



International  
Association of Water  
Service Companies  
in the Danube Region



**RCDN** Regional Capacity  
Development Network  
for Water and  
Sanitation Services

# Application Form for the Utility Governance Program

To participate in the Utility Governance Program, please fill out the form, print, sign, scan and submit it via email to [office@iawd.at](mailto:office@iawd.at).

Applicant's contact			
Name:			Surname:
Education:			
E-mail address:			Phone:
Currently employed in:	Utility	Municipality	Other - specify:
Position in my institution:			
Institutional contact			
Joining with:	Utility	Municipality	Other
Name of applicant's employer (full name in local language):			
Street and number:			
ZIP and city:			Country:
Management contact			
Name:			Surname:
E-mail address:			Phone:
Participation Costs			
My employer will cover my travel and accommodation costs to join the UGP:	Yes	No	Partially
I will cover my travel and accommodation costs to join the UGP:	Yes	No	Partially
Management Approval			
With my signature, I herewith	Stamp and signature:		
i. confirm the correctness of the information given;			
ii. declare that I have read and understood the data privacy statement of IAWD;			
iii. agree to comply bindingly with the Terms and Conditions.			Date
Applicant's Approval			
With my signature, I herewith	Signature:		
i. confirm the correctness of the information given;			
ii. declare that I have read and understood the data privacy statement of IAWD;			
iii. agree to comply bindingly with the Terms and Conditions.			Date

# Utility Governance Program (UGP)

## Terms and Conditions

### 1. INTRODUCTION

The **Utility Governance Program** is a one-week training program, delivered by the regional Danube Hub (operated by IAWD) in the frame of the Danube Learning Partnership ([www.d-leap.org](http://www.d-leap.org)). It builds awareness in utility governance processes, including financial, organizational, regulatory and business aspects alongside a deeper dive in some core water-sector functions such as operations, asset management and customer care

### 2. TARGET GROUP

The broader goal of the UGP is to foster an informed dialogue between representatives of local authorities (municipal and regional ones), regulators, basin directorates, health inspectorates, central authorities with responsibility on Water Supply and Sanitation governance, economic and environmental regulators, asset and utility owners and the water operators themselves.

Pairs of municipal/regional representatives and their water utility counterparts are particularly encouraged to join.

### 3. LANGUAGE

The Utility Governance Program is delivered in English, a working-level knowledge of this language is required for effective participation in the program.

### 4. SET-UP AND DURATION OF THE PROGRAM

The program spans over one residential week with some preliminary data capture required from the participants. Some preliminary data capture might be required from the participants.

### 5. PREREQUISITES

The applicant must be able and ready to participate in the residential week in person. Prior exposure to water governance practices is strongly recommended.

### 6. CORE TOPICS OF THE UGP

With the core program trainers and the UGP host company, the participants will be exposed to practitioners, best-practice examples and relevant stakeholders in the sector. The key topics of the week, will evolve around the following:

- Utility management in the frame of local and regional governance
- Governance mechanisms and contractual models
- Regulations and tariff design
- Asset management from the perspective of both asset-owner and operator
- Specific features of utility financials
- Business and investment planning
- Core utility processes such as operations and commercial management
- Responsible care for water resources

### 7. PARTICIPATION FEES

The participation fee is covered by IAWD and with the support of the Regional Capacity Development Network (RCDN).

### 8. OTHER COSTS

Travel and accommodation costs during the residential week must be covered by the participants.

### 9. PRIVACY POLICY

The privacy of your data is important to IAWD. The data privacy statement of IAWD describes how we process your personal data. The data privacy statement of IAWD can be downloaded from [www.iawd.at](http://www.iawd.at).

#### Contact

IAWD  
c/o Vienna Water  
Grabnergasse 4-6  
1060 Vienna, Austria

[office@iawd.at](mailto:office@iawd.at)  
[www.d-leap.org](http://www.d-leap.org)  
[www.iawd.at](http://www.iawd.at)



The Danube  
Learning  
Partnership is  
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**DANUBE  
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SMART POLICIES, STRONG UTILITIES,  
SUSTAINABLE SERVICES