

Open Regional Fund for South East Europe

MODERNISATION OF MUNICIPAL SERVICES – Reduction of Non-Revenue Water in South-East Europe

Challenges

One of the major issues affecting water supply utilities in South East Europe (SEE) is the considerable difference between the quantity of water treated and put into the distribution system on one hand, and the amount of water billed to the consumers on the other hand i.e. Non-Revenue Water (NRW). It reaches at the average 55 percent of the treated water in SEE when the internationally accepted standard is 20 percent. High levels of NRW reflect huge volumes of water being lost through leaks or not being invoiced to customers, or both. It seriously affects the financial viability of water utilities through lost revenues and increased operational costs. A high NRW level is normally an indicator for a poorly run water utility that lacks the governance, the autonomy, the accountability, and the technical and managerial skills necessary to provide reliable service to their population. Even though the high level of NRW in SEE is well known and its reduction recognized as a priority by all professionals and decision makers in the region, the measures taken to reduce NRW are still rare and their results limited. It lays in the fact that achieving NRW reduction implies going through a complex process made of systemic managerial changes in most of the utilities' departments, along with technical measures.

Our approach

Professionals agree that the lack of reliable and accurate data, sub-optimal information flows and inadequate management structures and processes explained up to two third of the NRW. It means that NRW could be significantly reduced without big investment by strengthening the organisational and managerial capacity of the water supply utilities. Therefore the objective of the sub-project is to strengthen managerial capacities for the Non-Revenue Water reduction in SEE.

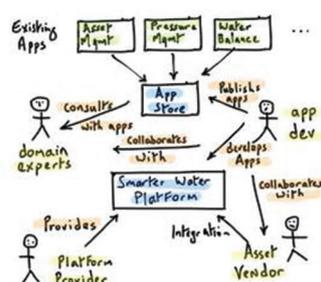
This shall be achieved by a multi-level and multi stakeholder capacity building measures addressing the individual, organizational and institutional managerial gaps in water utilities. The fields of actions will focus on: (1) increasing both awareness and capacities of relevant stakeholders at policy, management and technical level through a series of in-classroom and field trainings; (2) designing, adapting and disseminating the tools and methods for NRW reduction including

best practices from practical implementation; (3) implementation of concrete NRW reduction measures - in-depth analysis, information flows' improvement, purchase and installation of NRW reduction equipment; and (4) creation of a regional pool of NRW experts.

Commissioned by	German Federal Ministry for Economic Cooperation and Development (BMZ)/ Government of Switzerland
Region	Bosnia and Herzegovina, Macedonia (FYR), Kosovo
Main partners	Nine (9) water utilities from Bosnia and Herzegovina, Macedonia (FYMR) and Kosovo; Water Utility Associations from Albania (SHUKALB), Bosnia and Herzegovina (AQUASAN, Association Water Utilities of Republic of Srpska), Kosovo (SHUKOS), Macedonia (FYR) (ADKOM), Montenegro (WSWAM) and Waterworks and Sewerage Association of Serbia; Network of Associations of Local Authorities of SEE (NALAS) Secretariat and its members from Albania, Bosnia and Herzegovina (Federation of Bosnia and Herzegovina), Kosovo, Macedonia (FYR), Montenegro and Serbia; International association of water supply companies in the Danube River Catchment Area (IAWD) Secretariat
Duration	11/2014 until 01/2016

Impact

Awareness upon the possibility to reduce NRW with appropriate measures is raised among utilities and municipalities in SEE. Achieving NRW reduction for at least 5% leads to improved water services and increased efficiency in three pilot utilities. A wider SEE impact is considered by making available the tools and best practices for NRW reduction through a regional pool of NRW trainers; a working group dedicated to NRW comprising representatives of Water and Local Government Associations, partner utilities and experts promotes NRW reduction throughout SEE. Fostering cooperation and peer-to-peer exchange among different water utilities and relevant professional networks leads to improved water service delivery in SEE.



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