



THE DANUBE WATER PROGRAM

REGIONAL COOPERATION TO ADDRESS WATER AND
SANITATION CHALLENGES

ELVIRA BROEKS
BUDAPEST, SEPTEMBER 11, 2018

SMART POLICIES, STRONG UTILITIES, SUSTAINABLE SERVICES



The Danube Water Program



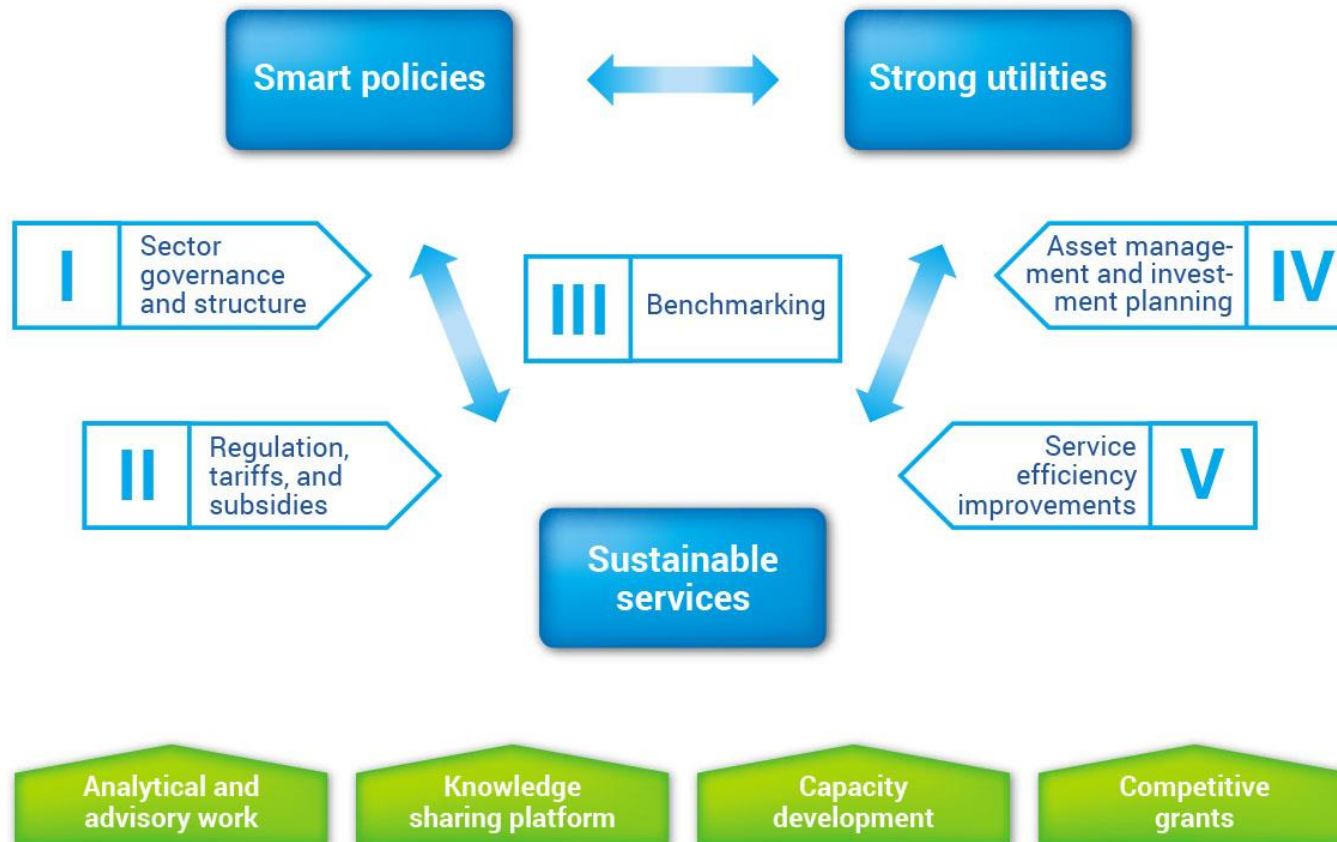
- ▶ Fosters a common understanding of the state of the water sector throughout the region;
- ▶ Promotes an informed policy dialogue around the core challenges facing the sector;
- ▶ Strengthens the technical and managerial capacity of the sector's utilities and institutions.

The DWP is funded with a 9.5M €, two phased financing from the Government of Austria



The Program's Framework

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



Partners



- ▶ **Policy makers and ministerial staff** – for example to discuss sector status after a comprehensive water sector diagnostic in Romania
- ▶ **Regulators** - for example, to improve the collection of data on the performance of utilities in Kosovo
- ▶ **National water utility associations** - for example, to train managers, chief engineers and specialists in the efficient operation of Water Supply and Sanitation (WSS) systems in Albania
- ▶ **Utilities** - for example, to improve energy efficiency in utilities in Bulgaria, BiH, Serbia, and Ukraine
- ▶ **Local government associations and officials** - for example, to involve them in discussions on sector and utility governance, through organizations such as the Standing Conference of Towns and Municipalities in Serbia and the regional Association of Municipal Associations (NALAS)

Analytical and Advisory Work



FIGURE 60: ASSESSING THE SECTOR'S PROGRESS IN PROVIDING SUSTAINABLE SERVICES TO ALL



SOURCE: AUTHORS' ELABORATION.



- ▶ The State of the Sector report is a flagship World Bank product under the DWP and covers 16 countries of the Danube region
- ▶ Next SoS will be due by May 2019



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

WORLD BANK: MILLIONS IN DANUBE REGION STILL LACK MODERN WATER SERVICES
New report says 22.5 million people without piped water and 22 million without flush toilets in the Danube region.

DOWNLOAD PDF

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 analyzes 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



sos.danubis.org

Analytical and Advisory Work



WORLD BANK GROUP
International Association of Water Supply Companies in the Danube River Catchment Area
IAWD

DANUBE WATER PROGRAM
Smart policies, strong utilities, sustainable services

Beyond Utility Reach?
How to Close the Urban - Rural Access Gap

A REVIEW OF RURAL WATER AND SANITATION SERVICES

IN SEVEN COUNTRIES OF THE DANUBE REGION

May 2018

www.danube-water-program.org

Wastewater Management in the Danube Region:
Is the UWWTD implementation delivering results for the people, the economy and the environment?

FOCUS NOTE

An assessment based on the World Bank's engagement in support of wastewater management in the region

WATER GLOBAL PRACTICE

Joining Forces for Better Services?
When, Why, and How Water and Sanitation Utilities Can Benefit from Working Together

AUGUST 2017

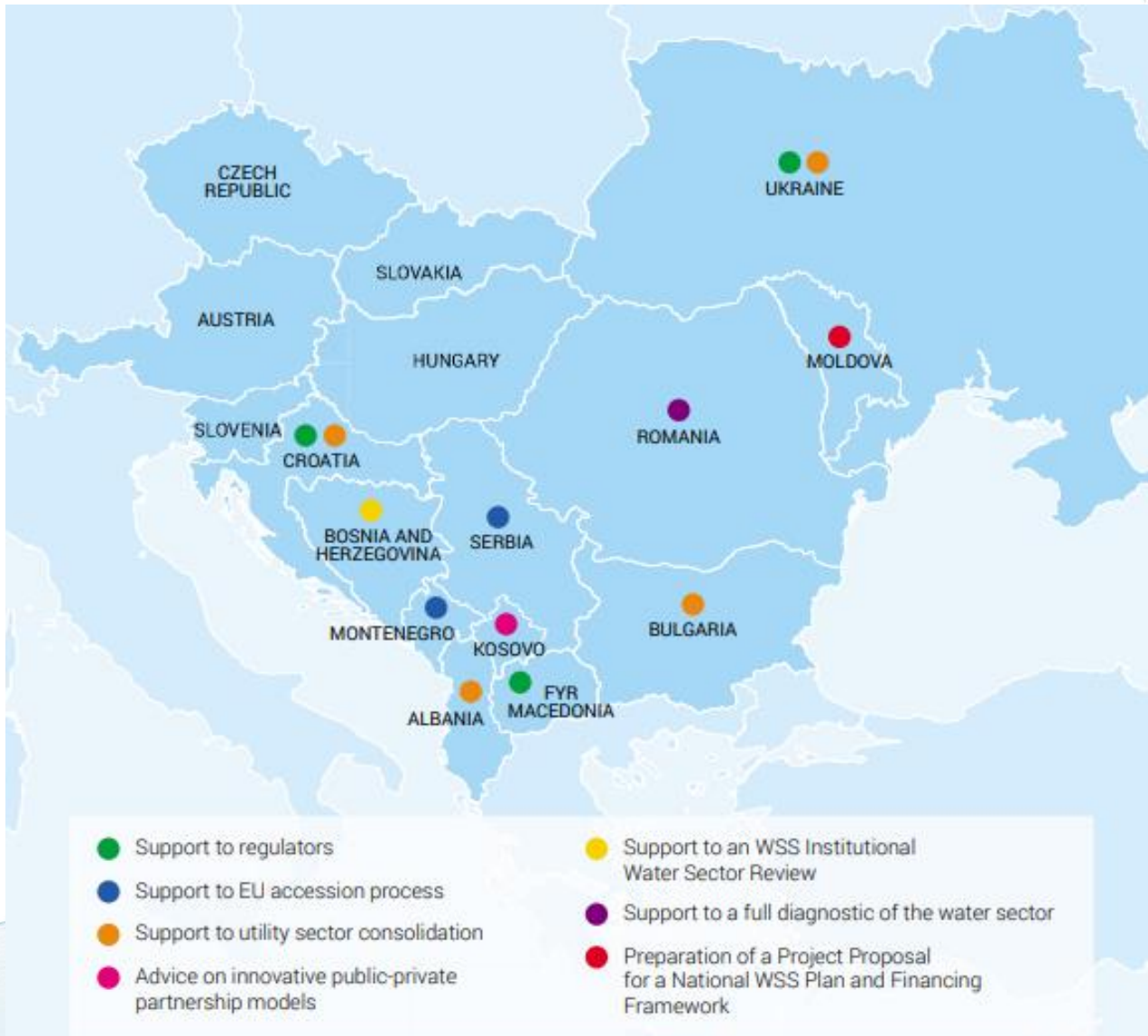
WORLD BANK GROUP

JUMP TO TOOLKIT

- AGGREGATION: PURPOSE, CONTEXT AND DESIGN**
Explore the basic concepts of WSS utility aggregations
- SUCCESSFUL AGGREGATION GUIDANCE**
View road map to a successful aggregation
- AGGREGATION GLOBAL TRENDS: INTERACTIVE MAP**
Interact with the aggregation global trends: interactive map and glossary
- CASE STUDIES**
Read and better understand global case studies
- MULTIMEDIA STORIES FROM CASE STUDIES**
Watch case study videos with first-hand interviews
- SUPPORTING DOCUMENTS**
Explore the supporting documents of the global study
- ABOUT THE GLOBAL STUDY & TOOLKIT**
About the global study and toolkit



Analytical and Advisory Work

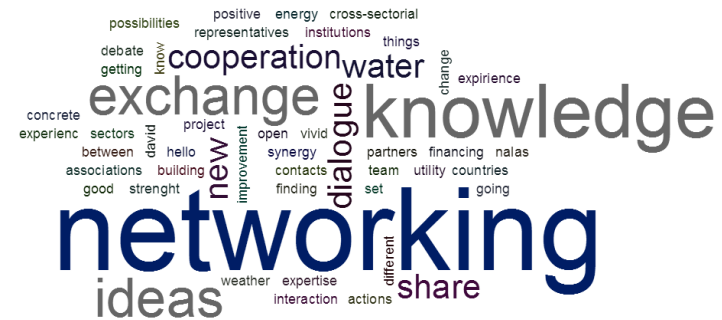


Knowledge Sharing



▶ Danube Water Conference

- ▶ Annual event since 2013
- ▶ > 900 participants from > 20 countries
- ▶ Offers a platform for regional and cross-disciplinary dialogue on WSS sector challenges and solutions
- ▶ Last edition was held on **2-4 May, 2018**



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

The image shows a screenshot of the DANUBIS.org website. At the top is the logo 'DANUBIS.ORG WATER PLATFORM'. Below it is a navigation menu with options like 'HOME', 'WATER NEWS & EVENTS', 'UTILITY NAME', 'COUNTRY RESOURCES', 'SECTOR RESOURCES', 'COUNTRY PORTALS', and 'ABOUT US'. A map of the Danube basin is displayed, with a dropdown menu open over it showing options like 'UTILITY PERFORMANCE BENCHMARKING', 'UTILITY BENCHMARKING REPORT', 'UTILITY BENCHMARKING', 'UTILITY INDICATORS', 'COUNTRY PROFILE', and 'COUNTRY REPORT'. Below the map, there is a blue banner with the text 'Your platform for everything on water and wastewater services along the Danube!' and a list of features. At the bottom, there is a section titled 'What is DANUBIS.org?' with a brief description and a statistics graphic showing 16 countries, 200 resources, 600 utilities, and 11,000 users.

DANUBIS.ORG
WATER PLATFORM



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?

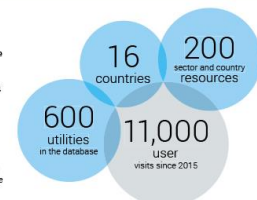
It's all on DANUBIS.org!

- ▶ 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.



Benchmarking activities



Activity	Tool	Technical partner	User
Uniform PI data collection	DANUBIS DCM		Regulator and national association
Utility Benchmarking Program	Regional Danube Hub National/subregional Hubs	 European Benchmarking Co-operation  European Benchmarking Co-operation	Utility Utility
Regional public PI database			Public



Danube Learning Partnership



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

Call for registration

- Demand-based
- Utility commitment

Utility registration
Definition of team
Payment of fee

Utility "homework"
Development of diagnostic
Off-line support from hub

Intermediate workshop(s)

- Review of utility work so far
- Introduction to subsequent tools
- Hands-on training
- Knowledge sharing

Utility "homework"
Development of action plan
Off-line support from hub

Applied knowledge
Concrete outputs for utility

Initial workshop

- Initial conceptual training
- Introduction to basic tools
- Hands-on training
- Networking

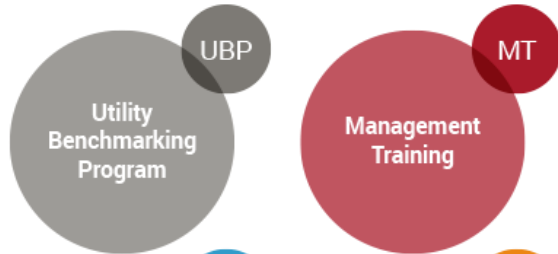
Final workshop

- Finalization of action plan
- Experience sharing
- Lessons learned and evaluation

The Programs offered



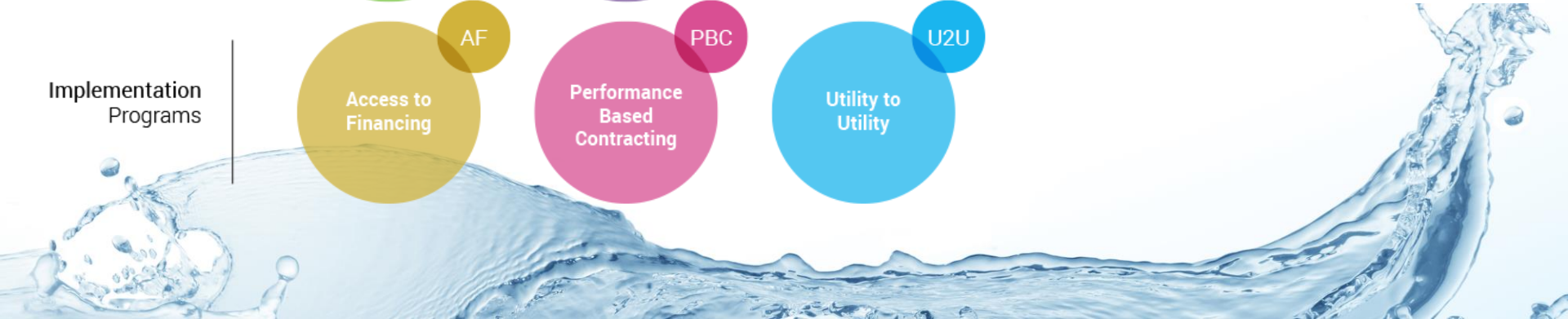
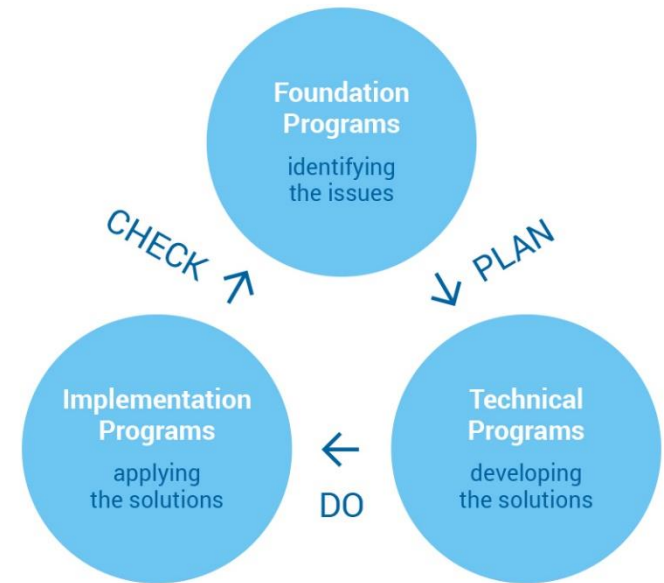
Foundation Programs



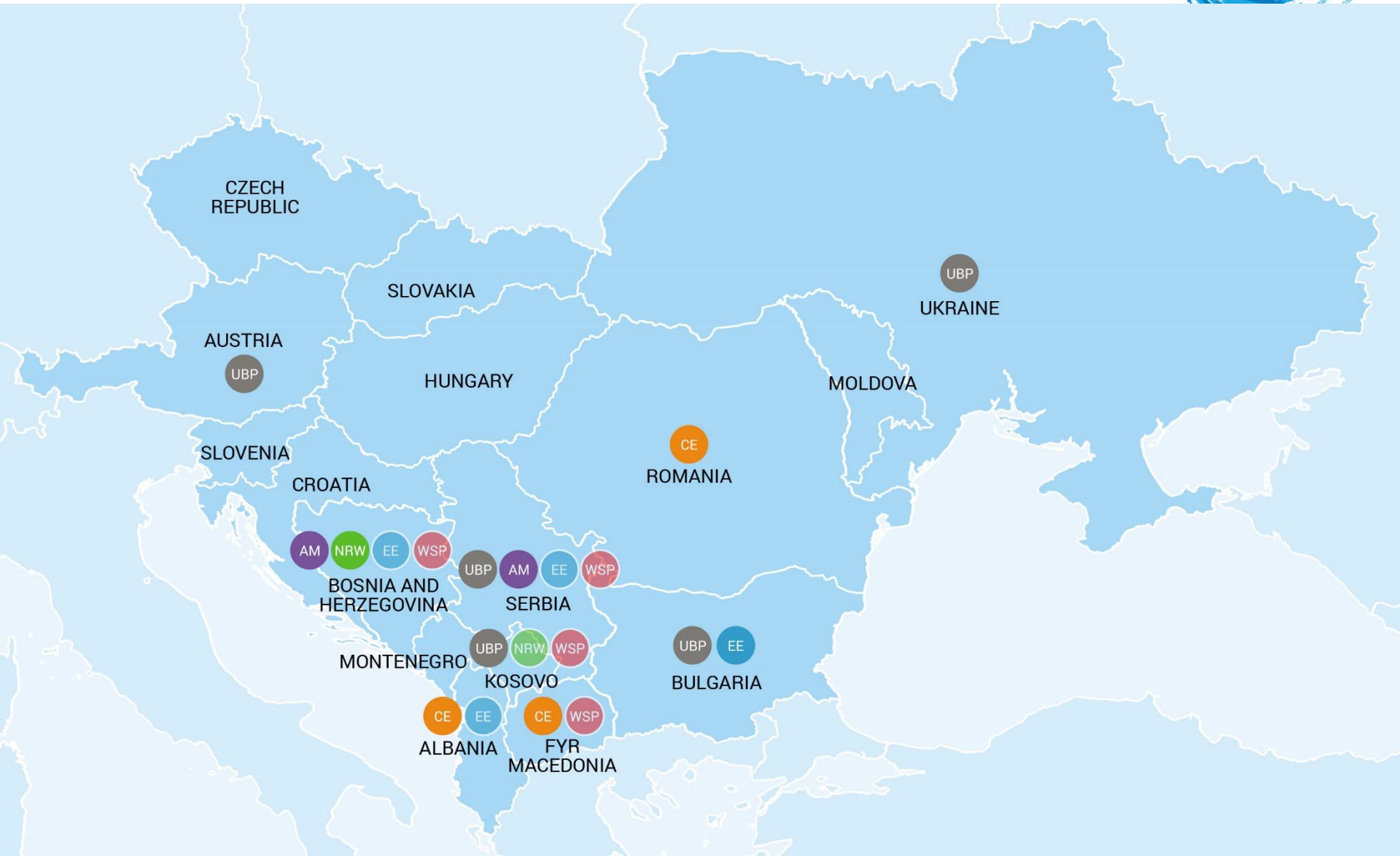
Technical Programs



Implementation Programs



Progress towards delivery



D-LeaP Facts and Figures



6

ToT events



55

Trainers
trained



12

Hubs



11

Countries



4

Programs
delivered



~100

Utilities
trained



Competitive Grant Window



- ▶ designed to support innovative and creative ideas
- ▶ 2013: 71 applications, 13 grants funded
- ▶ 2016: 47 applications, 11 grants funded



Competitive Grant Window



2013 and 2016 examples

- ▶ 14 Water Associations in the program region – development of a Strategic Business Plan (implemented by SHUKALB)
- ▶ Water Utility East Sarajevo, BiH - successful establishment of a pilot District Metering Area (DMA) reducing water losses by 120m³/day in the respective area
- ▶ Water Utility Banja Luka, BiH – establishment of a center for monitoring and reduction of losses including 7 fully-equipped DMA zones
- ▶ Water Utility Sofijska Voda JCS - Improvement of the asset management in Sofijska Voda JCS by linking technical data with financial data
- ▶ 40 Water Utilities in Moldova – retraining of managers and technical staff by the Technical University of Moldova
- ▶ Water Association Romania – development of 4 training curricula for water operators (e.g WWTP operation, development of NRW strategy)
- ▶ Croatian Water and Wastewater Association - organization of an annual “Leak Detection Competition” for Croatian water utilities with 13 participants from 10 utilities attending in 2017

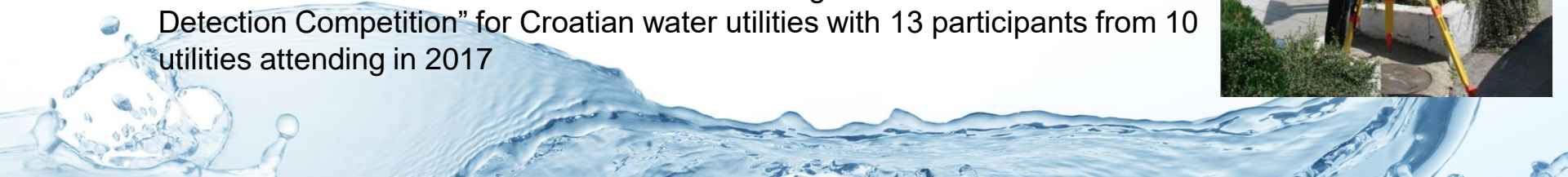


Competitive Grants Awarded

The Danube Water Program has announced that 14 applications from the 71 received have been chosen to receive a Competitive Grant from the program. The grant awards (up to 75,000 Euro) will be provided to applicants from 10 different countries.

The list of projects chosen to be awarded funding are:

- Improvement of National Benchmarking System in Ukraine – National Commission for Public Utilities Regulation
- Training of Managers, Engineers and Members of AMAC – Moldova National Association of WSS Utilities (AMAC)
- Strengthening the Water Training Centre and Water Utilities to Boost Operation Practices - Water Training Centre – FCFPPDA (ARA) (Romania)
- Benchmarking in the Bulgarian Water Sector – Bulgarian Water Association
- Improvement of Water Management Through Business Performance and Forming Association – PUC Naissum Nis (Serbia)
- UTVSI DVGW Technical Rules for Drinking Water Supply – Assoc. for Water Technology and Sanitary Engineers (Serbia)
- Editing Technical Rules for Drinking Water and Wastewater in Bosnian Language – VIK Sarajevo (BiH)



DWP Third Phase



- ▶ Design currently under preparation
- ▶ Period 2019-2021
- ▶ To be funded by Austrian Ministry of Finance
- ▶ Focus on flagship activities, including wider water security issues





Smart policies, strong utilities, sustainable services

THANK YOU

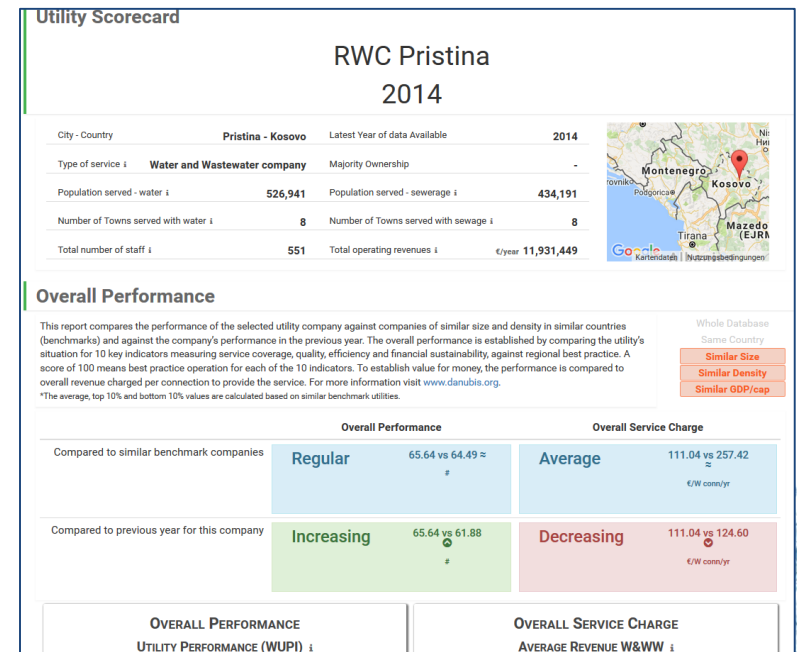
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www.iawd.at
www.danube-water-program.org
www.danubis.org
www.d-leap.org

Benchmarking activities



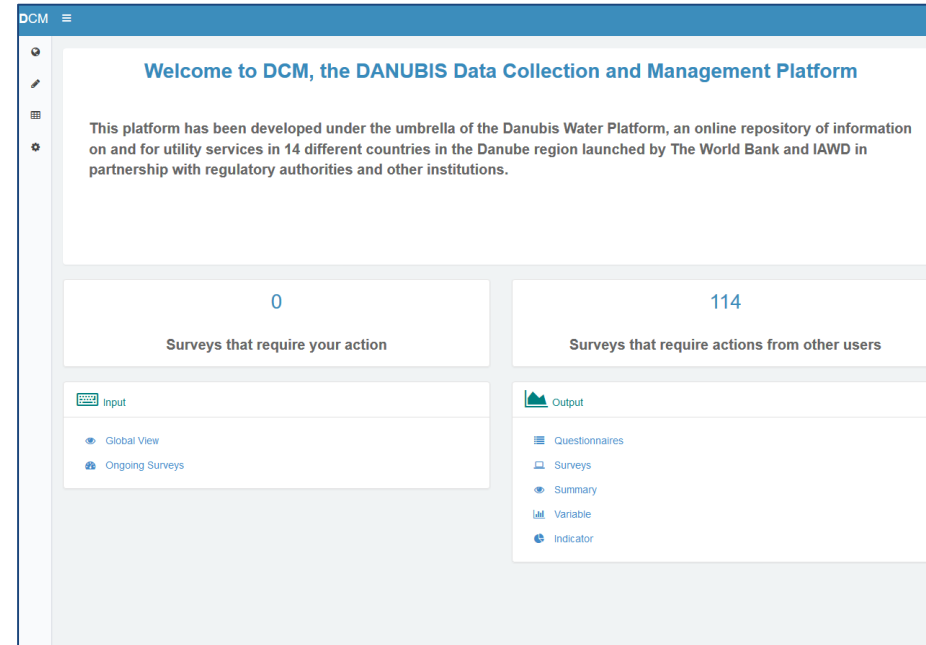
- ▶ Core piece of DANUBIS.org is a regional, public performance indicator database for water utilities to allow for country and utility performance data comparison
- ▶ Based on methodology, data sources and IT solution of the International Benchmarking Network (IBNet, www.ib-net.org)
- ▶ Data on 600 utilities from 16 countries over 19 years



Benchmarking activities



- ▶ **DANUBIS Data Collection and Management Platform**
 - ▶ a web-based interface allowing “managing institutions” in each country to collect, validate, analyze, manage and share utility performance data and indicators within their country
 - ▶ fully customizable including the list of variables and indicators, language, frequency of data collection, data sharing mechanisms etc.



Benchmarking activities



▶ DANUBIS.org

- ▶ Open to the public
- ▶ online knowledge space for everything on water and wastewater in the Danube region
- ▶ Includes publicly available PI database

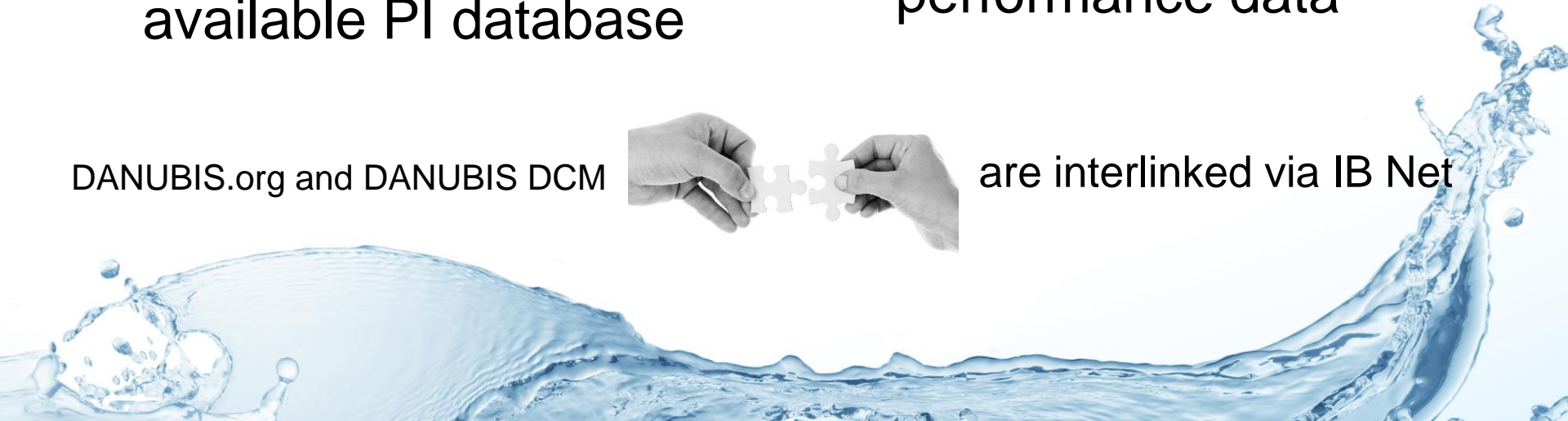
▶ DANUBIS DCM

- ▶ Closed for MIs
- ▶ national Data Collection and Management System to collect, validate, manage, share and publish utility performance data

DANUBIS.org and DANUBIS DCM



are interlinked via IB Net



Benchmarking activities



- ▶ 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

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

Danube Learning Partnership

UBP

Utility Benchmarking Program for Water Supply and Sanitation Utilities

Our Company

Competitors

GAIN practical support in analyzing and improving utility performance

LEARN from other utilities in the sector

BE UP TO DATE on the most recent tools for analyzing utility performance

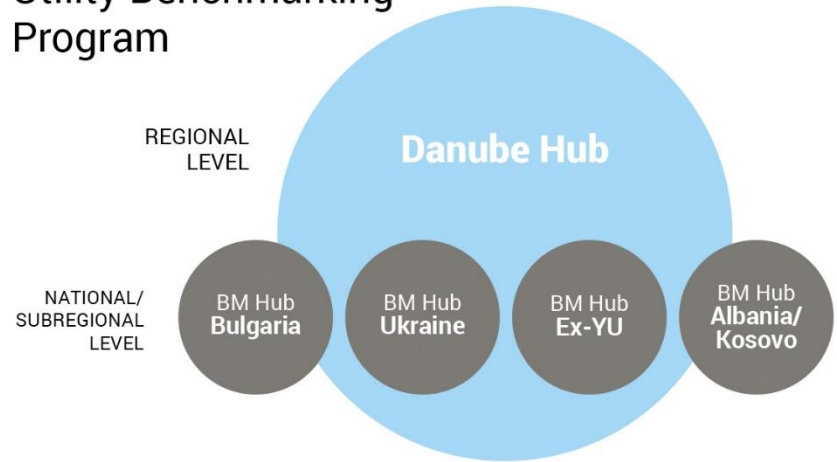
BENEFIT from regional comparison with other utilities

Benchmarking activities



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

Utility Benchmarking Program



The Structure



- ▶ **Component 1 - Provision of Policy and Regulatory Support to National Level Authorities**

- ▶ Bank executed
- ▶ Focused on Ministries and regulatory agencies

- ▶ **Component 2 - Capacity Building for Water Supply and Wastewater Utilities**

- ▶ IAWD executed
- ▶ Focused on utilities and waterworks associations

In practice joint implementation team on almost everything, with the World Bank leading AAW , IAWD leading capacity development and competitive grants, and knowledge sharing done jointly

