

Workshop: International Water Regulation

Customer, Regulator and customer prospective about the water service.
Water regulation in your country/ region.
Customer rights and obligation.
Public relation and Corporate Social Responsibility.
Water companies' rights and obligation.

Workshop part 1

Welcome speech: Alexa Petru Bogdan

Ed Smeets, (Netherlands)- *Presentation of IWA Specialist Group and its activities*

Anca Cador (Romania)- *Romanian regulation system*

Andrea Guerini (Italy)- *Italian regulation model and the model developed by WAMATERC in South Tirol*

Ivaylo Kastchiev (Bulgaria)- *The regulatory model and the overall reform in the water sector in Bulgaria; Analysis of the water efficiency KPIs in WAREG Member Countries*

Conclusions

Workshop part 2: Regulation

Sarah Hendry (UK)- *Scottish Water- Innovation and Collaboration in Regulation*

Frederik Looten (Belgium)- *Drinking water regulation in Flanders: a combination of 6 year tariff plans and process benchmarks*

Lledo Castellet (Spain)- *Water tariffs and full cost recovery of the facilities in Spain*

Conclusions

Workshop part 3: Communication

Philip Weller (Austria)- *"The Danube Learning Partnership: Cooperation to Help Utilities Improve"*

Valbona Paja (Albania)- *The challenges of improving customer service while implementing the water sector reform*

Brunilda XhiXho (Albania)- *Customer Care – A new focus of quality service in Water Supply Sector*

Q&A

Conclusions and wrap-up