

SUSTAINABLE WATER MANAGEMENT IN A *Changing Climate*

13th BALKANS JOINT CONFERENCE
AND EXHIBITION

PROGRAM

11-12-13 NOVEMBER 2025
DURRËS, ALBANIA



SHUKALB
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



SHUKOS
WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA

OVERVIEW OF THE PROGRAM

TUESDAY, NOVEMBER 11, 2025

PRE-CONFERENCE ACTIVITIES

- 14:00 - 17:30 D-LeaP Benchmarking Program Workshop – Kosovo and Albania HUB
- 14:30 - 17:00 Young Water Professionals Forum
- 16:00 - 17:30 Technology Transfer Workshop
- 15:00 - 17:00 Registration

CONFERENCE OPENING CEREMONY

- 18:00 - 18:15 Official Welcome
- 18:15 - 18:40 Greeting Remarks
- 18:40 - 19:00 Recognition and Awards Ceremony
- 19:00 Official Opening of the Exhibition & Cocktail Reception

WEDNESDAY, NOVEMBER 12, 2025

DARDANIA ROOM

- 08:00 - 09:00 Registration
- 09:00 - 09:10 Opening: Arbana Kola, Project Manager, Water Supply and Sewerage Association, Albania
- 09:10 - 09:20 Greeting Remarks: Klevis Jahaj, Member of Parliament, Assembly of Albania
- 09:20 - 09:40 Keynote Address: Kala Vairavamoorthy, Executive Director, International Water Association
- 09:40 - 10:40 Plenary Session 1: Water Management: Building Resilience in a Changing Climate
- 10:40 - 11:10 Coffee Break near the Exhibition Area and Group Photo with all Participants
- 11:10 - 12:10 Plenary Session 2: Water Sector Alignment with EU Directives: From Policies to Implementation
- 12:15 - 13:15 Technical Session 1: Climate Change and Water and Sewerage Companies
- 13:15 - 14:30 Lunch Break
- 14:30 - 15:30 Technical Session 3: Water Resources Management
- 15:35 - 16:35 Technical Session 5: Financial Sustainability and Institutional Models in Water and Sewerage Companies
- 16:35 Closure of the First Day
- 19:30 SOCIAL EVENT at LUXURY PREMIUM FINESE, GOLEM

ILIRIA ROOM

- Technical Session 2: Technical Management of Water Supply and Sewerage Companies I
- Technical Session 4: Technical Management of Water Supply and Sewerage Companies II
- Technical Session 6: Operation and Maintenance in Water Supply and Sewerage Companies

THURSDAY, NOVEMBER 13, 2025

DARDANIA ROOM

- 09:00 - 09:30 Registration
- 09:30 - 09:35 Opening: Abdullah Dërguti, Executive Director, Water and Wastewater Works Association, Kosova
- 09:35 - 09:45 Greeting Remarks: H.E. Catherine Suard, Ambassador Extraordinary and Plenipotentiary of France to Albania
- 09:45 - 10:00 Keynote Address: Philippe Reymond, Project Manager, Swiss Federal Institute of Aquatic Science and Technology, Switzerland
- 10:00 - 11:00 Plenary Session 3: Sanitation and Wastewater Management: Pathways to Sustainability
- 11:00 - 11:30 Coffee Break close to Exhibition Area
- 11:30 - 13:00 Technical Session 7: Regulatory and Institutional Approaches in the Water Supply and Sewerage Sector
- 13:00 - 14:15 Lunch Break
- 14:15 - 15:45 Technical Session 9: Customer Service in Water and Sewerage Companies
- 15:45 - 16:00 Closing Session of the Conference

ILIRIA ROOM

- Technical Session 8: Wastewater Management
- Technical Session 10: Wastewater and Sludge Management

PRE-CONFERENCE ACTIVITIES

14:00-17:30 D-LeaP Benchmarking Program Workshop – Kosovo and Albania HUB

Vjosa Room (Closed activity, by invitation only)

The workshop will bring together water supply and sewerage companies participating in the Benchmarking Program (UBP) – the Hub for Kosovo and Albania, and will focus on activities aimed at identifying and correcting possible errors, carrying out the validation process, and finalizing the individual reports. The goal is to strengthen the capacities of Albanian-speaking HUB coordinators in using and managing performance indicators based on international standards, as well as in utilizing the UBP platform to generate specific analyses, dynamic reports, and comparative reports. In addition, sharing best practices with colleagues from other UBP Hubs will contribute to strengthening networking and cooperation among water sector professionals in the region and beyond.

14:30 -17:00 Young Water Professionals Forum

Dardania Room (Open Activity)

The Young Water Professionals Forum is designed to encourage discussions on the development and professional growth of the new generation working in the sector, as well as those looking to build their careers in water supply and sewerage services. Additionally, it aims to enhance networking opportunities with professionals from the region and beyond.

16:00 - 17:30 Technology Transfer Workshop

Buna Room (Open Activity)

The workshop will bring together companies participating in the Conference Exhibition to present innovative solutions, technologies, and services showcased in the Conference Exhibition. This activity will serve as a platform for practical exchange between technology providers and water utilities, fostering partnerships for more efficient and sustainable water management.

15:00-17:00 REGISTRATION

CONFERENCE OPENING CEREMONY

18:00 - 18:15 Moderator: **Elisabeta Poçi**, Executive Director, Water Supply and Sewerage Association, Albania

Official Welcome

Petrit Tare, President, Water Supply and Sewerage Association, Albania
Administrator, Korçë Regional Water and Sewerage Company, Albania

Arsim Fetahu, Chairman of the Board, Water and Wastewater Works Association, Kosova
Chief Executive Officer, Regional Water Company “Prishtina”, Kosova

18:15 - 18:40 Greeting Remarks

H.E. Sofjan Jaupaj, Minister, Ministry of Environment, Republic of Albania

H.E. Karl Bergner, Ambassador Extraordinary and Plenipotentiary, Embassy of Germany in Albania

H.E. Skënder Durmishi, Ambassador Extraordinary and Plenipotentiary of Kosovo to Albania (TBC)

Mr. François Debergh, Country Director, Veolia Bulgaria, Greece and Albania

18:40 - 19:00 Recognition and Awards Ceremony

Board of Directors Award

Lifetime Service Award

19:00 Official Opening of the Exhibition & Cocktail Reception

TIME	DARDANIA ROOM	ILIRIA ROOM
08:00 - 09:00	Registration	
09:00 - 09:10	Opening: Arbana Kola, Project Manager, Water Supply and Sewerage Association, Albania	
09:10 - 09:20	Greeting Remarks: Klevis Jahaj, Member of Parliament, Assembly of Albania	
09:20 - 09:40	Keynote Address: Prof. Kala Vairavamoorthy, Executive Director, International Water Association "Systems in Transition – Innovating for a Resilient Water Future"	
09:40 - 10:40	Plenary Session 1: Water Management: Building Resilience in a Changing Climate	
	Moderator: Elisabeta Poci, Executive Director, Water Supply and Sewerage Association, Albania Co-Moderator: Erdonita Humolli, Young Water Professional, Kosovo Prof. Kala Vairavamoorthy, Executive Director, International Water Association (IWA) Gerta Lubonja, Chair, Water Regulatory Authority, Albania Arsim Fetahu, Chief Executive Director, Regional Water Company "Prishtina", Kosovo Anila Shehu, General Director, Water Resources Management Agency, Albania Hector Alexander Serrano, Senior Water Resources Management Specialist, World Bank, Albania François Debergh, Country Director, Veolia Bulgaria, Greece & Albania Discussion	
10:40 - 11:10	Coffee Break near the Exhibition Area and Group Photo with all Participants	
11:10 - 12:10	Plenary Session 2: Water Sector Alignment with EU Directives: From Policies to Implementation	
	Moderator: Jeton Shabani, Chief Executive Officer, Regional Water Company "Bifurkacioni" Ferizaj, Kosovo Co-Moderator: Elsa Belba, Young Water Professional, Albania Arben Musaj, Project Coordinator, National Agency of Water Supply and Sewerage, Albania Petrit Tare, Administrator, Regional Water Supply and Sewerage Company of Korça, Albania Hajrije Morina, Director, Water Services Regulatory Authority, Kosovo Dirk Vallerien, Principal Engineer, KfW Development Bank, Albania Shamil Rexhepi, Deputy Head of Sector, Energy and Water Services Regulatory Commission, North Macedonia Timothée Cargill, SVP International Development, SUEZ Discussion	
12:15 - 13:15	Technical Session 1: Climate Change and Water and Sewerage Companies	Technical Session 2: Technical Management of Water Supply and Sewerage Companies I
	Moderator: Semira Kasimati, Valu Add Management Services, Albania Co-Moderator: Redon Katroshi, Young Water Professional, Albania Gerta Lubonja, Water Regulatory Authority, Albania "Regulatory Policies and Impact on the Sustainability of Water Supply and Sanitation Services in Times of Climate change Climate Change" Migen Duka, Durrës Regional Water Supply and Sewerage Company, Albania "Drought season and water demand management" Erdonita Humolli, Water and Wastewater Works Association, Kosovo "How are water companies in Kosovo preparing for climate challenges? Plans, practices and experiences from the field" Ramiz Kokollari, KIWER, Kosovo Project "Climate Resilience for the Water Sector in Kosovo" Discussion	Moderator: Evis Gjebrea, Tirana Water Supply and Sewerage Company, Albania Co-Moderator: Anisa Mema, Young Water Professional, Albania Fjoralba Çausi, Durrës Regional Water Supply and Sewerage Company, Albania "Increasing energy efficiency in water and sewerage systems – A sustainable approach to reducing costs and emissions" Leonat Muskollari, Veolia, Albania "Smart Technologies for Water Loss Reduction: From Data to Decisions" Pál Bartók, Budapest Waterworks, Hungary "Investment or operations control? Managing precipitation peaks in the wastewater network with the help of the SCADA system" Discussion
13:15 - 14:30	Lunch Break	
14:30 - 15:30	Technical Session 3: Water Resources Management	Technical Session 4: Technical Management of Water Supply and Sewerage Companies II
	Moderator: Hasan Krasniqi, Regional Water Company "Gjakova" Kosovo Co-Moderator: Arbëri Bytyçi, Young Water Professional, Kosovo Sajmir Beqiraj, University of Tirana, Albania "International Cooperation in Wild River Ecosystem Research for Integrated Water Management and Sustainable Catchment Development of the Vjosa River (the VjoSusDev Project)" Daut Islami, Regional Water Company Gjakova, Kosovo "The challenges of monitoring and protecting Lake Radoniq" Faruk Mujka, NPH Ibër-Lepenci, Kosovo "The Ibër-Lepenc Hydrosystem: Historical Heritage, Contemporary Challenges, and the Path Towards Sustainable Development in Kosovo" Discussion	Moderator: Gazmend Behluli, Regional Water Company "Prishtina", Kosovo Co-Moderator: Donika Osmani, Young Water Professional, Kosovo Francois Figueres, SUEZ, France "Non-Revenue Water: Ensuring sustainability of drinking water supply by reducing water losses and increasing revenue" Valbona Paja, Shkoder Regional Water Supply and Sewerage Company, Albania Bor Darius Gheorghe, APASERV Satu Mare, Romania "Turning Data into Decisions: A Decade of Benchmarking Experience in the Danube Region" Demokrat Bytyqi, Regional Water Company "Hidroregjioni Jugor", Kosovo "Sustainable Water Management in Practice: Experience from the Rehabilitation of Water Sources in Prizren" Discussion
15:35 - 16:35	Technical Session 5: Financial Sustainability and Institutional Models in Water and Sewerage Companies	Technical Session 6: Operation and Maintenance in Water Supply and Sewerage Companies
	Moderator: Edona Kraja, Shkoder Regional Supply and Sewerage Company, Albania Co-Moderator: Helga Medja, Young Water Professional, Albania Oliver Loebel, European Water Utilities Association (EurEau), Belgium "Financing water services in the future: Can new income streams fill the investment gap?" Stanislav Stanev, Veolia Bulgaria, Greece & Albania "Financial Sustainability and PPP Models for Water Utilities in the Balkans" Jonila Kumnova, Regional Water Company "Gjakova", Kosovo "The role of commercial efficiency in the performance of Water Utilities: Comparison between the public model and Public-Private Partnerships (PPP)" Dr. Károly Kovács, Hungarian Water Association (HWA), Hungary "Regulatory and Practical principles of Water Infrastructure development" Discussion	Moderator: Fadil Berisha, Regional Water Company "Hidroregjioni Jugor" Prizren, Kosovo Co-Moderator: Argjenta Kamberi, Young Water Professional, Kosovo Arben Kacorri, National Water Supply and Sewerage Agency (AKUK), Albania "Maintenance as a Key to Sustainable Water Service Delivery in Albania" Bashkim Halabaku, Regional Water Company "Hidromorava", Gjiilan, Kosovo Engineering planning and service area digitization (GIS) with the help of ArcGIS Enterprise and Power BI" Ramón Kreka, Csaba Rejtő, Budapest Waterworks, Hungary "Concept of designing DMA system supported by hydraulic modeling" Bashkim Kurti, Regional Water Company "Mitrovica", Kosovo Ilir Rodiqi, Nomad Institute, Kosovo "Water Supply Operation - Case Study: Regional Water Supply Company "Mitrovica" Discussion
16:35	Closure of the First Day	
19:30	SOCIAL EVENT at LUXURY PREMIUM FINESE, GOLEM	

TIME	DARDANIA ROOM	ILIRIA ROOM
09:00 - 09:30	Registration	
09:30 - 09:35	Opening: Abdullah Dërguti , Executive Director, Water and Wastewater Works Association, Kosova	
09:35 - 09:45	Greeting Remarks: H.E. Catherine Suard , Ambassador Extraordinary and Plenipotentiary of France to Albania	
09:45 - 10:00	Keynote Address: Philippe Reymond , Project Manager, Swiss Federal Institute of Aquatic Science and Technology, Switzerland <i>"From Coastal to Environmentally Sensitive and Peri-Urban Areas : Opportunities and Challenges of Decentralised Wastewater Management"</i>	
10:00 - 11:00	Plenary Session 3: Sanitation and Wastewater Management: Pathways to Sustainability Moderator: Jovan Gjika , Project Coordinator, National Agency of Water Supply and Sewerage, Albania Co-Moderator: Besar Grazhda , Young Water Professional, Kosova Hasan Krasniqi , Chief Executive Officer, Regional Water Company "Gjakova", Kosova Skerdi Drenova , General Director, Tirana Water Supply and Sewerage Company, Albania Adem Ahmetaj , Analyst for the monitoring of Public Enterprises, Policy and Monitoring Unit of Public Enterprises , Ministry of Economy, Kosova Clémence Gagnaire , Project Officer, Western Balkans Regional Office, French Development Agency Ardian Islami , Director, Directorate of Development Programs in Water Supply and Sanitation, Ministry of Infrastructure and Energy, Albania Discussion	
11:00 - 11:30	Coffee Break close to Exhibition Area	
11:30 - 13:00	Technical Session 7: Regulatory and Institutional Approaches in the Water Supply and Sewerage Sector Moderator: Bekim Juniku , Water and Wastewater Works Association, Kosova Co-Moderator: Nita Lleshi , Young Water Professional, Kosova Etleva Demiri , Water Regulatory Authority, Albania <i>"The impact of the 5 m³ water subsidy scheme for families with economic assistance on the financial sustainability and water resources management of water utilities in Albania"</i> Zoge Spahiu , Water Services Regulatory Authority, Kosova <i>"Water Services Information System (WSIS) in Kosovo – Regulatory Approach to Monitoring Service Standards"</i> Federico Penelosa , World Bank, DC <i>"Capacity building in water utilities in the Western Balkans Long-Term mentorship processes tailored to the needs and priorities of utilities, and the role of utility staff as change leaders"</i> Discussion	Technical Session 8: Wastewater Management Moderator: Prof. Enkelejda Gjinali , Polytechnic University of Tirana, Albania Co-Moderator: Armela Gremshi , Young Water Professional, Albania Avni Caka , Regional Water Supply Company "Gjakova", Kosova <i>"Operation and maintenance of the wastewater treatment plant in Kramovik Village"</i> Philippe Reymond , Swiss Federal Institute of Aquatic Science and Technology (EAWAG), Switzerland <i>"Decentralized and off-grid wastewater management: Best practice from Switzerland and neighboring countries"</i> Lumni Sallahu , Regional Water Supply Company "Hidroregjioni Jugor", Kosovo <i>"Procedures for Project Development and ITNU Operation, Prizren Hydoregion, Kosovo"</i> Frédéric Koehl , ECOP SIS, Switzerland <i>"Developing a sanitation master plan and the capacity of public sewerage utilities through innovative approaches and activities in Greater Tirana"</i> Discussion
13:00 - 14:15	Lunch Break	
14:15 - 15:45	Technical Session 9: Customer Service in Water and Sewerage Companies Moderator: Rozarta Pura , Durrës Regional Water Supply and Sewerage Company, Albania Co-Moderator: Fjoralba Çaushti , Young Water Professional, Albania Doris Axhami , Durrës Regional Water Supply and Sewerage Company, Albania <i>"Modernizing water supply infrastructure and improving service to citizens through the integration of advanced technologies"</i> Faton Ambari , Regulatory Commission for Energy and Water Services, North Macedonia <i>"Customer services at water and sewerage companies"</i> Klodian Zyberi , Jehona Soft, Albania <i>"Integrated solutions for the automation and digitalization of customer service in Water and Sewerage Companies"</i> Oltjon Lezaj , Shkodra Regional Water Supply and Sewerage Company, Albania <i>"Customer Service at Shkodra Water Supply and Sewerage Utility"</i> Discussion	Technical Session 10: Wastewater and Sludge Management Moderator: Fjolla Lasku , Fjolla Lasku, Regional Water Supply Company Gjakova, Kosova Co-Moderator: Saranda Vezvesja , Young Water Professional, Kosova Aleks Andoni , Korca Regional Water Supply and Sewerage Company, Albania <i>"From European ambition to Albanian reality: The challenging transition of wastewater and stormwater"</i> Mónica Jiménez B , Idrostudi Srl, Italy <i>"National strategy for sustainable management and reuse of wastewater sludge, the case of Georgia"</i> Dukagjin Nishiqi , Regional Water Company "Hidrodrini" Peja, Kosova <i>"Sustainable sludge management and biogas utilization as an energy source"</i> Prof. Ram Shpiner , Department Water Industry Engineering, Kinneret Academic College, Israel <i>"Wastewater treatment in Israel from nuisance and hazard to an alternative water resource"</i> Discussion
15:45 - 16:00	Closing Session of the Conference Water Supply and Sewerage Association, Albania Water and Wastewater Works Association, Kosova Co-Moderators: Highlights and Takeaways from all Sessions	

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, Kosova

Amir Rexha

GIS Specialist, Regional Water Company Hidromorava, Kosova

Arbana Kola (ex officio)

Project Manager, Water Supply and Sewerage Association, Albania

Armend Avdiu

Technical Director, Regional Water Company Prishtina, Kosova

Edona Kraja

Chief of Finance, 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, Kosova

Fatime Imeraj

General Secretary, Water Regulatory Authority, Albania

Ilir Rodiqi

Lecturer, Faculty of Construction, Kosova

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, Kosova

Rozarta Pura

Human Resource Director, Durres Regional Water Supply and Sewerage Company, Albania

SOCIAL EVENT

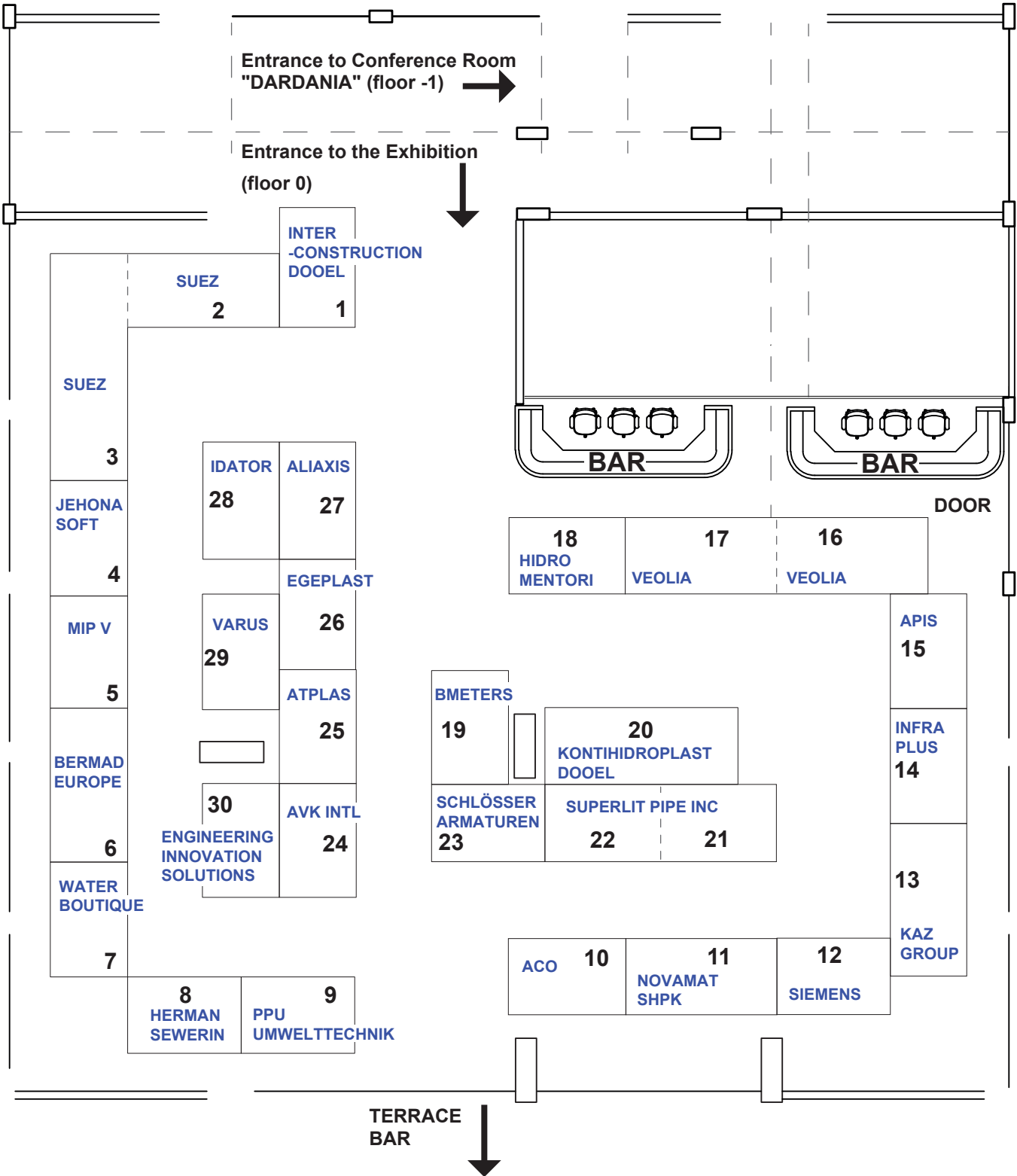
We are delighted to invite all Conference participants to the **Social Event**, taking place on **Wednesday, November 12, 2025**, from **19:30 to 23:00**, at the elegant **Luxury Premium Finesse**, located about 100 meters from the Conference venue.

Join us for a warm and joyful evening featuring **delicious food, refreshing drinks, and live music** by the **Rubin Kaso Band**.

Take this opportunity to **relax, connect with colleagues, and create lasting memories** in a friendly and festive atmosphere.

We look forward to celebrating together!





LIST OF EXHIBITORS

1. INTER-CONSTRUCTION DOOEL

2-3. SUEZ INTERNATIONAL

4. JEHONA SOFT SHPK

5. MIP V

6. BERMAD EUROPE SL

7. WATER BOUTIQUE SHPK

8. HERMAN SEWERIN GMBH

9. PPU UMWELTTECHNIK GMBH / CLEARFOX®

10. ACO ADRIATIC GROUP – ALBANIA
11. NOVAMAT SHPK

12. SIEMENS

13. KAZ GROUP DOOEL

14. INFRA PLUS SHPK

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16-17. VEOLIA

18. HIDRO MENTORI SHPK

19. B METERS S.R.L

20. KONTIHIDROPLAST DOOEL

21-22. SUPERLIT PIPE INC
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