

WATER AND *Equal* OPPORTUNITIES

3 - 5 NOVEMBER 2026 - PRISHTINA, KOSOVA

14th BALKANS JOINT CONFERENCE AND EXHIBITION

**PRELIMINARY
PROGRAM**



SHUKOS
WATER AND WASTEWATER WORKS ASSOCIATION OF KOSOVA



SHUKALB
WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA

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

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

PROGRAM SUMMARY

TUESDAY, NOVEMBER 3, 2026

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 4, 2026

08:00-09:00 Registration
09:00-09:10 Opening: Bekim Juniku, Secretary, Water and Wastewater Works Association, Kosova
09:10-09:20 Greeting Remarks: Artane Rizvanolli, Minister, Ministry of Economy, Kosova (TBC)
09:20-09:40 Keynote Address: Kala Vairavamoorthy, Executive Director, International Water Association (IWA)
09:40-10:40 Plenary Session 1: Water for All: Turning Equal Opportunity into Reliable and Affordable Services
10:40 - 11:10 Coffee Break near the Exhibition Area and Group Photo with all Participants
11:10 - 12:10 Plenary Session 2: Addressing Sanitation Gaps: Expanding Services and Ensuring Sustainability
12:15-13:25 Technical Session 1: Governance and Policies for Water Supply and Sewerage Companies Technical Session 2: Digitalization and Smart Management in Water Supply and Sewerage Companies
13:25 -14:35 Lunch Break
14:35 -15:45 Technical Session 3: Regulatory Framework and Performance Monitoring Technical Session 4: Infrastructure and Asset Management in Water Supply and Sewerage Companies
15:50 -17:00 Technical Session 5: Customer Service in Water Supply and Sewerage Companies Technical Session 6: Wastewater Management I
17:00 Closure of the First Day
19:30 **SOCIAL EVENT** at _____ (TBC)

THURSDAY, NOVEMBER 5, 2026

09:00 - 09:30 Registration
09:30-09:35 Opening: Arbana Kola, Project Manager, Water Supply and Sewerage Association, Albania
09:35-09:45 Greeting Remarks: Fitore Pacolli Dalipi, Minister, Ministry of Environment, Spatial Planning and Infrastructure, Republic of Kosovo (TBC)
09:45-10:00 Keynote Address: Vasiliki Beretsou, Scientific Project Officer at European Commission – Joint Research Centre, Italy
10:00-11:00 Plenary Session 3: People Behind Water: Skills for a Future-Ready Sector
11:00-11:30 Coffee Break close to Exhibition Area
11:30-13:00 Technical Session 7: Water Resources Management and Water Supply Security Technical Session 8: Wastewater Management II
13:00-14:15 Lunch Break
14:15-15:45 Technical Session 9: Operations and Maintenance in Water Supply and Sewerage Companies Technical Session 10: Financial Management in Water Supply and Sewerage Companies
15:45-16:00 Closing Session of the Conference

14:00-17:30	PRE-CONFERENCE ACTIVITIES
14:00-17:30	Vivaldi Room <i>(Closed activity, by invitation only)</i> D-LeaP Benchmarking Program Workshop – Kosovo and Albania HUB The workshop will bring together coordinators from water supply and sewerage companies participating in the Utility Benchmarking Programme (UBP) – Albanian-speaking Hub for Kosovo and Albania – to finalize the comparative performance reports of the participating companies. The workshop aims to strengthen the coordinators' capacities to effectively use the UBP platform, particularly in managing and analyzing performance indicators in accordance with international standards, as well as generating specific analyses and dynamic and comparative reports. Furthermore, the exchange of best practices with colleagues from other UBP Hubs will contribute to strengthening professional networking and cooperation among water sector professionals across the region and beyond.
14:30 -17:00	Beethoven Room <i>(Open Activity)</i> Young Water Professionals Forum 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	Verdi Room <i>(Open Activity)</i> Technology Transfer Workshop The workshop will bring together companies participating in the Conference Exhibition to present their innovative solutions, technologies, and services. It will provide a platform for practical exchange between technology providers and water supply and sewerage companies, encouraging collaboration and partnerships for more efficient and sustainable water management.

15:00 - 17:00	REGISTRATION
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18:00 - 18:45	CONFERENCE OPENING CEREMONY
18:00 - 18:15	Moderator: Erdonita Humolli, Water and Wastewater Works Association, Kosova Official Welcome Arsim Fetahu, Chairman of the Board, Water and Wastewater Works Association, Kosova Chief Executive Officer, Regional Water Company "Prishtina", Kosova Petrit Tare, President, Water Supply and Sewerage Association, Albania Administrator, Korçë Regional Water and Sewerage Company, Albania
18:15 - 18:40	Greeting Remarks H.E. Albin Kurti, Prime Minister, Republic of Kosovo (TBC) H.E. Enea Karakaçi, Minister of Infrastructure and Energy, Republic of Albania (TBC) H.E. Artane Rizvanolli, Minister of Economy, Republic of Kosova (TBC) H.E. Sofjan Jaupaj, Minister of Environment, Republic of Albania (TBC) H.E. Fitore Pacolli Dalipi, Minister of Environment, Spatial Planning and Infrastructure, Republic of Kosovo (TBC) H.E. Petrit Malaj, Ambassador Extraordinary and Plenipotentiary, Embassy of the Republic of Albania to the Republic of Kosovo (TBC) H.E. Anne-Lise Cattin Hennin, Ambassador Extraordinary and Plenipotentiary of Switzerland to the Republic of Kosovo H.E. Rainer Rudolph, Ambassador Extraordinary and Plenipotentiary of Germany to the Republic of Kosovo (TBC) Maria Angelica Sotomayor, Water Practice Manager for the Europe and Central Asia Region, World Bank, Austria
18:40 - 19:00	Recognition and Awards Ceremony Board of Directors Award Lifetime Service Award
19:00	Official Opening of the Exhibition & Cocktail Reception

WEDNESDAY, NOVEMBER 4, 2026		
TIME	BEETHOVEN ROOM	STRAUSS ROOM
08:00-09:00	Registration	
09:00-09:10	Opening: Bekim Juniku, Secretary, Water and Wastewater Works Association, Kosova	
09:10-09:20	Greeting Remarks: Artane Rizvanolli, Minister, Ministry of Economy, Kosova (TBC)	
	Klevis Jahaj, Member of Parliament, Albania	
09:20-09:40	Keynote Address: Kala Vairavamoorthy, Executive Director, International Water Association (IWA)	
09:40-10:40	Plenary Session 1: Water for All: Turning Equal Opportunity into Reliable and Affordable Services	
	Moderator: Fjolla Lasku, Manager of the WWTP Project Implementation Unit, Regional Water Supply Company “Prishtina”, Kosova	
	Co-Moderator: Donika Osmani, Young Water Professional, Kosova	
	Dëfrim Plashniku, Director, Public Enterprise Policy and Monitoring Unit, Ministry of Economy, Kosova	
	Fludian Çuka, General Director, National Water Supply and Sewerage Agency, Albania	
	Abedin Azizi, Deputy Director, Water Services Regulatory Authority, Kosova	
	Petrit Tare, Administrator, Korca Regional Water Supply and Sewerage Company, Albania	
	Hasan Krasniqi, Chief Executive Officer, Regional Water Company “Gjakova”, Kosova	
	Zogë Spahiu, Executive Director, Water and Wastewater Works Association, Kosova	
	Discussion	
10:40 - 11:10	Coffee Break near the Exhibition Area and Group Photo with all Participants	
11:10 - 12:10	Plenary Session 2: Addressing Sanitation Gaps: Expanding Services and Ensuring Sustainability	
	Moderator: Arben Musaj, Project Coordinator, National Water Supply and Sewerage Agency, Albania	
	Co-Moderator: Young Water Professional, Albania	
	Ardian Islami, Director, Directorate of Water Supply and Sewerage Development Programmes, Ministry of Infrastructure and Energy, Albania	
	Kreshnik Aliu, Project Implementation Unit WWTP, Regional Water Company “Hidromorava”, Kosova	
	Flauers Shoshi, General Director, Tirana Water Supply and Sewerage Company, Albania (TBC)	
	Gerta Lubonja, Chair, Water Regulatory Authority, Albania	
	KfW Development Bank (TBC)	
	Ministry of Environment and Spatial Planning, Kosova (TBC)	
	Discussion	
12:15-13:25	Technical Session 1: Governance and Policies for Water Supply and Sewerage Companies	Technical Session 2: Digitalization and Smart Management in Water Supply and Sewerage Companies
	Moderator: Gazmend Behluli, Regional Water Company “Prishtina”, Kosova	Moderator: Rozarta Pura, Durrës Regional Water Supply and Sewerage Company, Albania
	Co-Moderator: Young Water Professional, Kosova	Co-Moderator: Armela Gremshi, Young Water Professional, Albania
	Katerina Schilling, International Association of Water Service Companies in the Danube Region, Austria Rita Studnicki, Budapest Waterworks Private Company, Hungari <i>"Scaling Peer Support in South-East Europe: The Evolving WOP SEE Platform and the Current Funding Reality"</i>	Fatos Stavileci, Fourbyte, Kosova <i>"Smart Water Meter Management System for Regional Water Companies (RWCs)"</i>
	Ardian Islami, Ministry of Infrastructure and Energy, Albania <i>"Water Production Operator"</i>	Abdullah Deliu, Regional Water Company "Prishtina", Kosova <i>"Integration of Customer Data into GIS Through Water Meter Geolocation: From Conventional Methods to Direct Field–GIS Connectivity"</i>
	Haseda Rragami, Shkodra Regional Water Supply and Sewerage Company, Albania <i>"Regionalization of Water Supply and Sewerage Services and Implementation of Service Provision Agreements"</i>	Tome Jovanovski, GDI DOOEL, North Macedonia <i>"From Network Data to Service Zones: A GIS-Based Approach for Improved Water Utility Operations"</i>
	Aleksandar Krstic, Atila Gjuladin, MIPV Project, Albania <i>"Making Water Sector Reform Work: Translating Institutional Reform into Utility-Level Impact"</i>	Valmir Daqaj, Regional Water Company "Hidroregjioni Jugor" Prizren, Kosova <i>"Digital Transformation of Operational Processes at RWC Hidroregjioni Jugor: Integration of MMS, GIS and FleetHRJ"</i>
	Discussion	Discussion
	Lunch Break	
13:25 -14:35		
14:35 -15:45	Technical Session 3: Regulatory Framework and Performance Monitoring	Technical Session 4: Infrastructure and Asset Management in Water Supply and Sewerage Companies
	Moderator: Ndrim Shani, Durres Regional Water Supply and Sewerage Company, Albania	Moderator: Vlora Zymberi, Regional Water Company "Mitrovica", Kosova
	Co-Moderator: Fjoralba Çausi, Young Water Professional, Albania	Co-Moderator: Young Water Professional, Kosova
	Malvina Zaja, Water Regulatory Authority, Albania <i>"From Performance Measurement to Better and More Equitable Services: The Composite Performance Index in the Water Supply and Sewerage Sector"</i>	Zef Maci, Lezhë Regional Water Supply and Sewerage Company, Albania <i>"Construction of a Stormwater Drainage Network and a Multifunctional Pumping Station for Urban Flood Risk Reduction"</i>
	Albert Salltakaj, IWRM-K, Kosova <i>"From Fragmented Data to Shared Intelligence: The SISHU Journey"</i>	Bashkim Halabaku, Regional Water Company "Prishtina", Kosova <i>"Hydro-Digital Solutions: Digitalizimi i Rrjetit të Ujësllësit - Menaxhimi Inteligent i Aseteve"</i>
	Vehbi Duraku, Water Services Regulatory Authority (ARRU), Kosova <i>"Asset Depreciation in Accordance with ARRU Regulations: Differences from Conventional Accounting and Implications for Tariff Setting"</i>	Bashkim Kurti, Regional Water Company "Mitrovica", Kosova Genti Beqiri, SaWa-Hidroing, Kosova <i>"From an Asset Management Plan to Integrated Asset Management: RWC Mitrovica's Experience in Developing an Asset Register and Planning Maintenance"</i>
	Faton Hambari, Regulatory Commission for Energy and Water Services, North Macedonia <i>"An Integrated KPI-Based Framework for Measuring and Managing the Performance of Water Supply and Sewerage Companies: From Benchmarking to Managerial Decision-Making"</i>	Hari Shutovski, Regional Capacity Development Network (RCDN), GIZ-ORF, North Macedonia <i>"RCDN approach in establishing wastewater CoPs- Practical lessons from Western Balkans"</i>
	Discussion	Discussion
15:50 -17:00	Technical Session 5: Customer Service in Water Supply and Sewerage Companies	Technical Session 6: Wastewater Management I
	Moderator: Fadil Berisha, Regional Water Company "Hidroregjioni Jugor", Kosova	Moderator: Enkelejda Gjinali, ABKONS/Polytechnic University of Tirana, Albania
	Co-Moderator: Young Water Professional, Kosova	Co-Moderator: Young Water Professional, Albania
	Albania Jani, National Water Supply and Sewerage Agency, Albania <i>"Online Platform for Water Supply and Sewerage Services"</i>	Armela Gremshi, Berat Regional Water Supply and Sewerage Company, Albania <i>"The New Integrated Wastewater and Stormwater Management System in the Historic City of Berat"</i>
	Kushtrim Zeneli, Regional Water Company "Prishtina", Kosova <i>"Analysis of Customer Disconnections Due to Outstanding Debt and Illegal Connections and Their Impact on Revenue Collection"</i>	Frédéric Koehl, ECOP SIS, Switzerland <i>"Integrated Sanitation and Stormwater Strategy of the Greater Tirana"</i>
	Klodian Zyberi, JEHONA SOFT, Albania <i>"AI in Water Supply and Sewerage Billing: From Data to More Accurate Decision-Making"</i>	Xheni Vata, Water Boutique, Albania <i>"Criteria for Selecting Wastewater Treatment Technologies for Small-Scale and Decentralized Systems: Experience from Albania"</i>
	Doris Axhami, Durrës Regional Water Supply and Sewerage Company, Albania <i>"Inclusive and Accessible Customer Services for All User Groups"</i>	Eris Spahollari, Durrës Regional Water Supply and Sewerage Company, Albania <i>"Is Albania Ready for Water Reuse in Irrigation? Readiness and Quality Assessment of Effluent from the Durrës Wastewater Treatment Plant"</i>
	Discussion	Discussion
17:00	Closure of the First Day	
17:00	GWOPA & IAWD Meet & Greet Aperitivo (Closed activity, by invitation only)	
19:30	SOCIAL EVENT at _____ (TBC)	

THURSDAY, NOVEMBER 5, 2026		
TIME	BEETHOVEN ROOM	STRAUSS ROOM
09:00 - 09:30	Registration	
09:30-09:35	Opening: Arbana Kola, Project Manager, Water Supply and Sewerage Association, Albania	
09:35-09:45	Greeting Remarks: Fitore Pacolli Dalipi, Minister, Ministry of Environment, Spatial Planning and Infrastructure, Republic of Kosovo (TBC)	
09:45-10:00	Keynote Address: Vasiliki Beretsou, Scientific Project Officer at European Commission – Joint Research Centre, Italy <i>"The European Water Academy"</i>	
10:00-11:00	Plenary Session 3: People Behind Water: Skills for a Future-Ready Sector Moderator: Elisabeta Poci, Executive Director, Water Supply and Sewerage Association, Albania Co-Moderator: Young Water Professional, Kosova Katerina Schilling , Secretary General, International Association of Water Service Companies in the Danube River Catchment Area, Austria Nadire Vitija , Training Manager, Water Supply and Sewerage Association, Kosova Pelivan Sinaj , Administrator, Berat Regional Water Supply and Sewerage Company, Albania Lavdim Osmanaj , Director, Institute for Innovation, Water and Environment, University of Pristina, Kosova Young Water Professional Group, Kosova Discussion	
11:00-11:30	Coffee Break close to Exhibition Area	
11:30-13:00	Technical Session 7: Water Resources Management and Water Supply Security Moderator: Claudia Topalli, IDEXX, Belgium Co-Moderator: Hilda Hoti, Young Water Professional, Albania	Technical Session 8: Wastewater Management II Moderator: Dukagjin Nishiqi, Regional Water Company "Hidrodrini", Kosova Co-Moderator: Young Water Professional, Kosova
	Zsuzsanna Nagy-Kovács , Budapest Waterworks, Hungary <i>"Water safety during the 2026 drought – lessons learnt"</i> Daut Islami , Regional Water Company "Gjakova", Kosova <i>"Assessment of Radoniqi Lake Water Quality and Treatment at the Drinking Water Treatment Plant"</i> Migen Duka , Durrës Regional Water Supply and Sewerage Company, Albania <i>"Water Supply Sources and Balancing Water Demand in the Service Area of the Durrës Regional Water Supply and Sewerage Company"</i>	Dimitrios Efraimidis , SEURECA – VEOLIA/ABKONS, Albania <i>"Sanitation and Stormwater Master Plan for Greater Durrës"</i> Avni Caka , Regional Water Company "Gjakova", Kosova <i>"Trenchless Sewer Network Rehabilitation Using Robotic Equipment: A Case Study from Field Practice"</i> Fjoralba Çaushti , Durrës Regional Water Supply and Sewerage Company, Albania <i>"Sludge Treatment and Reuse at Wastewater Treatment Plants (WWTPs)"</i> Lumturi Hoxha , Engineering Innovation Solutions, Albania <i>"Performance Analysis and Rehabilitation of Wastewater Treatment Plants in Touristic Areas"</i>
	Discussion	Discussion
13:00-14:15	Lunch Break	
14:15-15:45	Technical Session 9: Operations and Maintenance in Water Supply and Sewerage Companies Moderator: Fitore Lipovica, Regional Water Company "Bifurkacioni", Kosova Co-Moderator: Young Water Professional, Kosova	Technical Session 10: Financial Management in Water Supply and Sewerage Companies Moderator: Elona Kuci, Water Regulatory Authority, Albania Co-Moderator: Doris Axhami, Young Water Professional, Albania
	Besjon Ndreu , Uisce Éireann, Ireland <i>"Vital Signs: An Automated Dashboard for Near-Real-Time Reservoir and Water Treatment Plant Status Classification in the Greater Dublin Area"</i> Uran Rakovica , Banush Dragusha, Armend Avdiu, Regional Water Company "Pristina", Kosova <i>"Experimental Analysis of the Energy Efficiency of a Three-Phase VFD–Motor–Pump System Using a 970 kVA, 690 V VFD and SVPWM Technique under Two Operating Conditions"</i> Vullnet Laniku , Faculty of Electrical and Computer Engineering (FIEK), University of Prishtina, Kosova <i>"Coverage Equity as a Precondition for Fair Billing: Quantifying the Hidden Data Divide in a 1,752-Meter LoRaWAN Smart Water Metering Pilot in Prishtina"</i> Meriton Shabani , Wilo SE, Germany <i>"Smart Pressure Drainage Systems with Nexos-Net Intelligence: Reliability, Flow Management And Life-Cycle Efficiency"</i>	Donat Rexha , International Business College Mitrovica, Kosova <i>"Strategic Planning and Performance Management in Water Supply and Sewerage Companies: Developing Action Plans, Performance Indicators, and Accountability Mechanisms"</i> Nevila Saliu , Water Regulatory Authority, Albania <i>"From Cost Recovery to Affordability: Tariffs as an Instrument for Sustainable and Equitable Water Services"</i> Besjon Brahaj , Tirana Water Supply and Sewerage Company, Albania Sokol Qeraxhiu , PRISMA sh.p.k., Albania <i>"The Future of Water Supply and Sewerage Companies: Empowering Decision-Making through Data, Analytics and Artificial Intelligence"</i> Shamil Rexhepi , Energy, Water Services and Municipal Waste Management Services Regulatory Commission, North Macedonia <i>"Tariff-Setting Process, Tariff Approval and Tariff Review"</i>
	Discussion	Discussion
15:45-16:00	Closing Session of the Conference Water and Wastewater Works Association, Kosova Water Supply and Sewerage Association, Albania Co-Moderators: Highlights and Takeaways from all Sessions	