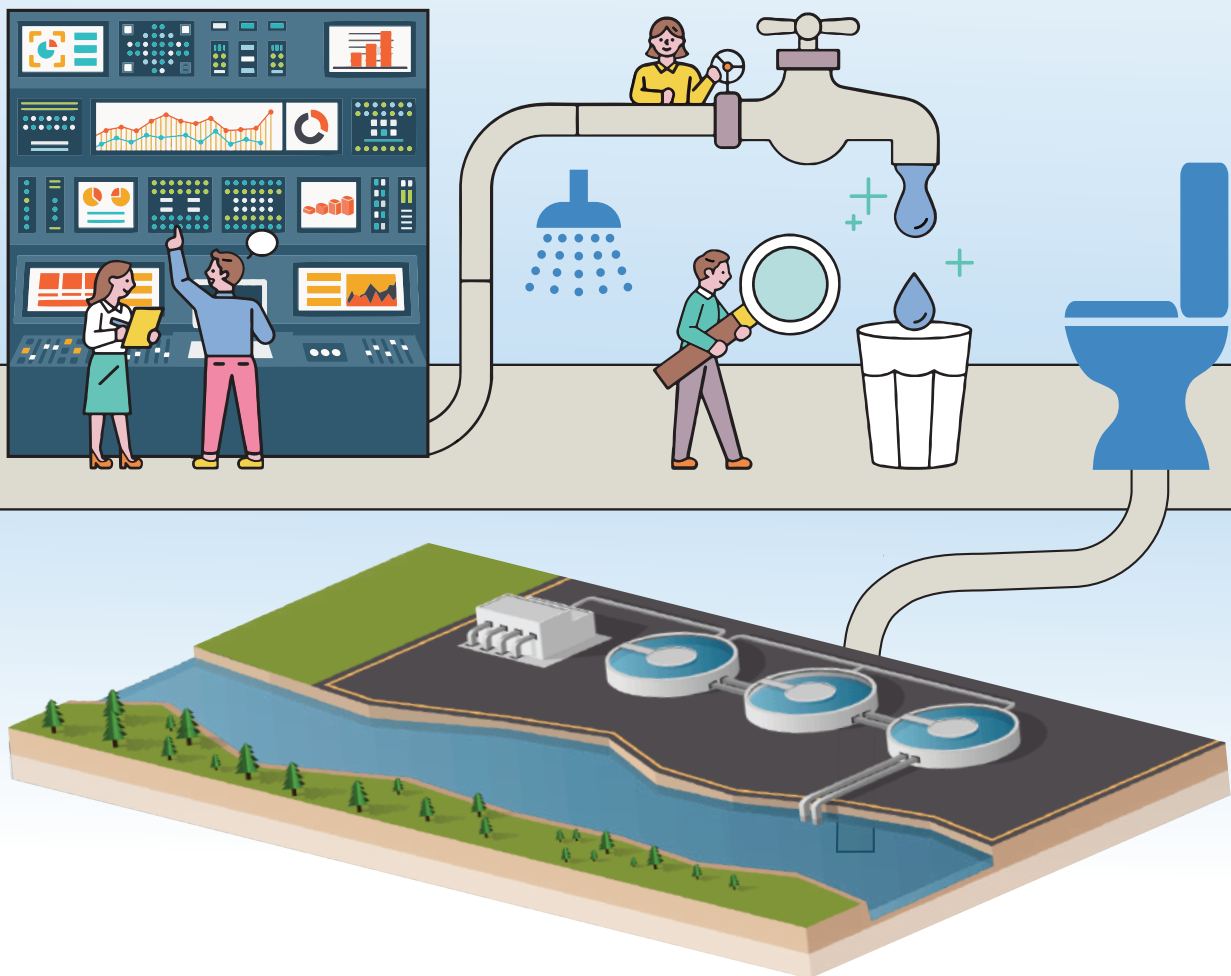


BALKANS JOINT CONFERENCE AND EXHIBITION

ACCELERATING *Change*

*Towards Safe, Reliable
and Sustainable Services*

CALL FOR ABSTRACTS 7-9 NOVEMBER 2023
GOLEM, ALBANIA



SHUKALB
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



SHUKOS
WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA

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INTRODUCTION



SHUKALB and SHUKOS are pleased to invite you to join and participate in the Program of the 11th Balkans Joint Conference and Exhibition which will be held on **7 – 9 November, 2023** in **Golem, Albania**, at **Grand Blue Fafa Resort**.

The theme of the Conference "**Accelerating Change: Towards Safe, Reliable and Sustainable Services**", is inspired by World Water Day 2023 and in particular this year by the UN Water Conference held in March in New York City, and it is about accelerating change to achieve the Sustainable Development Goal 6 (SDG 6), ensuring access to clean water and sanitation

Reaching the specific targets of SDG 6 by 2030, and achieving universal access to safe, reliable, and at the same time efficiently managed water supply and sanitation services, remains a challenge. The change that needs to happen calls for significant financing and investments especially when it comes to wastewater, innovative approaches and modernisation of services embracing digitalisation, and a particular focus on the precious human capital that manages and provides the water supply and sanitation services. In addition, more cooperation is needed among all stakeholders at local, regional and international levels, in order to accelerate the change that is needed.

The Conference Program allows for a broad range of topics 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 from Albania and Kosovo with a long professional experience in the water sector. 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 it is composed of the following members:

Jovan Gjika, (Chair of the Programme Committee), Projects Coordinator, National Agency of Water Supply-Sewerage and Solid Waste, Albania, Albania

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

Etleva Demiri, Responsible for the Technical & Licensing Sector, Water Regulatory Authority, Albania

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

Rozarta Pura, Legal Advisor, Durrës Regional Water Supply and Sewerage Company, Albania

Frosela Filo, Commercial Director, Korçë Regional Water and Sewerage Company, Albania

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

Hajrije Morina, Director, Regulatory Authority for Water Services, ARRU, Kosova

Laura Kusari, Professor, Faculty of Construction and Architecture, Kosova

Armend Avdiu, Executive Director Office Coordinator, Regional Water Company Prishtina, Kosova

Besnik Aliu, Head of the Legal Office, Bifurkation Regional Water Company, Ferizaj, Kosova

Dafina Syla, Spokesperson, Regional Water Company Gjakovë, Kosova

Niman Baliu, Media Expert, Mitrovica Regional Water Company, 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 are subject of evaluation 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

- Climate Change.
- Balancing Water Demand Management and Conservation with New Source Development.
- Water Supply Source Monitoring and Protection of Trans-boundary Waters.
- Integrated Water Resources Management.
- Drought and Flood Management.

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.

FINANCIAL MANAGEMENT OF WATER UTILITIES

- Financing Sources and Subsidy Policies.
- Financial Risk Management.
- Development, Implementation and Monitoring of 5-year Business Plans.
- Financial Reporting to Support Performance Improvement.
- 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 Modelling – Practices.
- Increasing Use of SCADA systems in the Operation of Water Utilities.
- Water Safety and Crisis Management.
- Benchmarking.
- Energy Efficiency in Water Supply and Wastewater System and Facilities.
- Integrated Asset Management.
- Occupational Health and Safety.

WASTEWATER TREATMENT AND SLUDGE MANAGEMENT

- Wastewater Management in the Context of Circular Economy.
- Wastewater Policy and Governance.
- 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.

CUSTOMER SERVICE

- Commercial Efficiency.
- 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.

IMPORTANT DATES AND LANGUAGES

Abstracts Submission:	15 September, 2023
Acceptance of Abstracts Notification:	26 September, 2023
Short Biography Submission:	13 October, 2023
Advanced Program	20 October, 2023
PowerPoint Presentations Submission	03 November, 2023
Full Papers Submission	15 November, 2023

The official languages of the Conference are Albanian and English.

Simultaneous translation will be provided.

ABSTRACTS SUBMISSION GUIDELINES

Authors wishing to submit abstracts by **15 September, 2023** 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.

For further information on abstract submission follow the guidelines in this [link](#).

The authors of accepted abstracts will be notified by **26 September, 2023** and will be requested to submit their short profiles until **13 October, 2023**, Power Point Presentation until **03 November, 2023** and Full Paper after the Conference, **15 November, 2023**.

The instructions for Full-Paper submission are available in the Conference website at the [link](#).

CONTACTS

For further information about the Conference Program:

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