Valuing Water
BALKANS JOINT
CONFERENCE AND EXHIBITION

CALL FOR ABSTRACTS
3-5 NOVEMBER 2021
PRISHTINA, KOSOVO

FORMAT: HYBRID

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Introduction

SHUKALB and SHUKOS are pleased to invite you to join and participate in the Program of the 9th Balkans Joint Conference and Exhibition which will be held as a hybrid activity on November 3 - 5, 2021 with a physical presence at the Emerald Hotel, in Pristina and virtually through our online platform.

The Conference Theme, Valuing Water, is inspired by UN’s 2021 World Water Day, and it emphasizes the fact that how we value water determines how water is managed and shared. The value of water is about much more than its price – water has enormous and complex value for our households, culture, health, education, economics and the integrity of our natural environment. If, we overlook any of these values, we risk mismanaging this finite, irreplaceable resource.

The Conference Program allows for a broad range of topic areas covering from policy to technical, as well as management issues of the water sector. The conference provides a platform, where all professionals in the water sector gather, discuss and exchange experiences and share their good practices on issues of interest in the water sector.

The strength of the Balkans Joint Conferences, as evidenced from the collected participants’ feedback throughout the years, has been the delivery of high quality program with a diversity of plenary discussions, technical professional papers presented by well-known professionals in both countries and wider in the region. You are welcome to review the key themes and subject areas prior to 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 larger Balkan region.

Technical Program Committee

The Technical Program Committee of the Conference is composed of recognized experts with a long working professional experience from the water sector in Albania, Kosovo and Balkan region, including representatives from the main institutions at the central and local level, water utilities. The Conference Technical Program Committee is responsible for ensuring a good balance and quality of the papers that will be presented during the Conference, and is composed of the following members:

Ndriçim Shani, (Chair of the Programme Committee), Chair of National Regulatory Commission, Water Regulatory Authority, Albania

Gerta Ismailaja, Head of the Sector for the Water Supply and Sewerage Development Programs, Ministry of Infrastructure and Energy, Albania

Prof. Dr. Enkelejda Gjinali, Principal Lecturer, Environmental Engineering Department, Faculty of Civil Engineering, Polytechnic University of Tirana, Albania

Elia Pendavinji, Commercial Director, Water Supply and Sewerage Company of Korça, Albania

Valbona Paja, Deputy General Director, Water Supply and Sewerage Company of Shkodra, Albania

Baton Begolli, Water Policy Advisor, Inter-Ministerial Water Council, Office of the Prime Minister, Kosova

Ilir Abdullahu, Department Manager, Regional Water Company Prishtina, Kosova

Elia Pendavinji, Commercial Director, Water Supply and Sewerage Company of Korça, Albania

Mumin Morina, Technical Director, Regional Water Company Hidromorava - Gjilan, Kosova

Ilir Rodiqi, Lecturer, Faculty of Construction and Architecture, Kosova

Agron Dreshaj, Technical Director, Regional Water Company Hidrodrini- Peje, Kosova

Aranit Ukimeri, Technical Director, Regional Water Company Hidroregioni Jugor - Prizren, Kosova

Dafina Syla, Spokesperson, Regional Water Company “Gjakova”, Kosova
Main Themes of the Conference

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 Power Point Presentation. You are invited to submit an abstract on a wide range of water-related topics, including but not limited to:

Governance and Policy for 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;
- Coronavirus (COVID-19) Related Measures.

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.

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.

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.

Financial Management of Water Utilities
- Risk, Crisis and Emergency Management
- 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;

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.

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.
## Important Dates

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## Languages

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

## Abstracts Submission Guidelines

Authors wishing to submit abstracts by **6 September 2021** 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 the Presentation/Full Paper
  - Author name/Position/Institution/Country
  - Personal Contacts (e-mail, mailing address, and telephone number)
  - The Relevant Conference Topic
  - The Objective of the Paper, the main issues / problems, the methodology used and the results and conclusions drawn.

The authors of accepted abstracts will be notified by **13 September 2021** and will be requested to submit their PowerPoint Presentation until **29 November, 2021** and Full Paper after the Conference, **15 November, 2021**.

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

## Contacts

For further information about the Conference Program:

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