



D-LeaP

Regional partnership

to capacitate the water service sector

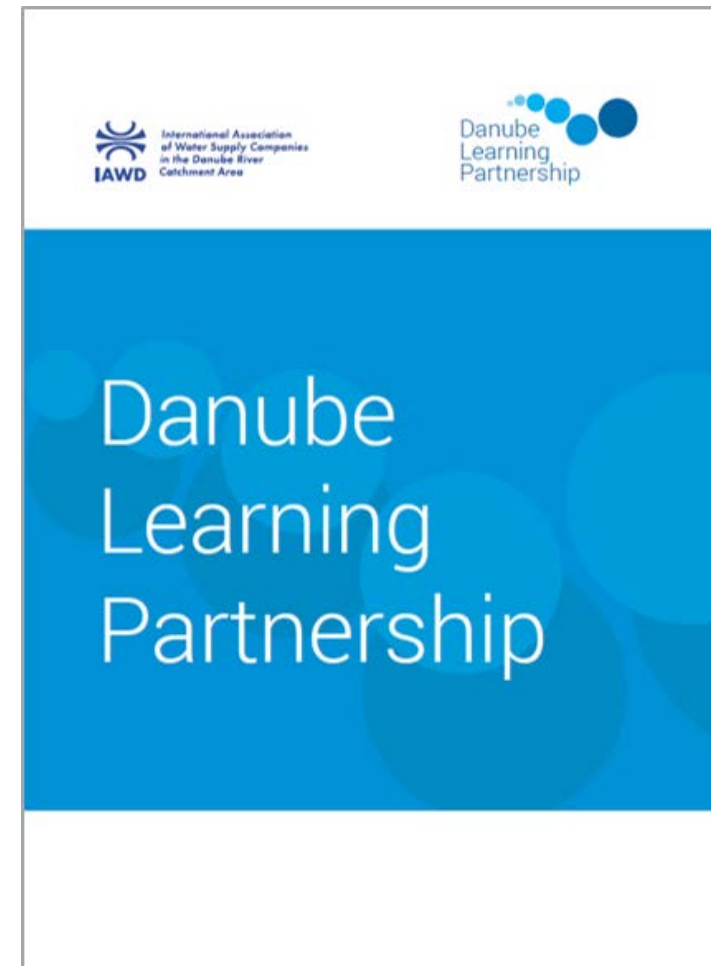
Danube Water Forum, 29 June 2022, Tirana

Vesna Muslić, Aquasan Network in BiH

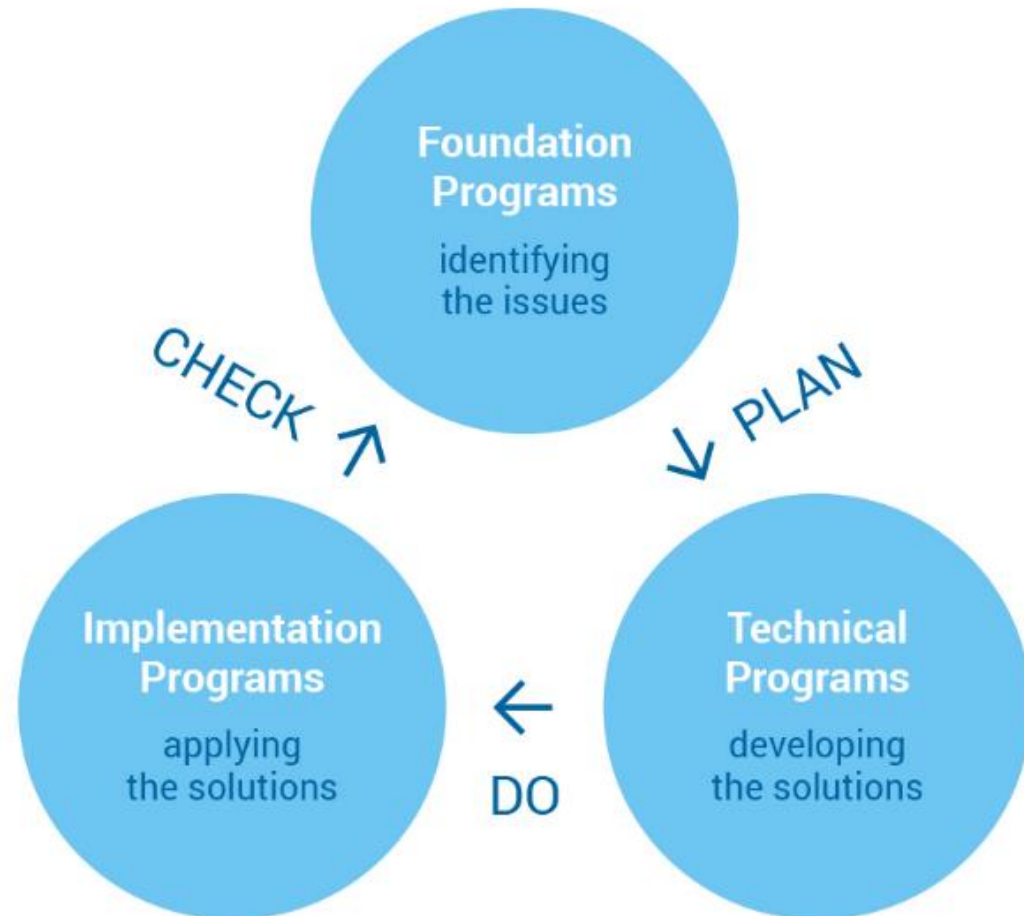
Danube Learning Partnership

- Roundtable of national water utility associations established D-LeaP as a committee of IAWD governed by its members
- D-LeaP offers to participating utilities and sector professionals a comprehensive set of learning and capacity building programs

www.d-leap.org

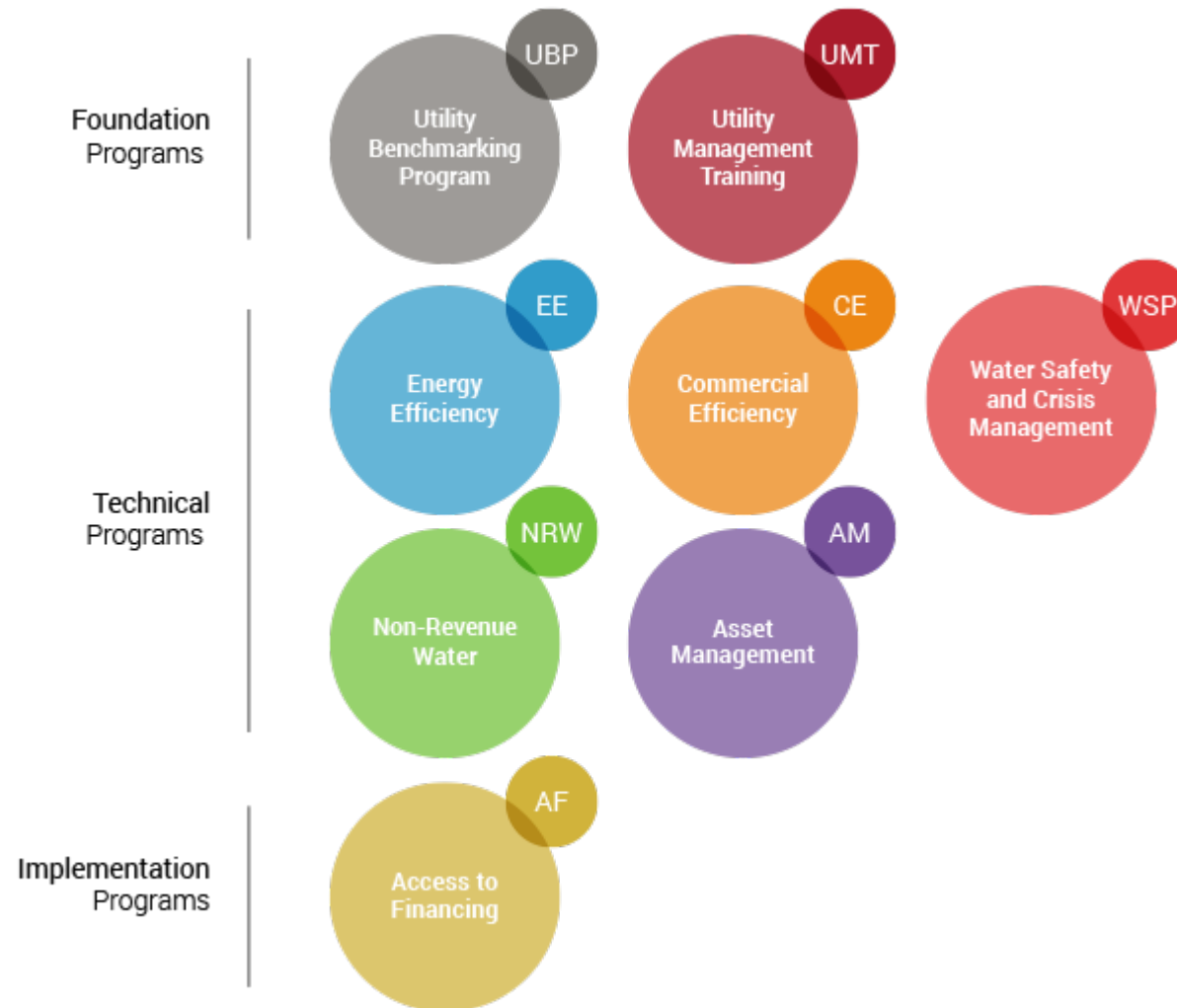


Capacity Building Philosophy



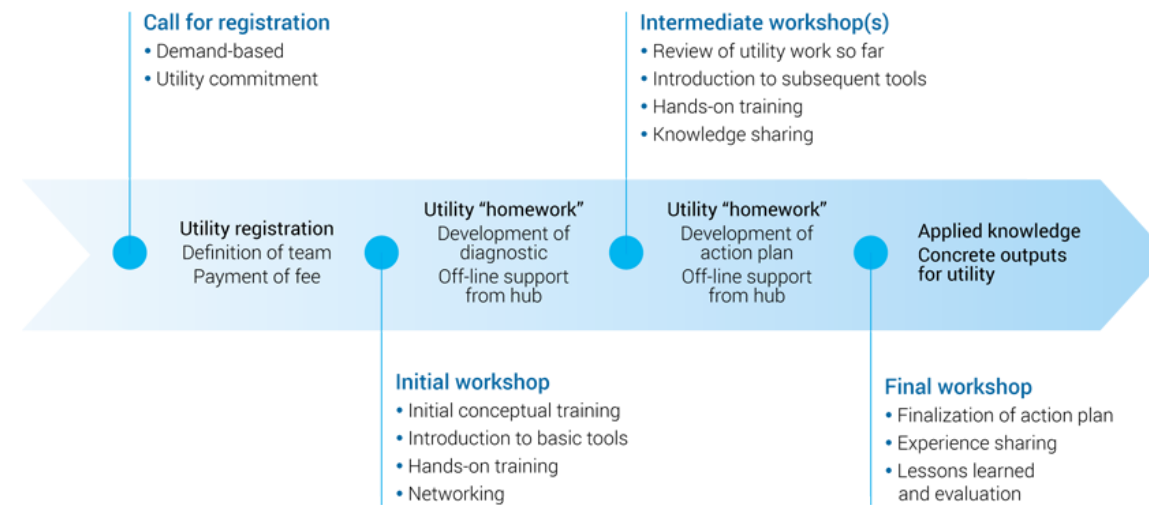
- Programs are:
 - developed regionally by Technical Partners, which train the local trainers
 - and delivered at national level by water utility associations and local partners (the Hubs) in national language
- Continuous Improvement Cycle

The programs offered



The program design

- Mix of face-to-face workshops and on the job training
- Blended learning approach: face-to-face training is supported by e-learning tools offered via D-LeaP Academy



D-LeaP Facts and Figures



22

ToT events



112

Trainers trained



17

Hubs



13

Countries



8

Programs delivered



437

Utilities trained

D-LeaP Capacity Development Programs



Non-Revenue Water



Energy Efficiency



Access to Financing



AQUASAN
mreža u BiH

Why NRW program?



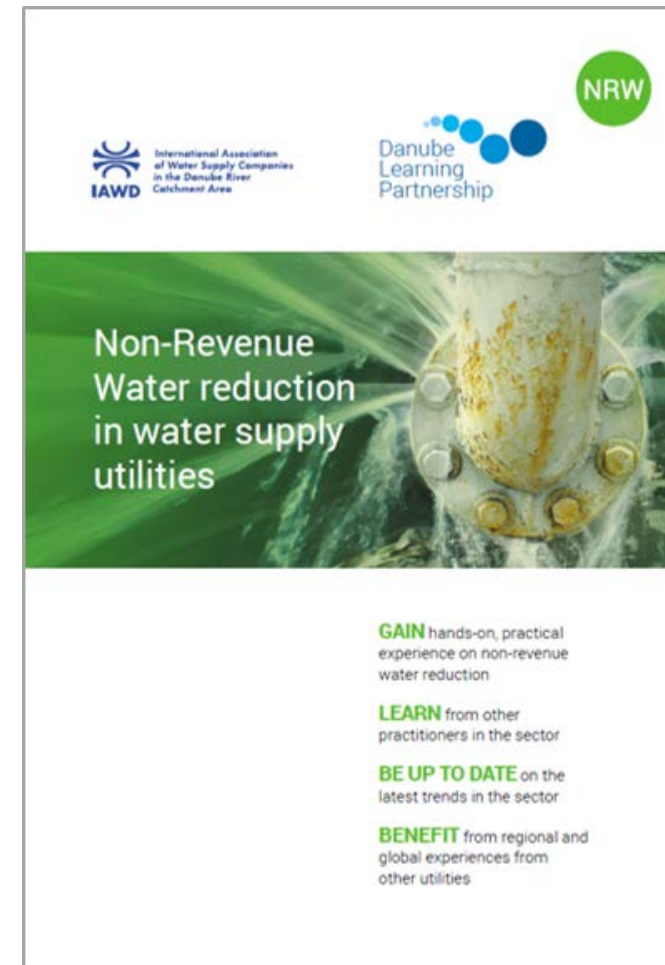
Water utilities and local government units from Albania, Bosnia and Herzegovina, Kosovo, North Macedonia, Montenegro and Serbia have reported:

- Only 2% estimate their NRW levels up to 20%, which is internationally accepted level;
- Close to 70% of water utilities have NRW levels above 40%.

Non-Revenue Water



- Program supports utility companies in:
 - introducing specific tools for diagnosis of water loss with the aim to increase understanding of where the losses are and how they can be tackled,
 - increasing knowledge on physical and commercial water losses and strengthen utilities' capacity to define and implement activities to reduce them, and
 - improving operational and financial performance of utilities
- Technical Partner: Una Consulting
- Hubs: BiH (Aquasan), Kosovo/Albania



NRW Hub in BiH



- Participation in the Training of Trainers by 7 Aquasan trainers
- Design of the Program as a combination of 3 workshops and close trainer support during participants independent work at their workplaces
- Calculation of price: 1,500 EUR per water utility
- Extensive promotional campaign to inform water utilities and local governments about the available Program offering and benefits they could gain from participating
- Implementation of 2 two-day workshops (including on-the-job training) and 1 one-day workshop
- Continue close cooperation with participating water utilities after the completion of the Program and sharing and promoting their good experiences
 - 3 cycles delivered
 - 30 utilities trained

Development of individual capacities in water utilities:

- How to develop water balance and interpret results
- How to establish and maintain DMAs
- How to implement active leak detection
- What are operation principles of flow and pressure measurement equipment and leak detection equipment and how to work with this equipment – on-the-job training
- How to develop and implement NRW Action Plan in their water utilities



Development of organisational capacities in water utilities:

- Trained staff (employees)
- Symbology of communal infrastructure
- Software application for water balance development and interpretation
- Leak registry
- NRW Action Plan incorporating:
 - Overview of current state,
 - Guidelines for systemic NRW management
 - Plan of short-term, mid-term and long-term NRW activities

Development of institutional capacities in water utilities:

- Water utility management and employees understand better the importance and need for implementing continuous NRW activities
- Better image of water utilities, especially by IFIs and donors
- Networking amongst water utilities



Why EE program?

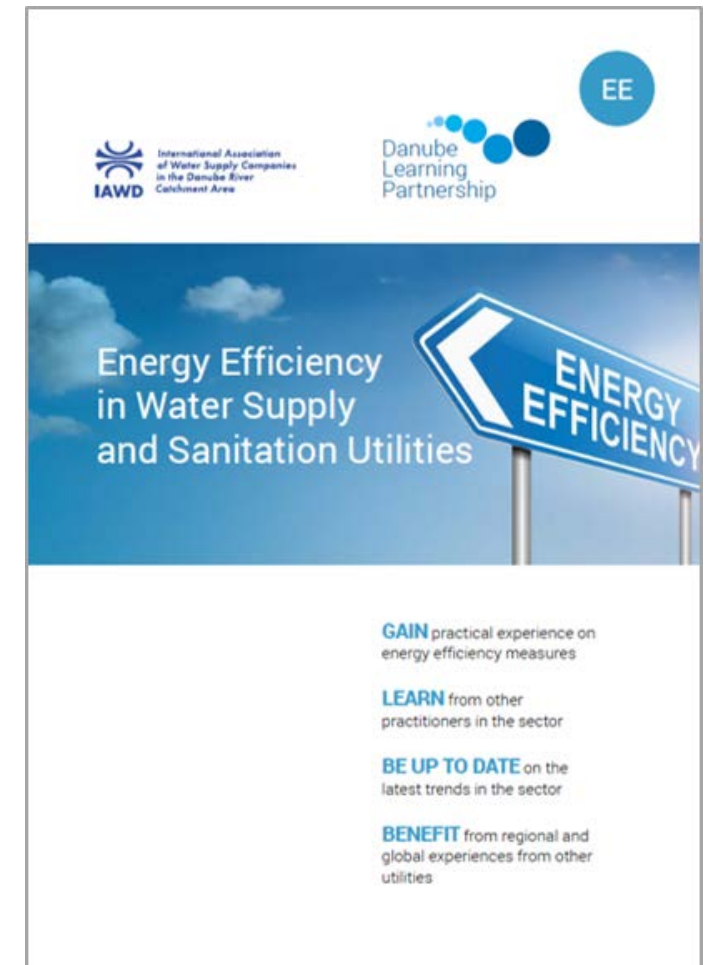


- High electricity costs are treated as “normal” and unavoidable costs;
- There is no control over energy consumption;
- There is no clear responsibility for energy management within a water utility;
- Energy efficiency is not seen as an opportunity to improve performance and reduce operating costs;
- There is a general lack of awareness of energy issues at all levels of the water utility and employees do not see energy as an issue that concerns them;
- Lack of knowledge and skills of water utilities to respond effectively to these challenges.

Energy Efficiency



- Program supports utility companies in:
 - collecting, auditing and analyzing data related to their energy use,
 - developing investment programs based on that data to support the reduction of energy costs and increase energy efficiency, and
 - securing the financial resources to match the investments needs for energy efficiency
- Technical Partner: Econoler
- Hubs: Bulgaria (BWA), Albania/Kosovo (SHUKALB), BiH (Aquasan), South Serbia (WASS)



EE Hub in BiH



- EE concept, definitions and main objectives,
- How to carry out energy audit of pumping stations and develop preliminary report on energy audit,
- How to use equipment for thermographic measurements and measurements of hydraulic, mechanical and electrical units,
- How to interpret measurement results,
- How to design measures to improve energy efficiency of pumping stations,
- Software application RET Screen for analysis energy efficiency projects,
- How to prepare of Action Plan for Energy Efficiency Improvement in Water Utilities.



Access to Financing



- Program supports utility companies in learning:
 - What are adequate ratios and indicators to evaluate operational performance?
 - How to effectively manage revenues and cover costs?
 - What is the meaning of financial sustainability and creditworthiness?
 - What are sources of potential funding for water utilities?
- Technical Partner: Aquasan Network in BiH
- Hubs: BiH (Aquasan)

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

Danube Learning Partnership

AF

Performance and Financing of Water Supply and Sanitation Utilities

GAIN practical experience on basic financial concepts

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

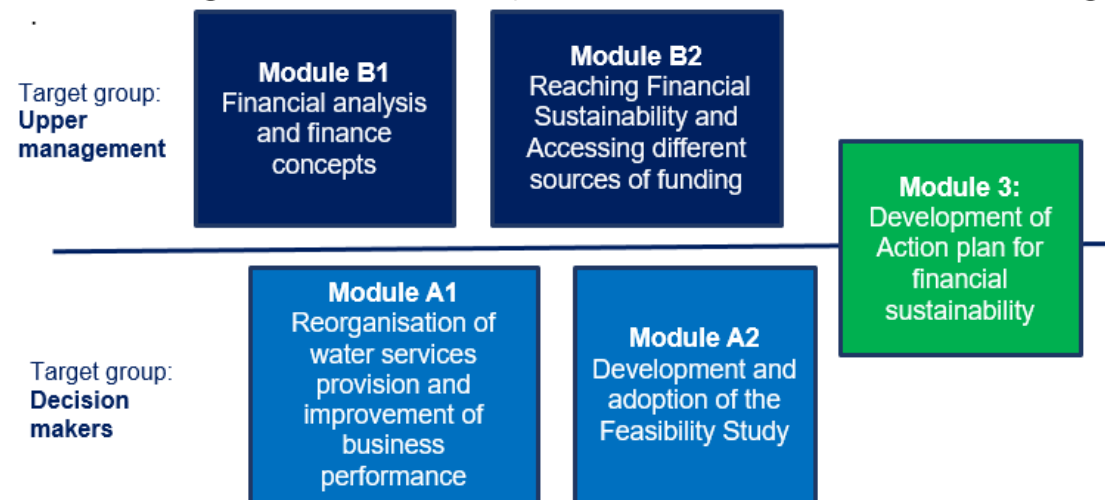
Why AtF program?



Unique aspects of water services:

- Assets are not suitable to back a loan: Most communal infrastructure is underground and there is little information about condition of assets;
- Assets are long-lived and are constructed to meet future peak demand;
- Mismatch between costs and revenues;
- Limited flexibility to adjust costs: Most costs are designed into the system;
- Uncertainty about revenue stream: Natural monopolies so their business is regulated by different regulations while willingness to pay or charge is often low.

- Delivery followed the standard three-workshop D-LeaP cycle
- Events (workshops) formatted as training and peer exchange:
 - Initial and Intermediary Event(s) organized as two-day events with different target groups:
 - ✓ Events for decision makers: peer exchange
 - ✓ Events for top management: workshops with homework and trainers' support.
 - The third, Final Event, organized as a joint workshop for all target groups.



AtF Hub in BiH



- Self-diagnose of water utility performance by analysing its financial statements and key operational and financial indicators,
- Understand how to interpret water utility financial models,
- Understand how tariffs are set, including the estimation of water services costs and revenue requirements,
- Understand key factors that affect water utility creditworthiness,
- Understand how lenders and investors make financing decisions for water utilities,
- Develop own action plan for reaching financial sustainability.



Instead of conclusion



Capacities strengthened through the D-LeaP CD program result in measurable improvements of operational and financial performance of water utilities



Lack of awareness about the need to invest in capacity development

Thank you!

Vesna Muslić, Aquasan Network in BiH

Danube Water Forum

29 June 2022, Tirana