



May 2023

## Hot Topics



**Empowering utilities to accelerate universal access: Introducing the Utility of the Future Center of Excellence in the Western Balkans**



Since 2019, the World Bank and its partners have been working with utilities throughout the world via the Utility of the Future (UoF) Program, developed with support from the Global Water Security and Sanitation Partnership (GWSP). UoF is a novel approach that integrates learnings from decades of analytical work and technical assistance to water utilities, including the Water Utility Turnaround Framework. Other studies, including a review of successful urban water utility reforms, support the robustness of this approach. The UoF approach aims to provide tailored assistance to utilities and trigger sustainable performance improvements. It uses participatory methods whereby utility teams are engaged and empowered to transform their utility, optimize essential processes, and develop future-thinking capabilities in order to improve service delivery.

To further build on this program, the World Bank, in partnership with the Swiss State Secretariat for Economic Affairs (SECO), will be establishing the Utility of the Future Center of Excellence (UoF-CoE) in Tirana, Albania. [read more](#)

**Upcoming Training Courses and CD Programs**

[Customer Service and Public Relations](#)  
18-19 May 2023

[Public Procurement Procedures for the Staff of Water Supply and Sewerage Companies I](#)  
25-26 May 2023

[Public Procurement Procedures for the Staff of Water Supply and Sewerage Companies II](#)  
7 - 8 June 2023

**Upcoming International Events**

[5th Global WOPs Congress Resilience in challenging times: Mobilizing collaboration for future-ready water and sanitation service providers](#)

Bonn, Germany  
22-25 May 2023

[Annual Conference & Exhibition 23 – The Future of Water is 2050](#)

Toronto, Canada,  
11 - 14 June 2023

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**What's New at SHUKALB**

## SHUKALB participates at the Water Conference “Transformation’s Challenges of Tirana Water Supply and Sewerage Company 2015-2023: Achievements and the 4-year Perspective”



SHUKALB participated at the Water Conference titled “Transformation’s Challenges of Tirana Water Supply and Sewerage Company 2015-2023: Achievements and the 4-year Perspective”, organized by the Municipality of Tirana and Tirana Water Supply and Sewerage Company (Tirana WSSC) on April 11, 2023, at the Tirana International Hotel, Tirana. The objective of the conference was to present the achievements of Tirana WSSC during the period 2015-2018 and the vision for the next 4 years.

Despite the challenges, Tirana WSSC has managed to increase its performance in the last 8 years and its credibility towards citizens through the customer care program, its own investments and close cooperation with strategic partners who have supported it with various projects.

SHUKALB was represented at the conference by the Executive Director, Elisabeta Poçi, who was invited as a speaker on the second session of the conference, where she held a presentation on “Improving Asset Management through capacity building”. [read more](#)

## SHUKALB Shares its Good Practice on Client Management System at the Final RCDN Networking Meeting



In 2020, SHUKALB in the frame of the project Regional Capacity Development Network (RCDN) in order to strengthen its organizational capacities and achieve a more effective customer services and relationship management, implemented a Customer Relation Management (CRM) system, that

[6th IWA International Conference on Eco-Technologies for Wastewater Treatment](#)

Girona, Spain  
26-29 June 2023

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 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.

integrated all SHUKALB's organizational processes related to membership, trainings, events, programs, reporting, marketing and communication in a single platform environment.

During 29-30 March 2023, in Belgrade, Serbia, RCDN organized the Final RCDN Networking Meeting with the participation of representatives of RCDN partner Local Government Associations and Associations of Public Utility Companies, NALAS, IAWD, VSA, DWA, GIZ and SECO.

The objectives of the meeting were to exchange associations' good practices implemented during RCDN; to familiarize partner associations with RCDN+ mode of operation and to exchange on possible synergies and peer support during RCDN+. [read more](#)

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## **Training and Capacity Development Programs**

**Hurry Up to Register for the Upcoming Training Courses!**



SHUKALB invites you to register to the upcoming training courses that will be organized during 2023. Find more details about registrations for each training, in the below Calendar.

### **PUBLIC PROCUREMENT PROCEDURES FOR THE STAFF OF WATER SUPPLY AND SEWERAGE COMPANIES I**

**25-26 May 2023, Tirana**

Water Supply and Sewerage Companies are obliged to comply with national public procurement laws, which define the rules, standards and procedures for public procurement processes. This training ensures that the staff of the utilities in Albania are aware of these procedures and know how to handle procurement processes adequately. The aim of this training is to strengthen the capacities of participants in the procurement process and to improve the quality of procurement carried out

by water utility companies according to the legislation in force and best practices.

This training course is especially useful for Managers, Specialists, Engineers at the commercial, technical and support services departments of water utility companies. [read more](#)

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[Training Delivery](#)

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