



Integrated Asset Management for Water Companies in South-Eastern Europe



The challenge

Water Utilities in South-Eastern Europe (SEE) 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. Over time, the system ages and deteriorates. It becomes increasingly difficult for the water utilities, to provide the services desired by the municipality and required by the local citizens and 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.

There are methods for managing the assets that can help the water utilities making better decisions about the management of these aging assets, but the administrative fragmentation in SEE makes it difficult to increase the capacities of water utilities in an efficient and effective manner.

The solution

The best way to face this challenge is the introduction of best practices in Integrated Asset Management (IAM). 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 their services and strengthening their overall business performance. This improves the efficiency of utility companies. A utility company is thus able to maintain the required service level for a longer period of time and at a lower cost. The most effective and efficient solution for the introduction of IAM at water utilities, and therefore in the region as a whole, is an approach focusing on the use of regional advisory centers in national water associations. With this tested mechanism it can be ensured, that the whole range of IAM measures for capacity building can cover a large number of water utilities in SEE.



Our services

The German Development Cooperation and Hydro-Comp, a world leading provider for consultancy and software solutions for public utility management, initiated a Strategic Alliance to introduce IAM to water companies in SEE - based on best practice methodologies and adapted to the requirements and specific conditions of public utilities in the region.

The objective of this program is to strengthen the capacities of supported water utility associations and water utilities in SEE for Integrated Asset Management.

This program provides direct technical assistance, a state-of-the-art software solution and extensive capacity building to water utilities from Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia.

To support the Public Utilities directly and individually according to their needs and special requirements, four expert hubs, the Association for Water Technology and Sanitary Engineering in Belgrade, the AQUASAN Network in Bosnia and Herzegovina, SHUKALB in Albania and SHUKOS in Kosovo offer their expertise and experience and accompany the participating utilities with each step along the whole project.

"This project is of significant importance for us and we will upgrade our operations acquiring significant knowledge and also improve in the preparations for reconstruction and replacement of the system."

Jasmin Mulabdić - Technical Director Vodovod i Kanalizacija, Gračnica, BiH



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Integrated Asset Management methods are provided through an innovative package solution: The project gives access to EDAMS IAM software as a state-of-the-art solution for Integrated Asset Management for public utilities. 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:

1. **Silver Stage: GIS and network Data Management** to 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.
2. **Gold Stage: 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.
3. **Platinum Stage: Advanced Integrated Asset Management** functions such as Non-Revenue-Water Management and Operations, Rehabilitation, Financial Asset Management and Conditions Assessment.

Throughout all three stages, the utilities are supported individually with tailored advice and comprehensive capacity development measures such as training courses, & IAM Systems Implementation, data conversion and direct support to Utilities as well as joint workshops and Conferences on various aspects of the services and IAM.

Results

Silver Stage – 2017, 2018, 2019 & 2020



Gold Stage – 2018, 2019 & 2020



Platinum Stage – 2019 & 2020



At a glance

Duration	01 January 2017 – 30 November 2021	Results	<ul style="list-style-type: none"> • More than 4,000,000 inhabitants will benefit from improved water services: this includes Improved water quality, water pressure, reliability of services and client services. • 4 sustainable IAM advisory centres in Albania, Bosnia and Herzegovina, Kosovo and Serbia have been established. • 110 participating utility companies from SEE apply their newly acquired knowledge in IAM procedures.
Country	Albania, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia		
Objective	The capacities of supported water associations and water companies in SEE for integrated asset management have been strengthened.		
Partners	Hydro-Comp Enterprises Ltd. and GIZ		

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