

07-nov					
Hours	Dur.	Description	Topics	Speakers	Title
09:00 - 9:30	30 min.	Welcome and introduction			
9:30 - 10:30	60 min.	Keynotes		Helena Alegre	REGULATION OF URBAN WATER SERVICES IN PORTUGAL - METHODOLOGY FOR DEFINITION OF THE 4TH GENERATION OF THE QUALITY ASSESSMENT SYSTEM
				Enrique Cabrera Jr.	Performance indicators in the digital world
10:30 - 11:00	30 min.	Coffee Break			
11:00 - 12:30	90 min.	Round table/activity	Performance assessment and regulation – how can utility benchmarking and regulatory benchmarking fit together?		
12:30 - 13:30	60 min.	Lunch			
13:30 - 15:00	90 min.	Oral session 2	Performance assessment and benchmarking in developing countries	Yulia Titova	Performance based contracts for rural water service provision: A case study from Zambia
				James Gibson	Benchmarking operational context to better understand operational performance. Examples from East and Southern Africa
				Meera Mehta	PAS@15 - Lessons from 15 years of Performance Assessment of Water and Sanitation Services across 800 cities in India
				Santiago Arnalich	Developing a water supply performance assessment system for complex humanitarian contexts. The case of Cox's Bazar, Bangladesh.
15:00 - 15:30	30 min	Coffee Break			
15:30 - 17:00	90 min.	Oral session 3	Successful experiences with Performance improvement and assessment in the water industry & Decision-making support tools based on performance indicators	Mariano Blanco	Benchmarking to improve business performance and provide corporate training - Aqualia experiences
				Viktoriia Iskova	The Power of Benchmarking - European experiences
				Khaled Al Katheeri and Klavs Hogh	Implementing an Automated and Online Management Information System to Support Operation by Data-Driven Decision-Making
				Aleksandar Krstic	Index-based performance improvement planning and benchmarking in support of stakeholder communication and decision-making processes: application in the Danube region
17:45-22:00		Conference Diner	The Southpole venue		

08-nov					
Hours	Dur.	Description	Topics	Speakers	Title
9:00 - 10:30	90 min.	Oral session 4	Decision-making support tools based on performance indicators: water losses	Allan Lambert and Kate Stanton-Davies	SCF extends UARL calculation to any system size and pressure
				Alan Wyatt	The Combined Real Loss Indicator (CRLI) – Concept and Application Case Studies
				Eddy Renaud	Development of a PI to take into account water loss reduction in the SWDE infrastructure management strategy
				Gadi Kovarsky	Using Utility Benchmark Data to Measure the Success of Satellite-Based Leak Detection Adoption
10:30 - 11:00	30 min.	Coffee Break			
11:00 - 12:00	60 min.	Round table/activity	Performance assessment – using less but more meaningful indicators		
12:00 - 13:00	60 min.	Oral session 5	Performance assessment and regulation (2)	Emil Heesche	Incorporating Quality in Regulatory Benchmarking with Willingness to Pay
				Jędrzej Bylka	Challenges for implementation of voluntary and regulatory benchmarking projects – a case study from Poland
				Elvira Estruch-Juan	How do regulators assess utilities performance in the water sector? The need of an integrated approach
13:00 - 14:00	60 min.	Lunch			
14:00 - 15:00	60 min.	Oral session 6	Benchmarking to support a water sector in transition	Rebecca Sands	Assessing Integrity Practices of Water Utilities: New Measures of Performance and Resilience in a Changing Sector
				Bilge İrem Yapan	Application of Water Related Circular Economy Strategies in Lower Porsuk Basin
				Kay Möller	Key performance indicators to support strategic decisions
15:00 - 15:15	15 min	Conference closing			
15:15 - 15:45	30 min.	Coffee Break			
15:45 - 16:45	60 min.	IWA Benchmarking and Performance Assessment Specialist Group meeting			