

BULLETIN

Бр. 2



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Impressum

Issues:

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ADKOM

ADDRESS OF THE EXECUTIVE DIRECTOR



As an Executive Director of ADKOM, with great pleasure I would like to mention that ADKOM continues to undertake a number of activities for promotion of the communal activities, with the purpose to represent the interests and provide support to all PCEs in the country.

In that direction, I would like to inform you that ADKOM has established its Training CENTER and started with the implementation of the first program of the Danube Learning Partnership, i.e., the program “Commercial Efficiency in Water Supply and Wastewater Enterprises”. This program is planned to be organized in six modules, two of which were implemented in May, and the rest by the end of June 2018. In the course of September 2018, ADKOM will start with the implementation of the second program “Water Safety and Crisis Management: Continuity of Working on the Bases for Disaster Risk Management”.

ADKOM, as a reliable partner of the PUCs, in the period June - September 2018, in order to assist PUCs in performing their legal obligations, will implement a project that will prepare Business Plans (BP) and Tariff Adjustment Plans (TAP) for PUCs with > 10,000 PE. In the course of June 2018, the initial workshops will be organized in the 5 regional holders, i.e., in Strumica, Tetovo, Kumanovo, Kocani and Prilep. During the remaining few months the activities are mainly focused on data collection, analysis and processing, and by 15 September 2018, BP and TAP are expected to be delivered.

In this issue of the ADKOM newsletter you will have the opportunity to read more about the activities implemented through ADKOM, and also inform yourself about the communal sector.

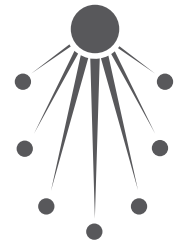
Respectfully,

Lolita Stojanovska

Executive Director of **ADKOM**

REPORT ON THE WORK OF ADKOM

APRIL-AUGUST
2018



APRIL

02.04.2018

Meeting for the project for developing business plans of PUCs in municipalities with less than 10,000 inhabitants and establishing a dialogue platform between PUCs central and local government.

On April 2, 2018, in the GIZ offices, a coordinative meeting took place between ADKOM, GIZ, SECO and the Energy Regulatory Commission.

The main objective of the Project is for ADKOM to support smaller utility companies during the regulatory process and to establish and maintain a stakeholder dialogue platform for the water sector in Macedonia. It will be implemented through the following objectives:

- To support small water utilities (<10,000 inhabitants) in the development of BP
- To formalize the cooperation between ADKOM, ZELS, the Regulatory Commission and the line ministries by signing a Memorandum of Understanding / Cooperation
- Five regional centers will be the hosts from larger utility companies that have undergone the BP process. Work will be done with 32 small public utility companies (<10,000 citizens)
- A memorandum of cooperation will be signed that outlines a clear long-term interest and commitment of the relevant national stakeholders

The project will be implemented through the following work activities

- 1 - Support for small PUCs in BP preparation.

Activities: 12 workshops will be organized. The first 6 workshops will be organized in each regional center in order to familiarize the smaller PUCs with the work plan. The period between the workshops is planned for data collection and preparation of BPs, and the last 6 workshops are planned as final events.

Results: BPs developed for 32 PUCs no later than September 15, 2018.

- 2 - Formalizing the cooperation between the main stakeholders in the water sector.

Results: A Memorandum of Cooperation signed between ADKOM, ZELS, the Regulatory Commission and the Ministries related to the water sector.

18.04. 2018

Third session of the Management Board

The third session of the Management Board of ADKOM took place on 18.04.2018 in Skopje and it featured discussions about the organizational activities of the forthcoming International Conference, the start of the activities of the training center of ADKOM and the planned project for support of the small PUCs in the preparation of their business plans and tariff adjustment plans.

19.04.2018

60th Session of the Coordinating Committee of the Municipal Services Improvement Project - MSIP

The 60th session of the Coordinating Committee of the Municipal Services Improvement Project was held on April 19, 2018 at the premises of the Ministry of Finance of the Republic of Macedonia. The main project coordinator opened the 60th session of the Coordinating Committee of the Municipal Services Improvement Project and listed the municipalities that are on the agenda. The main project coordinator explained that the municipality of Debrca participates with two sub-projects within the IPA component of the MSIP project, namely: „Reconstruction of two local streets in the municipality of Debrca“ and „Procurement of communal vehicles.“ The project coordinator explained that the Municipality of Novo Selo submitted the sub-project „Extension, superstructure and reconstruction of an administrative building in the municipality of Novo Selo“. The main coordinator presented to the attendees the project for „Arrangement of deluge in the settlement of Germijan“ - municipality of Novaci, Municipality of Cheshinovo - Obleshevo applied with three projects: 1. Project for construction of a well for the improvement of water supply of the village Spancevo, with construction of a pipeline for connecting the well to a reservoir, 2. Project for construction of the street „Stojan Jakimov“ and side 1 on the street „Stojan Jakimov“ - village of Terenci and 3. Construction of streets in the municipality of Cheshinovo - Obleshevo.

Members of the Committee and the EU representative were introduced to the project progress in the municipality of Berovo, which has signed an IPA Grant

Agreement in 2016 for the sub-project „Construction of a green market.“ The members of the committee were notified that with these 4 new contracts which will be concluded with these four municipalities, all projects in the 78 municipalities will be implemented. The projects are expected to be realized by the given deadline of December 31, 2018, with the exception of the four projects that were the subject of this coordinating committee.

23-26.04.2018

10th International Conference „Water and Waste - Reality and Challenges“

In the Republic of Macedonia, there is still clean and quality drinking water, but in nature, water is found less and less in its true shape and it is increasingly polluted by various types of pollutants, which as a final consequence endanger the health of people. Moreover, in relation to waters, a big problem in the country is that almost all of the sewer ends directly in the rivers, which has devastating consequences for the environment. Another burning issue that should also be addressed is waste management.

Worldwide, the past two decades have seen major efforts in preserving the environment by improving and perfecting the performance of public utility companies. They are striving for a safe supply of potable water and treatment of wastewater. But in terms of waste, it is noted that generating is inevitable, but the residual material should be seen as a raw material that can be reused.

ADKOM – The Association of providers of communal services, is a representative of the interests of the public utility companies in the country and is a reliable partner in their daily operations. Following world standards, as well as the needs in the country, ADKOM organized the 10th international conference on „Water and Waste - Reality and Challenges“.

The conference took place on April 23-26, 2018 in Ohrid, and it was organized in cooperation with PE „Vodovod i Kanalizacija“ Skopje, PE „Komunalna Higijena“ Skopje, as well as with the support from the sponsors.

The purpose of the international conference is to offer, with the provided papers, an answer and guideline for the work of the public utility companies in the Republic of Macedonia, in terms of where they are in their development and to what level is their provision of services to the citizens, and of course take into account the satisfaction of the citizens from the services that the public utility companies offer.

The international conference was organized in five separate sessions on various topics related to water and waste. At the first panel session „The experiences of the regulator in the transitional period in establishing the prices of water services / tariffs were shared. At this panel session, the unification of part of the regulatory measures was indicated, but it was also found that in different countries the application of the regulatory measures is different and as such is a good opportunity for their further harmonization.

At the second panel session, „Reform of the institutional setup in water management in the Republic of Macedonia. Macedonia, the need was confirmed for establishing these reforms from the aspect of providing integrated water management and meeting the requirements of the Water Framework Directive.

The third panel session „Potable Water Supply and Wastewater Collection and Treatment“ records the need for cooperation and sharing of knowledge in the field of potable water supply and the system for collecting and treating wastewater, especially between the academic community and business sectors, as well as increasing the capacities of service providers and consumer awareness.

At the fourth panel session „Working to strengthen the capacities of public utility companies for sustainable, efficient and affordable water services“, it became clear that investing in capacity development for service providers is more than necessary, and that regional initiatives are extremely important to share experiences at the national level. It was also confirmed that ADKOM meets all the requirements for establishing an institutional framework for support for capacity building in public utility companies.

At the fifth panel session „Waste management“, the need for developing a waste management system was identified, and of particular importance is the establishment of regional municipal waste management systems at the level of the Republic of Macedonia. Afterwards, emphasis was placed on strengthening existing public utility companies in order to adapt their operations within the new regional systems.

The sessions were attended by over 300 representatives from national and local authorities, as well as the management teams of enterprises from the country and the region. A large number of papers were presented and a great number of participants actively participated, sharing the problems faced by public utility companies, best practices for solving them, as well as sharing experiences between stakeholders.

In the framework of the conference, moreover, ADKOM organized a dialogue on the topic „Strengthening the dialogue on sustainable and efficient water services between the central government, the units of local self-government and public utility companies in the Republic of Macedonia“, where the participants had the opportunity to discuss creating a favorable environment for improved services in the water sector, including capacity building discussions. The conclusion of the dialogue resulted in a need for greater coordination among the stakeholders, and ADKOM, in cooperation with the donor community, is ready to initiate and implement it.

During the conference, a technical exhibition was organized, with 17 companies from the Republic of Macedonia and abroad presenting their activities, products and equipment related to the conference topics at exhibition stands.



MAY**02-05.2018 - Vienna
IAWD Conference held**

The Conference in Vienna took place in the period 02-05.05.2018, organized by the IAWD. Seventeen goals for sustainable development of the UN were presented to the attending participants, and the sixth goal was the most important for all participants - 6 Sustainable Development Goals SDG - which refers to Clean Potable Water and Wastewater in the section of water quality measurement and the frequency of the measurement. At the same time, the IAWD Work Report for 2017 was presented, which states that the development of associations in the states along the Danube River will increase in the future.

On the part of the participants there were two addresses during the conference, 27 presentations of papers, two round tables, four panel discussions and 5 poster presentations, among which the presentation of the representative of ADKOM, through which the project was presented that ADKOM realized with the support of the IAWD for the preparation of Business Plans of public utility companies.

The conference paid great attention to the use of the DCM and DANUBIS portal.

Great attention was also paid to the working group for young professionals in the water sector where our country does not yet have its representatives.

The key conclusion of this conference is to focus on the work towards the sixth goal - Sustainable Development Goals SDG - which is also part of the strategic plan for the work of ADKOM.

**08.05.2018
First meeting of the Working group for
solid waste management**

Organized by NALAS on May 8, 2018, the first meeting of the Working group for solid waste management was held. This meeting was attended by Mr. Ruzinovski from PE Komunalna Higiene (Communal Hygiene) Skopje. The aim of the project is to assess the economic sustainability of the advisory services for reengineering of the business processes that will contribute to more efficient selection of household waste. The project is implemented in the Republic of Macedonia, Serbia and Bosnia and Herzegovina and representatives of the associations will be comprising the working group.

**14-15.05.2018
IFAT Munich Fair**

The IFAT Fair took place from 14 to 15 May in Munich, which is the world's leading water, wastewater, waste and raw material management fair, offering a wide range of scientific expertise in one place. During the fair, visitors

could learn about the latest news and trends directly from experts in the field of a number of specialist talks, podium talks, special events in the country pavilions and presentations by private companies. Part of the PUC Directors were present at this meeting in order to get acquainted with the new technologies that were presented during the fair days.

**16.05.2018
Workshop on „Guidelines and
indications for data entry in ISHRM
(Information system for human resources
management), introduction to system
functionalities, most common errors,
recommendations for more efficient
operation“.**

With the changes made to four legal decisions (the Law on Amending the Law on Public Sector Employees, the Law Amending the Law on Public Revenue Office, the Law Amending the Law on Tax Procedure and the Law Amending the Law on Contributions from Compulsory Social Insurance, all adopted and published in Official Gazette no.35/18 from 23.02.2018), determine the legal obligation of all institutions in the public sector within 3 months (counted from March/ 2018) to fully enter the data on the institution and the employees in the ISHRM system, i.e., in the Register as an integral part of this system.

In accordance with this obligation, ADKOM - the Association of utility service providers of the Republic of Macedonia, on May 16, in the premises of the Agency for Administration, organized a workshop on „Guidelines and indications for data entry in ISHRM, introduction to system functionalities, most common errors, recommendations for more efficient operation“.

**16-17.05.2018
Regional network for capacity
development for water and sewage
services**

On May 16 and 17, 2018 in Belgrade, Serbia a meeting took place for the focal points of the project „Regional Network for Capacity Building for Water and Sewage Services“

The RCDN project aims to increase the effectiveness and efficiency of the water sector in the Western Balkans, contributing to a better provision of services with a growing number of population groups gaining access to potable water and sanitation services, and fulfilling the Acquis Communautaire for the Environment of the European Union (EU). In order to achieve this, RCDN includes three key components:

1. development of the associations
2. offer for development and delivery of capacities and

3. partnership and enabling development of environmental capacities.

RCDN works with Municipalities and PUCs in 6 countries (Albania, Bosnia and Herzegovina, Kosovo, Macedonia, Montenegro and Serbia), while end-users are responsible persons from the municipalities and PUCs. The project is managed by GIZ, on behalf of SECO and BMZ, and is implemented by the Project Implementation Team, which includes representatives from IAWD, Aquasan and NALAS.

The meeting for familiarizing with Focal Points also had a strong communication and team component. Focal Points practiced their communication and teamwork skills and analyzed their different roles in a team to help them present themselves as the winning team.

The first meeting of Focal Points of RCDN took place in Belgrade on 16 and 17 May 2018 and enabled the participants to understand RCDN's obligations in detail, its operational model and key roles and functions at the regional and national level. The main tasks and responsibilities were discussed in order to coordinate the activities of their association within the RCDN. Channels for cooperation and communication with all RCDN partners were presented. Moreover, the meeting aimed to foster open and intensive communication between Focal Points, through building trust and supporting relationships, thus ensuring better productivity.

During the interactive meeting, the participants actively worked and explained the expectations that led to the achievement of the predicted results. All upcoming activities were discussed in detail, once again confirming the relevance of the project.

18.05.2018

Working meeting - Project for developing business plans of PUCs > 10,000 inhabitants and establishing a dialogue platform between PUCs central and local government

On 18 May 2018, a working meeting was organized in order to review and evaluate the project proposal submitted by ADKOM for developing business plans of PUCs in municipalities with less than 10,000 inhabitants and establishing a dialogue platform between PUCc central and local government. The Executive Director of ADKOM presented this proposal, whose organ will be ADKOM, and mentioned that it will include PUC with less than 10,000 inhabitants.

Representatives from SECO and representatives from the Energy Regulatory Commission were present at this meeting besides the representatives from GIZ. At the meeting, another topic of discussion was the improvement of the cooperation between PUCs, ADKOM, ZELS, ERC and other stakeholders.

23.05.2018

Fourth session of the Management Board

The fourth session of the Management Board of ADKOM took place on 23.05.2018 in Bitola and during the session, the conclusions were adopted of the International Conference, as well as the directions to be taken in the future regarding these conclusions.

The problem with calibrating the water meters and the new way of working of the Bureau of Metrology was emphasized and the participants discussed this problem and obliged the expert department of ADKOM to send a request to the Bureau of Metrology for a working meeting, at which it will be requested for the old system of operation and calibration of the water meters to be restored.



JUNE

ADKOM – Training center

The program for commercial efficiency and business planning

The training center of ADKOM started with the implementation of the first program of the Danube Learning Partnership “Commercial Efficiency and Business Planning”. The program was implemented through six modules, two of which were held in May (30 and 31.05), and the remaining four modules in June (19, 21, 25 and 27.06) in several cities in the Republic of Macedonia. The modules featured the active participation from PE “Vodovod i Kanalizacija Skopje”, PECA “Komunalec” Strumica, PCU “Vodovod” Kocani, PE “Vodovod” Kumanovo, ПЦУ “Usluga” Berovo, and PUC “Komunalec” Demir Hisar. The trainers of this program were Mr. Jane Vrteski and Ms. Biljana Angelova.

The commercial efficiency program aims to support enterprises to better understand the concept of commercial efficiency. This training program reflects international Know-how and other best practices related to the challenges, methodologies, practices and performance indicators that need to be considered by each water supply and / or disposal and / or wastewater treatment company which wants to be financially self-sustainable in delivering its services to end-users. Therefore, this training does not only concern the establishment of good practices for commercial efficiency, but also the development of a business planning model that quantitatively links commercial performance to financial performance.

Ms. Angelova noted that commercial management and its efficiency are closely linked to cost recovery and hence it should provide financial sustainability of the enterprise. Ms. Angelova detailed the components of commercial efficiency. At the same time, a business model was presented, which was developed by the IAWD. It was explained in detail in order to enable the participants to use it as their own managerial tool and to input data and to calculate the tariffs.

Mr. Vrteski added that in order for ADKOM to help the PUCs in dealing with the existing reforms in terms of water services tariffs, a chapter on business planning was added to the program “Commercial Efficiency”. Mr. Vrteski pointed out all the elements that make up the Business Plan, and he also referred to the performance indicators.

The representatives from the Energy Regulatory Commission, Ms. Andriana Nelkova Chuchuk and Mr. Shamil Rexhepi, informed the attendees in more detail on the scope of the work of the Regulatory Commission, as well as in relation to the obligations of water providers. The participants were presented with a web platform for submitting the requirements for determining water services tariffs and annual work reports.

Mr. Jane Vrteski defined the strategic goals of commercial efficiency, the characteristics of the same, while linking the strategic goals with the company’s

priorities and the key performance indicators, as was also emphasized the importance of making future managerial decisions based on strategic goals. Upon completion of this topic, the strategic goals of each PUC were defined via an exercise.

During this program, the topic was also analyzed for water demand analysis and estimation of water sales.

Mr. Vrteski noted that the water demand analysis:

- Establishes and predicts demand based on local conditions and experience
- Determines the amount of non-revenue water
- Supports the assessment of future cost savings from reduced production and transference
- Supports the assessment of future water sales and average cost of services

For the purpose of practical application of data, Mr. Vrteski, together with the participants, also prepared a water balance.

Ms. Angelova explained in more detail about capital recovery, capital repair and replacement and new capital investments.

Determining the total revenue needs and determining the tariff strategy was also presented by Ms. Angelova and it was noted that after the completion of this module, the participants will be able to:

- Understand the difference between revenue and expenditure needs for O & M
- Understand the importance of establishing the company’s revenue needs.
- Identify and develop each item included within the revenue needs.
- Identify the factors that affect the Tariff Strategy.
- Choose the desired tariff structure

Ms. Lolita Stojanovska informed the participants that by completing this program, the participants receive a certificate from the IAWD, as well as an opportunity to be part of the selected trainers for the needs of the project that is realized through ADKOM, i.e., the project for preparation of Business Plans and Tariff Adjustment Plans for smaller enterprises with > 10,000 PE.

The training for commercial efficiency provided by the training center of ADKOM for me was a wonderful experience and gave me knowledge in dealing with the current challenges in the operation of my public utility. Practical exercises and experiences presented by other public companies during the training were particularly useful and applicable in daily operations. The tools and methods that can increase the commercial efficiency, reduction of water losses, planning of capital expenditures, improvement of staff efficiency in order to provide better services for the citizens and achieve more satisfied customers were clearly presented during the training. And of course a big “bravo” for the lecturers who managed to keep our attention and interest and to allow good interaction during the training.

Vasko Stojanov
JPKD “Komunalec” Strumica

I was honored that I attended training on the Commercial Efficiency and Business Planning conducted by the Training Center of ADKOM, which was organized and carried out on a high professional level and delivered from the hands of experienced lecturers, Jane Vrteski and Prof. Biljana Angelova. I hope I will have lots of opportunities to implement the knowledge in practice.

Many thanks to the organizers and lecturers.

Lence Miladinova-Nachevska
JPKD “Komunalec” Strumica

20-28.06.2018

Project for developing business plans and tariff adjustment plans for PUCs > 10,000 inhabitants

ADKOM, in cooperation with GIZ - German Society for International Cooperation and SECO - State Secretariat for Economic Affairs of Switzerland, started the implementation of the Project for support of small public utility companies in municipalities with less than 10,000 inhabitants in the preparation of business plans and tariff adjustment plans, whose deadline for submission to the Energy Regulatory Commission (ERC) is September 15, 2018.

For the purposes of the project, the smaller PUCs were divided into five major regions, of which Prilep, Tetovo, Strumica, Kocani and Kumanovo were selected for region carriers.

In the period from 22-28 June 2018, the initial introductory workshops were held with the representatives of the smaller PUCs, the consultants who will work on this project, as well as with the elected employees from the PUCs, that is, from the larger carrier-regions, who have already submitted the Tariff Adjustment Plan (TAP) and the Business Plan (BP) to the ERC.

During the initial workshops, the representatives from the smaller PUCs were introduced to the goals and the strategy for the implementation of the project, the laws and by-laws, i.e., the procedure for preparation and submission of TAP and BP.

29.06.2018

Meeting at the Bureau of Metrology

On 29 June 2018, a meeting was held at the premises of the Bureau of Metrology in Skopje. The meeting was attended by the representatives from the relevant departments of the public utilities from Skopje, Veles, Prilep, Bitola, Kumanovo, the executive director of ADKOM, Ms. Lolita Stojanovska, the director of the Bureau of Metrology, Mrs. Merita Mustafai and the representatives from the Bureau.

The representatives from the public utilities in the Country have stated the problem of delay in the verification of the calibrated water meters and the lack of possibility for calibration of water meters for measurement of the quantity of the discharged waste water into the recipient.

Because of the above mentioned, the main topic of discussion at the meeting was that the public utilities do not own instruments, in particular watermeters for measuring of the quantity of the discharged waters by the consumers and thus the billing is not properly performed (based on the discharged quantities). It was noted that there is a possibility for purchasing and installation of such water meter instruments, but the information received was that the Bureau of Metrology cannot verify - calibrate these measuring instruments, because they are not covered by the enacting Rulebook / Methodology for verification of the measuring instruments.

In order to overcome the problem, it was initiated procedure to the Ministry of Economy to amend the existing or develop new rulebooks / methodologies for resolution of the problem.

At the meeting, it was concluded that future cooperation between the Bureau of Metrology and ADKOM regarding the preparation of certain amendments in the existing Rulebook should be established

27.06. 2018

Fifth session of the Management Board

The fifth session of the Management Board of ADKOM took place on 27.06.2018 in Mavrovo and the main discussions were regarding the received letter from Ministry of Economy, the project for support of the small PUCs in the preparation of their business plans and tariff adjustment plans and specific activities were defined for the implementation of the Dialogue Platform between PCEs, the local and the central government.



29.06.2018

Working meeting with consultants of the project for preparation of business plans and tariff adjustment plans the of PUCs > 10,000 inhabitants

On June 29th, the consultants who will work on developing business plans and tariff adjustment plans of PUCs > 10,000 inhabitants, held a working meeting in order to discuss and determine the manner of preparation of the Business Plans and the Tariff Adjustment Plans.

At the meeting, all the tools and the tariff model for tariff calculation were presented.



JULY-AUGUST

19.07.2018

Working meeting with representatives from IAWD

On 19.07.2018, at the Executive Office of ADKOM, a working meeting took place between representatives of IAWD - International Association of Water Supply Companies in the Danube River Basin, Mr. Kling President of the IAWD and Mr. Weller and a delegation from ADKOM led by President Mr. Gorgiev, Mr. Vrteski, Mrs. Shakiri and Mrs. Karamiha - Petrusheva.

As long-term partners in the work, the meeting featured discussions on the joint activities that are being implemented, as well as the future activities and perspectives for cooperation between the two sides. The representatives from IAWD were introduced to the activities that are being carried out in the Training Center of ADKOM and the activities that ADKOM implements and are part of RCDN.

The President of ADKOM, Mr. Gorgiev, shared his expectations regarding the capacity building of PUCs through ADKOM, the accomplished trainings in the area of the commercial efficiency in the water supply and wastewater companies as part of the ADKOM Training Center.

12.08.2018

Working meeting at a delegation of the European Union

At the invitation of Ms. Bergamino - Program Manager from the Delegation of the European Union, a working meeting was held, attended by Ms. Karamiha Petrusheva from ADKOM. The purpose of the meeting was related to the project: Further support in the implementation of the water sector reforms and the new methodology for water services tariffs.

At the meeting, Ms. Bergamino presented the activities of the project, which will start with implementation at the beginning of the following year, in the duration of thirty months, in the area of preparation of the planning documents in the priority areas and strengthening of

the capacities for adoption and implementation of the legislation for environment and climate activities in the priority areas. Through its resources, ADKOM will be included as a target group in the realization of the project together with the MoEPP, MTC, ERC, ZELS and the selected LSGUs and their PUCs. ADKOM's representative stressed the willingness of ADKOM, through their membership, to get involved in the implementation of this project. JULY - AUGUST 2018

Project for preparation of Business Plans and Plans for Adjusting the Tariffs of PUCc> 10,000 inhabitants

In 2016, the Republic of Macedonia experienced one of the biggest reforms in the water sector. Initially, with the adoption of the new Law on water services pricing, a novelty was introduced, whereby the legal obligation of public utility companies (PUCs), i.e., water services providers, is to develop and submit Business Plans (BPs) and Tariff Adjustment Plans (TAPs) to the Energy Regulatory Commission of the Republic of Macedonia (ERC).

The general goal of this law is to ensure the establishment of a financial self-sustaining water services system that ensures a high standard of services provided with an affordable price in accordance with the objectives of the National Water Strategy of the Republic of Macedonia and the plans for managing the river basin district.

ERC, as the first regulatory body with the greatest experience in the Republic of Macedonia, is designated to lead the process. During 2017, the Commission also published all sub-legal acts such as the Methodology for determining water service tariffs, the Rulebook on the manner and procedure for determining the water service tariff and the regulatory tariff for water services and the Guidelines for preparation of a request for water services tariffs.

In the course of 2017, as the first phase of this reform, two projects were implemented by the consulting company NIRAS with the project "Water Sector Reform



at the Central Level”, which included 17 municipalities, i.e., PUCs with over 10,000 PE, and on the part of EPTISA with the project “Reform in the system for water supply, collection and treatment of urban wastewater at the local level”, which included 12 PUCs also with over 10 000 PE. The remaining larger PUCs in this process were supported by ADKOM.

In this first phase, with the support of NIRAS, EPTISA and ADKOM, the PUCs submitted their BPs and TAPs to the ERC. In the course of 2018, 27 PUCs have adopted the decisions and the same are being implemented.

According to ERC data, the following companies from the larger PUCs submitted information that the decisions of the management board in their municipalities are in line with the ERC decisions:

1	PUC Komunalec Kavadarci
2	PUC Komunalec Negotino
3	PUC Komunalec Sveti Nikole
4	PUC Usluga Berovo
5	PUC Solidarnost Vinica
6	PUC Vodovod Kocani
7	PUC Nikola Karev Probistip
8	PUC Isar Shtip
9	PUC Standard Debar
10	IMPE Proaqua Struga
11	PUC Komunalec Kicevo
12	PE Niskogradba Ohrid
13	IMPE Proaqua Ohrid
14	PECA Ograzden Bosilovo
15	PECA Komunalec Gevgelija
16	PUC Komunalec Strumica
17	PUC Plavaja Radovis
18	PE Vodovod Bitola
19	PUC Niskogradba Bitola
20	PE Dolneni
21	PE Vodovod i kanalizacija Prilep
22	MPE Vardar Brvenica
23	PUC Vrapciste
24	PUC Komunalec Gostivar
25	PECA Mirmbajtja ZHELINO
26	PUC Tetovo
27	PUC Vodovod Ilinden

After the completion of the first phase with PUCs with more than 10 00 PE, the ERC state that the next phase should include smaller PUCs, that is, PUCs with less than 10,000 PE and they should submit their BPs and TAPs to the ERC.

In order for ADKOM to help small PUCs in this process, in cooperation with GIZ - German Society for International Cooperation and SECO - State Secretariat for Economic Affairs of Switzerland, from June to September 2018, they implemented the Project for Support of Small PUCs in municipalities with less than 10,000 inhabitants for the preparation of BPs and TAPs.

During June 2018, the main consultants were first selected who worked together with local consultants, that is, the employees of the larger PUCs who submitted BPs and TAPs to the ERC the previous year.

In order to facilitate coordination, the smaller PUCs were divided into five major regions, of which Prilep, Tetovo, Strumica, Kocani and Kumanovo were selected as carrier regions. For each region, two main consultants were appointed, as well as local consultants from larger PUCs.

The local consultants from larger PUCs were designated in order to transfer their experience and lessons learned from the first phase and thereby help their colleagues from smaller PUCs when applying. In the course of June 2018, the initial workshops were organized with the representatives of the smaller PUCs and they were familiarized with the goals and the strategy for the implementation of the project, the laws and by-laws, i.e., the procedure for preparing and submitting BPs and TAPs.

In the course of July and August 2018, consultants, together with smaller PUCs, worked on collecting, analyzing and uploading all necessary data in the tools. The next phase of this process was the introduction of all the tools in the Tariff Calculation Model, which in turn generated all the necessary tables that should be submitted to the ERC.

During September 2018, BPs and TAPs for smaller PUCs should be submitted to the ERC.

29.08.2018

Preparatory session at the Energy Regulatory Commission

In the premises of the ERC in Skopje, on 29.08.2018, a preparatory session was held where the complaint from PE Vodovod Kumanovo, concerning the decision on the price of raw water, was first considered. Representatives from the ERC, after the given explanation by Mr. Ivanovski - PE Vodovod Kumanovo, informed the participants that the ERC accepts the complaint and they will receive a Decision on Reducing the Price of Raw Water within the following week.

During the second part of the session, Mr. Bislimoski switched to reviewing the decision for determining the tariff for supply of raw water intended for water supply of the population of AD Water Management of the Republic of Macedonia - Subsidiary Berovo for the regulated period 2018-2020. The session was chaired by the President of the ERC, Mr. Bislimoski. It was attended by representatives of the ERC, Mr. Elmazi, Mr. Orcev, Mr. Tuneski and Ms. Veljanovska, representatives from AD Water Management of the Republic of Macedonia - Subsidiary Berovo, PCU Usluga Berovo, representative from ADKOM, representatives from the cabinet of the Deputy Prime Minister of the Government of the Republic of Macedonia in charge of economic affairs and other involved institutions. The meeting featured the review of the decision for determining the tariff for supply of raw water intended for water supply of the population of AD Water Management of the Republic of Macedonia - Subsidiary Berovo for 2018.













Interview with Mr. Philip Weller

Head of Technical Secretariat

ADKOM: What is IAWD?

PV: IAWD is a regional association of water utilities from the Danube region. In recent years, the organization has also welcomed water utility associations as well as some companies active in the water sector as members. IAWD was formed to be a platform for cooperation among utilities and to provide a basis for companies to learn from one another and share experience. IAWD's work is based on the three principles: communicate, connect, capacitate. Thus, the exchange of information, the peer-to-peer networking as well as the knowledge sharing among people active in the water sector in the region is at the core of IAWD's activities. In this sense, IAWD is a complimentary institution to organizations like ADKOM by providing opportunities for regional cooperation among leading utilities and associations.

ADKOM: What was the reason for establishing IAWD?

PV: IAWD was established shortly after the collapse of the Iron Curtain (1993), in order to enable the exchange of experiences between people working in the water sector in both Eastern and Western Europe (Danube region).

One of the first key activities was focused on joint activities to monitor and protect water needed for drinking water supply. The concerns about pollution of water resources were high in the 1990s and IAWD was formed to provide a strong regional voice and cooperation among utilities in the Danube region to protect drinking water sources.



ADKOM: What are IAWD's main activities?

PV: IAWD has evolved over the years but has continued to be a platform for exchange and cooperation among utilities and in more recent years between the national water utility associations in the region. The focus on water quality is no longer so strong, because other organizations (and EU laws) have addressed this need. IAWD has as a consequence focused more on creating forums for cooperation (i.e. by organizing the IWA World Water Congress 2008 in Vienna, Roundtable of water utility associations, Danube Water Conference, DANUBIS.org, etc).

One of the central and most important activities has been the evolution of IAWD as a mechanism to secure

funding from international financial institutions to support national and regional activities to improve the water sector. The Danube Water Program that began in 2013 is the most important basis of funding that has allowed capacity building programs to be established (Danube Learning Partnership - D-LeaP) and overall secured funds for the utility associations (Association Grants) and for utilities directly (Competitive Grants). This funding supplied by the Ministry of Finance of Austria has been complimented by other funding from the GIZ Open Regional Fund and more recently by RCDN supported by the Swiss and German governments which has focused on cooperation between utilities and municipal governments.

ADKOM: What does IAWD provide?

PV: IAWD is acting as a framework for cooperation and funneling of funding and programs to the countries of the Danube region including Macedonia. The capacity building activities have been perhaps the most concrete and specific offering, but the Danube Water Conference and other initiatives that have been possible with donor funding running through IAWD have been channeled to the region.

ADKOM: For what does the Danube Water Program stand for?

PV: The slogan upon which the Danube Water Program is based is Smart Policies, Strong Utilities and Sustainable Services. This motto underlies the activities that have been undertaken and we are proud to be cooperating together with the World Bank in delivering the program. The cooperation with a major international financial institution has been very complimentary to the efforts of IAWD to strengthen the utility sector – the main reason being that the World Bank has focused on improving water policy, whereas IAWD has targeted the improvement of utility service and capacity.

ADKOM: Can you please share more details regarding the D-LEaP program?

PV: The Danube Learning Partnership or D-LeaP (www.d-leap.org) is a partnership between IAWD and national associations in the region, such as ADKOM, aiming at delivering capacity building programs to the staff of water utilities. Capacity Building programs on topics such as Commercial Efficiency, Energy Efficiency, Asset Management, and Water Safety Planning are developed at the regional level and delivered by the national water utility associations to the utilities in the respective country in the local language. ADKOM for example has

been trained regionally to deliver the Commercial Efficiency and Water Safety Planning curriculum in national language within Macedonia.

D-LeaP acts as a sustainable platform for cooperation among water utility associations in the region that offering the necessary information and skills in all of the countries of the Danube region to meet the local requirements.

ADKOM: What are the future planned activities in IAWD?

PV: IAWD is currently conducting a strategic review of the organization that should chart the course of the organization for the coming period. Given the developments in the recent years, it is clear that IAWD needs to further professionalize and ensure that the organization itself is sustaining its core activities and at the same time securing funding for special projects in the interest of the utility sector in the region.

Among the key activities IAWD wants to ensure that the D-LeaP program stays successful and becomes sustainable, that the Danube Water Conference continues, and that more and more utilities are active in the Utility Benchmarking Program to strengthen themselves by learning about their services and comparing them with others.

ADKOM: Does IAWD have partners?

PV: IAWD is a platform for cooperation and the organization puts considerable emphasis and value on partners. The Roundtable of water utility associations and the partnership with ADKOM and other water utility associations in the frame of D-LeaP are good examples of successful and important collaborations. In addition, IAWD works closely with the International Commission for the Protection of the Danube River (ICPDR) and has an MOU with the International Water Association as well as NALAS to cooperate on joint activities.

The cooperation with the World Bank and with GIZ and the Swiss Cooperation through the projects currently being managed are also important.

ADKOM: How do you see the current and the future cooperation between IAWD and ADKOM?

PV: The cooperation with ADKOM is extremely important to IAWD. IAWD has been strengthened by the membership of ADKOM in IAWD and I believe the relationship has been positive in both directions. IAWD wants to continue to work closely with ADKOM and to create synergy between the organizations. It is important that as an association of utilities IAWD does not compete with the national associations – we want leading utilities from each country to be represented in the organization, but it is important that those same utilities are active and engaged in their own country.

In recent years ADKOM has taken a significant leap forward in its activities and is quickly becoming one of the leading national associations of water utilities in the region. IAWD is interested to continue the cooperation we have had to ensure that both IAWD itself and ADKOM become stronger and continue to improve in their operations.

Interview with Ana Karanfilova Maznevskva

Head of the Waste Management Department - Ministry of Environment and Physical Planning, (MoEPP) Skopje



ADKOM: What are the tasks and responsibilities for the waste department within the MoEPP?

AKM: The Waste Management Department executes the goals and priorities in the area of waste arising from the strategic and planning documents, participates in the process of full transposition of EU law in the national legislation, but also at the local level, and provides a high level of integrated waste management in the Republic of Macedonia.

The department also participates in the issuance of A - integrated ecological permits, responds to requests for access to public information, develops cooperation with local self-government units and non - governmental organizations in the area of waste management and regularly participates in national and international conferences and workshops related to waste management.

In addition, the waste management department is responsible for issuing opinions regarding the

requests for waste turnover and waste management permits, the requests for permits to establish landfills, the promotion of waste management hierarchy, conducting campaigns, preparing manuals and instructions, including performing administrative supervision over legal entities that have permits for waste management and keeping records of waste managers and waste handlers. The department is also responsible for the implementation of special laws that regulate the handling of packaging waste, waste batteries and accumulators, waste electrical and electronic equipment, waste oils, waste tires and end-of-life vehicles and undertakes measures regarding the handling of these special waste streams, keeps records of the creators of the special waste streams, registers of waste generators, leads campaigns, prepares manuals and instructions, as well as other technical assistance tasks.

ADKOM: How is the department organized?

AKM: The waste management department is organized in two departments and consists of a total of 8 employees.

ADKOM: What are the main activities of the department towards the approximation of European standards regarding waste?

AKM: The main activities are in the direction of harmonization of the national legislation with the directives and regulations of the European Union in the field of waste management.

ADKOM: What is the latest information regarding the establishment of regional landfills and the manner of their operation?

AKM: For the East and Northeast region, within IPA projects for preparation of technical and tender documentation for closing of non-standard landfill/illegal dumpsites and preparation of technical specifications for the procurement of equipment for collection and transport of waste, the activities have been finalized for preparation of the technical and tender documentation, technical specifications and tender dossiers have been realized and prepared for the procurement of equipment for collection and transport of waste and closing of non-standard landfills in the municipalities of these two regions.

Simultaneously, the activities of the IPA project „Preparation of the necessary documents for the establishment of an integrated and financially self-

sustaining waste management system for Vardar, Pelagonia, Skopje and Southwestern region“ were completed and all necessary documents have been prepared for the establishment of an integrated and financially self-sustaining system for waste management in these regions, and the project was funded under IPA Component 3 - Measure 3.2 of the Operational Program for Regional Development (OPRD) 2007-2009. Four Regional Waste Management Plans were adopted and approved by the MoEPP. This completed the process for approving 7 seven regional waste management plans at the level of the Republic of Macedonia.

Activities have also commenced for the preparation of the necessary documents for the establishment of an integrated and financially self-sustainable waste management system in the Polog planning region, which will be financed by funds provided through bilateral cooperation between the Government of the Republic of Macedonia and Switzerland.

ADKOM: What are the most important steps for the establishment and functioning of the integrated waste management in the Republic of Macedonia?

AKM: Since 7 regional waste management plans have already been adopted for 7 planning regions (for Polog, the preparation of the regional plan will begin in September 2018, thus completing all 8 regional plans), the obligation remains of the municipalities in the respective regions to implement these regional waste management plans.

ADKOM: Do you think that a Waste Regulatory Body should be established, as it was done with respect to water services?

AKM: Yes, it is necessary to establish a Regulatory Body and this is envisaged in the new National Waste Management Plan 2018 - 2024.

One of the most important reforms that the Republic of Macedonia needs to implement in the waste sector is the establishment of

the Regulatory Body for waste management. This body can also be established as part of the existing Energy Regulatory Commission, which has operated since 23 July 2003, when the Assembly of the Republic of Macedonia adopted a Decision proposing the President and the members of the Commission. This Regulatory Body for waste management will be responsible for:

- safe, reliable and quality supply of consumer services;
- protection of the nature and the environment;
- consumer protection;
- protection and improvement of the position of employees in the waste sector; and
- introduction and protection of a competitive market on the principles of objectivity, transparency and non-discrimination.

ADKOM: In the implementation of which ongoing projects is the waste department involved?

AKM: The waste management department is currently implementing the activities within the Twinning project „Strengthening the administrative capacity for implementation of the Waste Framework Directive and the directives on special waste streams (packaging, batteries and waste from electrical and electronic equipment)“, whereby analyzed was performed on the waste management legislation and the preparation began of a new Law on Waste Management, a new law on the continued liability of producers and new laws on special waste streams, as well as the preparation of the National Waste Management Plan 2018 - 2024 and the Waste Generation Prevention Plan 2018 -2024

ADKOM: What are the priority strategic goals for the development of the waste department and what activities are planned in the near future?

AKM: The priority strategic goals for the development of the department are in the direction of:

- Strengthening the Waste Manage-

ment Department in the MoEPP and appointing responsible persons for each separate unit.

- Conducting regular training in accordance with the prepared training manuals.
- Increased and effective capacities for inspection and implementation.
- Effective inter-ministerial cooperation and cooperation between the Government, the local self-government units and the business community.
- Establishment of organizational units for regional municipal waste management in all 8 planning regions, including the development and operation of regional public utility companies.
- Reorganization of municipal enterprises for collection and transport of waste and strengthening of their capacities.
- Establishment of a regulatory body for waste management.

Зошто зборуваме за отпадот?

ЕУ
за
ТЕБЕ!



Сиге да Бидеме
дел од ПРИРОДАТА

ISWA

MASWA
Macedonian Solid Waste Association

А како управуваме со отпадот во Македонија?



Како управуваме со отпадот во Македонија?



Сиге да Бидеме
дел од ПРИРОДАТА

ISWA

MaSWA



ЕУ
за
ТЕБЕ!



TWINNING

Подготовка на потребни документи за воспоставување на интегриран и финансиски самоодржлив систем за управување со отпад во Пелагониски, Југозападен, Вардарски и Скопски регион



Сиге да Бидеме
дел од ПРИРОДАТА

Interview with Dusko Veskovski

General Manager of the PE “Vodovod I Kanalizacija” - Skopje

ADKOM: What are the main activities that PE „Vodovod I Kanalizacija“ Skopje is currently focused on?

DV: The PE „Vodovod I Kanalizacija” - Skopje is parallelly implementing several activities aimed to help the consumers to receive better services. Besides the daily activities for maintenance of the water supply and sewerage network in the City of Skopje, we work on construction of new networks that will increase the coverage of water supply and sewerage network in the City of Skopje. We would also like to point out that in the recent period we undertake an action for repayment of the outstanding debts of our consumers in several monthly installments exempted from payment of interest. The action was very successful and over 1,000 physical and legal entities have benefited from the action.

ADKOM: In which manner, the PE „Vodovod i Kanalizacija” is in line with the latest trends in water management?

DV: Our utility continuously follows the latest trends related to water management. Many of our employees participate in conferences, workshops and have meetings in the area of water management. In this regard, I would like to emphasize that our employees have visited the International Fair for water and waste water management, abrasive materials and waste - IFAD 2018 that was held in Munich, Germany from 14-18 May 2018. At the fair, there were presented the latest technologies and technological innovations related to water supply and sewerage systems



and our employees had meetings to exchanged experiences with many representatives and producers of water supply and waste water equipment.

As an actual project related to trends in water management and which refers to our utility, I will emphasize that all procedures are completed and the construction within the IPA project: „Improvement of infrastructure for wastewater collection in the City of Skopje” has commenced, in particular the construction of two main trunks on the left and right bank of the river Vardar, for which there is an agreement between the Ministry of Environment and Spatial Planning (MoEPP), the City of Skopje and PE

„Vodovod I Kanalizacija” - Skopje, as an end user.

ADKOM: What is the policy of the PE „Vodovod I Kanalizacija” - Skopje related to capacity building and upgrading of knowledge and skills of their employees?

DV: In accordance to the reforms in public administration and aligning our company with the Law on employees in the public sector and Law on public servants, the criteria for employment were precise in more details, which will contribute to improving the level of quality of the employees. Following the new trends in technological processes in the area of water supply, collection

and disposal of wastewaters, as well as the commissioning of the two waste water treatment plants in Volkovo and Saraj, and setting the foundations for a waste water treatment plant for the City of Skopje, we have an obligation for capacity building of our employees in the field of wastewater treatment by attending trainings, seminars and conferences. Thus, we are continuously committed and focused on that topic. In this direction are also the utility plans to establish a new sector for waste water treatment that will make a major contribution to the development of our capacities regarding this important issue for environmental protection and quality improvement of the life for the citizens of Skopje.

ADKOM: In your opinion in which direction the reforms should be directed in the water sector in the country?

DV: First of all, I consider that the reforms in the water sector should be towards the harmonization of the tariffs for water services, established by the Energy Regulatory Commission, which is the regulatory body responsible for setting the water service tariffs since this year. Having in mind the responsibility of the City of Skopje and the Government of the RM for utilization of the international funds to improve the infrastructure for collection, disposal and treatment of wastewaters in the City of Skopje, the introduction of the new service will impose the new waste water tariffs which is imposed as a claim by the donors. The purpose of this reform is to align with the European standards in the area of water services and improvement of the environment as a requirement for the Country as future EU member state.

ADKOM: What are the main challenges that you face as a manager of the biggest public enterprise in the country?

DV: Being on the position Director of PE „Vodovod I Kanalizacija“ Skopje, which as you pointed out

is the biggest public utility in the country, is an enormous challenge with many responsibilities. To be a head of the company which supplies safe drinking water to 700,000 - 1,000,000 residents for the City and surrounding area for me is the biggest challenge. The confidence by the City of Skopje to entrust the management of the company that is responsible for timely and quality provision of drinking water to the citizens of Skopje as a basic need for life, requires great commitment for me and my team in order to bridge all challenges that we face. The complexity of enterprise imposes activities in many different areas. Water supply, collection of storm and waste waters, taking over the two waste water treatment plans and start-up of the construction of the third WWTP for City of Skopje, reduction of the non-revenue water, financial sustainability of the utility and capacity building are the issues that keep me constantly prepared to respond in timely and responsible manner.

ADKOM: What are the future plans for development of PE „Vodovod I Kanalizacija“ Skopje?

DV: In front of us, we have set out specific objectives and actions that we'll strive to achieve and from which the direct or immediate beneficiaries will be the users of our services, the citizens of the City of Skopje. The PE „Vodovod I Kanalizacija“ - Skopje, according to its annual investment program, each year allocates funds for the construction and rehabilitation of the water supply network.

For 2018, it is planned to carry out rehabilitation and construction of 15 kilometers asbestos - cement and galvanized pipelines of the existing water supply network by completion of the ongoing investments, as well as start-up of new investments with a total estimated value of 90,000,000.00 denars.

The rehabilitation and construction of the water supply network is in line

with the programmes and plans for construction and reconstruction of streets of the City of Skopje and the municipalities in Skopje.

In 2018, for modernization of existing water supply network on the more stringent territory of the city, the utility will continue with the replacement of existing asbestos-cement and galvanized pipes with high quality materials that are resistant to the aggressiveness of the network and the impact of dynamic strokes which in turn will reduce damage to the network and water losses. The same applies for ductile cast - iron pipes that have frequent pipe bursts, or in short, the reconstruction of pipelines with inadequate profile and material. Anticipated funds will be spent on the basis of the prepared main designs or technical solutions taking into account balanced distribution in all 10 municipalities.

We will also work on the restructuring of the Department of water meters maintenance service in order to increase the efficiency and optimize human resources. Purchase and installation of additional and spare pumps on all critical locations, which will be activated in case of pump failure. Complete implementation of the project for setting new command boards for automatic management of the drinking water pump stations by using soft starters and variable speed drives. Fulfilling the technical preconditions for implementation of SCADA system, which will enable total automatic operation of the pump stations and optimization of energy consumption, reduction of defects in the water supply network, as well as defects in the engines and pumps. Regular maintenance of the water system, cathodic protection of main pipelines, rehabilitation of pump stations and other facilities of the company. Strengthening the on-site inspection for repairs of defects in the water supply network, in terms of the timely completion of the repair, the installation of “actual” materials or any other potential abuses. Conducting systematic examination of the network on the territory of all municipalities, according to the plan

for systematic examination of the network. Detection and remediation of all ground defects, equalization of the day and night pressure, as well as detection and remediation of all locations where there is a possibility for mixing of low and high zone.

ADKOM: Does PE „Vodovod I Kanalizacija“ Skopje cooperate with other major utilities in the region?

DV: The PE „Vodovod I Kanalizacija“ - Skopje actively works on improving and developing cooperation with the other water utilities in Macedonia, in the the region and beyond. We are sorry that this segment, that we consider as very important, was not properly targeted in the past years and we will put efforts to improve cooperation on the highest possible level. For this reason, we plan to

establish a separate department for international cooperation, projects and public relations that will completely cover this sphere of operation and would have a significant contribution to the establishment of our company. I would also pointed out that in the recent period several meetings at different managerial levels with representatives of the water utilities of Ljubljana, Budapest, Belgrade, Montenegro (regional) and Novi Sad are held and further joint activities are agreed.

ADKOM: How do you perceive the cooperation between the PE „Vodovod i Kanalizacija“ - Skopje and ADKOM?

DV: The PE „Vodovod I Kanalizacija“ - Skopje, fully supports the mission of ADKOM to represent the interests of the public utility companies in Macedonia in order to improve the working conditions and provision of services. Since ADKOM presents a source of knowledge and experience for the public utilities, it is a desirable partner for us in terms of ensuring cooperation with other communal enterprises, networking with the utilities in the region and Europe through participation in the international water associations and utilization of services they offer.



IN THIS PUBLICATION WE PRESENT

ACTIVITIES OF PE “Plavaja” Radovich

Official commissioning of
Waste Water Treatment Plant in Radovis



The Minister of Environment and Physical Planning, Sadula Duraki, attended and spoke at the event on the occasion of the official commissioning of the treatment plant for urban wastewater treatment in Radovis. Radovis is one of the four municipalities, along with Prilep, Strumica and Kicevo, which received funds from the European Union for the construction of a wastewater treatment plant (WWTP). The treatment plant has a capacity of 25,000 PE and will solve the problem of wastewater in the municipality. It will also help protect the environment and improve the quality of life of the citizens of Radovis.

In addition to the construction of the treatment plant, the project includes the construction of an access road in the length of 1.5 km, as well as rehabilitation of a secondary sewage network in the length of 3.3 km. The project worth six million euros, 85% of which are provided by the EU and 15% is a domestic contribution, was realized in cooperation with the Ministry of Environment and Physical Planning, the Central Financing and Contracting Department in the Ministry of Finance, the municipality of Radovis and the Public Utility Company „Plavaja“. The Prime Minister, Zoran Zaev, EU Ambassador Samuel Zbogor, Finance Minister Dragan Tevdovski and the Mayor of Radovis, Gerasim Konulov, addressed the event.



ACTIVITIES OF PE “Gradski Pazar” Ohrid



The city of Ohrid received a mini market, located on the street “Sirma Vojvoda” in a short distance of the General Hospital Ohrid.

The need of PE “Gradski Pazar” Ohrid to open this kind of mini market was to find a proper place for the marketers, who previously illegally sold their products on the street „Jane Sandanski” and also to satisfy the needs of the buyers in that part of city.

The market meets all the minimum technical requirements for working, it is established on an area of 100 m2 and there are 15 large stalls and 12 small ones.

In the near future, JP “Gradski Pazar” Ohrid, will open a new wholesale market and will also advocates for opening new mini markets across several parts of the territory of the Municipality of Ohrid.



ACTIVITIES OF PCE “Water supply and sewage” Prilep

Prilep acquired treatment plant for urban waste waters

The biggest waste water treatment plant is put in operation in Prilep. The wastewater treatment plant is built on an area of seven hectares and has a capacity of 95 thousand population equivalent.

In addition to the waste water treatment plant, the project also includes the construction of an access road with a length of 1.8 km, construction of an access bridge to the treatment plant, connection of the WWTP with the sewage network in Prilep, regulation of the river bed for flood protection, fencing, horticultural arrangement, testing of the operation of the WWTP and training of the employees of the PCE „Vodovod“ - Prilep for management of the waste water treatment plant.



Total investment amounts to EUR 9,667,774, out of which 85% is provided by EU and 15% is national contribution.

„This year we expect with this scale of investment in IPA 2 to start the construction of the waste water treatment plants in Tetovo, Bitola and Shtip which will join the activities for wastewater treatment plants in Kochani, Delchevo, Skopje, Kicevo, Radovish, Strumica and Vevcani“ said the Deputy Minister for Environment and Physical Planning, Mr. Jani Makraduli.

The project is implemented as a result of activities for achieving compliance with the EU Directive for treatment of urban waste waters (91/271 EEC).

The article was published by Porta3:

<https://www.porta3.mk/prilep-dobi-prechistitelna-stanica-za-tretman-na-urbani-otpadni-vodi/>

FUTURE EVENTS IN THE REGION

01-03.11.2018

5th Balkans Joint Conference and Exhibition - Pristina, Kosovo

SHUKOS and SHUKALB are pleased to invite you to join us at our 5th Balkans Joint Conference and Exhibition to be held in Pristina, Kosovo, on 1-3 November 2017, at the Emerald Hotel.

In its 5th Anniversary, the Balkans Joint Conference and Exhibition has truly established itself as a major knowledge sharing and networking event in the Western Balkans water sector. With an audience of over 450 participants from the Greater Balkans Region, the Conference continues to offer a platform where water professionals, policymakers, and business professionals from the sector can gather to discuss issues of concern, exchange information, and share experiences in an effort to help the further development of the water supply and wastewater sector in the Greater Balkans Region.

This year the Conference Theme, Wastewater Challenge, brings attention to the need for significant capital and operational investment in wastewater collection and treatment for the protection of public health, as well as the environment. This Theme has been carried extensively into the Conference Program, with the intent of stimulating discussion on both technical and financial issues that will need to be addressed, soon, if the sector is going to reach a financially sustainable outcome to meet this Challenge.

As has been the practice, the Organizing Committee has planned in parallel, a large Equipment, Technology and Services Exhibition with participation from a broad array of private sector companies who are active in the water sector in the Balkans Region.

More information:

<http://balkansjointconference.org/>



Water and Nature

BALKANS JOINT CONFERENCE AND EXHIBITION

7-9 November 2018, Tirana, Albania



COMING SOON

WSP



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



Water Safety and Crisis Management: Business Continuity Essentials for Disaster Risk Management

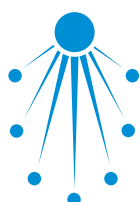


GAIN practical experience
on water safety planning
measures

LEARN from other
practitioners in the sector

BE UP TO DATE on the
latest trends in the sector

BENEFIT from regional and
global experiences from other
utilities



This program is
implemented in
cooperation with
ADKOM

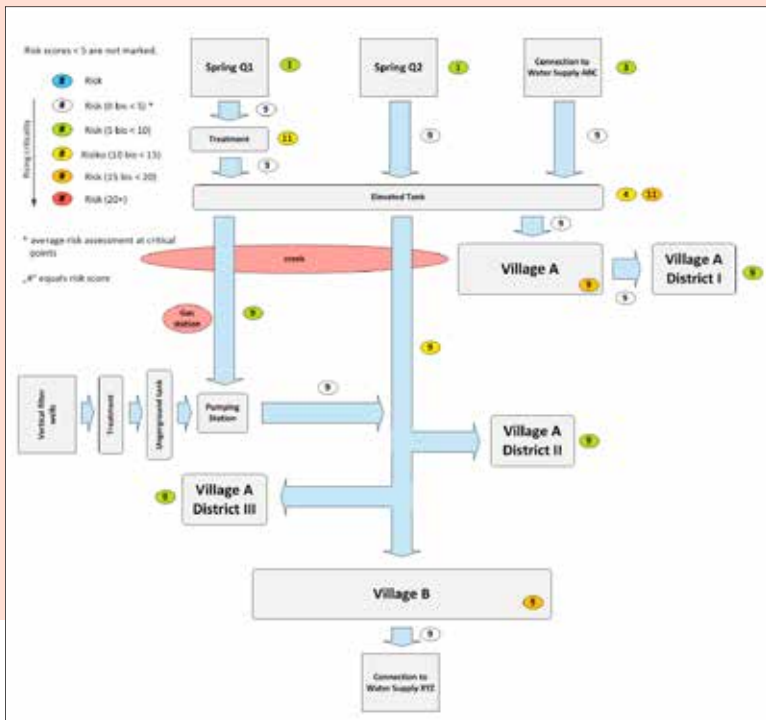
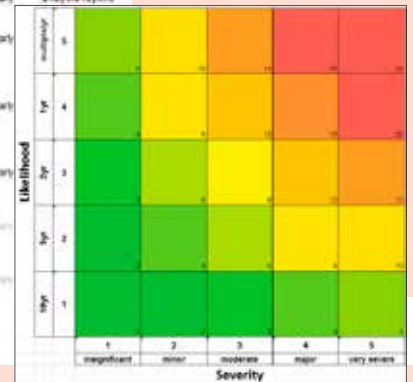
ADKOM

Business Continuity Essentials for Disaster Management

WSP Module 3, Part 2: Risk assessment

Category	Description	Facility/ Position - Critical Point	Likelihood	Severity of Consequences	Risk score	Control Point	Measures for risk mitigation/ reduction	Risk owner	Status	Validation	Documentation
1.4	Industrial and commercial buildings, gas station, leakage and contamination of groundwater with oil/fuel	Catchment area, Spring 1	1	4	4	dispatcher/ engineer on duty	already implemented: continue risk measurement at treatment facility, monthly inspection of protection zone additional measures: direct contact and exchange of alerts and information with local manufacturers	Head of water capturing	ready	ready	risk database, plant permits, industrial plant ABC
1.5	Storage of water-polluting solids leakage and contamination of groundwater with sludge/slate	Catchment area, Well, Spring 1, Spring 2	2	3	6	dispatcher/ engineer on duty	already implemented: regular water analyses (nitrate), monthly inspection of protection zone additional measures: direct contact and exchange of information with local farmers	Head of water capturing	ready	ready	water quality analysis reports, technical inspection reports
3.1	Fertilizer leakage and contamination of groundwater	Catchment area, Spring 1, Spring 2, Well	2	3	6	dispatcher/ engineer on duty	already implemented: regular water analyses (nitrate), monthly inspection of protection zone additional measures: direct contact and exchange of information with local farmers	Head of water capturing	ready	ready	water quality analysis reports, technical inspection reports
3.2	Use of pesticides: leakage and contamination of groundwater	Catchment area, Spring 1, Spring 2, Well	2	3	6	dispatcher/ engineer on duty	already implemented: regular water analyses (chemical parameters), monthly inspection of protection zone additional measures: direct contact and exchange of information with local farmers	Head of water capturing	ready	ready	water quality analysis reports
4.1	Spilling of oil, petrol after accidents, contamination of groundwater	Catchment area, Spring 1, Spring 2, Well	1	4	4	dispatcher/ engineer on duty	already implemented: regular water analyses (chemical parameters), monthly inspection of protection zone	Head of water capturing	ready	ready	
5.1	Surface water (streams, pond, precipitation): Danger of polluted surface water contaminating groundwater	Catchment area, Well, Spring 1, Spring 2	3	4	12	dispatcher/ engineer on duty	already implemented: regular water analyses, monthly inspection of protection zone, connection to regional supplier additional measures: improve construction state of water extraction plant	Head of water capturing	ready	ready	
5.2	Floods and animal danger of floods contamination of groundwater	Catchment area, Well	2	4	8	dispatcher/ engineer on duty	already implemented: regular water analyses, monthly inspection of protection zone, connection to regional supplier, flood early warning mechanism	Head of water capturing	ready	ready	
7.3	Public buildings: sewage entering the well, contamination of groundwater	Spring 1, Spring 2, Well	3	3	9	dispatcher/ engineer on duty	already implemented: regular water analyses, monthly inspection of well	Head of water capturing	ready	ready	
7.4	Unsecured entrance, contamination of resources	Well, Spring 1, Spring 2	1	3	3	dispatcher/ engineer on duty	monthly inspection of well	Head of water capturing	ready	ready	

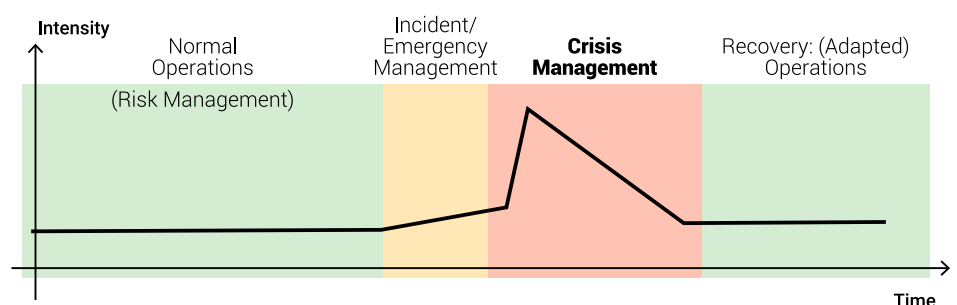
Identify, measure and mitigate risk using state-of-the-art Water Safety Planning (WSP) Methodology.



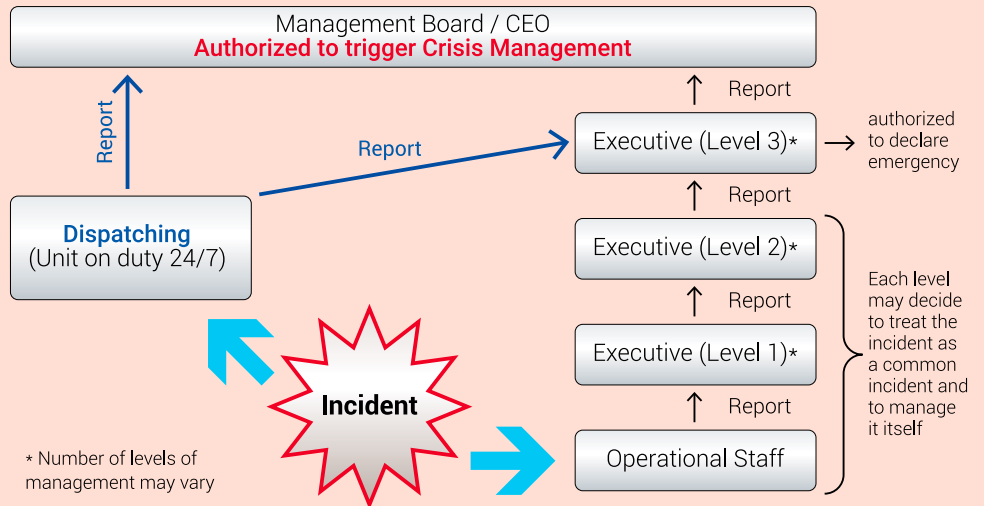
Expand the classic ISO 31000 Risk Management approach by introducing technical control points and control measures to implement a full Water Safety Plan (WSP) at your water works.

Identify and improve vulnerabilities at your water works to increase resiliency when the next disastrous event hits.

Build on your WSP results and measures to set up a scalable, multi-level organisational response in accordance with DVGW W 1002: Crisis Management.



Design and implement operating procedures for floods, earthquakes, power outages, large pipe failings, or any other type of potentially disastrous event.

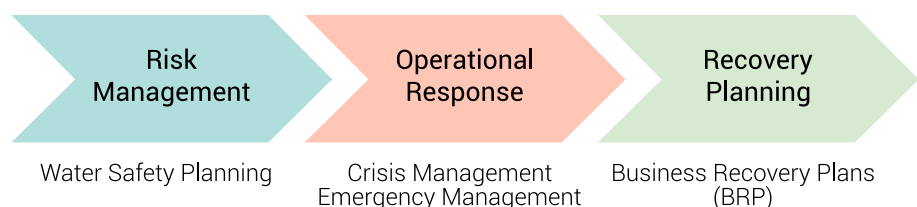


Scale your crisis management and response measures up or down to fit your specific organisation. **Crisis Management plans can be scaled up to 1000+ employees or down to just one employee!**

Test and train your newly implemented crisis and disaster preparedness measures with top experts from Europe.

Utilize a large number of scenario-based real-time exercises to train the skills and strengthen the situational awareness of your executives.

Implement the full business continuity cycle to ensure continued water supply at your water works even under critical/disastrous circumstances.



Water Safety and Crisis Management: Business Continuity Essentials for Disaster Risk Management

Program description and covered topics

Lack of response mechanisms to pollution outbreaks and increasingly frequent natural disasters such as floods and droughts hinder the ability of water supply utilities to sustainably provide their services, hence posing a risk to national public health.

Through this program, supported utilities learn how to identify operational hazards and how to plan, prepare and respond to these incidents for fast response and recovery in the event of a crisis or disaster. In addition, practitioners receive practical scenario-based training for decision-making under uncertainty.

The program is designed and supervised by our technical partner, the Infracap consortium with Energie AG Wasser, Vienna Water, and the Austrian Association for Gas and Water Supply ÖVGW. It will be delivered by national or regional Hubs in local language. The duration of the Program is one year and it will consist of workshops as well as hands-on exercises at the utilities themselves with support of the trainers. Participating utilities will pay a registration fee which will be communicated by the Hub.

Set-up of program

The Program is designed on learning-by-doing principles. It includes a mix of face-to-face training workshops providing tools and techniques to address the challenges faced and see them applied in practice, followed by on the job training, in which participating utilities apply the tools and techniques to their particular situation and develop concrete products (diagnostics, action plans etc.). The principles of blended learning are applied, i.e. face-to-face training is accompanied by e-learning material provided within the D-LeaP Academy.

For more information on the Program concept and design please visit www.d-leap.org!

Learning goals

To manage risks under normal operations and during disaster events.

To prepare and apply Water Safety Planning and Crisis Management tools in operations of your water supply system.

To implement Business Continuity Management (BCM) in operations of your water supply system.

To scale crisis management solutions up or down to fit the needs of organisations of any size of a water supply system.

To conceptualize a way of cooperation with relevant national and local institutions for mutual aid and assistance.

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Association of Utility Service Providers of Macedonia

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The Danube Learning Partnership is supported by



Smart policies, strong utilities, sustainable services

