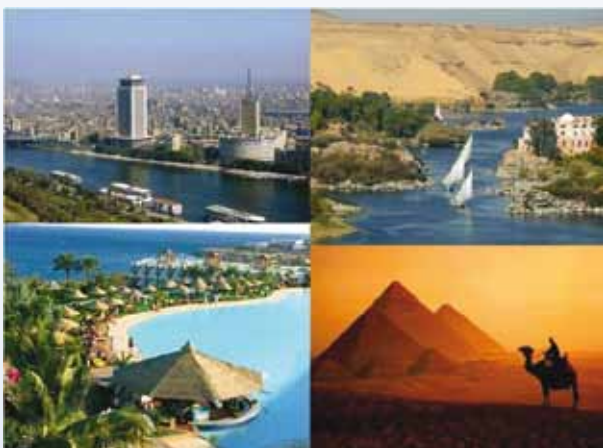




Arab Countries Water Utilities Association

ACWUA's 4th Best Practices Conference

**Water and Wastewater Utilities Reform
"Changes and Challenges"
7-8 December 2011
Sharm Al Sheikh, Egypt**



Some of the water and wastewater utilities in the Arab region have been going through various reform and restructuring initiatives to improve operational performance, extend services, and advance management systems. The reform debate extended beyond shapes and structures to address business practices including autonomy, recovery of costs, corporate governance, and performance management; ACWUA will seize the opportunity through its Best Practices conferences platform and employ the topic of utilities reform in the 4th Best Practices Conference.



ACWUA Best Practices conference does not only provide an opportunity to enhance communication flows, synergies and the sharing of successful experiences, but as well, it will facilitate the creation of new partnerships that complement and maximize the impact of ongoing work in this sector for the benefit of all countries in the region.



Conference Themes and Topics

This year focus area will be **Water and Wastewater Utilities Reform: Changes and Challenges**



Conference key themes:

1. The paradigm shift in managing water utilities
2. Challenges prohibiting a successful utility reform
3. Capacity building in water utilities reform
4. Best practices in water utilities reform

The list of topics:

- Water sector reform
- Autonomy
- Commercialization
- Performance Contracting
- Management Contracts
- Private Sector Participation
- Public-Private-Partnership
- Public-Public-Partnership
- Capacity building & organizational development
- Triggers for water utilities reform
- Utilities reform and customers satisfaction
- Regulatory & institutional framework for utilities reform
- Accountability
- Water operators partnerships
- Financing and subsidies
- Utility governance
- Economic regulations
- Laws & regulations to achieve utility reform
- Regulations & the social policy
- Reform vs. Efficiency
- Pros & cons for water utilities reform
- Pro poor-utilities reform
- Reform requirements for Urban vs. Rural communities
- Role of benchmarking in regulating water utilities



Invitation to submit a paper

Papers are expected to make an original and substantial contribution to the conference themes and topics. Speakers who are interested in presenting a paper should send an abstract for refereeing. Paper proposals will be selected by the conference scientific committee to cover different areas, methods, approaches and positions.



Deadlines

- Deadline for submitting abstracts: 30 August 2011
- Announcement of results and selection process will start from: 20 September 2011
- Deadline for submitting the presentations and papers: 7 November 2011

Enquiries

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