



## October 2023

### Still Time to Register for the 11<sup>th</sup> Balkans Joint Conference and Exhibition



There is only one month left before the [11<sup>th</sup> Balkans Joint Conference and Exhibition](#), “Accelerating Change: Towards Safe, Reliable and Sustainable Services”, to be held on **7-9 November 2023**, at [Grand Blue Fafa Resort, Golem, Albania](#).

Registration to the Conference can be done in any of the two forms:

- By registering online through this link <https://crm.shukalb.al/civcrm/event/info/?reset=1&id=93>
- By completing the [Registration Form](#) attached to this announcement and return it to: [info@BalkansJointConference.org](mailto:info@BalkansJointConference.org)

For registration to the Exhibition please complete the [Exhibition Registration Form](#) and return it to: [info@BalkansJointConference.org](mailto:info@BalkansJointConference.org)

[read more](#)

### The World Bank Utility of the Future Center of Excellence to Be Officially Launched During the Opening of the 11<sup>th</sup> Balkans Joint Conference and Exhibition 2023



### Upcoming Training Courses and CD Programs

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

[General Safety for Water and Waste Water Professionals](#)  
22-23 November 2023,  
Shkodra

### Upcoming International Events

[DWP KnowNow webinar "Tapping Talent"](#)

Online  
11 October 2023, 13:30 CET

[The International Conference "Towards a Global Wastewater Surveillance System for Public Health"](#)

Frankfurt am Main, Germany  
15-17 November 2023

[IWA Digital Water Summit](#)

Bilbao, Spain  
14 – 16 November 2023

[18th Annual Water Research Conference - DWF 2024](#)

The [Utility of the Future Center of Excellence](#) (UoF-CoE), established recently in Tirana, is now a reality and the World Bank team is ready to go full steam ahead to boost Knowledge, Innovation and Collaboration to accelerate universal access.

Copenhagen, Denmark  
30 January 2024

We are proud to announce that the **UoF-CoE** is planned to be officially launched prior to the opening of our [11<sup>th</sup> Balkans Joint Conference and Exhibition 2023](#) on 7<sup>th</sup> of November.

Stay tuned and join our event for an extraordinary experience!

For more information and registration to our Conference visit <https://balkansjointconference.org/en/registration-form/>

Join Us!

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## Training and Capacity Development Programs

### Hurry Up, Register Now for the Upcoming Capacity Development Programs and Training Courses!

SHUKALB invites you to register for the upcoming capacity development programs and training courses that will be organized during October – December 2023. SHUKALB has ensured financial support in the framework of regional projects and programs such as D-LeaP and RCDN+, and the participation fee thanks to these partnerships is reduced.

Find more details about registrations for each program and training, at the below Calendar:



### PRODUCTS UNDER SHUKALB TRAINING PROGRAM



### 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.

### CUSTOMER SERVICE AND PUBLIC RELATIONS 18-19 October 2023, Tirana

Customer Service is one of the key functions of any water supply and sewerage utility. This training course emphasizes the role of customer service and public relations for the success of water utilities. This training course addresses issues related to customer service principles, impact of customer service organization and personnel on the commercial

performance of the utilities, customer database management, customer feedback and complaints management, meter reading management, billing and collection management.

The participants will gain the necessary knowledge and skills to cope with daily challenges and improve customer services and public relations of their utilities. [read more](#)

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## What's New at SHUKALB

### SHUKALB Participates at the 1<sup>st</sup> Project Advisory Board (PAB) Meeting and the 1<sup>st</sup> RCDN Networking Meeting



The Water Supply and Sewerage Association of Albania (SHUKALB) has received financing for a Grant titled “Strengthened Responsive Services to the WSS Sector-Specific Needs in Albania through Capacity Development and Advocacy Activities” in the frame of the Regional Capacity Development Network (RCDN+) Project, implemented by GIZ Open Regional Fund for Southeast Europe – Modernization of Municipal Services (ORF MMS”).

In this framework, SHUKALB aims at carrying out high quality capacity development programs to support water utilities, municipalities and other relevant stakeholders, along with intensifying the dialogue and advocacy efforts, contributing to providing better water supply and sanitation services to citizens.

During 26-27 September 2023, RCDN+ organized the 1<sup>st</sup> Project Advisory Board (PAB) and Networking Meeting in Podgorica, Montenegro. [read more](#)

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## News From Our Members

### AVK Smart Water Solutions



The AVK Smart Water concept consists of battery-operated wireless IoT sensors for data collection directly from the network. The complex data is turned into valuable insights when integrated into either the existing IT system or into AVK Smart Water's dedicated software platform.

In many countries, utilities responsible for delivering clean water to consumers use data to control and monitor their distribution network. They have smart meters installed in most households, so they can bill consumers based on actual consumption. However, between the water works and the consumers, there are so few sensors installed that this area sometimes is considered a black box.

But in the network, there are thousands of valves, fittings, combi-crosses, and hydrants installed, and each of these assets are ideal points to collect data from. AVK Smart Water makes it possible to collect this data by providing intelligent sensors that can be installed in the distribution network. This means that the water utility can acquire data from their assets and turn the black box into a more transparent water network. [read more](#)

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[Training Delivery](#)

[Contact Us](#)

**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](mailto:info@shukalb.al), **Web:** [www.shukalb.al](http://www.shukalb.al)

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