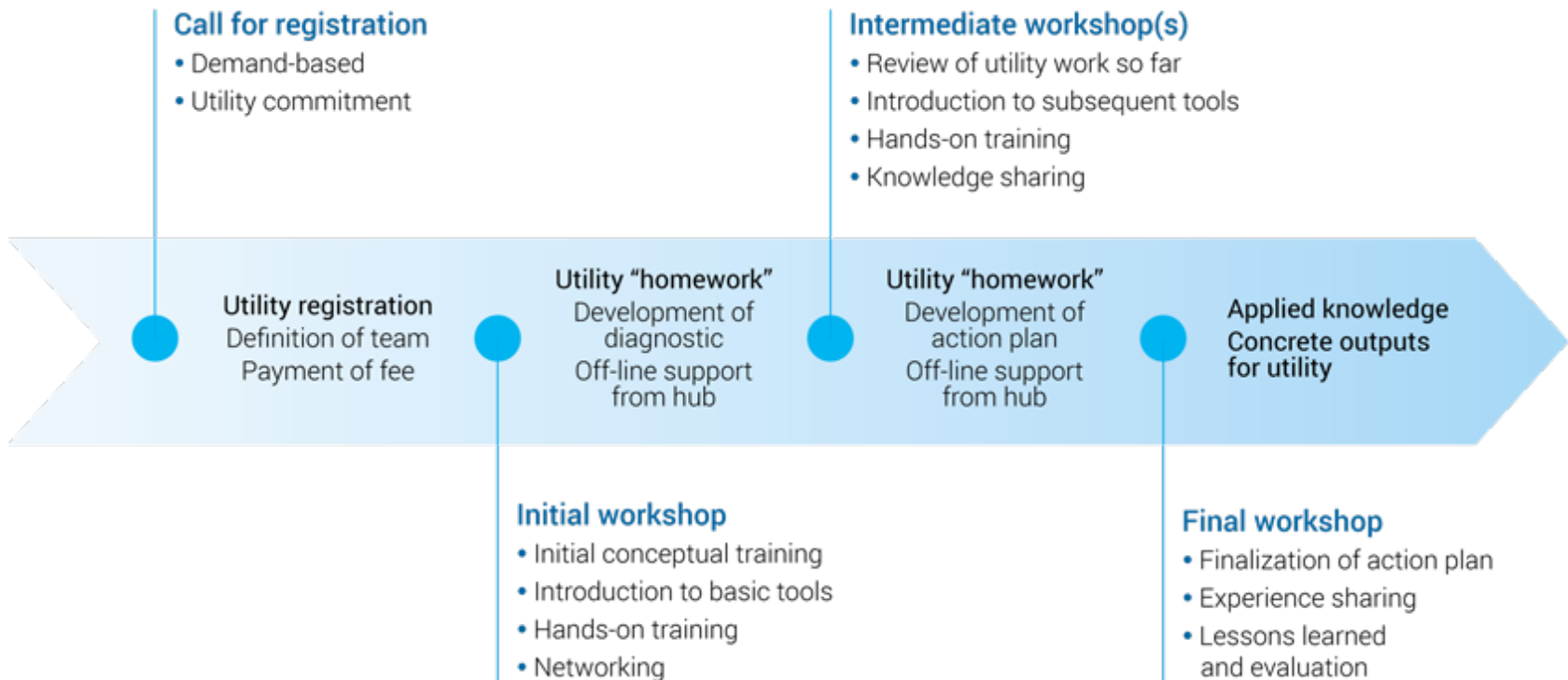
CAPACITY BUILDING PHILOSOPHY

- ▶ Programs are
 - ▶ developed regionally by Technical Partners, which train the local trainers
 - ▶ and delivered at national level by water utility associations and local partners (the Hubs) in national language
- ▶ Continuous Improvement Cycle

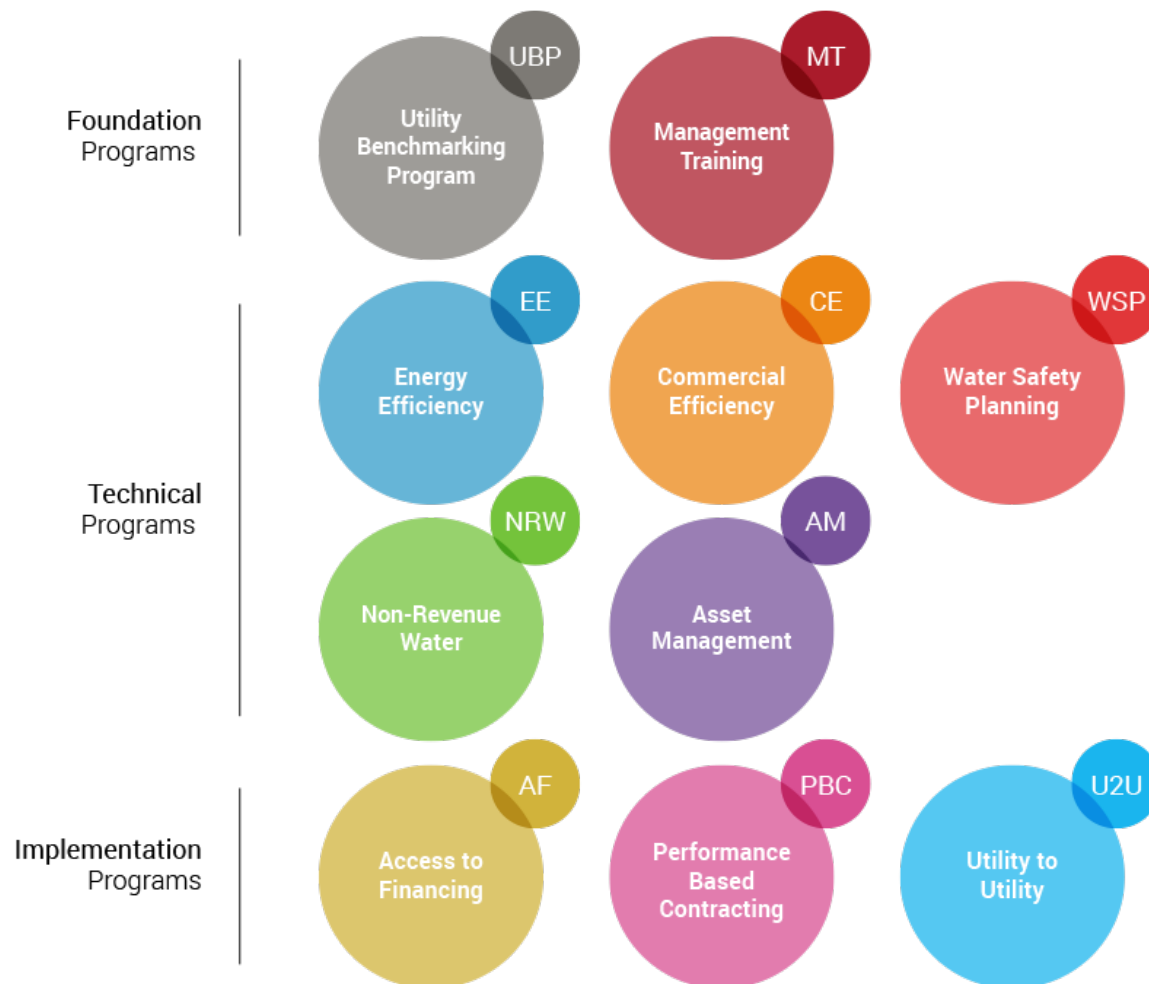


THE PROGRAM DESIGN

- ▶ Mix of face-to-face workshops and on the job training
- ▶ Blended Learning approach: face-to-face training is supported by e-learning tools offered via D-LeaP Academy



THE PROGRAMS OFFERED



UTILITY BENCHMARKING PROGRAM

- ▶ National/subregional Hubs:
 - ▶ Bulgaria
 - ▶ Kosovo/Albania
 - ▶ Ukraine
 - ▶ Western Balkan countries
- ▶ **NEW:** regional Danube Hub

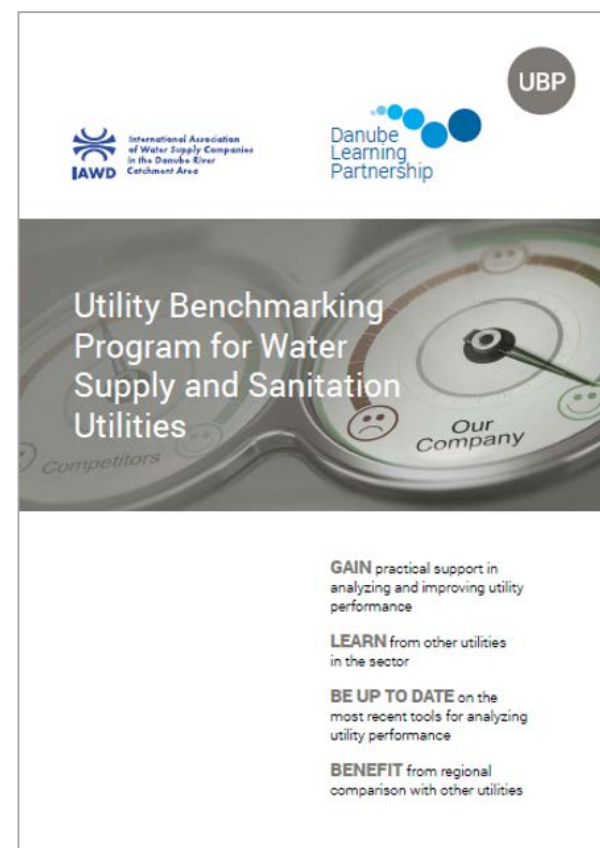


Hub coordinators vltr: Aleksandar Krstic (Ex-Yu and Danube Hub), Viktorija Iskova (Ukraine), Nadire Vrtije (Albania and Kosovo), Miroslav Mitkov (Bulgaria)

<http://www.d-leap.org/d-leap/the-danube-hub/>
<https://www.facebook.com/TheDanubeHUB/>

UTILITY BENCHMARKING PROGRAM

- ▶ Utility Benchmarking is the Foundation for Utility improvement
- ▶ Program supports utility companies in
 - ▶ identifying areas, where performance improvement is needed
 - ▶ utilities collect information about themselves and compare the results to several performance indicators from other companies
- ▶ Technical Partner: European Benchmarking Cooperation



DWP – POTENTIAL THIRD PHASE

- ▶ Evaluation of the DWP was carried out in autumn 2017 and finalized end of the year
 - ▶ DWP received positive results and feedback
 - ▶ Final decision on potential third phase in summer 2018



THANK YOU

Philip Weller

Head of the Technical Secretariat
IAWD/Danube Water Program

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