

# Asset Management Advisory Services to Water Utilities in South-Eastern Europe



## The challenge

Water Utility Companies are more than ever under pressure to improve their overall performance and cost efficiency.

At the same time, they face significant challenges to preserve or modernize their assets, and access to funding proves more and more difficult.

Over time, the system ages and deteriorates. It becomes increasingly difficult for the water utilities, to provide the services desired by the Local Government Units and required by the citizens and local businesses.

Even more: Operational and servicing costs increase with the age of fixed assets. A water company is thus confronted with ever weaker service capacity and at the same time disproportionately high costs that it is unable or barely able to cover.



## The solution

The best way to face this challenge is the introduction of best practices in Integrated Asset Management.

These effective and proven methods allow to monitor, maintain and upgrade the existing assets systematically and cost effectively, while improving the quality and reliability of the services and strengthening company's overall business performance.

This improves the efficiency of water utility companies and enables them to maintain or improve the quality of their utility services. A utility company is thus able to maintain the required service level for a longer period of time and at a lower cost.

## What we offer

The Programme "Asset Management Advisory Services to Water Utilities in South-Eastern Europe" is now making these best practice methodologies available – adapted to the requirements and specific conditions of public utilities in the region.

Supported by the German Development Cooperation and in direct collaboration with Hydro-Comp Enterprises Ltd., Cyprus, a world leading provider for consultancy and software solutions for public utility management, this program provides direct technical assistance, a state-of-the art software solution and extensive capacity building for Integrated Asset Management to water utilities from Albania, Bosnia and Herzegovina, Kosovo, North Macedonia, Montenegro and Serbia.



To support the Public Utilities directly and individually according to their needs and special requirements, four expert hubs offer their expertise and experience to accompany the participating utilities with each step along the whole Program:



**UTVSI**

Association for Water Technology and Sanitary Engineering for Serbia, North Macedonia and Montenegro



**AQUASAN**

Association for Water and Environmental Protection Sector for Bosnia and Herzegovina



**SHUKALB**

Water and Sewerage Association of Albania for Albania



**SHUKOS**

Water and Sewerage Association of Kosovo for Kosovo

This Programme is part of the Danube Learning Partnership D-Leap, a regional, integrated and sustainable capacity building initiative of national water utility associations and the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD).

Running from January 2017 to November 2021, interested Public Utilities can still join and are welcomed to contact one of the project partners anytime for more information.






## Our services

Integrated Asset Management methods are provided through an innovative solution.

The project gives access to EDAMS IAM software as a state-of-the-art tool for Integrated Asset Management. This software is based on best practices and a tested and proven methodology that enables utilities to perform a full range of Asset Management solutions.

These solutions are systematically introduced to the participating utilities through three stages:

	Aim	Modules	Results
<b>Silver Stage:</b> <b>GIS/ Network Data Management</b> 	Network Data Management constitutes a comprehensive asset register for the utility networks. It provides a geographical network database with proper functionality for the capturing, structuring, maintenance and management of all existing assets.	<ul style="list-style-type: none"> <li>GIS/network data management</li> <li>Advanced GIS/network data management (incl. network zoning)</li> </ul>	<ul style="list-style-type: none"> <li>Systematic mapping of all assets with factual and reliable data and geographical reference</li> <li>Consistent, consolidated and validated data repository allows easy network assessment and applicability of all functions to business processes</li> </ul>
<b>Gold Stage:</b> <b>Maintenance Management</b> 	Maintenance Management for the improvement of productivity and efficiency of the maintenance function and the improvement of service delivery (less breakdown time) through the implementation of proper business procedures and work flows.	<ul style="list-style-type: none"> <li>Maintenance management</li> <li>Advanced maintenance management</li> </ul>	<ul style="list-style-type: none"> <li>Systematic condition assessment of the whole network</li> <li>Integrated work-flows and business procedures</li> <li>Efficient sustainment of infrastructure</li> <li>Cost control for maintenance as biggest cost centre</li> </ul>
<b>Platinum Stage:</b> <b>Asset Management and Distribution, Non-Revenue-Water Management</b> 	Enable advanced Integrated Asset Management functions namely: (a) Commercial Data Management, (b) Water Quality Management, (c) Distribution/ NRW Management, (d) Rehabilitation/ Maintenance Planning and (e) Business Planning	<ul style="list-style-type: none"> <li>Commercial data management</li> <li>Distribution/NRW management</li> <li>Water quality management</li> <li>Rehabilitation planning</li> <li>Infrastructure planning</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance and rehabilitation plans to minimize cost of asset ownership</li> <li>Distribution Management &amp; Control of NRW</li> <li>Network rehabilitation planning</li> </ul>



Throughout all stages, the utilities are supported individually with tailored advice and comprehensive capacity development measures through the following services:

- Classroom Training:** Training courses will be held at the Hub-premises on a regular basis addressing all aspects of IAM through the different stages of the program.
- Data Conversion & IAM Systems Implementation:** The EDAMS IAM software will be provided to each Utility and will be hosted and operated through the Cloud; existing Data will be fully integrated.
- Support:** Daily Remote support to Utilities in the use of the software and procedures adopted.
- Visits:** Utilities are encouraged to visit the Hub in regular intervals to seek advice and assistance.
- Workshops/Conferences:** Will be held on a regular basis presenting various aspects of the services and IAM.
- Access to Additional IAM Services:** Will be provided if required optional at an extra cost to further assist the utilities on request.





Your benefits

	 <b>Benefits for public utility companies (PUCs)</b>	 <b>Benefits for local government units (LGUs)</b>
<b>Improved management</b>	<ul style="list-style-type: none"> <li>One comprehensive database for all existing assets</li> <li>From reactive to proactive planning and organisation process for short-, mid- and long-term tasks</li> <li>Data and evidence-based management decisions (job costs; budgeting, performance indicators)</li> <li>Economic maintenance: better planning, Condition and risk assessment</li> <li>No more loss of knowledge due to staff fluctuation</li> <li>Improved capacities of staff</li> <li>Computer assisted and standardized work-flows</li> <li>Integrated processes: Overcoming sectorial divisions and integrated collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Identification and registering of the existing assets managed by PUCs</li> <li>Improved steering through executive assessment of status and development of public utility and its services</li> <li>Improved value estimation for calculation of asset depreciation</li> <li>Informed and improved strategic decision making</li> <li>Improved cooperation and coordination between PUCs and LGUs as the owners of the local government units' assets</li> <li>Sustainable development of public service provider</li> </ul>
<b>Better services</b>	<ul style="list-style-type: none"> <li>Improved customer services</li> <li>Better water supply (with respect to water pressure and quality)</li> <li>Faster response to maintenance problems and more effective emergency and crisis management</li> <li>Allowing to expand supply coverage</li> </ul>	<ul style="list-style-type: none"> <li>Continuity and quality of critical public services</li> <li>People-oriented local government units' services</li> <li>Satisfied clients – happy citizens</li> </ul>
<b>Financial benefit</b>	<ul style="list-style-type: none"> <li>Reduced operating costs</li> <li>Higher revenues</li> <li>Reduced personnel costs due to improved personnel equipment</li> <li>Price for water services based on realistic costs</li> <li>Lower annual rehabilitation and maintenance costs</li> <li>Better planning for future investments</li> </ul>	<ul style="list-style-type: none"> <li>Financial asset valuation: The local government units knows what assets with what value it owns</li> <li>More favourable water prices through economic and client-friendly pricing</li> <li>Price for water services with complete depreciation for asset maintenance and rehabilitation</li> </ul>
<b>Higher creditworthiness</b>	<ul style="list-style-type: none"> <li>A precise balance sheet, reports on water quality, water audit reports and more precise budgets for operating costs and necessary investment costs;</li> <li>Improved financial performance of the PUCs</li> </ul>	<ul style="list-style-type: none"> <li>Attain grant and loans from international donors</li> <li>Improved creditworthiness based on reliable data, efficient asset management, reliable service delivery and affordable services</li> </ul>
<b>Enhanced compliance and transparency</b>	<ul style="list-style-type: none"> <li>Data captured in standard procedures: easy reporting</li> <li>Automated assessment of regulative requirements</li> </ul>	<ul style="list-style-type: none"> <li>Rules and regulations are more easily monitored and met</li> </ul>





## Results so far

With two stages already successfully concluded and third started in 2019, a lot has been already achieved (as of November 2019)

### Silver Stage – 2017, 2018 & 2019



### Gold Stage – 2018 & 2019



### Platinum Stage – 2019



## How to participate

All public water utilities from Albania, Bosnia and Herzegovina, Kosovo, North Macedonia, Montenegro and Serbia, can participate in this program.

The trainings and capacity development for public water utilities are fully covered by the program. (This includes the transport and accommodation for workshops and trainings.)

Participating utilities will only pay for the use of the software as reduced annual software fee and a small membership fee to the Asset Management expert Hub. The prices for Albania, Bosnia and Herzegovina, North Macedonia, Montenegro and Serbia:

		PUCs with LESS or AROUND 10,000 population**				PUCs with MORE than 10,000 population**			
Software EDAMS License	basic contents of the package	No of users**	2019	2020	2021	No of users**	2019	2020	2021
			per stage	per stage	per stage		per stage	per stage	per stage
Silver stage	Asset register	2	1.100 €	1.100 €	1.100 €	2	2.200 €	2.200 €	2.200 €
Gold stage	Maintenance management	2	1.500 €	1.500 €	1.500 €	4	3.000 €	3.000 €	3.000 €
Platinum stage	Planning	2	1.750 €	1.750 €	1.750 €	4	3.500 €	3.500 €	3.500 €
<b>Cost of advisory services of the expert centre</b>			600 €	600 €	600 €		600 €	600 €	600 €

\* - at the price should be added only costs of inflation

\*\* - price of additional user at 50 € per month

\*\*\* - for PUCs with more than 100.000 population and Regional Water Companies from Kosovo, quotation is provided upon request



## Contact

Interested Public Utilities can still join and are welcomed to contact one of the project partners anytime for more information.



UTVSI



AQUASAN  
network B&H



SHUKALB



SHUKOS

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More Information under <http://edams.com/SEEAM/> or [SEEAM](#) (Youtube channel) or [facebook](#) page.

## Our partners

These public utility companies from Albania, B&H, Kosovo, Montenegro, North Macedonia and Serbia are currently participating in the project (as of November 2019):

Nr.	Public Utility Company (PUC)	Stage	Nr.	Public Utility Company (PUC)	Stage
<b>UTVSI – Belgrade, Serbia</b>			<b>Aquasan Network B&amp;H – Bihać, B&amp;H</b>		
<b>🇷🇸 PUCs SERBIA 🇷🇸</b>			<b>🇧🇦 PUCs BOSNIA AND HERZEGOVINA 🇧🇦</b>		
1	JKP "Standard" Ada	Gold Y2	1	"Vodovod i kanalizacija" Bijeljina	Silver Y3
2	JKSP Aleksandrovac	Gold Y2	2	JKP "Komunalac" Busovača	Gold Y2
3	JKP "Vilin Lug" Crna Trava	Silver Y2 2	3	JKP "Vodovod i kanalizacija" Gračanica	Platinum A Y1
4	JKP Donji Milanovac	Platinum A Y1	4	KP "Vodovod" a.d. Gradiška	Platinum A Y1
5	JP "Jedinstvo" Kladovo	Platinum A Y1	5	KP "Babos" Kotor Varoš	Gold Y2
6	JKP "Vodovod i kanalizacija" Kragujevac	Platinum A Y1	6	KP "Budućnost" AD Laktaši	Gold Y2
7	JKP "Vodovod" Leskovac	Gold Y2	7	JP "Komunalno" Neum	Silver Y2 2
8	JP "Vodovod i kanalizacija" Loznica	Platinum A Y1	8	KP "Vodovod" AD Prnjavor	Gold Y2
9	JP "3 septembar" Nova Varoš	Silver Y3	9	"Vodovod i Kanalizacija" Sanski Most	Platinum A Y1
10	JKP "Napredak" Sokobanja	Platinum A Y1	10	"Vodovod i kanalizacija" d.d. Srebrenik	Platinum A Y1
11	JKP "Vodokanal" Sombor	Silver Y3	11	PKD "Rad" AD Teslić	Silver Y2 2
12	JKSP Topola	Silver Y1 3	12	JP "Vodovod" a.d. Trebinje	Platinum A Y1
13	JKP "Vodovod" Zaječar	Platinum A Y1	13	"Vodovod i kanalizacija" Velika Kladuša	Gold Y2
<b>🇲🇰 PUCs NORTH MACEDONIA 🇲🇰</b>			<b>SHUKALB – Tirana, Albania</b>		
1	JKP "Usluga" Berovo	Silver Y3	<b>🇲🇰 PUCs ALBANIA 🇲🇰</b>		
2	JKP "Bregalnica" Delčevo	Silver Y3	1	Berat Water Supply and Sewerage Utility	Silver Y1
3	JKPD "Komunalec" Gevgelija	Gold Y2	2	Cërrik Water Supply and Sewerage Utility	Silver Y1
4	KJP "Vodovod" Kočani	SL Y3 / GL Y2	3	Durrës Water Supply and Sewerage Utility	Silver Y1
5	JKP "Vodovod" Kumanovo	Silver Y3	4	Elbasan Water Supply and Sewerage Utility	Silver Y1
6	JKP "Komunalec" Pehčevo	Silver Y3	5	Gramsh Water Supply and Sewerage Utility	Silver Y1
7	JKP "Nikola Karev" Probištip	Platinum A Y1	6	Himarë Water Supply and Sewerage Utility	Silver Y1
8	JKP "Plavaja" Radoviš	Silver Y3	7	Kavajë Water Supply and Sewerage Utility	Silver Y1
9	JKP "Proleter" Resen	SL Y3 / GL Y2	8	Peqin Water Supply and Sewerage Utility	Silver Y1
10	JKP "Komunalec" Strumica	Silver Y3	9	Përmet Water Supply and Sewerage Utility	Silver Y1
11	JP "Solidarnost" Vinica	Silver Y3	10	Vlorë Water Supply and Sewerage Utility	Silver Y1
<b>🇲🇳 PUCs MONTENEGRO 🇲🇳</b>			11	Sarandë Water Supply and Sewerage Utility	Silver Y1
1	JP "Vodovod i kanalizacija" Berane	Silver Y1 3	12	Shkodër Water Supply and Sewerage Utility	Silver Y1
2	Regionalni vodovod Budva	Gold Y1 2	<b>SHUKOS – Prishtina, Kosovo</b>		
3	"Vodovod i kanalizacija" d.o.o. Budva	Platinum A Y1	<b>🇲🇰 Regional PUCs KOSOVO 🇲🇰</b>		
4	DOO "Vodovod i kanalizacija" Cetinje	Platinum A Y1	1-5	RWC "Hidromorava" Gjilan	Silver Y1
5	"Vodovod i kanalizacija" Danilovgrad	Silver Y3	6-10	RWC "Mitrovica" Mitrovica	Silver Y1
6	DOO "Komunalne djelatnosti" Gusinje	Silver Y3	11-15	RWC "Prishtina" Prishtina	Silver Y1
7	DOO "Vodovod i kanalizacija" Herceg Novi	Gold Y2	<b>Silver level PUCs</b>		<b>46 (48)</b>
8	"Vodovod i kanalizacija" Kotor	Platinum A Y1	<b>Gold level PUCs</b>		<b>13 (11)</b>
9	DOO "Komunalne djelatnosti" Plav	Silver Y3	<b>Platinum level A PUCs</b>		<b>15</b>
10	DOO "Vodovod i kanalizacija" Rožaje	Silver Y3	<b>Total number of PUCs</b>		<b>74</b>



Experiences



*“We, as local self-government units, are here together with the managers of the public utility companies to discuss the opportunities and potential benefits, to get involved in the project and develop this GIS (Georeferencing Integration System) structure, i.e. the underground water supply and sewerage infrastructure.”*

**Mr. Goran Trajkovski – Mayor Municipality of Delčevo, North Macedonia**

More on: <https://www.youtube.com/watch?v=1y0-a20PbPQ&t=144s>

*“Asset Management program, which we consider a foundation for good utility operations, has been running very well in Serbia, Bosnia and Herzegovina, Montenegro and Macedonia. We are very pleased how the AM hubs (two national associations – UTVSI and Aquasan) have managed the program in those four countries, have attracted large number of utilities and help them improve their services. We have very high expectations for Albania and Kosovo, too, and we work very closely with both national associations (SHUKALB and SHUKOS) which will be the new hubs for Albania and Kosovo, together with Prishtina waterworks.”*

**Mr. Philip Weller – Head of Technical Secretariat, IAWD, Vienna, Austria**

More on: <https://www.youtube.com/watch?v=5jWkRdnmuQE>



*“Asset Management is very important pillar of the reform that Albania is implementing in the water sector and sanitation. We are very trustful that with this project utilities will have a very important tool that will allow them to know what they have in the “house” i.e. in the utility and will have knowledge not only about the assets they administer, but also they will have a plan how to manage those assets and make more efficient business plan and investment plan.”*

**Ms. Lindita Sotiri – Director, Program development Directorate on Water Supply, Sewerage and Waste Infrastructure, Albania**

More on: <https://www.youtube.com/watch?v=5jWkRdnmuQE>

*“The water supply system used to manage us, now, we are finally managing the water supply system, and I believe that those who will get involved in the Asset management project, will see how little they know about their own water supply systems.”*

**Mr. Osman Čaušević – “Vodovod i kanalizacija” Velika Kladuša, Bosnia and Herzegovina**

More on: <https://www.youtube.com/watch?v=ehwTTSHeZjU&t=118s>



*“We believe that AM program will enable us to strengthen the stability of the company and offer better self-sustainable services. Regional water utility of Prishtina has the necessary professional resources and engineers who are capable to implement the project and we shall succeed in it.”*

**Mr. Ilir Abdualahu – Director, Regional PUC Prishtina, Kosovo**

More on: <https://www.youtube.com/watch?v=5jWkRdnmuQE>

*“In 318 hours, the period within which we have been connected to the Programme, we have managed to enter 118 km of water supply network, which is one of the better achievements and gives us strength and inspiration to continue in the same pace.”*

**Ms. Vanja Kuzmanović – JKP “Vodovod”, Leskovac, Serbia**

More on: <https://www.youtube.com/watch?v=-uGoFcCbMVE>



*“What is already felt as an advantage from the work so far is that we have completely registered the network, we have fully recorded the infrastructure and now we are slowly entering a stage, whereby we naturally expect financial effects for our efforts and operations.”*

**Mr. Saša Drljača – JKP “Napredak”, Sokobanja, Serbia**

More on: [https://www.youtube.com/watch?v=IAFzClyNL\\_c](https://www.youtube.com/watch?v=IAFzClyNL_c)

*“The elected representatives from the Local Self-governments - the mayor and the Councils should be able to develop public policies for improvement of the water related services for the citizens based on the data generated by the technical level from the public utility companies.”*

**Mr. Boran Ivanoski – Project Manager, NALAS, Skopje, North Macedonia**

More on: <https://www.youtube.com/watch?v=jFhJ0huduI>



*“From the beneficiary’s call to report the defect, until the very completion, through the various stages of the job card, we will know who has done what and when and how much time, equipment and funds it has taken to remove the reported defect.”*

**Ms. Sanja Janković – DOO “Vodovod i kanalizacija” Cetinje, Montenegro**

More on: <https://www.youtube.com/watch?v=v5Iz7sJAHSk>

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