

## Day 1: Block I - Financial Planning Tool for Water Utilities (FPTWU)

- 10:00-10:30 Registration of participants
- 10:30-11:00 Training opening and introductory presentation
- 11:00-12:00 Towards financial suitability of water utility: key concepts.  
(*Presentation*).
- What does financial sustainability of water utility mean and why it is important?
  - Full cost recovery tariffs;
  - Tariffs: functions and structures;
  - Advantages of water services metering.
- 12:00-12:15 Coffee break
- 12:15-13:00 Towards financial suitability of water utility: key concepts - continued.  
(*Presentation*)
- Affordability of tariffs;
  - Price elasticity of water demand;
  - Role of medium to long-term financial planning in achieving financial sustainability of water utilities.
- 13:00-14:00 Lunch
- 14:00-15:00 What is the Financial Planning Tool for Water Utilities: structure and functionalities  
(*Presentation*)
- FPTWU: purpose and benefits of use
  - Installation, use and main features of the tool;
  - Structure and modules;
  - Results of work with the tool;
- 15:00-15:15 Coffee break
- 15:15-16:45 Working with the Financial Planning Tool for Water Utilities: from data entering to financial planning.  
(*Practical exercises in using the tool*)
- Input data entering;
  - Work with the taxation module;
  - Work with the CIP module;
  - Work with the financing sources module;
  - Work with the tariff module.
  - Review of financial planning: tables, indicators, and graphs.
- 16:45-17:00 Summary and conclusions
- 19:00 Reception at Hotel

## Day 2: Block II – Multiyear Investment Planning (MIP)

- 9:30-9:45 Review of Block I and discussing the next steps
- 9:45-11:00 Overview of Block II – multiyear investment planning
- Introduction to multiyear investment planning
  - MIP process step-by-step
  - Role of procedures in the MIP process.
  - What information about investments should be collected (example of forms to be used to collect information);
  - Debt financing: loan repayment schedule, debt limits, debt service ratios;
  - Citizen participation in the process;
  - Advantages of MIP implementation
  - Discussion about the legal background and/or limitations of MIP implementation in EECCA countries
  - *Supporting documents: presentation*
- 11:00-11:15 Coffee break
- 11:15-11:45 Case study from Poland  
*Supporting documents: presentation, case report from Poland*
- 11:45-13:00 Investment projects appraisal, ranking and selection  
*Supporting documents: presentation, DGC software*
- 13:00-14:00 Lunch
- 14:30-15:00 Case study - Lutsk, Ukraine  
*Supporting documents: case report from Lutsk*
- 15:00-16:30 Presentation of the software
- Description of the tool
  - Installation and working with the tool
  - Financial analysis module
  - Completion of forms and their meaning
  - Setting criteria and their weights
  - Loans
  - Working with scenarios
  - Presentation of the results – decision support process
- Supporting documents: instruction to the software; sample data*
- 16:45-17:00 Summary

### **Day 3: Blocks III and IV Benchmarking and Performance-based Contracts**

- 9:30-10:45 Introduction to Benchmarking
- Definitions and Purpose
  - Types
  - Calculations
  - Case study – Austria
- 10:45-11:30 Review of IBNET  
Facilitated discussion on benchmarking in CIS-7; availability of data
- 11:30-11:45 Coffee break
- 11:45-13:00 Introduction to performance-based contracting
- Defining principles
  - Reasons for performance-based contracts
  - Elements of performance-based contract
  - Processes and procedures in developing performance-based contract
- 13:00-14:00 Lunch
- 14:00-14:45 Case study on performance-based contracting
- 14:45-15:15 Business Game on performance-based contract
- 15:30-15:45 Discussion of Next Steps and Assignments
- 15:45-16:00 Evaluation
- 16:00 Closing