

## 5.2 Analysis on feedback from the utility partners on applicability of protocols

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DRINK ADRIA



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## 1. Introduction

Within activity 5.2, project partner FB5 (University of Ljubljana) has prepared a report *Development of standard protocols and procedures for efficient and effective cross border water supply* (Banovec et al., 2016a). That report contains guidelines for a procedure of new cross border/region water supply system (WSS). Procedure consists of three important parts: 1) antecedent phase (preparation time), 2) concurrent phase (current status and negotiation framework) and 3) consequent phase (contracting process and closure of negotiation). In this report, the focus will be on the third part, particularly on the contract.

Project partner FB5 analysed and compared existing cross border/regional water supply contracts in Adriatic region (that were collected from project partners), as well as some examples of good bulk water supply contracts from USA, Great Britain, South Africa and Australia. After that they have prepared a proposal of Draft Contract for cross border water supply (Banovec et al., 2016b), as a detailed document that covers seven topics which should not be separated: planning, design, operation and maintenance, financing, water quality, contingency management and governance. It was emphasized that Draft Contract is quite wide (59 pages), due to different needs of project partners. Those who participate in the negotiation process should determine through negotiation process which articles in the Draft Contract are important for specific case of cross border water supply (CBWS).

Draft Contract consists of 24 articles (with a number of subarticles): 1) Preamble, 2) Obligations, 3) Duration, 4) Current data and projections, 5) Type of water supply, 6) Water supply standards, 7) System operating standards, 8) Delivery point, 9) Water meter, 10) Regular charges and payments, 11) Irregular charges and payments, 12) Penalties, 13) Breach, 14) Risk management, 15) Vis major, 16) Dispute resolution, 17) Record keeping and information access, 18) Contact information, communication, notice and meetings, 19) Public relations, 20) Construction, 21) General, 22) Protocols, 23) Appendices, 24) Signature and approval.

## 2. Preparation of Draft Contract survey

All project partners agreed that the proposed Draft Contract is too long and needs to be shortened. Therefore, Draft Contract survey was prepared, which contains a list of all articles and subarticles from the Draft Contract. The task for project partners was to rate each article from 1 to 5, where 1 means „not at all important“, 2 means „slightly important“, 3 means „neutral“, 4 means „important“ and 5 means „very important“. It was obligatory to rate 24 articles, and optionally rates could be also given to subarticles. Partners could also provide comments in the



survey. This survey allowed assessment of which articles in the Draft Contract are crucial and should not be omitted, and also which articles are less important and perhaps it is not necessary to include them. By filling this survey, partners gave their feedback about which parts of Draft Contract they consider most important.

Twelve project partners had to fill the survey, thereof six water utilities and six research institutions or faculties. Interpretation of survey results for twelve partners is given in the report *Development of standard protocols and procedures for efficient and effective cross border water supply* (Banovec et al., 2016a). For the purpose of this report, only surveys filled by utility partners are analysed, as they are more experienced in the field of contracting.

### 3. Analysis of Draft Contract survey filled by utility partners

Six utility project partners have filled Draft Contract survey by rating each article with a rate from 1 to 5, showing which articles they consider more important than the others. Those are following project partners: LB (Eastern Optimal Territorial Area of Trieste - CATO OT), FB1 (VERITAS Joint-Stock Company), FB4 (Water Utility of Nova Gorica), FB7 (Water Utility of Istria), FB13 (P.C. Utility Neum) and FB14 (Public Utility »Vodovod i kanalizacija« Niksic).

Based on rates provided by utility partners, an average rate was calculated for each of the 24 main articles. Those average rates are provided in Table 3-1 and shown graphically on Figure 3-1.

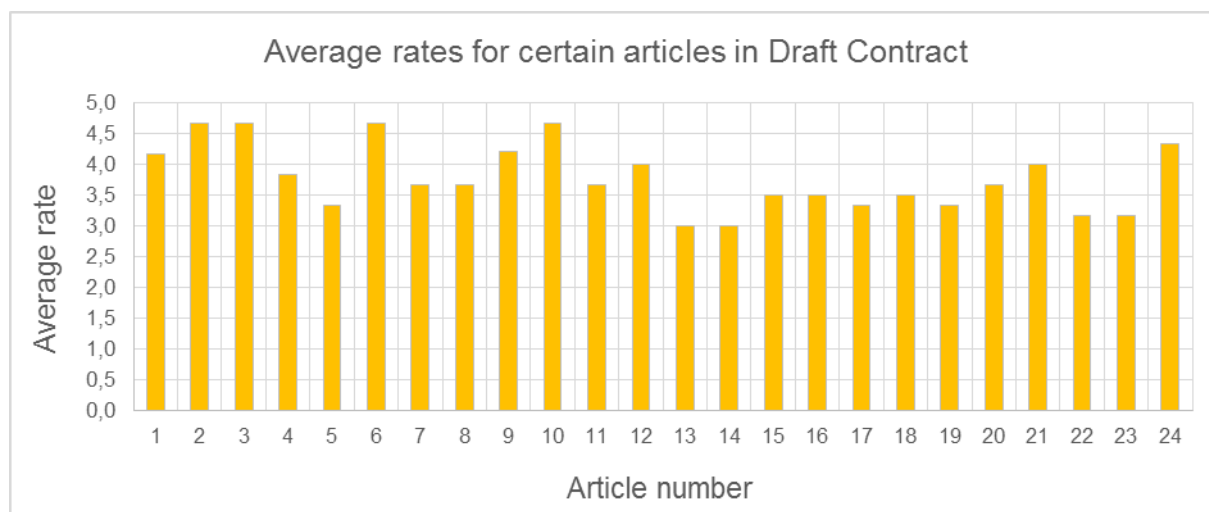


Figure 3-1. Average rates given by utility partners for 24 main articles



*Table 3-1. Average rates given by utility partners for 24 main articles*

Article number	Article title	Average rate
1	Preamble	4,2
2	Obligations	4,7
3	Duration	4,7
4	Current data and projections	3,8
5	Type of water supply	3,3
6	Water supply standards	4,7
7	System operating standards	3,7
8	Delivery point	3,7
9	Water meter	4,2
10	Regular charges and payments	4,7
11	Irregular charges and payments	3,7
12	Penalties	4,0
13	Breach	3,0
14	Risk management	3,0
15	Vis major	3,5
16	Dispute resolution	3,5
17	Record keeping and information access	3,3
18	Contact information, communication, notice and meetings	3,5
19	Public relations	3,3
20	Construction	3,7
21	General	4,0
22	Protocols	3,2
23	Appendices	3,2
24	Signature and approval	4,3

Average rates for 24 main articles are also shown in Table 3-2, but divided into five categories.

*Table 3-2. Average rates for 24 main articles in five categories*

1 (Not at all important)		2 (Slightly important)		3 (Neutral)		4 (Important)		5 (Very important)	
Article number	Average rate	Article number	Average rate	Article number	Average rate	Article number	Average rate	Article number	Average rate
/	/	/	/	5	3,3	24	4,3	2	4,7
				17	3,3	1	4,2	3	4,7
				19	3,3	9	4,2	6	4,7
				22	3,2	12	4,0	10	4,7
				23	3,2	21	4,0		
				13	3,0	4	3,8		
				14	3,0	7	3,7		
						8	3,7		
						11	3,7		
						20	3,7		
						15	3,5		
						16	3,5		
						18	3,5		



From the above shown tables and figure it can be clearly seen that based on average rates for 24 main articles, none of the articles is in the category „not at all important“ or „slightly important“. In the category „neutral“ 7 (29%) main articles can be found, 13 (54%) in the category „important“ and 4 (17%) in the category „very important“, as shown on Figure 3-2. Although partners agree that the proposed Draft Contract is too long, based on these average rates it is difficult to say which articles can be omitted from the Contract.

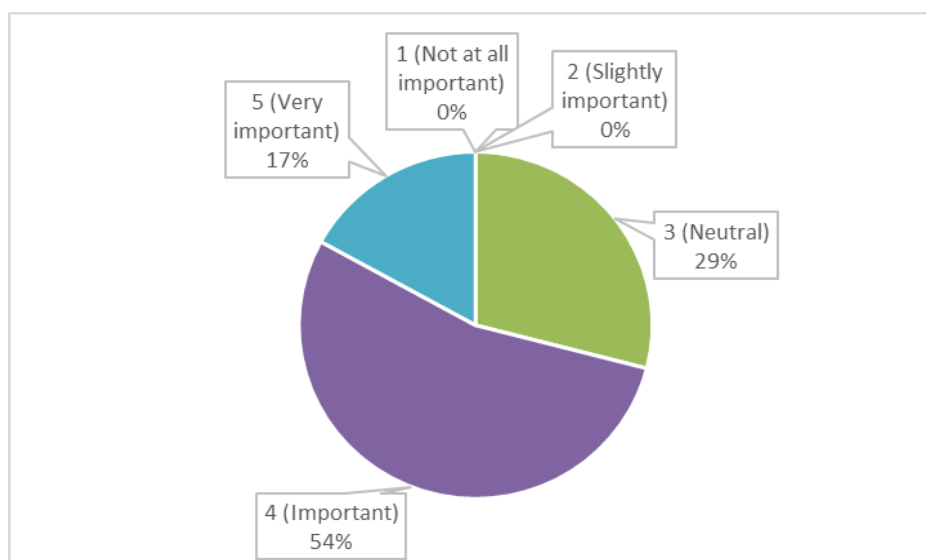


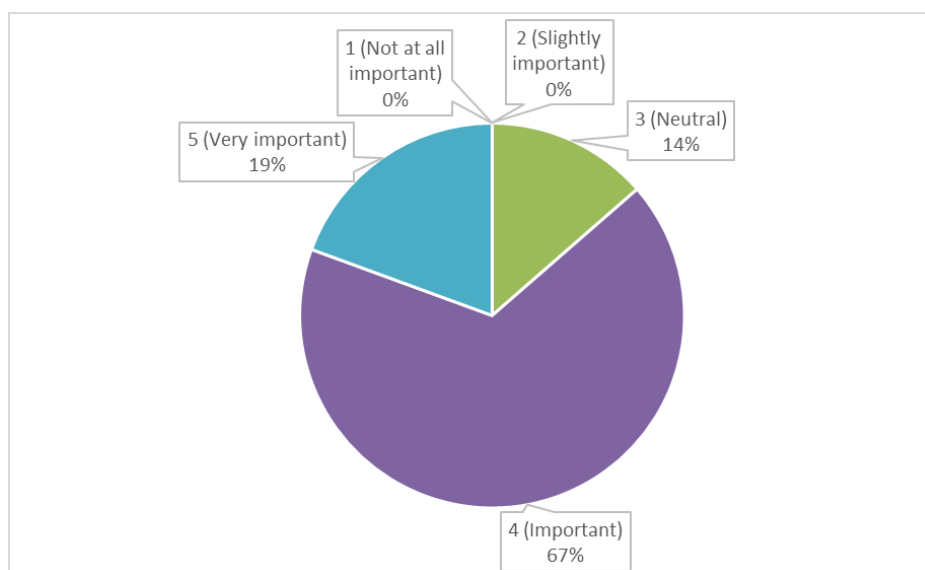
Figure 3-2. Percentage of main articles in five categories

Highest average rates were obtained for articles 2 (Obligations), 3 (Duration), 6 (Water supply standards) and 10 (Regular charges and payments). It means that utility partners find very important to have those topics defined in the contract. Slightly lower average rates were obtained for articles 24 (Signature and approval), 1 (Preamble), 9 (Water meter), 12 (Penalties) and 21 (General). It is not surprising that these articles are considered significant, because water utilities are generally focused on quantity of water, which is defined under Water supply standards, and price of water (as stated in the report by Banovec et al., 2016a).

The lowest average rates on the other hand were obtained for articles 13 (Breach), 14 (Risk management), 22 (Protocols), 23 (Appendices), 5 (Type of water supply), 17 (Record keeping and information access) and 19 (Public relations). But still, those articles are classified as „neutral“, which means that they do have some importance, and utilities should consider them as a part of the contract if they think it is necessary for their case.



It is also good to consider the structure of average rates not only for 24 main articles but also for their subarticles. Again, based on rates provided by utility partners, an average rate was calculated for each subarticle. In Table 3-3 articles are sorted from those with the smallest rate to those with the highest rate, in order to get a more detailed overview if maybe some subarticle is considered unimportant. But even with this more detailed overview, the lowest average rate is 3, which means that none of the subarticles is in the category „not at all important“ or „slightly important“. Percentage of subarticles in other categories is shown on Figure 3-3.



*Figure 3-3. Percentage of subarticles in five categories*

The highest average rates were obtained for subarticles 3.2 (Period), 6.1 (Quantity of water) and 6.8 (Water pressure). High average rates were also obtained for many other subarticles regarding 10 (Regular charges and payments), 6 (Water supply standards), 3 (Duration) and 2 (Obligations), which is in line with results in Table 3-2. The lowest average rates were obtained for many subarticles regarding mostly 14 (Risk management) and 13 (Breach), which is also in line with results in Table 3-2.





*Table 3-3. Average rates given by utility partners for main articles and subarticles*

Article number	Average rate	Article number	Average rate	Article number	Average rate	Article number	Average rate	Article number	Average rate
13	3,0	8.1	3,5	21.10	3,5	8.2	4,0	6.3	4,5
14	3,0	15	3,5	1.5	3,7	9.2	4,0	6.4	4,5
14.1	3,0	15.1	3,5	7	3,7	9.3	4,0	10.4	4,5
14.2	3,0	15.2	3,5	8	3,7	10.3	4,0	10.9	4,5
14.3	3,0	15.3	3,5	8.4	3,7	12	4,0	10.11	4,5
14.4	3,0	15.4	3,5	11	3,7	12.1	4,0	1.1	4,7
14.5	3,0	15.5	3,5	12.3	3,7	12.2	4,0	2	4,7
19.1	3,0	16	3,5	16.6	3,7	21	4,0	2.1	4,7
22	3,2	16.1	3,5	19.2	3,7	21.3	4,0	2.2	4,7
23	3,2	16.2	3,5	20	3,7	1	4,2	2.3	4,7
13.1	3,2	16.3	3,5	20.1	3,7	6.7	4,2	3	4,7
13.2	3,2	16.4	3,5	20.2	3,7	7.7	4,2	3.1	4,7
13.3	3,2	16.5	3,5	20.3	3,7	9.1	4,2	3.3	4,7
5	3,3	18	3,5	4	3,8	9.7	4,2	3.5	4,7
5.1	3,3	18.1	3,5	4.1	3,8	10.7	4,2	6	4,7
5.2	3,3	18.2	3,5	4.2	3,8	9	4,2	6.5	4,7
8.5	3,3	18.3	3,5	7.2	3,8	1.2	4,3	10	4,7
17	3,3	18.4	3,5	7.3	3,8	1.3	4,3	10.6	4,7
17.1	3,3	21.1	3,5	7.8	3,8	9.6	4,3	10.8	4,7
17.2	3,3	21.2	3,5	8.3	3,8	10.1	4,3	10.12	4,7
19	3,3	21.4	3,5	9.4	3,8	10.5	4,3	3.2	4,8
7.1	3,5	21.5	3,5	9.5	3,8	10.10	4,3	6.1	4,8
7.4	3,5	21.6	3,5	10.2	3,8	10.13	4,3	6.8	4,8
7.5	3,5	21.7	3,5	1.4	4,0	10.14	4,3		
7.6	3,5	21.8	3,5	6.2	4,0	24	4,3		
7.9	3,5	21.9	3,5	6.6	4,0	3.4	4,5		

Note: in the new version of Draft Contract which was prepared after Draft Contract survey, some articles are removed (7.9 Active leakage control, Salt intrusion, Water safety plan; 8.5 Rules on Delivery point and 14.5 Water safety plan).

It is interesting to mention that three utility partners (FB7, FB13 and FB14) have rated all main articles and subarticles with rate 4 or 5. It means that based on their opinion, every part of the proposed Draft Contract is either important or very important.

LB commented regarding article 12 (Penalties), that specificities of penalties should be agreed between parties on the basis of the existing rules. Their comment regarding 19.2 (Confidentiality) is that the information about the contract is not publicly available. For article 20 (Construction) LB's opinion is that it should be defined in the special annex of the contract.

Partner FB1 commented that article 14 (Risk management) can be already considered under 7 (System operating standards). They think that article 20 (Construction) should not be included, and that in case of new infrastructures,



information can be considered in an addendum. Their suggestion was also to put 22 (Protocols) and 23 (Appendices) under the same topic.

## 4. Conclusion

Given that there is no standardized contract for CBWS in Adriatic region, project partner FB5 collected and analysed existing cross border water supply contracts in Adriatic region, and some international examples of good bulk water supply contracts. After that they prepared a proposal of Draft Contract for CBWS. The Draft Contract itself is quite long, but it covers many important topics in detail. However, all project partners commented that the proposed Draft Contract should be shorter. Therefore a Draft Contract survey was prepared. The survey allowed partners to rate each article from 1 to 5, which would result in a clear picture of which parts of the contract are more important than the others. Although the survey was given to twelve project partners, for this report only surveys filled by six utility partners were analysed.

Analysis showed that based on average rates given by utility partners for 24 main articles, 7 main articles are in the category „neutral“, 13 in the category „important“ and 4 in the category „very important“. Articles that define Obligations, Duration, Water supply standards and Regular charges and payments have received the highest average rates, and are classified as very important part of the contract. Articles with the lowest average rates are those that define Breach, Risk management, Protocols, Appendices, Type of water supply, Record keeping and information access and Public relations. But although they have the lowest average rates, they are in the category „neutral“, which means that in some cases they can also present a significant part of the contract.

More detailed analysis was also made, to see which are the average rates not only for 24 main articles but also for numerous subarticles. But there were also no subarticles in the category „not at all important“ or „slightly important“.

Although partners agree that the contract should be shorter, based on their average rates it is not possible to say which articles are obviously unnecessary. Articles that received lower average rates can still be important topics to consider and discuss between parties (for example Record keeping and information access), even if in some cases they will not be in the contract.

Italian partners commented that it is too ambitious to think that the proposed Draft Contract could be a binding template for all cases of CBWS. However, that Draft Contract is a step forward towards a more clear definition of the relationship between partners in CBWS, with the aim to have a positive cooperation between partners during the contract period. Of course, Draft Contract is just a proposal, and anyone



who is using it should form each article in accordance with their specific situation, add additional articles or decide to exclude some parts.

## References

Banovec, P., Gartner, M., Cilenšek, A., Cerk, M., Vidmar, V., 2016a: DRINKADRIA Deliverable 5.2 (Draft) - *Development of standard protocols and procedures for efficient and effective cross border water supply. Technical protocols for the cross-border water supply addressing 7 different topics: planning, design, operation and maintenance, financing, water quality, contingency management, governance*; University of Ljubljana.

Banovec, P., Gartner, M., Cilenšek, A., Cerk, M., Vidmar, V., 2016b: Annex 1 to DRINKADRIA Deliverable 5.2: *Draft Contract for cross border water supply*; University of Ljubljana.



## **Annex: Draft Contract survey**



**DRAFT CONTRACT**

<b>CONTENTS</b>		<b>LB</b>	<b>Comments (optional)</b>	<b>FB1</b>	<b>Comments (optional)</b>	<b>FB4</b>	<b>Comments (optional)</b>	<b>FB7</b>	<b>Comments (optional)</b>	<b>FB13</b>	<b>Comments (optional)</b>	<b>FB14</b>	<b>Comments (optional)</b>
<b>1</b>	<b>PREAMBLE</b>	<b>4</b>		<b>4</b>		<b>3</b>		<b>5</b>		<b>4</b>		<b>5</b>	
1.1	Legislative alignment	4		4		5		5		5		5	
1.2	Statements and objectives	5		4		2		5		5		5	
1.3	Definitions	4		4		4		5		4		5	
1.4	Interpretation	4		4		2		5		4		5	
1.5	Preceding contracts	1		4		3		5		4		5	
<b>2</b>	<b>OBLIGATIONS</b>	<b>4</b>		<b>5</b>		<b>4</b>		<b>5</b>		<b>5</b>		<b>5</b>	
2.1	Obligations of Supplier	4		5		4		5		5		5	
2.2	Obligations of Recipient	4		5		4		5		5		5	
2.3	Joint obligations	4		5		4		5		5		5	
<b>3</b>	<b>DURATION</b>	<b>4</b>		<b>4</b>		<b>5</b>		<b>5</b>		<b>5</b>		<b>5</b>	
3.1	Commencement	4		4		5		5		5		5	
3.2	Period	5		4		5		5		5		5	
3.3	Review	5		4		5		5		4		5	
3.4	Extension	4		4		5		5		4		5	
3.5	Termination	4		4		5		5		5		5	
<b>4</b>	<b>CURRENT DATA AND PROJECTIONS</b>	<b>1</b>		<b>3</b>		<b>4</b>		<b>5</b>		<b>5</b>		<b>5</b>	
4.1	Demand	1		3		4		5		5		5	
4.2	Nominal capacity	1		3		4		5		5		5	
<b>5</b>	<b>TYPE OF WATER SUPPLY</b>	<b>1</b>		<b>3</b>		<b>2</b>		<b>5</b>		<b>4</b>		<b>5</b>	
5.1	Permanent water supply	1		3		2		5		4		5	
5.2	Temporary water supply	1		3		2		5		4		5	
<b>6</b>	<b>WATER SUPPLY STANDARDS</b>	<b>4</b>		<b>5</b>		<b>4</b>		<b>5</b>		<b>5</b>		<b>5</b>	
6.1	Quantity of water	4		5		5		5		5		5	
6.2	Water source quantity permit limit	3		5		2		5		4		5	

6.3	Limited water supply	4		5		4		5		4		5	
6.4	Water Quality	4		5		3	defined by law	5		5		5	
6.5	Flow rate	4		5		4		5		5		5	
6.6	Flow velocity rate	3		5		2		5		4		5	
6.7	Pipeline diameter	3		5		2		5		5		5	
6.8	Water pressure	4		5		5		5		5		5	
<b>7</b>	<b>SYSTEM OPERATING STANDARDS</b>	<b>1</b>	all this chapter it is not clear	<b>5</b>		<b>3</b>		<b>4</b>		<b>4</b>		<b>5</b>	
7.1	Monitoring	1		5		2		4		4		5	
7.2	Normal maintenance and repairs	1		5		3		4		5		5	
7.3	Unexpected failures and leaks	1		5		3		4		5		5	
7.4	Emergency	1		5		2		4		4		5	
7.5	Urgent supply	1		5		2	Already defined with 6.1.4	4		4		5	
7.6	Drought	1		5		2		4		4		5	
7.7	Water losses	1		5		5		4		5		5	
7.8	General rules on ownership, operation and maintenance of the system	1		5		3		4		5		5	
7.9	Active leakage control, Salt intrusion, Water safety plan	1		5		2		4		4		5	
<b>8</b>	<b>DELIVERY POINT</b>	<b>4</b>		<b>4</b>		<b>2</b>		<b>4</b>		<b>4</b>		<b>4</b>	
8.1	General	1	not clear	4		4		4		4		4	
8.2	Location	5		4		2		4		5		4	
8.3	Ownership, operation and maintenance	4		4		2		4		5		4	
8.4	Access	4		4		2	if is only one pont (5)	4		4		4	
8.5	Rules on Delivery point	1	not clear	4		3		4		4		4	
<b>9</b>	<b>WATER METER</b>	<b>4</b>		<b>5</b>				<b>4</b>		<b>4</b>		<b>4</b>	

9.1	General	3		5		5		4		4		4	
9.2	Accuracy thresholds	4		5		2	point 9.1.7	4		5		4	
9.3	Maintenance	4		5		2		4		5		4	
9.4	Testing and calibration	4		5		2		4		4		4	
9.5	Water meter replacement	4		5		2		4		4		4	
9.6	Inaccurate and not measured quantity	4		5		5		4		4		4	
9.7	Reading	4		5		4		4		4		4	
10	<b>REGULAR CHARGES AND PAYMENTS</b>	4		5		5		5		4		5	
10.2	Types and amounts of regular charges	1	not clear	5		5		5		5		5	
10.2	Methodology on defining charges	1	not clear	5		2		5		5		5	
10.3	Regular charges and withdrawn quantity	1	not clear	5		4		5		4		5	
10.4	closing balance accounting	4		5		4		5		4		5	
10.5	Projections	4	in order of the duration of the water supply?	5		3		5		4		5	
10.6	Accounting period	4	billing period?	5		5		5		4		5	
10.7	Issue of invoice	4		5		2		5		4		5	
10.8	Deadline to pay invoice	4		5		4		5		5		5	
10.9	Late payment	4		5		4	depende of who need water (seller or buyer)	5		4		5	
10.10	Special payment arrangements	4	only for exceptional cases but the rules of the payments must be regular and standard	5		3		5		4		5	
10.11	Currency exchange rate	4		5		4		5		4		5	
10.12	Method of payment	4		5		4		5		5		5	

10.13	Data on invoice	4		5		3		5		4		5	
10.14	Recipient query for incorrect invoice	4		5		3		5		4		5	
11	<b>IRREGULAR CHARGES AND PAYMENTS</b>	4		4		2		4		4		4	
12	<b>PENALTIES</b>	4	the chapter of the penalties is always included in each any type of contract, the specificity and mode of penalties will be agreed between the parties and on the basis of the existing rules. The possible penalties listed below are to be regarded only by way of example for the Drinkadria	4				4		4		4	
12.1	Minor breach penalty	4		4		4		4		4		4	
12.2	Unauthorised excessive withdraw of water penalty	4		4		4		4		4		4	
12.3	Material breach penalty	4		4		2		4		4		4	
13	<b>BREACH</b>	1		3		2		4		4		4	
13.1	Not a breach	1		3				4		4		4	
13.2	Minor breach	1		3				4		4		4	
13.3	Material breach	1		3				4		4		4	
14	<b>RISK MANAGEMENT</b>	1		3	can be already considered in #7	2		4		4		4	
14.1	Deduction of water supply	1		3		2		4		4		4	
14.2	Insurance	1		3		2		4		4		4	
14.3	Guarantees	1		3		2		4		4		4	
14.4	Damage caused between Parties	1		3		2		4		4		4	
14.5	Water safety plan	1		3		2		4		4		4	
15	<b>VIS MAJOR</b>	1		4		3		5		4		4	
15.1	Event of Vis major	1		4		3		5		4		4	
15.2	Suspension of obligations	1		4		3		5		4		4	



15.3	Remedy of an event of Vis major	1		4		3		5		4		4	
15.4	Mitigation	1		4		3		5		4		4	
15.5	Unavoidable contract termination	1		4		3		5		4		4	
<b>16</b>	<b>DISPUTE RESOLUTION</b>	<b>1</b>		<b>4</b>		<b>4</b>		<b>4</b>		<b>4</b>		<b>4</b>	
16.1	General	1		4		4		4		4		4	
16.2	When dispute arises	1		4		4		4		4		4	
16.3	Negotiations	1		4		4		4		4		4	
16.4	Mediation	1		4		4		4		4		4	
16.5	Arbitration	1		4		4		4		4		4	
16.6	Court of Jurisdiction	1		4		4		4		5		4	
<b>17</b>	<b>RECORD KEEPING AND INFORMATION ACCESS</b>	<b>1</b>		<b>3</b>		<b>4</b>		<b>4</b>		<b>4</b>		<b>4</b>	
17.1	Record keeping	1		3		4		4		4		4	
17.2	Information access	1		3		4		4		4		4	
<b>18</b>	<b>CONTACT INFORMATION, COMMUNICATION, NOTICE AND MEETINGS</b>	<b>1</b>		<b>3</b>		<b>5</b>		<b>4</b>		<b>4</b>		<b>4</b>	
18.1	Contact information	1		3		5		4		4		4	
18.2	Notice and communication	1		3		5		4		4		4	
18.3	Notices in accordance with Protocol	1		3		5		4		4		4	
18.4	Meetings	1		3		5		4		4		4	
<b>19</b>	<b>PUBLIC RELATIONS</b>	<b>3</b>		<b>3</b>		<b>2</b>		<b>4</b>		<b>4</b>		<b>4</b>	
19.1	Communication with end customer	1	only general information	3		2		4		4		4	
19.2	Confidentiality	5	The information about of the contract is not public available	3		2		4		4		4	

20	CONSTRUCTION	4	This topics are included and defined in the special annex of the contract	2	In my opinion this topic should not be included. In case of new infrastructures, informations and mangament can be evenutally considered in an addendum. In other cases can change the conditions of the regulations.	3		4		4		5	
20.1	Planning, design and construction	4		2		3		4		4		5	
20.2	Timeline of construction	4		2		3		4		4		5	
20.3	Finances	4		2		3		4		4		5	
21	GENERAL	4	All this chapter it is not so clear, but normaly the parties discuss about the specific topics that must be include in this chapter	4		4		4		4		4	
21.1	Regulatory approval	1	not clear of this the definition	4		4		4		4		4	
21.2	Legal authority	1	not clear of this the definition	4		4		4		4		4	
21.3	Legislative and regulatory changes	4		4		4		4		4		4	
21.4	Relationship between Parties	1	it is not clear whta type of relation between the parties intend describe	4		4		4		4		4	
21.5	Supremacy of this Contract	1	not clear this the definition	4		4		4		4		4	
21.6	Contract binding on successors in title	1		4		4		4		4		4	
21.7	Counterparts	1	not clear	4		4		4		4		4	

21.8	Governing law	1	only for a general information, we must consider this proptocol must regulate two diferente governig law	4		4		4		4		4	
21.9	Sub-contracting	1	it dipend of the rules and the legislation	4		4		4		4		4	
21.10	Liability of expenses	1	whta expenses	4		4		4		4		4	
22	PROTOCOLS	1	not clear	3	Protocols and appendices can be the same subject	3		4		4		4	
23	APPENDICES	1	technical annex? Special annex to describe particulars aspects? Not clear	3		3		4		4		4	
24	SIGNATURE AND APPROVAL	1	whta it means "approval" or what do you consider in "approval"	5		5		5		5		5	

Legend:

	Must be filled out
	Optional

RATES:

- 1 Not at all important
- 2 Slightly important
- 3 Neutral
- 4 Important
- 5 Very important



Analysis on feedback from the utility partners on applicability of protocols - Rijeka 2016

**Let's grow up together**



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