

WATER AND *Equal* OPPORTUNITIES

3 - 5 NOVEMBER 2026 - PRISHTINA, KOSOVA

14th BALKANS JOINT CONFERENCE AND EXHIBITION

CALL FOR
ABSTRACTS



SHUKOS
WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA



SHUKALB
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA

Conference and Exhibition:
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WELCOME NOTE

On behalf of [SHUKOS](#) and [SHUKALB](#), we are pleased to invite you to join us at our 14th Balkans Joint Conference and Exhibition, taking place from **3–5 November, 2026**, in **Prishtina, Kosova**, at the [Emerald Hotel](#).

The theme of the 2026 Conference, **“Water and Equal Opportunities”** highlights the importance of building a water sector that is not only technically strong, but also fair, inclusive, and responsive to the needs of communities. Inspired by the UN World Water Day 2026 theme, *“Water and Gender”*, this year’s Conference takes a broader perspective, addressing both equitable access to water and sanitation services and equal opportunities within the water sector itself.

Access to safe, reliable, and affordable water and sanitation services is essential for public health, economic development, and quality of life. Yet disparities in access and service quality continue to affect communities across the region and beyond. Ensuring that no one is left behind, requires utilities, governments, and stakeholders to work together to secure services that are planned and delivered in a way that are accessible, resilient, and responsive to the needs of all citizens.

At the same time, better services depend on strong institutions and skilled professionals. As the sector faces challenges such as infrastructure modernization, regulatory compliance, digital transformation, climate pressure, and workforce renewal, it is essential to attract and retain talented professionals, support career development, and promote equal opportunities for participation and leadership.

We therefore encourage all interested professionals, institutions, utilities, private sector representatives, academia, young professionals, and partners to explore this year’s conference themes and topics and to contribute actively to the programme by submitting an abstract for presentation. By sharing experiences, research, practical solutions, and lessons learned, participants will help enrich the professional dialogue and support the advancement of a more inclusive, and sustainable water sector.

We would be pleased to welcome you to Prishtina this November and to share this important opportunity for exchange, cooperation, and joint commitment to the future of the water sector in the region and beyond.

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

Albert Salitakaj

Chair of YWP Group in Kosova, Regional Water Company
“Hidroregjioni Jugor”, Prizren, Kosova

Amir Rexha

GIS Specialist, Regional Water Company “Hidromorava”, Kosova

Arbana Kola (ex officio)

Project Manager, Water Supply and Sewerage Association, Albania

Arben Musaj

Projects Coordinator, National Agency of Water Supply and
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Armend Avdiu

Technical Director, Regional Water Company “Prishtina”, Kosova

Elona Kuçi

Director of the Technical and Economic Directorate, Water
Regulatory Authority, Albania

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Principal Lecturer, Environmental Engineering Department,
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Evis Gjebrea

Deputy General Director, Tirana Water Supply and Sewerage
Company, Albania

Hilda Hoti

Young Water Professional, Water Resource Management Agency,
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Ilir Rodiqi

Lecturer, Faculty of Construction, Kosova

Nadire B Vitija (ex officio)

Manager of Trainings, Water and Wastewater Works Association,
Kosova

Ngadhnjim Haxhosaj

Company Spokesperson
Regional Water Company “Gjakova”, Kosova

Rozarta Pura

Head of Cabinet, Durres 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
- Inclusive Governance and Equal Opportunities in Water Utilities

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
- Inclusive and Accessible Customer Services for All User Groups

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
- Inclusive Workplaces, Staff Well-being, and Safe Working Environments

ABSTRACT SUBMISSION GUIDELINES

Authors wishing to submit abstracts by **11 September 2026** 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

Abstract Submission	11 September, 2026
Acceptance of Abstracts Notification	24 September, 2026
Advanced Program	19 October, 2026
PowerPoint Presentation Submission Short Biography Submission	23 October, 2026
Full Paper Submission¹	27 November, 2026

The official languages of the Conference are Albanian and English.

Simultaneous translation will be provided.

CONTACTS

For additional details regarding Conference Program, contact us:

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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.