

From Input to Output-based Regulation in the Water and Sanitation Sector

21, 25 and 28 June 2021

Online Training

Organised by the Florence School of Regulation's Water Area, hosted at the Robert Schuman Centre, European University Institute

Introduction

STRUCTURE OF THE 3 DAY ONLINE TRAINING

- Day 1, Monday 21st June 2021 | Introduction to Regulation, and Customer Engagement and Protection
- Day 2, Friday 25th June 2021 | Water & Wastewater Tariff Regulation: Methodologies and Issues at Stake
- Day 3, Monday 28th June 2021 | Output-based Regulation

Each day starts with keynote speakers (from DG Env, Wareg, EurEau, OECD) addressing upcoming challenges and regulatory trends in the water and sanitation sector. Mornings are then dedicated to lectures focusing on regulation purposes, customer engagement and protection, water and wastewater tariff regulation, and output-based regulation (with a focus on incentivising innovation). During afternoons, illustrative case studies are presented and discussed by water practitioners including regulators and operators.

The course is designed for professionals interested in gaining in-depth knowledge over a short period of time including: Officials from Regulatory Authorities, and other public bodies; Operators, water companies; Policy and decision-makers; Academics (PhD students, post-Doc).

Programme

21 June **Introduction to Regulation, Customer Engagement and Protection**

09:00 - 09:30 Introductory words and Q&A

Veronica Manfredi | DG Env

09:30 - 10:00 Keynote speech: Water Regulatory Trends to 2030

Andrea Guerrini | ARERA and Wareg

10:00 - 12:30 Introduction to WSS Regulation (what, why and how)

- Regulatory frameworks
- Regulatory agencies characteristics and missions

Customer Engagement and Protection



- Customer consultation & engagement
- Definition of customer service standards and requirements
- Resolve disputes between customer and regulated firms

Speaker: **Heather Smith** | University of Cranfield

12:30 - 14:00 Break

14:00 - 16:00 Case Study:

Albanian Water Regulatory Authority: public hearings and complaints monitoring

- Public hearing session to actively involve customers along the tariff approval process, and ensure service quality
- Internal customer complaints regulation, procedures etc.
- Template for monitoring the utility's performance and transparency toward customer complaints

Speaker: **Fjola Beqiri** | ERRU

25 June **Water and Wastewater Tariff Regulation: Methodologies and Issues at Stake**

09:30 - 10:00 Keynote speech: Water and the EU's Circular Economy

Bertrand Vallet | EurEau

10:00 - 12:30 Tariff regulation: methodologies and issues at stake

- Cost-based regulation
- Incentive regulation
- Regulation and investments
- Yardstick competition
- Financial issue in price control

Speaker: **Carlo Cambini** | Politecnico di Torino

12:30 - 14:00 Break

14:00 - 16:00 Case Study: Routemap to delivering a Net Zero Water Sector in the UK

Alberto Asquer | University of London

28 June **Output-based Regulation**

09:30 - 10:00 Keynote speech: Financing Water Supply and Sanitation: Challenges in EU Member States and Policy Options

Xavier Leflaive | OECD

10:00 - 12:30 Output-based Regulation

- Additional regulated outputs: service quality, innovation, sustainability

Incentivising innovation

- Cross-sectoral experience sharing: example of RIIO1

Speaker: **Carlo Cambini** | Politecnico di Torino

12:30 - 14:00 Break

14:00 - 16:00 Case Study: Italian tariff regulation schemes

- Economic components of the tariff
- Environmental and resource components of the tariff
- Decarbonisation: energy saving in the tariff

Speaker: **Elena Gallo** | ARERA