

SUSTAINABLE WATER MANAGEMENT IN A *Changing Climate*

13th BALKANS JOINT CONFERENCE AND EXHIBITION



**CALL FOR
ABSTRACTS**
11-12-13 NOVEMBER 2025
DURRËS, ALBANIA



SHUKALB
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



SHUKOS
WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA

Conference and Exhibition:
Conference Program:
Tel SHUKALB:
Tel SHUKOS:

info@BalkansJointConference.org
program@BalkansJointConference.org
+355 42 245 101, Mob: +355 69 6012782
+383 38 600 873, Mob: +383 44 182 497, +383 44 282 580



INTRODUCTION

SHUKALB and SHUKOS are pleased to invite you to join us for the **13th Balkans Joint Conference and Exhibition**, taking place from **11 – 13 November 2025** in the coastal city of **Durrës, Albania**, at the [Grand Blue Fafa Resort](#).

The theme of the 2025 Conference, **“Sustainable Water Management in a Changing Climate,”** shines a spotlight on one of the most pressing environmental challenges of our time. Climate change is already transforming the availability, quality, and distribution of water—disrupting ecosystems and threatening the sustainability of communities across the region.

Sustainable water management is becoming increasingly important as the Balkan countries are growing more vulnerable to the effects of climate change, experiencing more frequent extreme weather events. At the same time, many utilities in the region continue to struggle with aging systems, high water losses, and limited capacity to respond to these challenges, making it more difficult to deliver water supply and wastewater services.

As Balkan countries leap toward EU integration, water utilities encounter a critical test: meeting the EU water and climate change directives. Utilities must understand and adjust to a new set of rules, modernize outdated infrastructure to comply with higher environmental standards, and secure significant investments to support these changes. On the other hand, the shift towards advanced technologies and climate-resilient practices demands new skills, stronger institutions, and greater operational capacities. By facing these challenges head-on, utilities can turn these pressures into progress and ability to adapt to a rapidly changing climate.

Over the years, the Balkans Joint Conference has earned a reputation for delivering high-quality content, as reflected in the consistently positive feedback from participants. We encourage you to review this year’s key themes and topics and consider contributing by submitting an abstract for presentation.

We look forward to welcoming you to Durrës in November and to working together toward a more sustainable and resilient water future for the Balkans.

TECHNICAL PROGRAM COMMITTEE

The Technical Program Committee consists of experienced water sector professionals from Albania and Kosovo. They ensure the conference program features high-quality, relevant, and well-balanced content through a thorough review process. The members of the Technical Program Committee are:

Abedin Azizi

Deputy Director, Regulatory Authority for Water Services, Kosovo

Amir Rexha

GIS Specialist, Regional Water Company Hidromorava, Kosovo

Arbana Kola (ex officio)

Project Manager, Water Supply and Sewerage Association, Albania

Armend Avdiu

Technical Director, Regional Water Company Prishtina, Kosovo

Edona Kraja

Commercial Director, Shkoder Regional Water Supply and Sewerage Company, Albania

Enkelejda Gjinali

Principal Lecturer, Environmental Engineering Department, Polytechnic University of Tirana, Albania

Fahri Asllani

Head of Human Resources, Regional Water Company Gjakova, Kosovo

Fatime Imeraj

General Secretary, Water Regulatory Authority, Albania

Ilir Rodiqi

Lecturer, Faculty of Construction, Kosovo

Jovan Gjika

Projects Coordinator, National Agency of Water Supply and Sewerage, Albania

Nadire Vitija (ex officio)

Manager of Trainings and Professional Development, Water and Wastewater Works Association, Kosovo

Rozarta Pura

Legal Advisor, Durrës Regional Water Supply and Sewerage Company, Albania

MAIN THEMES OF THE CONFERENCE

Interested speakers are invited to submit an abstract focusing on one of the following topics. All abstracts will be reviewed and evaluated by the Technical Program Committee. Authors of accepted abstracts will be invited to prepare and submit a full paper along with a PowerPoint presentation. Abstracts may cover, but are not limited to, the following water-related subjects:

GOVERNANCE AND POLICY FOR WATER UTILITIES

- Development of Governance Policies and Institutional Relationships
- Selection, Establishment and Functioning of Utility Governing Bodies
- Organizational Management and Structure
- Regionalization of Water Supply and Sewerage Services and Implementation of Service Agreements
- Corporate Governance
- Public - Private Partnerships
- Relationship between the Water Utilities and Local Government
- Management of Rural Water Supply and Sewerage Systems

REGULATORY FRAMEWORK

- Licensing of Water Supply and Sewerage Service Providers
- Tariff Review and Approval Process
- Analysis of Performance of Water Supply and Sewerage Utilities
- Development and Application of Water Supply and Sewerage Services Standards.

MANAGEMENT OF WATER SUPPLY AND SEWERAGE INFRASTRUCTURE

- Capital Investment Absorption Capacities in Developing Countries
- Current Methods of Assessment and Prioritization of Investment Needs
- Development of Dynamic Master Plans
- Monitoring of Investments and their Sustainability

WATER RESOURCES MANAGEMENT

- Climate Change
- Balancing Water Demand Management and Conservation with New Source Development
- Water Supply Source Monitoring and Protection of Trans-boundary Waters
- Integrated Water Resources Management
- Drought and Flood Management

FINANCIAL MANAGEMENT OF WATER UTILITIES

- Financing Sources and Subsidy Policies
- Financial Risk Management
- Development, Implementation and Monitoring of 5-year Business Plans
- Financial Reporting to Support Performance Improvement
- Internal Auditing Instruments
- Debt Management

TECHNICAL OPERATION AND MAINTENANCE OF WATER SUPPLY AND SEWERAGE UTILITIES

- Water Demand Analysis
- Water Consumption Measuring Practices
- Water Loss Reduction– Best Practices
- Service Zone Mapping (GIS)
- Application of Hydraulic Modelling – Practices
- Increasing Use of SCADA systems in the Operation of Water Utilities
- Water Safety and Crisis Management
- Benchmarking
- Energy Efficiency in Water Supply and Wastewater System and Facilities
- Integrated Asset Management
- Occupational Health and Safety

WASTEWATER TREATMENT AND SLUDGE MANAGEMENT

- Wastewater Management in the Context of Circular Economy
- Wastewater Policy and Governance
- Construction and Operation of Waste Water Treatment Plants
- Constructed Wetland Treatment Systems and Challenges
- Selecting Treatment Technologies for Small and Rural Systems
- Sludge Treatment and Reuse
- Use of Sludge for Energy Production

CUSTOMER SERVICE

- Commercial Efficiency
- Organization and Operation of a Customer Service Department
- Customer Database Management.
- Customer Service Contract
- Public Relations and Communications Management
- Management of Customer Complaints and the Use of GIS
- Implementing Service Disconnection as Debt Collection Policy

HUMAN RESOURCES MANAGEMENT

- Human Resources Management and Employment Policies
- Training Needs Assessments and Capacity Building
- Training and Test-based Certification
- Annual Staff Performance Review/Assessment

ABSTRACT SUBMISSION GUIDELINES

Authors wishing to submit abstracts by **12 September 2025** need to follow these requirements:

- Abstracts should be submitted in Albanian and/or English language
- The format of the abstract needs to comply to:
 - up to 350 words
 - document “MS Word file”
 - Times New Roman font, 11pt
- The abstracts should include the following additional information:
 - Title of the Presentation/Full Paper
 - Author name/Position/Institution/Country
 - Personal Contacts (e-mail, mailing address, and telephone number)
- The Relevant Conference Topic
- The Objective of the Paper, the main issues/ problems, the methodology used, and the results and conclusions drawn.

For detailed information on abstracts submissions and other instructions, visit [Rules and Guidelines](#) page on the Conference Website.

IMPORTANT DATES AND LANGUAGES

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|--|---------------------------|
| Abstract Submission | 12 September, 2025 |
| Acceptance of Abstracts Notification | 26 September, 2025 |
| Advanced Program | 24 October, 2025 |
| PowerPoint Presentation Submission Short Biography Submission | 27 October, 2025 |
| Full Paper Submission¹ | 24 November, 2025 |

The official languages of the Conference are Albanian and English.

Simultaneous translation will be provided.

CONTACTS

For additional details regarding Conference Program, contact us:

Email: program@balkansjointconference.org

Website: <https://balkansjointconference.org>

Arbana Kola (SHUKALB): Tel: +355 42 245 101; Mob: +355 69 58 39 139

Nadire Vitija (SHUKOS): Tel: +383 38 600 873; Mob: +383 44 182 497

¹ Full papers must be submitted using the [official template](#) and must meet all formatting and content requirements. The Proceedings Book will be published only if a minimum of 10 eligible full papers are submitted according to these criteria.