



E-NEWSLETTER OF THE WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



SHUKALB

WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA

September 2022

Register Now for the 10th Balkans Joint Conference and Exhibition – Groundwater – Making the Invisible Visible!



Upcoming Training Courses and CD Programs

[Introduction of Wastewater Systems for Managers and Engineers](#)

September-November 2022

[Repair and Rehabilitation of Wastewater Collection System](#)

28-29 September 2022,
Tirana

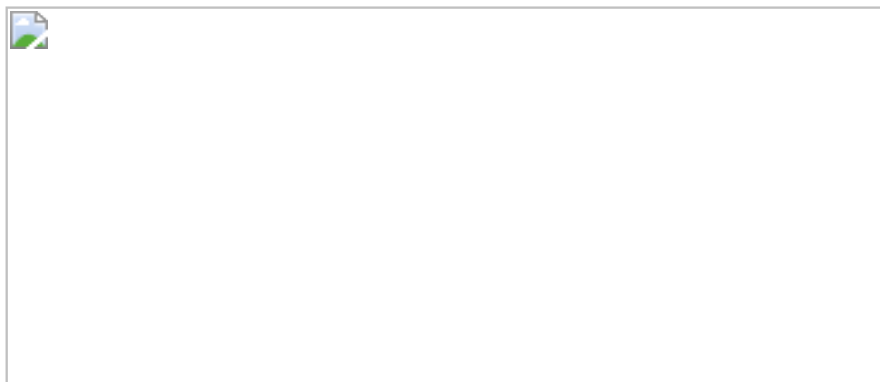
Upcoming International Conferences

[IWA World Water Congress & Exhibition, September 2022](#)

Kopenhagen, Denmark
11-15 September 2022

[95th Annual Technical Exhibition & Conference](#)

New Orleans, Louisiana USA
8-12 October 2022



After two years of organizing virtual conferences, SHUKALB and SHUKOS are pleased to invite you to join us **in person** at our 10th Balkans Joint Conference and Exhibition to be held on **8-9-10 November 2022, in Prishtina, Kosovo**.

The Conference Theme, **Groundwater – Making the Invisible Visible**, is inspired by World Water Day 2022, and brings attention to the importance of protecting the quality and quantity of our underground resources. The topic is of particular importance for countries like Western Balkans, which rely heavily on groundwater for their water supply needs. [read](#)

[more](#)

What's New at SHUKALB

Integrated Asset Management for Water Utilities in Albania – a Never Ending Cycle, to Be Continued Beyond the SEEAM Program



[Digital Water Summit](#)

Bilbao, Spain
29 November – 2 December
2022

On July 2022, SHUKALB finalized successfully the implementation of the 3-year project “Asset Management to Water Utilities in Albania”, which was offered to water utilities in Albania in the framework of the “Asset Management Advisory Services to Water Utilities in South-Eastern Europe” Program. The project was implemented by SHUKALB and Hydro-Comp Enterprise as the technical partner, and was supported by Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH – GIZ ORF and the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD).

During these 3 years of the project, 21 water utilities in Albania have been part of the program where they had the possibility to being introduced with the integrated asset management procedures and practices in order to improve the quality and reliability of the services and strengthening utility overall business performance. [read more](#)

SHUKALB Participates at Project Implementation Training in Framework of “Regional Capacity Development Network for Water and Sanitation Services (RCDN)” Project



During 29, 30, 31 August 2022, in Tirana, the staff of SHUKALB participated at a three days training on Project Implementation organized in framework of the “Regional Capacity Development Network for Water and Sanitation Services (RCDN)” Project.

Join Us!



Tell us what you think!



About SHUKALB

The Water Supply and Sewerage Association of Albania (SHUKALB), which was established in 2000, is a professional, not-for-profit Association of water supply and sewerage professionals, who wish to improve the

The aim of the training was to train the Associations of Public Utility Companies (APUCs) to learning the basis of the Project implementation and to know the main EU implementation standards. [read more](#)

management of the Water Supply and Sewerage Sector in Albania, making it efficient, sustainable and effective in accordance with the current laws and regulations in Albania.

News From Our Members

Kukes Water Utility, a renovated Customer Care Office with International Standards



The situation created as a result of the Covid 19 pandemic highlighted the emergency need to optimize the interactions and responses between the service providers and customers in the water sector. The restrictions imposed during the pandemic, emphasized the priority of undertaking the journey towards the improvement of public services.

A customer complaint system for the Water Utility is an effective tool to enhance good governance. Without effective complaint mechanisms, and where awareness about the rights and responsibilities is lacking, customers are unable to seek redress.

With the support of the German Government through GIZ, in cooperation with the Municipality of Kukes and Kukes Water Utility, the Consumer Care Center was completely renovated. [read more](#)

Korca Water Supply and Sewerage Company Launches the “Update your data” Campaign



“Update your data” represents an awareness campaign undertaken recently by Korca Water Supply and Sewerage Company (Korca WSSC), following the fiscalization reform launched by the Albanian Government over a year ago. Aiming to avoid incorrect declarations by Korca WSSC, this campaign comes as a call to citizens to declare their data, thus facilitating the bridge of cooperation established between the company and its customers.

For many years, Korca WSSC has focused its daily work on the maximum effort to become the Company of the Future and the LEADING provider of water supply and sewerage services in Albania and the region. [read more](#)

Vlora Water Supply and Sewerage Company Undertakes Actions Against Abuses in the Water Supply Network and Reduction of Debtors



The call of Vlora Water Supply and Sewerage Company (Vlora WSSC) to all its customers during the month of August is: STOP Wasting Water! August is in general a difficult month for Vlora WSSC due to the combined effect of high temperatures and the peak of the tourist season which causes for the population in Vlora to temporarily, quadruple as a result of the many national and foreign tourists. The Task Force of Vlora WSSC, headed by the director Elona Hodaj, has been undertaking a campaign to identify abuses and illegal interventions in the water supply network, while on the other hand monitor the payments by customers, to increase the collection rate and reduce the debts. The campaign is being implemented not only in the city of Vlora but also on the Administrative Units. [read more](#)

Water Supply and Sewerage Association of Albania,

Rruga "Pjeter Bogdani", 39/1, k5, 3, Njësia Bashkiake Nr. 5, Kodi Postar 1019, Tirane, Shqiperi
Tel/Fax: (+355/4) 2245 101, Mob: (+355) 69 60 12 782

E-mail: info@shukalb.al, **Web:** www.shukalb.al

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