

# Water and Nature

BALKANS JOINT CONFERENCE AND EXHIBITION

## CALL FOR ABSTRACTS!

7-9 November 2018, Tirana, Albania



**SHUKALB**  
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



**SHUKOS**  
WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA

Conference and Exhibition: [info@BalkansJointConference.org](mailto:info@BalkansJointConference.org)  
Conference Program: [program@BalkansJointConference.org](mailto:program@BalkansJointConference.org)  
Tel/fax SHUKALB: +355 42 245 101, Mob: +355 69 6012782  
Tel/fax SHUKOS: +381 38 526 873, Mob: +377 44 182 497, +377 44 282 580

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Federal Department of Economic Affairs,  
Education and Research EAER  
State Secretariat for Economic Affairs SECO



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

## INTRODUCTION

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SHUKALB and SHUKOS are pleased to invite you to join and participate in the Program of the 6<sup>th</sup> Balkans Joint Conference and Exhibition to be held in **Tirana, Albania, on 7 – 9 November 2018, at Expocity Albania**. The Conference Theme “**Water and Nature**” brings attention to the need of preserving nature and exploring nature based solutions in order to overcome the water challenges, and to ensure better water supply and sewerage services and protection of the public health.

The Conference Program allows for a broad and multi-dimensional discussion of topics, covering from policy to technical, as well as management issues of the water sector. The conference provides a platform for discussion, where participants can share their knowledge and experience in dealing with water sector issues, and in the same time it creates networking opportunities among professionals of the water sector in the Balkan Region.

The strength of past Conferences, as evidenced in the participant surveys that are conducted during and after each Conference, has always been the quality and diversity of the formal, professional papers that are presented by the chosen speakers. You are welcome to review the main themes and topic areas that the Conference organizers have formulated for this year’s Conference, and to consider submitting an Abstract for presentation.

SHUKALB and SHUKOS look forward to welcoming you to the Joint Conference and to sharing our common interest for a better water environment for the Greater Balkans.

## TECHNICAL PROGRAM COMMITTEE

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The Technical Program Committee of the Conference is composed of professionals and experts from the water sector in Albania, Kosovo and the larger Balkan Region. The Committee is responsible for ensuring a good balance and quality of the papers that will be presented during the Conference.



## MAIN THEMES OF THE CONFERENCE

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Prior to the submission of the Full Paper and PowerPoint presentation, the authors have to submit an abstract of their paper covering one of the following topics. The submitted abstracts will be further evaluated by the Technical Program Committee of the Conference. The authors of the selected abstracts will be invited to submit the Full Paper and PowerPoint Presentation.

You are invited to submit an abstract in any of the following topics:

### **Governance and Management of Water Utilities**

- Development of Governance Policies and Institutional Relationships
- Selection, Establishment and Functioning of Utility Governing Bodies
- Organizational Management and Structure
- Regionalization of Water Supply and Sewerage Services and Implementation of Service Agreements
- Corporate Governance
- Public-Private Partnerships
- Relationship between the Water Utilities and Local Government
- Management of Rural Water Supply and Sewerage Systems

### **Water Resources Management**

- Balancing Water Demand Management and Conservation with New Source Development
- Water Supply Source Monitoring and Protection
- Trans-boundary Waters
- Integrated Water Resources Management
- Drought and Flood Management
- Role of Water Utilities Regarding Water Resources Management

### **Management of Water Supply and Sewerage Infrastructure**

- Capital Investment Absorption Capacities in Developing Countries
- Current Methods of Assessment and Prioritization of Investment Needs
- Development of Dynamic Master Plans
- Monitoring of Investments and their Sustainability

### **Financial Management of Water Utilities**

- Development, Implementation and Monitoring of 5-year Business Plans
- Financing Sources and Subsidy Policies
- Financial Reporting to Support Performance Improvement
- Asset Management
- Internal Auditing Instruments
- Debt Management

## **Technical Operation and Maintenance of Water Supply and Sewerage Utilities**

- Water Demand Analysis
- Water Consumption Measuring Practices
- Water Loss Reduction– Best Practices
- Service Zone Mapping (GIS)
- Application of Hydraulic Modeling - Practices
- Increasing Use of SCADA systems in the Operation of Water Utilities
- Energy Efficiency in Water Supply and Wastewater System and Facilities

## **Customer Service**

- Organization and Operation of a Customer Service Department
- Customer Database Management
- Customer Service Contract
- Public Relations and Communications Management
- Management of Customer Complaints and the Use of GIS
- Implementing Service Disconnection as Debt Collection Policy

## **Human Resources Management**

- Human Resources Management and Employment Policies
- Training Needs Assessments and Capacity Building
- Training and Test-based Certification
- Annual Staff Performance Review/Assessment

## **Wastewater Treatment and Sludge Management**

- Construction and Operation of Waste Water Treatment Plants
- Constructed Wetland Treatment Systems and Challenges
- Selecting Treatment Technologies for Small and Rural Systems
- Sludge Treatment and Reuse
- Use of Sludge for Energy Production
- Wastewater Policy and Governance

## **Regulatory Framework**

- Licensing of Water Supply and Sewerage Service Providers
- Analysis of Performance of Water Supply and Sewerage Utilities
- Tariff Review and Approval Process
- Development and Application of Water Supply and Sewerage Services Standards

## IMPORTANT DATES

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<b>Abstracts Submission Deadline</b>	<b>3 September 2018</b>
<b>Acceptance Notification</b>	<b>10 September 2018</b>
<b>Advanced Program</b>	<b>1 October 2018</b>
<b>Submission of the Presentations /Full Papers/CV Deadline</b>	<b>8 October 2018</b>

## LANGUAGES

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The official languages of the Conference are Albanian and English. Simultaneous translation will be provided.

## CONFERENCE MATERIAL GUIDELINES

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Authors wishing to submit abstracts by [3 September 2018](#) need to follow these requirements:

- Abstracts should be submitted in Albanian and/or English language
- The format of the abstract needs to comply to:
  - up to 350 words
  - document “MS Word file”
  - Times New Roman font, 11pt
- The abstracts should include the following additional information:
  - Title of Abstract
  - Author name/Position/Institution/Country
  - Personal Contacts (e-mail, mailing address, and telephone number)
  - The Relevant Conference Topic
  - The Objective of the Paper and its Conclusion

The authors of accepted abstracts will be notified by [10 September 2018](#) and will be requested to submit their Full Paper and PowerPoint Presentation until [8 October 2018](#).

The instructions for Full-Paper submission will be accessible in the Conference web-site ([www.balkansjointconference.org](http://www.balkansjointconference.org)).

## CONTACTS

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### For further information about the conference program:

Conference Program: [program@balkansjointconference.org](mailto:program@balkansjointconference.org)  
Nadire Vitija (SHUKOS): Tel: 38138 526 873; Mob: +377 44 182 497  
Arbana Kola (SHUKALB): Tel: +355 42 24 9631; Mob: +355 69 7081664

Web-site: [www.balkansjointconference.org](http://www.balkansjointconference.org)