



International Association
of Water Service Companies
in the Danube River
Catchment Area



CE

Commercial Efficiency in Water Supply and Sanitation Utilities



GAIN practical experience
on commercial efficiency
measures

LEARN from other
practitioners in the sector

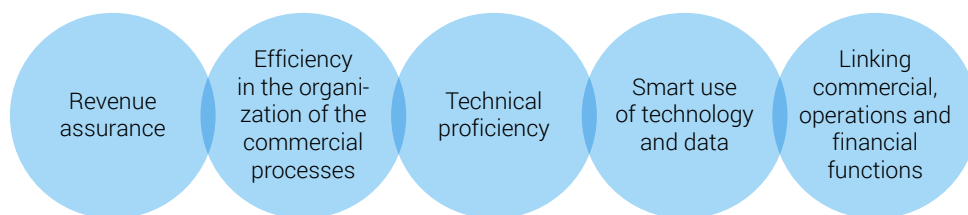
BE UP TO DATE on the
latest trends in the sector

BENEFIT from regional and
global experiences from other
utilities and experts

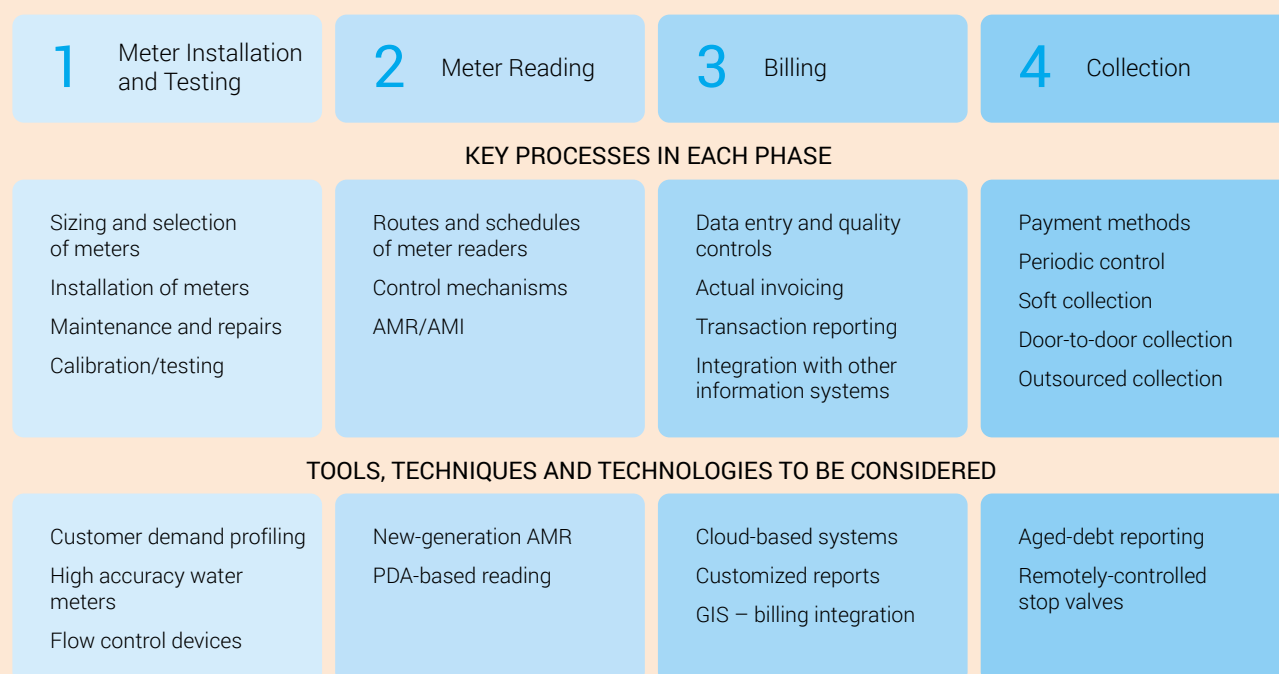
Commercial Efficiency in Water Supply and Sanitation Utilities

Understanding the Commercial

Principles: "Commercial Efficiency" can be defined as an optimal model of operating the commercial functions within a water utility



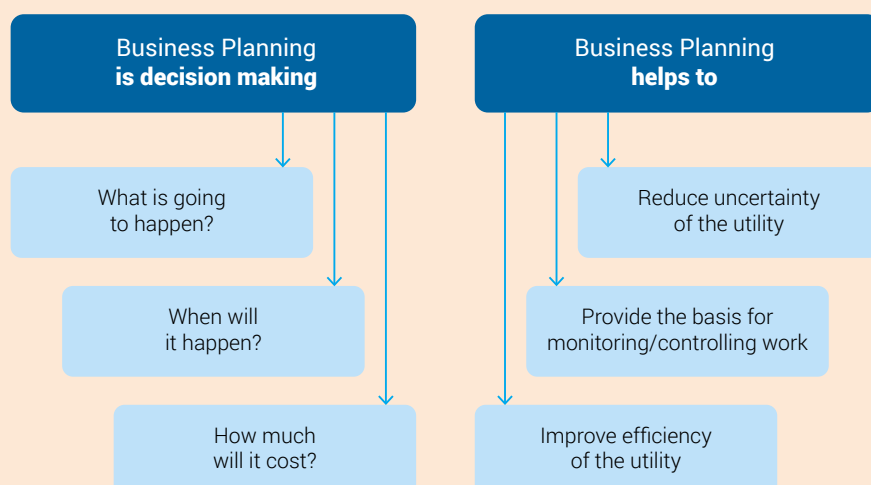
Understanding the water utility commercial cycle, which consists of four sub-processes, and in which the failure in one of these sub-processes results in poor overall performance



Learn how to use a Business Planning Model

to quantify the impact of improvements in commercial efficiency

Business planning helps water utilities to plan technical operations, determine their operational financing needs, and quantify and schedule the capital investments for the utility in a sustainable and affordable way



Metered connections
Unmetered connections
Unit price

Commercial Efficiency in Water Supply and Sanitation Utilities

Program description and covered topics

The successful management of high cost water infrastructure is essential to operate and deliver the required service as cost effectively as possible. The management of commercial activities is an integral part of achieving this goal.

This Program supports participating utility companies in collecting, auditing and analyzing data related to commercial efficiency and developing actions based on that data to support reduction of costs, increase revenue collection and overall commercial efficiency. It offers a standardized and detailed approach for business planning and provides tools and actions to improve commercial efficiency.

The Program has been developed in cooperation with the Technical Partner Valu Add and is delivered by national or regional Hubs in local language. The duration of the Program is one year and it consists of workshops as well as hands-on exercises at the utilities themselves with support of the trainers. Participating utilities pay a registration fee, which is communicated by the Hub.

Set-up of Program

The Program is designed on learning-by-doing principles. It includes a mix of face-to-face training workshops providing tools and techniques to address the challenges faced and see them applied in practice, followed by on the job training, in which participating utilities apply the tools and techniques to their particular situation and develop concrete products (diagnostics, action plans etc.). The principles of blended learning are applied, i.e. face-to-face training is accompanied by e-learning material provided within the D-LeaP Academy.

For more information on the Program concept and design please visit www.d-leap.org!

Learning goals

- How to develop a business plan?
- How to establish adequate commercial procedures?
- How to design performance improvement plans?

Hubs



Water Supply and Sewerage Association of Albania (SHUKALB)/ Wastewater Works



Association of Kosovo (SHUKOS)



Association of Utility Service Providers of Macedonia (ADKOM)



APA Brasov, Romania

Technical Partner



VALU ADD MANAGEMENT SERVICES

*"Your Partner in Reinventing
Environmental Infrastructure Management"*

Contact

D-LeaP Secretariat
office@iawd.at

