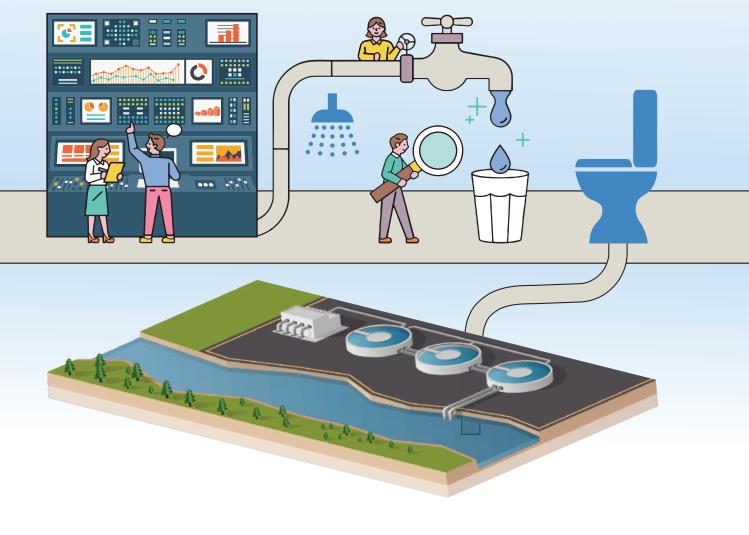
BALKANS JOINT CONFERENCE AND EXHIBITION ELERATING

PROGRAM

Towards Safe, Reliable and Sustainable Services

7-9 NOVEMBER, 2023 **GOLEM, ALBANIA**







Conference Program: Tel/fax SHUKALB: Tel SHUKOS:

Conference and Exhibition: info@BalkansJointConference.org program@BalkansJointConference.org +355 42 245 101, Mob: +355 69 6012782 +383 38 600 873, Mob: +383 44 182 497, +383 44 926 646

OVERVIEW OF THE PROGRAM

TUESDAY, 7 NOVEMBER, 2023

PRE - CONFERENCE ACTIVITIES

11:00-14:30 Workshop on "Balkan-German Experiences in the Field of Wastewater Purification and Sewage Sludge Utilization. Legal Requirements, Technologies and Energy Efficiency" (Open Activity by Registration, Teuta Room)

14:45-17:00 Young Water Professionals Forum (Open Activity, Vjosa Room)

- 14:30-17:00 Regional Workshop of the Benchmarking Program for the Kosovo and Albania HUB (Closed Activity only by Invitation, Dardania Room)
- 15:00-16:30 Joint Meeting with Stakeholders on Capacity Development in the Water and Sanitation Services Sector in Albania and Kosovo (Closed Activity only by Invitation, Teuta Room)
- 17:00-18:00 Launch of the Center of Excellence Utility of the Future (Open Activity, Iliria Room)
- 15:00-17:00 Registration (Iliria Room)

CONFERENCE OPENING CEREMONY

18:15-18:25 Official Welcome 18:25-18:45 Greeting Remarks

 18:45-19:00
 Recognition and Awards Ceremony (Albania and Kosova)

 19:00
 Official Opening of Exhibition

 Cocktails in Exhibition Area

WEDNESDAY, 8 NOVEMBER, 2023

WEDNESDAT, ONOVEWBER, 2025		
	Iliria Room	Teuta Room
08:00-09:00	Registration	
09:00-09:05	Opening: Elisabeta Poçi, Executive Director, Water Supply and Sewerage Association, Albania	
09:05-09:10	Greeting Remarks: Liburn Aliu, Minister, Ministry of Environment and Spatial Planning and Infrastructure, Kosovo (TBC)	
09:10-09:20	Keynote Address: Gustavo Saltiel, Global Lead for Water Supply and Sanitation, World Bank, USA	
09:20-10:20	Plenary Session 1: Water Utilities as the Driving Force to Accelerate Universal Access towards SDG-6	
10:20-11:00	Coffee Break close to Exhibition Area and Group Photo with all Participants in the Conference	
11:00-12:00	Plenary Session 2: Pragmatic Approach to Dynamic and Action-Oriented Regulation	
12:05-13:05	Plenary Session 3: Workforce Challenges: Attracting, Retaining and Developing Top Staff and Young Water Professionals	
13:05-14:30	Lunch Break	
14:30-15:30	Technical Session 1: Technical Management of Water Utilities I	Technical Session 2: Integrated Water Resources Management
15:35-16:35	Technical Session 3: Technical Management of Water Utilities II	Technical Session 4: Alignment with EU Acquis Communautaires
16:35	Closure of the First Day	
17:00-19:00	SIDE EVENT: Focus Group for Youth Engagement in the	Water Sector, Josh Newton and (15-20) participants
19:30	SOCIAL EVENT at AQUA LOUNGE BAR & RESTAURANT (JURRËS

THURSDAY, 9 NOVEMBER, 2023

	Iliria Room	Teuta Room
08:30-09:00	Registration	
09:00-09:05	Opening: Abdullah Dërguti, Executive Director, Water and Wastewater Works Association, Kosovo	
09:05-09:10	Greeting Remarks: Artane Rizvanolli, Minister, Ministry of Economy, Kosovo (TBC)	
09:10-09:25	Keynote Address: Arne Gooss, Head of Municipal Infrastructure Division for South-East Europe and Turkey, KfW Development Bank, Germany	
09:25-10:25	Plenary Session 4: Water and Sanitation Sector Financing	
10:25-11:00	Coffee Break close to Exhibition Area	
11:00-12:00	Technical Session 5: Regionalization of WSS Services: Challenges and Opportunities	Technical Session 6: Open Knowledge and Innovation on Water Utilities
12:05-13:05	Technical Session 7: Regulatory Aspects	Technical Session 8: Wastewater Management I
13:05-14:30	Lunch Break	
14:30-15:30	Technical Session 9: Customer Management	Technical Session 10: Wastewater Management II
15:30-15:40	Closing Session of the Conference	

PRE - CONFERENCE ACTIVITIES

11:00-14:30 Open Activity by Registration

Workshop on "Balkan-German Experiences in the Field of Wastewater Purification and Sewage Sludge Utilization. Legal Requirements, Technologies and Energy Efficiency"

Moderator: Matthias Worst, Bavarian Environment Agency (LfU)

This event is focused on the legal framework for water protection, recommendations for planning and the use of technology, as well as the experiences of a municipal company will be presented. The aim of the workshop is to share the German experience regarding the operation and management of urban wastewater treatment plants. The target group to participate in the workshop is managers and engineers who operate wastewater collection and treatment systems, as well as young water professionals in Albania and Kosovo.

14:45-17:00 Open Activity

Young Water Professionals Forum

The Young Water Professionals Forum will provide an open platform for final year University students and Young Water Professionals (less than 35 years old), who work in various institutions in the water and wastewater sector. Young Water Professionals are welcome to join the Forum at no cost and learn about ways to develop their careers in the water sector, including education and further education opportunities at MSc or even PhD.

14:30-17:00 Closed Activity only by Invitation

Regional Workshop of the Benchmarking Program for the Kosovo and Albania HUB

The workshop will bring together participating utilities on UBP Hub for Kosovo & Albania to share their benchmarking practices for improving performance and to summarize the results of the current cycle of the UBP. Each utility participating in the Benchmarking Program will discuss their progress and present the areas where they can and would improve. The UBP HUB will provide practical support in validation of the data and finalising their draft reports, in identifying gaps and opportunities for continuous improvement based on international standards and in comparing themselves with peers using the UBP.

15:00-16:30 Closed Activity only by Invitation

Joint Meeting with Stakeholders on Capacity Development in the Water and Sanitation Services Sector in Albania and Kosovo

The meeting organized jointly by the Water Supply and Sewerage Association of Albania (SHUKALB) and the Water Supply and Sewerage Association of Kosovo (SHUKOS) aims to facilitate the dialogue and ensure a better coordination among the stakeholders in the national level and regional level on capacity development measures carried out in the water and sanitation services sector in Albania and Kosovo. The meeting is organized in cooperation and with support from the project "Regional Capacity Development Network for Water and Sanitation Services (RCDN+)" and the Danube Learning Partnership, D-LeaP.

17:00-18:00 Open Activity

Launch of the Center of Excellence - Utility of the Future

Moderators: Karin Gallandat, Programme Manager, Swiss State Secretariat for Economic Affairs, Switzerland **Camilo Lombana Cordoba,** Senior Water Supply and Sanitation Specialist, World Bank Group, USA

H.E. Ruth Huber, Ambassador Extraordinary and Plenipotentiary, Swiss Embassy, Albania "Relevance of the Water Sector and Why it is a Priority for Switzerland"

Winston Yu, Water Practice Manager for the Europe and Central Asia Region, World Bank, Austria "Global Water Expertise and What the CoE is Bringing to the Region and What is Taking from It"

Camilo Lombana Cordoba, Senior Water Supply and Sanitation Specialist, World Bank Group, USA "Presentation of the Center of Excellence"

15:00-17:00 Registration

CONFERENCE OPENING CEREMONY

18:15-18:25 Moderator: Dafina Syla, Spokesperson, Regional Water Company Gjakovë, Kosova

Official Welcome

Petrit Tare, President, Water Supply and Sewerage Association, Albania Administrator, Korçë Regional Water and Sewerage Company, Albania Jeton Shabani, Chairman of the Board, Water and Wastewater Works Association, Kosovo Chief Executive Officer, Regional Water Company, Bifurkacioni Ferizaj, Kosovo

18:25-18:45 Greeting Remarks

- H.E. Albin Kurti, Prime Minister, The Republic of Kosovo, (TBC)
- H.E. Liburn Aliu, Minister, Ministry of Environment and Spatial Planning and Infrastructure, Kosovo (TBC)
- H.E. Enkelejda Muçaj, Deputy Minister, Ministry of Infrastructure and Energy, Albania
- H.E. Ruth Huber, Ambassador Extraordinary and Plenipotentiary, Swiss Embassy, Albania
- H.E. Karl Bergner, Ambassador Extraordinary and Plenipotentiary, German Embassy, Albania (TBC)
- 18:45-19:00 Recognition and Awards Ceremony (Albania and Kosova) Board of Directors Award
- Lifetime Service Award
- 19:00 Official Opening
- 19:00 Official Opening of Exhibition Cocktails in Exhibition Area



Teuta Room

Vjosa Room

Iliria Room

Iliria Room

Teuta Room

WEDNESDAY, 8 NOVEMBER, 2023

TIME	ILIRIA ROOM	TEUTA ROOM	
09:00-09:05 09:05-09:10	Registration Opening: Elisabeta Poçi, Executive Director, Water Supply and Sewerage Association, Albania Greeting Remarks: Liburn Aliu, Minister, Ministry of Environment and Spatial Planning and Infrastructure, Kosovo (TBC) Keynote Address: Gustavo Saltiel, Global Lead for Water Supply and Sanitation, World Bank, USA "Policy, Institutional and Regulatory Reforms for Accelerating Change in Water Supply and Sanitation Services Delivery"		
09:20-10:20	Plenary Session 1: Water Utilities as the Driving Force to Accelerate Universal Access towards SDG-6		
	Moderator: Camilo Lombana Cordoba, Senior Water Supply and Sanitation Specialist, World Bank Group, USA Co-Moderator: Megi Marku, Young Water Professional, Center of Excellence - Utility of the Future, Albania		
	Klevis Jahaj, General Director, National Agency for Water Supply, Sewerage and Waste Infrastructure, Albania Baton Begolli, Water Policy Advisor, Inter-Ministerial Water Council, Office of the Prime Minister, Kosovo Bojana Kalezić, Head of Communal Department, Ministry of Ecology, Spatial Planning and Urbanism, Montenegro Marko Krneta, Head of Water Protection Department, Ministry of Agriculture, Water Management and Forestry, Republika Srpska, BiH Discussion		
10:20-11:00	Coffee Break close to Exhibition Area	Group Photo with all Participants in the Conference	
11:00-12:00	Plenary Session 2: Pragmatic Approach to Dynamic and Action-Oriented Regulation		
	Moderator: Dr. Julián D. López-Murcia, Director, Nalanda Analytica, Colombia Co-Moderator: Erdonita Humolli, Project Manager and Young Water Professional, Water and Wastewater Works Association, Kosovo		
	Dr. Julián D. López-Murcia, Director, Nalanda Analytica, Colombia Christian Minelli, European Relations, ARERA; Head of WAREG Secretariat, Association of European Water Regulators, Italy Ndriçim Shani, Chair of National Regulatory Commission, Water Regulatory Authority, Albania Hajrie Morina, Director, Water Services Regulatory Authority, Kosovo Shamil Rexhepi, Head of Unit for Economic Affairs, Energy and Water services Regulatory Commission, The Republic of North Macedonia Discussion		
12:05-13:05	Plenary Session 3: Workforce Challenges: Attracting, Retaining an	d Developing Top Staff and Young Water Professionals	
	Moderator: Karin Gallandat, Programme Manager, Swiss State Sector Co-Moderator: Elsa Belba, Engineer and Young Water Professional, A		
	Josh Newton, Independent Consultant on Global Water Political Processes; Founder, Josh's Water Jobs, USA Pavle Donev, Head of the Project Regional Capacity Development Network for Water and Sanitation Services, GIZ, North Macedor Walter Kling, President, International Association of Water Service Companies in the Danube River Catchment Area, Austria Elisabeta Poçi, Executive Director, Water Supply and Sewerage Association, Albania Albert Salltakaj, Chairman, Young Water Professionals, Regional Water Company Hidroregjioni Jugor, Prizren, Kosovo Prof. Asoc. Oltion Marko, Head of Environmental Engineering Department, Faculty of Civil Engineering, UPT, Albania Discussion		
		rtment, Faculty of Civil Engineering, UP1, Albania	
13:05-14:30	Discussion Lunch Break	rtment, Faculty of Civil Engineering, UP1, Albania	
	Discussion Lunch Break		
	Discussion Lunch Break Technical Session 1: Technical Management of Water Utilities I Moderator: Jeton Shabani, RWC Bifurkacioni Ferizaj, Kosovo	Technical Session 2: Integrated Water Resources Management Moderator: Raimund Mair, World Bank, Austria	
	Discussion Lunch Break Technical Session 1: Technical Management of Water Utilities I Moderator: Jeton Shabani, RWC Bifurkacioni Ferizaj, Kosovo Co-Moderator: Olta Lushaj, YWP, Shqipëri Safete Isufi, Regional Water Company of Pristina, Kosovo "Analysis of the Rehabilitation Plan of Assets on the EDAMS Platform in Pristina and Hidromorava Water Utilities" Jetmir Jaha, Regional Water Company of Gjakova, Kosovo "Engineering Planning and Service Area Digitization (GIS)" Vangelis Balokas, Olympios Group, Greece "A Data-Driven Water Story: From the Source to the Citizen. The Case of Kos Island" Thoma Koroveshi, Korçë Regional WSS Company, Albania Tamás Huzsvár, DHI Group, Hungary "Efficient Management Planning for Water Supply System: The	Technical Session 2: Integrated Water Resources Management	
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- 17:00-19:00 SIDE EVENT: Focus Group for Youth Engagement in the Water Sector, Josh Newton and (15-20) participants
- 19:30 SOCIAL EVENT at AQUA LOUNGE BAR & RESTAURANT, DURRËS

THURSDAY 9 NOVEMBER 2023

TIME	ILIRIA ROOM	TEUTA ROOM	
08:30-09:00 09:00-09:05 09:05-09:10 09:10-09:25	Registration Opening: Abdullah Dërguti, Executive Director, Water and Wastewater Works Association, Kosovo Greeting Remarks: Artane Rizvanolli, Minister, Ministry of Economy, Kosovo (TBC) Keynote Address: Arne Gooss, Head of Municipal Infrastructure Division for South-East Europe and Turkey, KfW Development Bank, Germany "Financings in the Water Sector in WB-Countries: The Approach of German Development Bank KfW"		
09:25-10:25	Plenary Session 4: Water and Sanitation Sector Financing		
	Moderator: Semira Kasimati Vathi, Chief Operating Officer, Valuadd Management Services, Albania Co-Moderator: Bekim Juniku, SHUKOS, Kosovo		
	Flauers Shoshi, Deputy General Director, National Agency for Water Supply, Sewerage and Waste Infrastructure, Albania Valon Prebreza, Director, Policy and Monitoring Unit for Public Enterprices, Ministry of Economy, Kosovo Dirk Vallerien, Senior Principal Engineer, Municipal Infrastructure Southeast Europe and Turkey, KfW Development Bank, Germany Arsim Fetahu, General Director, Regional Water Company Pristina, Kosovo Elton Kacidhja, Administrator, Tirana Water Supply and Sewerage Company, Albania Adelina Farrici, Executive Director, Association for Local Autonomy, Albania Discussion		
10:25-11:00	Coffee Break close to Exhibition Area		
11:00-12:00	Technical Session 5: Regionalization of WSS Services: Challenges and Opportunities	Technical Session 6: Open Knowledge and Innovation on Water Utilities	
	Moderator: Jovan Gjika, AKUM, Albania Co-Moderator: Euerda Asllani, YWP, Albania	Moderator: Federico Perez Penalosa, World Bank, USA Co-Moderator: Arbana Kola, Center of Excellence - UoF, Albania	
	Zef Maçi, Lezhe Regional Water and Sewerage Company, Albania "Challenges and Successes for Lezhe Regional WSS Company"	Federico Perez Penalosa, World Bank, USA <i>"UoF Center of Excellence - Knowledge, Innovation and Collabora-</i> <i>tion Hub"</i>	
	Frosela Filo, Korça Regional Water and Sewerage Company, Albania "Perspectives on Challenges and Innovations: Insights from Korça	Sven Schlumpberger, World Bank, USA "UoF Innovation Challenge 2023"	
	Regional Water and Sewerage Company" Rozarta Pura, Durrës Regional Water and Sewerage Company, Albania "Regionalization of Services: The Effect of the Process on the	Lyubomir Filipov, Sofiyska Voda Operated by Veolia, Bulgaria "Roadmap to Create an Innovation Department/Team in Water Utilities" Radoslav Russev, IAWD, Austria	
	Performance of the Operational Unit of Kavaja" Lindita Troka, World Bank, Albania "Joining Forces for Better Services? When, Why and How ? World Bank Methodology and Outcomes"	<i>"Innovation in the Danube Region – Experiences from the Utility Management Training"</i>	
	Discussion	Discussion	
12:05-13:05	Technical Session 7: Regulatory Aspects	Technical Session 8: Wastewater Management I	
	Moderator: Valbona Paja, Shkodër Regional WSS Company, Albania Co-Moderator: Redon Katroshi, YWP, Albania Behxhet Bala, Water Services Regulatory Authority, Kosovo	Moderator: Prof. Asoc. Enkelejda Gjinali, UPT, Albania Co-Moderator: Celestina Dajlani, Gjirokastër Regional WSS Company, Albania	
	"Handling Consumer Complaints about Water Services in Kosovo"	Aleks Andoni, Korçë Regional Water and Sewerage Company, Albania	
	Ndriçim Shani, Water Regulatory Authority, Albania "Depreciation of Assets as a Justified Cost for Water Tariffs"	"Experimental Practice of the Use of Generated Sludge in Agricul- ture from Korça Wastewater Treatment Plan"	
	Adem Ahmetaj, Ministry of Economy, Kosovo "Financial Management of Companies, Funding Sources and Subsidy Policy"	Egzona Bejtullahu, YWP, Kosovo "Design of Experiment Analysis for Assessing Parameter Influence on Disinfection of Effluent in SBR and AST Treatment Systems"	
	Dr. Julián D. López-Murcia, Nalanda Analytica, Colombia "Positive Regulation: 4 Key Challenges Facing Water Utilities and How Regulation can Help Them" Discussion	Fjolla Lasku, Regional Water Company of Gjakova, Kosovo "Sludge Management Plan at Gjakova Wastewater Treatment Plant" Discussion	
13:05-14:30	Lunch Break		
14:30-15:30	Technical Session 9: Customer Management	Technical Session 10: Wastewater Management II	
14.50-15.50	Moderator: Bashkim Kurti, RWC Mitrovica, Kosovo	Moderator: Hasan Krasnigi, RWC Gjakova, Kosovo	
	Co-Moderator: Drita Laura Huseni, YWP, Kosovo	Co-Moderator: Fjolla Lasku, YWP, Kosovo	
	Amir Rexha, Bashkim Halabaku, RWC Hidromorava, Gjilan Kosovo "Customer Management Through GIS"	Ervin Bucpapaj, Sachsen Wasser GmbH, Kosovo "Optimization of the Centrifuge for Sludge Dewatering in Peja Wastewater Treatment Plant"	
	Edona Kraja, Shkodër Regional WSS Company, Albania "Customer Perception in Evaluating Services and the Effect on Payment"	Avni Caka, Regional Water Company of Gjakova, Kosovo "Rehabilitation of the Sewage Network with no Digging: Practice and Experience"	
	Petr Ingeduld, DHI Group, Czech Republic "Best Practice Experience Adaptation Options for Balkan Region- Lessons Learned for Better Customer Management"	Roemer Goossensen, Noah Water Solutions, Belgium "The Development of an Electrochemical Decentral Household	

Lessons Learned for Better Customer Management'

Discussion

15:30-15:40 Closing Session of the Conference

Elisabeta Poçi, Executive Director, Water Supply and Sewerage Association, Albania Nadire Vitija, Training and Professional Development Manager, Water and Wastewater Works Association, Kosovo **Co-Moderators:** Takeaway Points from all the Sessions of the Conference

Treatment Únit"

Discussion

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

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

Advisor in Economic Issues Shkodra Regional 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

Coordinated by: Nadire Vitija, SHUKOS Jonida Ahmeti, SHUKALB

Baton Begolli

Water Policy Advisor Inter-Ministerial Water Council Office of the Prime Minister Kosovo

Hajrije Morina

Director Regulatory Authority for Water Services, ARRU Kosovo

Prof. Dr. Laura Kusari

Professor Faculty of Construction and Architecture Kosovo

Armend Avdiu

Executive Director Office Coordinator Regional Water Company Prishtina Kosovo

Besnik Aliu

Head of the Legal Office Bifurkation Regional Water Company, Ferizaj Kosovo

Dafina Syla

Spokesperson Regional Water Company Gjakovë Kosovo

Niman Baliu

Media Expert Mitrovica Regional Water Company Kosovo

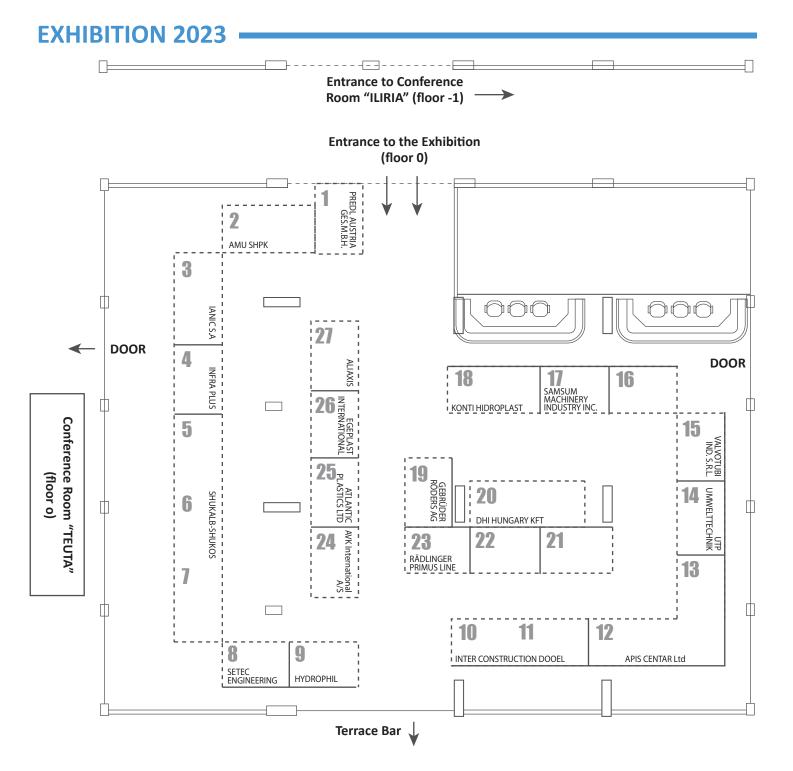
SOCIAL EVENT

This year the Social Event will be held at Aqua Lounge Bar & Restaurant, a place with its philosophy rooted in love and dedication to fine dining and magical and unforgettable celebrations. The venue is situated in the city of Durres, by the seaside.

All Conference participants are invited to enjoy the entertaining music and drinks and to socialize with each other, experiencing a memorable night. Organizers have arranged transportation by bus for participants, starting from the Grand Blue Fafa at 19:00 p.m. and back by 23:00 p.m.

The Social Event is planned to take place on Wednesday, 8 November 2023, from 19:30-23:00.





LIST OF EXHIBITORS

Booth No.

PREDL AUSTRIA GES.M.B.H.	1
AMU SHPK	2
IANIC S.A	3
INFRA PLUS	4
SHUKALB-SHUKOS	5,6,7
SETEC ENGINEERING GMBH	8
HYDROPHIL GmbH	9
INTER CONSTRUCTION DOOEL	10,11
APIS CENTAR Ltd	12,13
UTP UMWELTTECHNIK GMBH	14

LIST OF EXHIBITORS	Booth No.
VALVOTUBI IND. S.R.L.	15
SAMSUN MAKİNA SANAYİ A.Ş	17
KONTIHIDROPLAST dooel	18
GEBRÜDER RÖDERS AG	19
DHI HUNGARY KFT	20
RÄDLINGER PRIMUS LINE GMBH	H23
AVK International A/S	24
ATLANTIC PLASTICS LTD	25
EGEPLAST INTERNATIONAL GMI	BH26
ALIAXIS Hungary SEE Kft	27



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PARTNERS:















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