



Workshop Themes

- Water economic regulation in different countries.**
- Tariffs and affordability.**
- Customer rights and obligations.**
- Water companies' rights and obligation.**
- Public relation and communication.**

Currently, a major focus is put on water policies and global strategies in order to achieve the objectives of Sustainable Development Goals (SDGs no.6): universal water access and sanitation improvement.

The IWA considers that water also influences other SDGs such as: good health, sustainable cities and communities, life on land and underwater. Hence all of the Groups' outputs will work on developing the mechanisms for achieving the Goals, including debating on institutional and financing mechanisms, customer communication and authorities.

Romania, along with other countries in the region and the world, is looking for regulatory and organizational solutions of the water sector in order to achieve its goals of ensuring wider access to water and sewerage services and the equilibrium between the financing need and customer affordability.

The workshop aims to share the experience of different countries on the regulation and implications of the legislation regarding: the organization of the water sector, on the access and quality of services provided to consumers, as well as on the infrastructure development and operators' performance.

The presenters are acknowledged practitioners from the Netherlands, Scotland, Belgium, Italy, Bulgaria, Albania, Spain, Greece.

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Attendees

The workshop is addressed to managers of water companies, authorities, financiers, economists, consultants in the water sector, and other stakeholders interested in the matter.

Organizers

The meeting is organized with the support of the Economic Commission of the Romanian Water Association together with three IWA Specialist Groups.

IWA Specialist Group on Economics and Statistics

The aim of this Group is to provide a debate forum on how utilities are financed, performance measurement methods and ensuring efficiency, structure of the tariffs used.

IWA Specialist Group on Public and Customer Communication

The Public and Customer Communications Specialist Group shares communication methods, techniques and tools that build customer satisfaction and trust, improve utility performance and establish sustainable water management practices.

IWA Specialist Group on Institutional Governance and Regulation

The IGR SG contributes to the understanding and appreciation of the importance of institutions, 'good governance' and effective regulation to the achievement of sustainable water use.