

Workshop: International Water Regulation

Customer, Regulator and customer prospective about the water service.
Water regulation in your country/ region.
Customer rights and obligation.
Public relation and Corporate Social Responsibility.
Water companies' rights and obligation.

Workshop part 1

Welcome speech: Romanian top official

Ed Smeets, (Netherlands)- *Presentation of IWA Specialist Group and its activities*

Alexa Petru Bogdan (Romania)- *Romanian regulation system*

Andrea Guerini (Italy)- *Italian regulation model and the model developed by WAMATERC in South Tiro*

Ivaylo Kastchiev (Bulgaria)- *The regulatory model and the overall reform in the water sector in Bulgaria; Analysis of the water efficiency KPIs in WAREG Member Countries*

Conclusions

Workshop part 2: Regulation

Sarah Hendry (UK)- *Scottish Water- Innovation and Collaboration in Regulation*

Frederik Looten (Belgium)- *Drinking water regulation in Flanders: a combination of 6 year tariff plans and process benchmarks*

Lledo Castellet & Francesc Hernandez (Spain)- *Water tariffs and full cost recovery of the facilities in Spain*

Conclusions

Workshop part 3: Communication

Philip Weller (Austria)- *The Learning Program*

Valbona Paja (Albania)- *The challenges of improving customer service while implementing the water sector reform*

Ediola Osman (Albania)- *UKKO's experience with customer awareness/ communication/ education strategies*

Q&A

Conclusions and wrap-up