

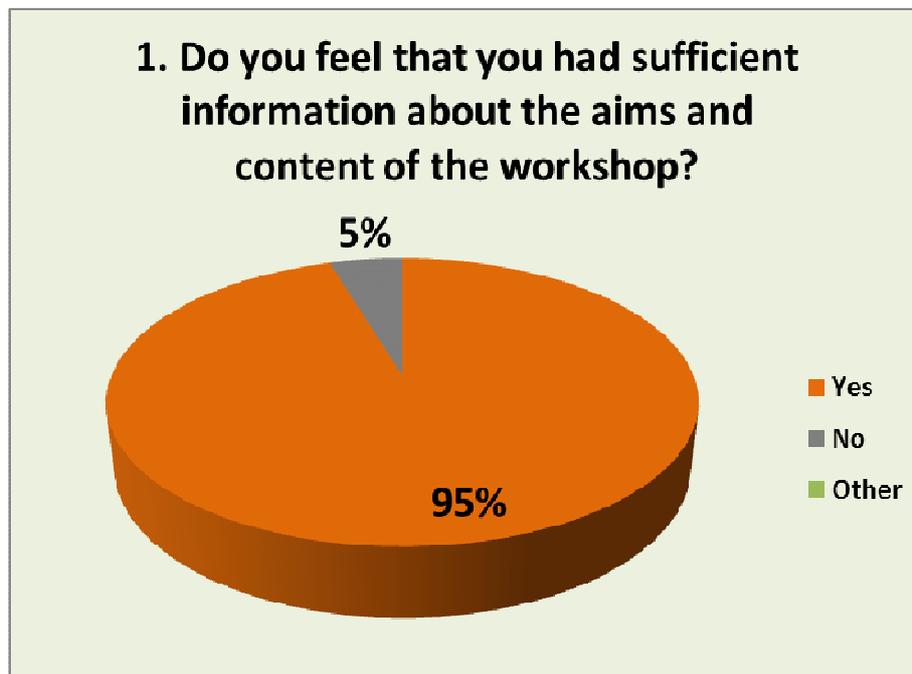


**ERRA Water Regulation Workshop
June 12, 2013
Budapest, Hungary**

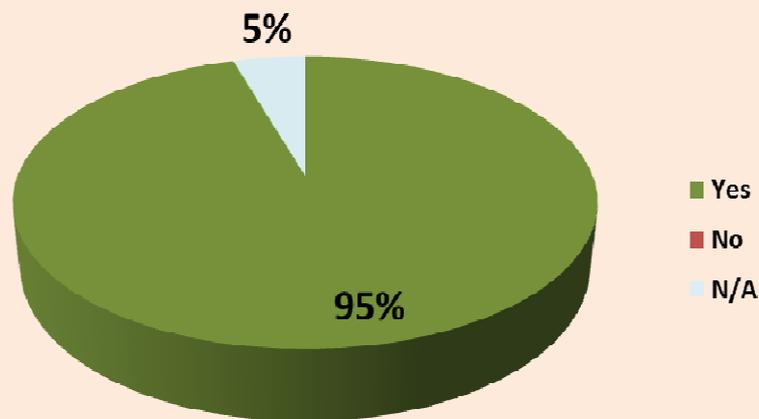
EVALUATION RESULTS OF THE WORKSHOP

Out of 28 participants 21 turned in the evaluation forms, based on which this survey was made.

I. PRE-WORKSHOP EXPECTATIONS

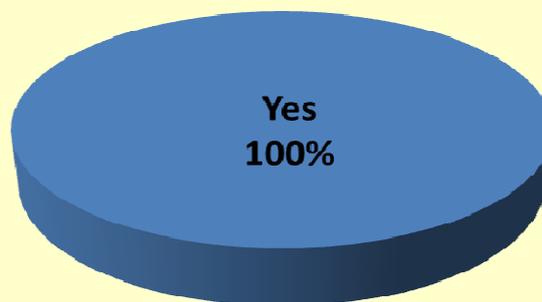


2. Did you receive sufficient logistical information regarding the workshop and the arrangements?



II. WORKSHOP EVALUATION

3. Did you find the workshop overall useful for your professional work?

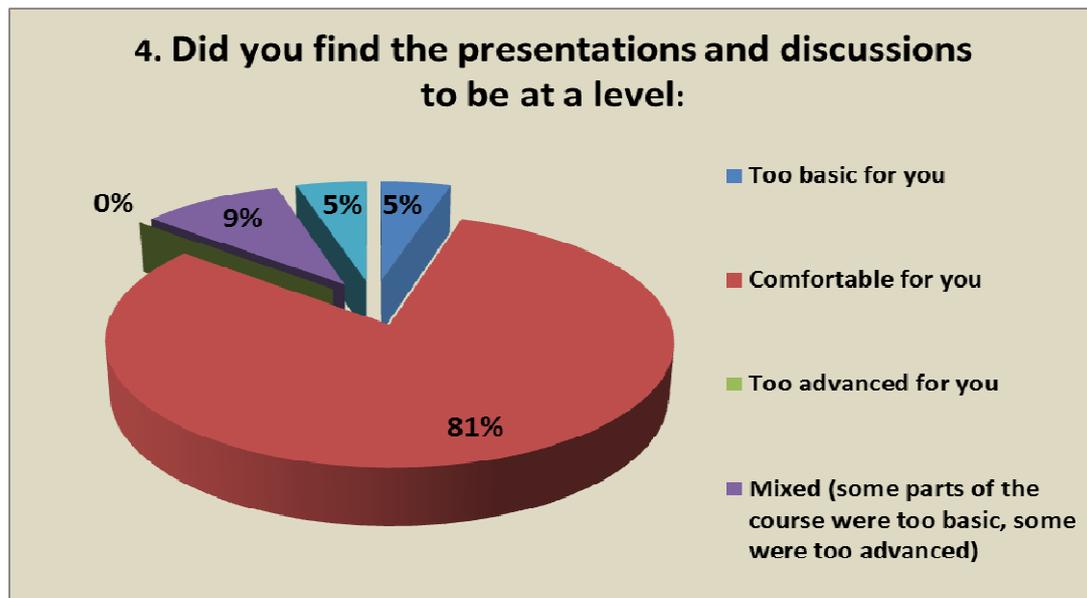


If yes, in what ways?

- It was a very useful workshop in the way that many countries' experience was represented.
- There is a high possibility that in the near future, our organization will regulate the water sector. We have to be ready for the upcoming challenges.
- Other countries practices, challenges that we need to worry about in our way to set up regulatory entity.
- Providing information about other countries practices and experiences.
- I understand the regulators point of view better across the region.
- Pricing water - especially support material.
- Benchmarking, tariff setting methodologies.
- It was useful to hear other regulator experience and discuss issues of common interest.
- From different presentations I could mark the questions important for my professional work (possibility to ask question was important).



- Benchmarking presentation
- GNERC has regulated the water sector since 2008, so to hear other regulators experience is very useful and important for us.
- Variety of experiences.
- Exchange of experiences, looking at different regulatory models in the region.
- I can see better the problems in other countries related to water utility and regulation
- I could see very good international examples, especially regulatory legal framework and ownership, pricing, regulation.
- On key decision criteria, on information about benchmarking, etc.
- Regulation in water sector by specialized independent institutions.



Comments:

- Comfortable, taking into consideration the introductory level of the Workshop.
- Excellent program.

5. Please indicate 3 topics discussed at this workshop that will impact your daily work duties and responsibilities. (Please note topic and impact.)

- Legal Framework of the Water Management Regulation in Ukraine. Similarities and differences from energy regulationx2
Comments:
 - The situation is very similar to ours; we have quite the same problems.
- Benchmarking in the Water Regulatory Sectorx10
Comments:
 - This can not only be used in water regulation
 - Benchmarking and performance indicators are very important for regulatory authority
- Pricing Issues in Estonia
- Legal Framework of the Water Management Regulation in Albania x3
- Pricing issuesx9
Comments:
 - Pricing presentation - it makes it simple for us to understand now water pricing.
- Market Structure and Operational Model Issuesx3
Comments:
 - We will need to define our market structure.



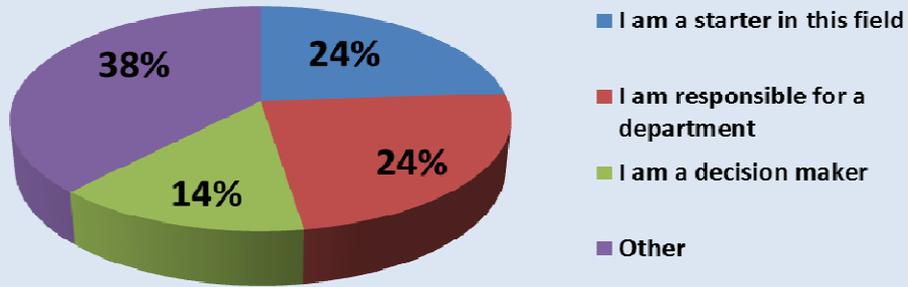
- Good models to be used by us!
- Regulator duties and approaches
- Regional, country specific experiences
- Energy is not water
- The manager's dilemma: How to price water for cost recovery, operational efficiency and customer satisfaction²
- Different legal frameworks
- International benchmarking programs
- Balancing cost-recovery, operational efficiency and customer satisfaction
- Pricing issues and the establishment of actual rates and tariffs for water consumers
- Regulatory challenges
- Key decision criteria in regulatory evolution²
- Efficiency in water sector

6. The most important 3 things you learned during this program were:

- The key concepts of water regulation.
- Differences and similarities with energy regulation.
- Every country has its own difficulty.
- Select solutions suitable to your environment.
- The difference between water and electricity regulation.
- The level of water service regulation is quite developed.
- The developed status of desalination as a resource.
- The division of service and resource regulation.
- To look outside “everyday” regulatory work.
- To think more about customers.
- I got some new ideas to implement in everyday work.
- Stop using block tariffs for policy proposal.
- Market structure and operational model issues.
- Benchmarking in the Water Regulatory Sector.
- How to use benchmarking results in the practice.
- About the people who work in regulation.
- Sustainability, transparency, affordability.
- There is a water regulatory benchmarking program in Hungary.
- Very different approaches in different countries/regions in terms of regulation, the role of authorities and the extent of their interaction in the market processes.
- Different market structures depending on countries, branch, technology.
- Benchmarking (the importance of it in natural monopolies).
- Regulatory authorities are very important in water sector to put balance between government-operator-customer.
- Benchmarking and monitoring of performance indicator are very important for regulatory authority.
- Balance between consumer protection and sustainability of operator is very important.



7. How would you describe your role regarding Water Regulation within your agency?

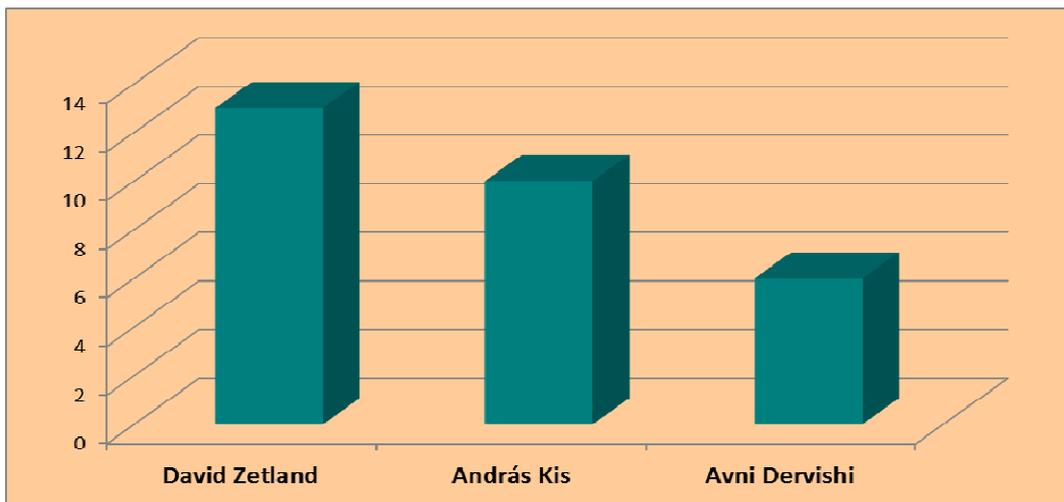


Other. Please specify:

- Adviser
- Expected to be in charge with water regulation
- Chief specialist
- I'm consultant in the field
- Expert in economics
- I am responsible for a division, but I participate in the elaboration of laws
- Head of section that advises decision-makers
- Researcher

III. WORKSHOP PRESENTERS

(Best of the best.)

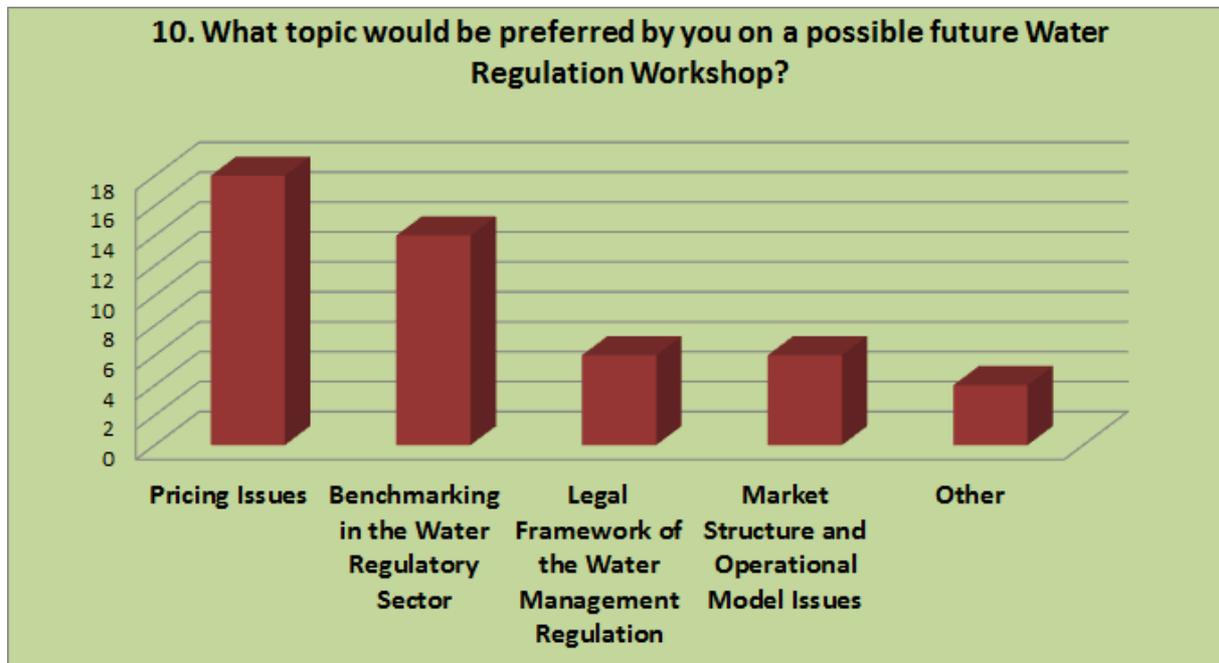
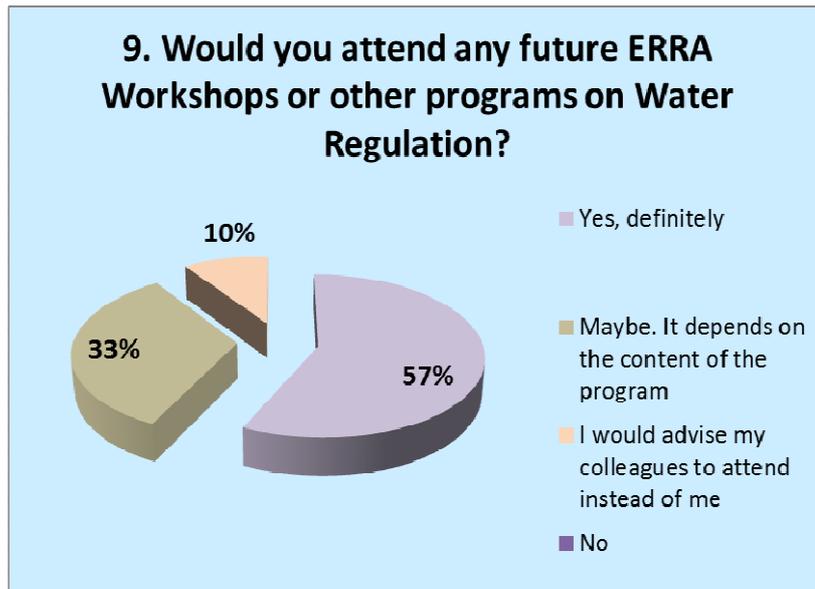


Comments:

- Benchmarking is a new field for GNERC, so it is very interesting for us to know the international water regulatory benchmarking programs.



IV. FUTURE SUGGESTIONS FOR ERRA



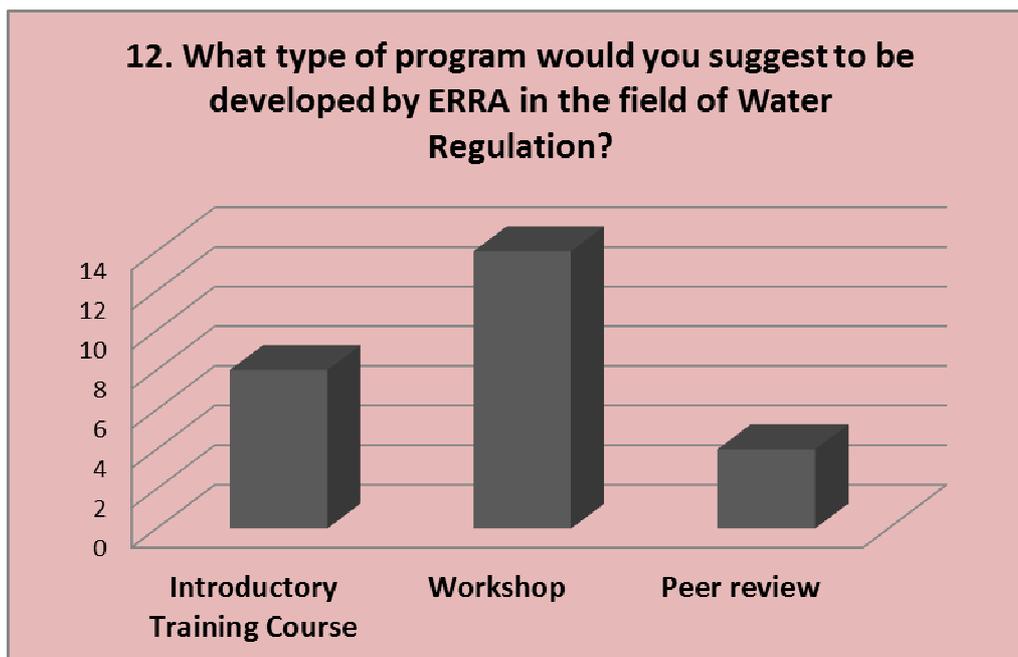
Other. Please specify:

- Process of measuring water consumption
- Processing meter values
- Quality of supply
- “Philosophy” of water sector (natural resource, consumers - their way of thinking)
- Incentive regulation, improving water efficiency
- Political intervene

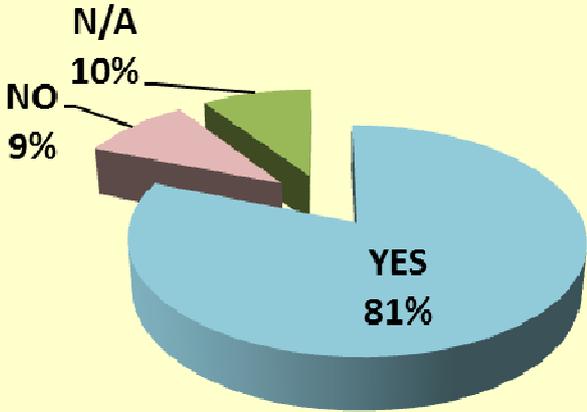


11. In your opinion, what would be useful improvements to the workshop in general?

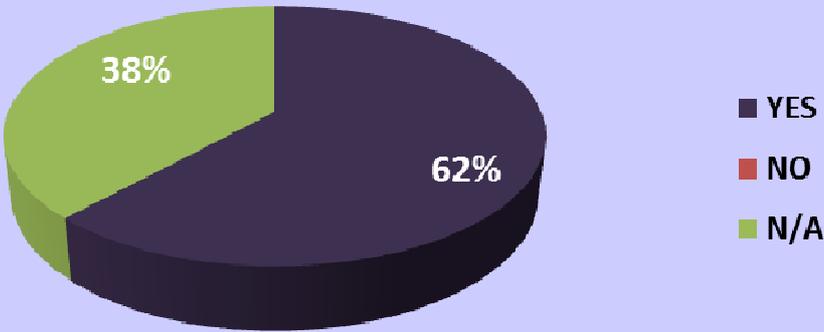
- More countries' experience
- To discuss the water regulatory practice of countries with long tradition in this sphere
- Case studies
- Mix of basic and advanced topics
- Inviting experts for a panel discussion
- Inviting presenters
- Presentations of people who can more make analysis of different situations (different countries)
- More time
- Run events immediately following on from energy committee meetings
- I think that the workshop was interesting and productive.
- Roundtable discussion of each talk by all participants (this takes time!)
- To extend time (not one day but 2-3 days)
- Separate topic for experts/decision makers
- More detailed discussion/presentation of different pricing models and methodologies for defining justified costs
- Making it more interactive / e.g. calculation task in group work
- To increase the number of participants from other regions (Africa, South America)
- To foresee any technical tour during the workshop event



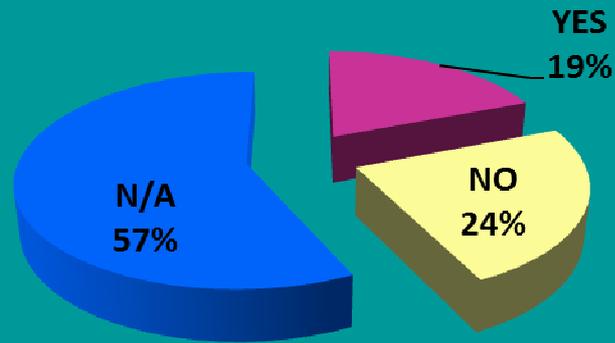
13. If ERRA would be implementing a training course on Water Regulation, would you or your colleagues be interested in participating in it?



14. If you are an ERRA Member, please indicate if you would support the idea of establishing a new Working Group on Water Regulation?



15. Would your agency be ready to host another Workshop on Water Regulation?



YES:

- Hungarian Energy and Public Utility Regulatory Authority, Hungary
- Water Regulatory Authority, Albania
- I think that GNREC will be glad to host another workshop on water regulation, but I can't say it for sure, it depends on the commission.

