

Valuing
Water



BALKANS JOINT CONFERENCE AND EXHIBITION
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FORMAT: HYBRID



Impact of Covid-19 on LGUs and PUCs in the Western Balkan region

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At the source of knowledge.



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Background info

At the source of knowledge.



Context

GIZ ORF MMS obtained additional funds from the German Federal Ministry BMZ **for rapid Covid-19 measures** to support LGUs and PUCs.

Water and Sanitation Services (WSS) Sector is in the focus of BMZ response to the Covid-19 pandemics.

RCDN was used to facilitate their implementation.

Several **measures** were implemented in the period **September, 2020 - March, 2021**:

- (i) Distribution of packages with the most urgent supplies of personal protective equipment to selected 122 PUCs through RCDN associations;
- (ii) Implementation of D-LeaP WSP and Standard Operating Procedures (SOPs) by ADKOM and SHUKALB;
- (iii) Development of e-conference management system in ADKOM and PUC Kumanovo;
- (iv) Preparation of 3 surveys on the responses to Covid-19 focused on WSS sector.**

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3 Surveys on the Covid-19 responses in WSS sector

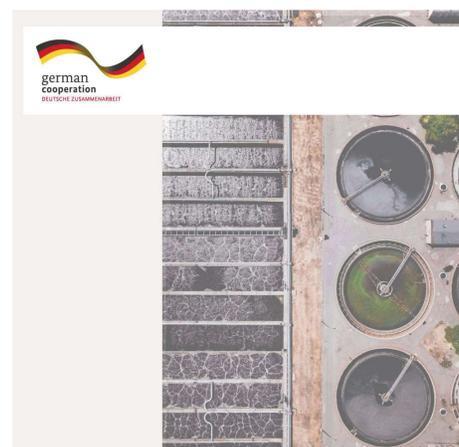
Survey#1 on lessons learned and good practices on the **responses by LGUs and PUCs in delivery of WSS services during Covid-19.**

Target group: LGUs and PUCs.

Distribution through RCDN associations.

USP: Good practices of LGUs and PUCs
AL: Water Supply Company Gramsh
KOS: RWC Gjakova
+ several others

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Compendium

Good practices and lessons learned of the response of local governments and public utility companies of six Western Balkan economies in the provision of water and sanitation services during the COVID-19 pandemic.

Implemented by **giz** Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH In cooperation with **RCDN**

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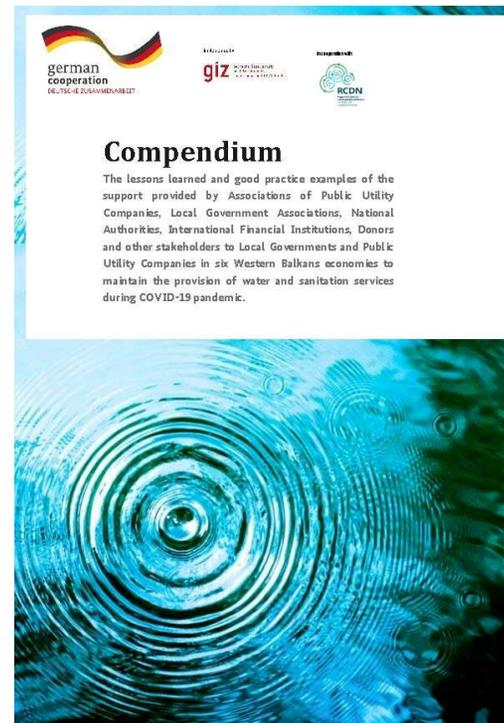
3 Surveys on the Covid-19 responses in WSS sector

Survey#2 on lessons learned and good practices on the **support provided by other stakeholders** (ministries, IFIs/ donors, Regulator, associations, etc.) **to LGUs and PUCs** in delivery of WSS services during Covid-19.

Target group: RCDN associations.

USP: Good practices of LGAs and APUCs
SHUKALB: CD and exchange of experiences, Survey on Covid-19 impacts
SHUKOS: CD and research supporting PUCs
AKM: Study on needs and socio-economic impacts of LGUs

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3 Surveys on the Covid-19 responses in WSS sector

Survey#3 on **financial impact of Covid-19 crisis on LGUs and PUCs** in delivery of WSS services.

Target group: selected LGUs and PUCs.

Distribution through RCDN associations.

USP: First comprehensive overview of financial impacts in WB-6

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Report

Assessing the financial impact of COVID-19 on the operation and performance of PUCs in six Western Balkan economies



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Lessons learned

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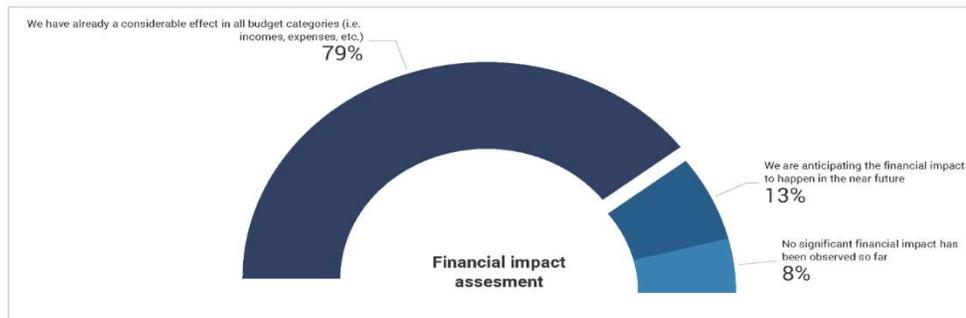


Lessons learned from COVID-19

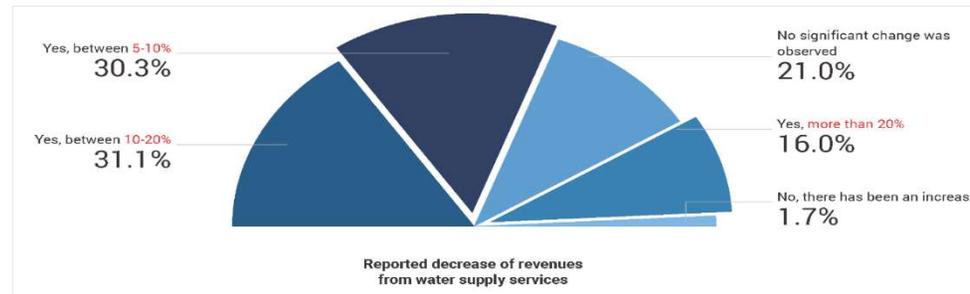
- Local practitioners and decision-makers should be equipped with the **necessary skills and knowledge** to develop strategies to cope with a potential future crisis (Survey#1).
- APUCs and LGAs as well as their regional networks have a **critical role to play** by offering customised CD measures (Survey#1).
- PUCs and LGUs, in cooperation with their associations, national authorities, and other stakeholders, are consulting local actors, **developing capacities and preparing strategies** to ensure “the day after” (Survey#2).
- At the time of finalization the **long-term financial impacts** were still largely “terra incognita” for both experts and managerial staff of PUCs (Survey#3).

At the source of knowledge.

Financial impacts



Overall financial impact on PUCs operations



Reported decrease in **water supply revenues** in 2020 in comparison to 2019

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Key Takeaways

At the source of knowledge.



Key Takeaways

Digitalisation

- Digital transformation strategies and action plans for LGUs and PUCs.
- Digital transformation is on the doorstep/ PUCs are no exception.
- Digital solutions to enable and enhance data collection, information sharing, improve service provision.

Staff and human resources

- Remote work of administration.
- Developing strategies for quickly switching to remote working.
- Preparing shift segmentation plans and scenarios.

Cooperation, coordination and support

- Engage PUCs more in R&D and cooperation projects to improve various aspects and resilience to similar crises.
- Active support from the national authorities and improved coordination on both horizontal and vertical levels.
- R&D through cooperation.

At the source of knowledge.



Key Takeaways (...)

Information and communication

- Community and stakeholder participation and engagement.
- Fostering ownership of local strategies and crisis management.
- Emergency response guidelines to ensure uniformed and coordinated action in an event of a crisis.

Risk management to improve resilience

- Comprehensive risk management strategies and plans.
- Building skills and capacities, enhancing knowledge, ensure good practice exchange.

Financial relief measures

- Financial support from the central government and the relevant institutions.
- Reliefs of fees and updating tariffs.
- Facilitate administrative burden.
- Identify and track crisis-related costs/expenses.
- Introducing green solutions.

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The way forward

- Recommendations of the surveys are clustered into 4 categories – the 4 Rs
 - **Response**
 - **Recovery**
 - **Resilience**
 - **Reshaping**
- Representing potential areas for **Response** and **Recovery**, covering the most important factors to ensure **Resilience**, and assisting LGUs and PUCs in the region's mid and long-term **Reshaping**.

At the source of knowledge.



BIG THANKS GOES TO STAFF OF RCDN ASSOCIATIONS FOR THE SUPPORT!!!

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Thank you for your attention!
Q&A