

**5TH INTERNATIONAL CONFERENCE**  
**EFFICIENT AND SUSTAINABLE WATER SERVICES**  
Grand Hotel Neum, October 16 and 17, 2024

**AGENDA**

DAY I, October 16, 2024	
09:00 – 10:00	<i>Arrival and registration of participants</i>
10:00 – 10:30	<i>Conference opening</i>
10:30 – 11:15	<ul style="list-style-type: none"> <li>▪ Welcome words</li> <li>▪ Brief introduction to the Conference - objectives and agenda</li> </ul>
11:15 – 13:00	<i>Aquasan Network in BiH</i>
13:00 – 14:15	<ul style="list-style-type: none"> <li>▪ Contribution of Aquasan Network in BiH to the development of the water services sector in BiH</li> <li>▪ Questions and answers</li> <li>▪ Press statements</li> </ul>
14:15 – 16:00	<i>Session 1: Legal framework and financial sustainability of water services</i>
16:00 – 17:00	<ul style="list-style-type: none"> <li>▪ How successful are we in implementing the reform of the water services sector in BiH?</li> <li>▪ Panel discussion</li> <li>▪ Summary and conclusions of the session</li> </ul>
17:00 – 17:30	<i>Lunch</i>
17:30 – 18:15	<i>Session 2: Organizational, institutional and individual capacities in the water services sector</i>
18:15 – 19:00	<ul style="list-style-type: none"> <li>▪ Capacity development programs in the field of wastewaters</li> <li>▪ Swiss Water Association, VSA</li> <li>▪ Panel discussion</li> <li>▪ Summary and conclusions of the session</li> </ul>
19:00 – 19:30	<i>Session 3: Lessons learned and good practices</i>
19:30 – 20:00	<ul style="list-style-type: none"> <li>▪ Poster presentation</li> </ul>
20:00 – 20:30	<i>Closing of the first day of the Conference</i>

DAY II, October 17, 2024		
8:30 – 9:00	<i>Opening of the second day of the Conference</i>	
	<ul style="list-style-type: none"> <li>▪ Reflection on the first day of the Conference</li> <li>▪ Introduction to the second day of the Conference</li> <li>▪ Key aspects of the operational and financial sustainability of water services and PUCs</li> </ul>	
9:00 – 10:30	<i>Sesija 4A: Asset Management</i>	<i>Sesija 4B: Energy Management</i>
	<ul style="list-style-type: none"> <li>▪ Presentations of good practices</li> <li>▪ Panel discussion</li> <li>▪ Summary and conclusions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Presentations of good practices</li> <li>▪ Panel discussion</li> <li>▪ Summary and conclusions</li> </ul>
10:30 – 11:00	<i>Pauza</i>	
11:00 – 12:30	<i>Sesija 5A: : Financial Management in PUCs</i>	<i>Sesija 5B: Preparation, Construction, Operation and Maintenance of WWTP</i>
	<ul style="list-style-type: none"> <li>▪ Presentations of good practices</li> <li>▪ Panel discussion</li> <li>▪ Summary and conclusions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Presentations of good practices</li> <li>▪ Panel discussion</li> <li>▪ Summary and conclusions</li> </ul>
12:30 – 13:00	<i>Break</i>	
13:00 – 14:30	<i>Sesija 6: Efficient management of PUC with proper supervision by the founder LGU</i>	
	<ul style="list-style-type: none"> <li>▪ How successful cooperation between LGUs and their PUCs contributes to the quality of water services?</li> <li>▪ Panel discussion</li> <li>▪ Summary and conclusions of the session</li> </ul>	
14:30 – 14:00	<i>Concluding remarks and next steps</i>	
14:30 – 15:00	<i>Closure of the Conference</i>	
15:00	<i>Lunch</i>	

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