

STUDY TOUR REPORT
On integrated water resources management and
river basin management in Denmark and France
7 - 17 May 2004

Delegation from Ministry of Natural
Resources and Environment (MoNRE),

Per Rasmussen, Lisbeth Flindt Jørgensen
& Alex Sonnenborg



STUDY TOUR REPORT
On integrated water resources management and
river basin management in Denmark and France
7 - 17 May 2004

Delegation from Ministry of Natural Resources
and Environment (MoNRE),

Client: MoNRE-DANIDA WaterSPS

Per Rasmussen, Lisbeth Flindt Jørgensen
& Alex Sonnenborg

Table of contents

1 Introduction	2
2 Study tour programme	3
3 List of participants	7
4 Profile of Institutions visited	8
5 List of speakers and available presentations on CD-ROM	13
6 Evaluation of the study tour	15
Appendix 1 Presentations (CD-ROM)	18

1 Introduction

The Study Tour introduced senior staff of the Vietnamese Ministry of Natural Resources and Environment (MoNRE) to the framework for water resources management in Denmark and France, with particular emphasis on water resources management and planning. The study tour provided inspiration, possibility for exchange of experience, and lessons learned in line with MoNRE's action plan for 2004-2006.

The ongoing implementation of EU Water Framework Directive demanding Integrated Water Resource Management to be implemented in River Basins throughout Europe made up an excellent target for inspiration, exchange of experience and lessons learned. The study tour addressed Policy and Strategy, Integrated Water Resources Management, River Basin Management Plans, Uniform data management, Capacity building, Cost recovery in the water sector, Licensing, Monitoring, Planning and Protection of the water resources.

The Study Tour made government staff familiar with the objectives and procedures for management and administration of water resources in Denmark and France, with particular emphasis on the purpose and methods for registration and legislation of different types of water utilisation. The study tour had 10 participants, senior persons responsible for implementation of the LWR at central level in Vietnam.

The Study Tour had a duration of 1 week. The first three days focused on water policy, strategy, integrated water resources management and groundwater management as well as aquatic monitoring in Denmark. The last two days focused on river basin management in France. In both countries management on national as well as on regional levels were demonstrated. Principles and experiences with the EU WFD were included.

The Study Tour is part of the Danida Water Sector Program Support in Vietnam, in particular the Sub-component for Support to Implementation of the Law on Water Resources.

MoNRE is a government body to exercise the state function of management over land, water resources, minerals, environment, meteorology, hydrology, measuring and mapping in the national scope; exercise the governance over public services and represent the owner of state capital in enterprises using state budgets relating to natural resources of land, water, minerals, environment, meteorology, hydrology, measuring and mapping in accordance with legal regulations (Government Decree 91/2002/ND-CP).

MoNRE tasks and authorities on water resources (Government Decree 91/2002/ND-CP):

- Submit to the Government for approval of the assignment and development in implementing the basic surveys and the authority to license, revoke of issued licenses on water resources; and direct and supervise the implementation thereof upon approval;
- Summarise the data, manage the results of the basic surveys, inventory, assess water resources and establish database on water resources;
- Regulate, direct and supervise the implementation of the measures used for the protection of water resources;
- Accommodate the National Council on Water Resources.

Mr. Nguyen Cong Thanh, Vice Minister, MoNRE, was leader of the delegation. Mrs. Nguyen Thi Thu Hong, MoNRE, acted as translator during the meetings. Mr. Per Rasmussen, GEUS, supervised the study tour in Denmark and France. The programme in France was prepared in cooperation with BRGM, Ms. Caroline Wittwer and Mr. Thierry Pointet.

2 Study tour programme

Detailed Study Tour Program

DATE	TIME	ACTIVITY
7/5 Friday	Morning	Departure Hanoi at 10.05
	Evening	Arrival at Copenhagen Airport at 20.55 Transport to Hotel Maritime, Copenhagen
8/5 Saturday	Morning	
	09.00 - 10.00 10.00 - 12.00	Hotel Maritime: Introduction to programme, practical matters Sightseeing tour in Copenhagen with bus
	Afternoon	Free
	Evening	Free
9/5 Sunday	09.45	Departure from Hotel Maritime
	10.00 - 12.00	Visit to the National Museum
	12.00 - - 18.00	Bus departs from National Museum Visit to Kronborg Castle, Helsingør Return to Copenhagen/Hotel Maritime
	Evening	Free
10/5 Monday	08.30	Departure from Hotel Maritime
	09.00 - 09.30	Introduction to GEUS Johnny Fredericia, Vice Director
	09.30 – 11.00	Danish Environmental Protection Agency (DEPA) Christian Ammitsøe, Deputy Head of Division of Wastewater and Water Supply - General introduction to the administration of water resources in Denmark: From EU to local water works. The role of DEPA - The water sector framework in Denmark, i.e. legislation, institutions and finance - Responsibilities and functions at different levels of government - Roles of different stakeholders in the water sector in Denmark - Water Resources Planning and Protection - National Environmental Action Plans - The EU Water Framework Directive
	11.00 – 12.00	Copenhagen County – a urban regional administrative unit Nils Bull, Head of Department of Groundwater - What is a county - Duties and responsibilities of Copenhagen County as a Water

	12.00 – 13.00	District Authority - Strategy, planning and management of groundwater abstraction and protection in an urban setting (integrated water resources management)
	13.00 – 14.00	Lunch, GEUS canteen
	14.30	Danish Water and Waste Water Association - DANVA Anders Bækgaard, Director - Political objectives - Water resources and utilities - Pricing policy - Quality and treatment - Groundwater protection - tools
	16.00	Departure for Regnemark Water Works, Copenhagen Municipality
	17.30	Regnemark Water Works, Copenhagen Energy, Copenhagen Municipality Gyrite Brandt, Geologist - History of Copenhagen Energy, the water supply of a capital - The water abstraction and supply of Copenhagen today - Guided tour at the water works
	19.00	Departure for Hotel Maritime Dinner at Restaurant Kanalen
11/5 Tuesday	08.30	Departure from Hotel Maritime (check out)
	09.00 - 11.00	The Nationwide Monitoring and Assessment Programme for the Aquatic and Terrestrial Environments - NOVANA Lilian van der Bijl, Danish National Environmental Research Institute - Background - Strategy - Organisation - Content
	11.00 – 11.30	The Danish Groundwater Monitoring Programme (part of NOVANA) Lisbeth Flindt Jørgensen, Geologist, GEUS
	11.30 – 12.00	The role of GEUS as a national focal point of Groundwater Alex Sonnenborg, Head of Department of Hydrology
	12.00 – 12.30	How to use Danish experiences in the development of a new Vietnamese water resources strategy Alex Sonnenborg, Head of Department of Hydrology
	12.30 - 13.30	Lunch, GEUS Canteen

	13.30	Departure for DHI Water and Environment
	14.00 – 17.00	<p>DHI Water and Environment Karsten Havnø, Director, Market Development</p> <ul style="list-style-type: none"> - Introduction to DHI - WRIS and model applications <p>Jacob Høst-Madsen, Head of River and Flood Management Dept.</p> <ul style="list-style-type: none"> - River Modelling and Flood Forecasting <p>Torkil Jønch-Clausen, Director, Innovation and Collaboration Centres</p> <ul style="list-style-type: none"> - Integrated Water Resources Management (IWRM) <p>Niels Skov Olesen, Wastewater specialist, Wastewater and Process Technology Dept.</p> <ul style="list-style-type: none"> - Wastewater licensing <p>Per Bøgelund Hansen, Head of Projects, Water Management Dept.</p> <ul style="list-style-type: none"> - DHI Collaboration Centres
	17.00	Departure for Odense, Hotel
	Evening	Check in at Hotel Ansgar
12/5 Wednesday	8.30	Departure from Hotel Ansgar (check out)
	9.00 – 12.00	<p>County of Fyn Welcome to the County of Fyn Carl Erik Jensen, Committee Vice Chairman Environment and Traffic</p> <ul style="list-style-type: none"> - Questions on political issues from delegation <p>Introduction to the County of Fyn Peter Østergaard, Head of Groundwater Department</p> <p>Pilot River Basin Odense Harley Bundgaard Madsen, Head of Surface Water Department</p> <ul style="list-style-type: none"> - What is PRB? - Results from the Danish Case Study <p>Water abstraction and water supply in the county of Fyn Peter Østergaard, Head of Groundwater Department</p> <ul style="list-style-type: none"> - Strategy, planning and management of groundwater abstraction and protection in a rural and urban setting (integrated water resources management)
	Lunch	At the county of Fyn
	13.00	Departure for the private Water Works of Otterup
	13.30 – 15.00	<p>Private Waterworks of Otterup Flemming Olsen, Manager, Eva Fischer Nielsen, County Of Fyn</p> <ul style="list-style-type: none"> - History of the water works - The water abstraction and supply of the area today - Guided tour at the waterworks and well fields

	15.00	Departure for Copenhagen Airport
	18.30	Flight, Copenhagen – Paris
	Evening	Check in at Hotel Libertel Bellechasse Paris
13/5 Thursday	10.00 - 12.00	Visit to Vigneaux water treatment plant, Lyonnaise des Eaux Jean-Marc Ponté, Head of Production Division (surface water) - Introduction to the water supply company (private) - Responsibility, financial set-up, technical design of the water works and water supply - Guided tour at the waterworks
	14.30 - 17.00	Lunch Ministry for Ecology and Sustainable Development, Water Directorate Jean-Paul Rivaud, Responsable de la mission internationale et communautaire, Claude Truchot, Chargé de mission "loi sur l'eau" - Introduction to water management in France - Guiding principles for water management and water resources protection in France
14/5 Friday	09.30 - 10.30	Loire Bretagne Water Agency Jean-Francois Talec, Head of International Relations, Loire-Brittany river basin agency - The French approach to river basin management, regional experiences - Water agencies as financial tools for water management
	10.30 - 12.00	International Office for Water (OIEAU) Denis Fourmeau, Deputy General Manager - Introduction to the French water data network - Exchange, enhance, and share data
	14.00 - 17.00	Lunch BRGM, Bureau de Recherches Géologiques et Minières P. Vesseron, President, Caroline Wittwer, Assistant Director, Thierry Pointet, - Introduction to BRGM's fields of work - Groundwater management projects, support to regional water agencies - Hydrological research projects - ASEM Asia-Europe S&T cooperation
15/5 Saturday		Sightseeing in Paris
16/5 Sunday	10.00	Check out of Hotel Libertel Bellechasse
	14.00	Departure for Hanoi
17/5 Monday	11.00	Arrival at Hanoi

3 List of participants

1. Mr. Nguyen Cong Thanh, Vice Minister - MoNRE
2. Mr. Vu Van Hue, Vice Director - Agriculture Department, Office Government
3. Mr. Le Minh Duc, Vice Director - Dept. of Science, Education, Natural Resources and Environment, Ministry of Planning and Investment
4. Mr. Le Bac Huynh, Vice Director - DWRM, MoNRE
5. Mrs. Ho Thu Giang, Vice Director - Department of Planning and Finance, MoNRE
6. Mr. Nguyen Thanh Minh, Director of General Office - MoNRE
7. Mr. Nguyen Chi Cong, Head Bureau of Natural Resources Protection - DWRM
8. Mr. Le Huu Thuan, Head Bureau of Surface Water Management - DWRM
9. Mrs. Nguyen Thi Thu Hong, Interpreter - International and Co-operation Department - MoNRE
10. Mr. Nguyen Ba Chinh, CTA Assistant - Sub 1.1 LWR, WAterSPS

4 Profile of Institutions visited

Danish Environmental Protection Agency (DEPA)

The Danish Environmental Protection Agency (DEPA) spheres of activity are concentrated on preventing and combating water, soil and air pollution. The Agency belongs under the Danish Ministry of Environment and Energy and has some 300 employees.

The DEPA administers environmental legislation and prevents and combats the pollution of water, soil and air in Denmark. An important task is monitoring the state of the environment and disseminating information related to this. With the assistance of other national and local authorities, the Agency gathers information on such environmental hazards as the emission of chemical substances to the air and the use of pesticides in Denmark.

Homepage: <http://www.mst.dk>

Copenhagen County

With a population of 615.000 people Copenhagen County is the second largest county in Denmark, and accounts for approximately 12% of the total Danish population (5,3 mill.). Copenhagen County contains 18 municipalities, most of them rather large by Danish standards. The county surrounds the two metropolitan municipalities, Copenhagen and Frederiksberg. The two cities are not included in Copenhagen County as they enjoy both municipal and county status.

Copenhagen County is Denmark's largest industrial and commercial region – a total of 365.000 people are employed in the region. Additionally, it is the base of many consulting firms and enterprises in such areas as advanced technology and biomedical equipment. Approximately one third of all high-tech jobs in Denmark are placed in Copenhagen County.

Denmark is divided into 14 counties and 275 municipalities including Copenhagen and Frederiksberg. Copenhagen County and the other 13 counties form the regional level of Danish administration. The counties are responsible for health care and hospitals, social services, education, culture, roads and protection of the environment. Typically the counties take on tasks which require administration and facilities not usually available in the municipalities.

Several basic development assignments are in the hands of Greater Copenhagen Authority (Hovedstadens Udviklingsråd HUR), in which Copenhagen County is represented. Some of Greater Copenhagen Authority's tasks are regional planning, traffic planning, public transport, industrial policy and tourism within the region.

The county has a wide range of tasks concerning protection of nature and the environment. One of the county's most crucial tasks is to ensure clean groundwater so that citizens have clean drinking water.

The county supervises and licenses industries that are potentially dangerous to the environment and is responsible for cleaning chemical dumps. The county also lays down rules governing the amount of waste materials, which may be discharged into the water and the air.

The county is also responsible for administering the Protection of Nature Act whose aim is to safeguard Denmark's countryside and cultural sites.

Homepage: <http://www.kbhamt.dk>

Danish Water and Waste Water Association

Danish Water and Waste Water Association (DWWA) is a national association of water and sewerage suppliers. The association primarily comprises the larger municipal and private ones, local authorities and counties, suppliers to the water and sewerage industry, the joint municipal environmental centres, advisors and institutions. Employees within the water supply and wastewater sector, as well as private persons with interest in the sector, can be admitted as personal members.

The members are responsible for 75 per cent of the Danish drinking water supply and for the collection and treatment of sewage from about 75 per cent of the Danish population.

Among its members, the association lists: Approximately 175 local authorities, 16 supply companies owned by local authorities, and 28 private water utilities (owned by consumers' co-operatives).

The objective of the association is to look after the common interests of Danish water and sewerage suppliers in promoting a steady and high-quality water and sewerage supply on an environmentally sustainable basis.

As a planning and supervising authority, any local authority, with or without public (municipal) water supply and sewerage in its area, may need service from the association.

Homepage: <http://www.danva.dk>

Copenhagen Energy (Copenhagen Water Supply)

Copenhagen Energy (CE) is Denmark's leading multi-supplier company. They are around 1.550 persons securing year round that 350.000 customers get electricity, gas, and heating, and that 500.000 customers have clean water in their taps. CE also handles sewage water.

Copenhagen Energy has an annual turnover of 5 billion DKK. Copenhagen Municipality owns CE.

Copenhagen Energy abstracts about 65 million m³ groundwater per year for drinking water purposes. Copenhagen Energy is not only supplying citizens of Copenhagen Municipality with drinking water, also 19 other municipalities in the Greater Copenhagen Area get drinking water supplied by CE. The groundwater is abstracted over an area from Ringsted in South to Arresø in North, a radius of 50 kilometre from central Copenhagen.

Homepage: <http://www.ke.dk>

The National Environmental Research Institute (NERI)

The National Environmental Research Institute is an independent research institute under the Danish Ministry of Environment and Energy. NERI's mission is to provide a sound and informed scientific basis for making environmental decisions at the political, administrative and commercial levels.

The object of NERI's work is to help fulfil the Government's goal of an environmental policy based on knowledge. The Statutory Order governing NERI assigns the Institute responsibility for "research, consultancy services, monitoring and information activities within the environment and nature areas, including the atmospheric environment, the environment and nature in inland and marine waters, the terrestrial environment and nature, as well as concerning the relationships between society's activities and the state of the environment and nature".

Homepage: <http://www.dmu.dk>

The Geological Survey of Denmark and Greenland (GEUS)

The Geological Survey of Denmark and Greenland (GEUS) is a sector research and advisory institution under the Danish Ministry of Environment and Energy. The Survey's primary function is to provide the essential geological service for the utilisation and protection of Denmark's, Greenland's and Faeroe Island's natural resources. This involves mapping, data collection and basic research, in addition to providing impartial advice and to government, the general public and the scientific community.

Within the environmental sphere, the Survey has both a research and advisory role with respect to environmental protection, water supply, and exploitation of raw materials and nature conservation. Similarly, the Survey assists the Ministry in its administration of the utilisation of raw materials and mineral deposits, including the supervision of exploration for and exploitation of oil, natural gas, geothermal energy, etc.

In addition, the Survey undertakes numerous contract assignments for private firms. Over the years a large number of papers have been published on the Survey's scientific and consultancy activities. GEUS was created in 1995 by the amalgamation of the Geological Survey of Denmark (established 1888) and the Geological Survey of Greenland (established 1946).

Homepage: <http://www.geus.dk>

DHI Water and Environment

DHI Water & Environment is an independent, international consulting and research organisation affiliated to the Danish Academy of Technical Sciences. The Institute is organised into four divisions: Environmental Technology & Chemistry, Water Resources, Water Environment & Informatics, and Marine Technology.

DHI Water and Environment has achieved a leading position within the field of integrated management of land and water resources, and provides comprehensive expertise together with a range of decision support tools to understand and simulate a variety of hydrological aspects ranging from broad-scale river basin issues to detailed hydrological and hydrodynamic investigations. In relation to water supply, development and implementation of early warning systems with respect to quantity and quality, has been a focus area for DHI since the early 1990's.

Projects often require integration of various aspects, such as conjunctive use of ground water and surface water, water quantity and quality, water uses, industrial water management and integration of the natural systems into human (political and institutional) systems. In the recent years DHI Water and Environment has contributed to development of scenarios, visions and actions within the so-called Vision and Framework for Action process through participation in Global Water Partnership and regional collaborations.

Homepage: <http://www.dhi.dk>

Fyn County

Fyn County is the name of the regional authority but it is also a geographical name. The county consists of the islands of Fyn, Ærø, Langeland, Tåsinge, and a larger number of small islands.

The county refers to itself as the Green Heart of Denmark, as it is situated in the centre of Denmark, and it is very protective of its green environment. Fyn is well known because of the beautiful and well preserved nature.

The County plays the central role as regards implementing the legislation governing nature and the environment, and planning how nature can best be used without being misused.

It is the County that keeps an eye on our groundwater and hence on our drinking water. In many places the groundwater is threatened by pesticides and nitrate and by old unlawful waste chemical dumps. The County monitors the quality of the water and intervenes where it is found to be contaminated.

The County is responsible for identifying sites where chemicals and other hazardous waste are buried. The County has to ensure that the waste does not harm man or the environment.

The County monitors the state of watercourses, lakes and coastal waters and prepares an annual state-of-the-aquatic-environment report. The quality of the water depends on discharges of wastewater from towns, industry and agriculture.

The County sets the water quality objectives for watercourses, lakes and coastal waters – and controls that they are complied with.

Each year the County collates and publishes the results of the bathing water quality measurements made by the Municipalities.

The County sets noise and atmospheric emission limits for public and private enterprises – and controls that they are complied with.

In co-operation with the Municipalities the County is responsible for ensuring that household and industrial waste is managed in a manner that minimises pollution and maximises recycling.

Citizens shall have the right of access to the open countryside, to the woodlands and the coastline. It is the County that administers the Protection of Nature Act that ensures these rights and protects the nature and the historical monuments.

Homepage: <http://www.funencounty.dk>

Private Water Works of Otterup

Otterup water works is a private water works owned by its customers, and governed by a board elected for a 4 year period by the water users. The water works is 70 years old, and supplies water to around 2000 persons. The annual groundwater abstraction is 380.000 m³/year from 4 wells. The water works only uses a simple water treatment, aeration to remove iron and manganese from the groundwater.

Vigneaux water treatment plant, Lyonnaise des Eaux

Lyonnaise des Eaux France is a major player in the administration and management of water. We assist the local community and the industry to meet the continuous challenge of good water quality and the preservation of the environment.

Lyonnaise des Eaux France is an enterprise which aims to service the local community and their consumers. In France, the local community is responsible for the water supply (either as a single community or as a group of communities). It is the local community which defines how the water supply is managed. Either as a direct supplier, managed by a public administration or by entrusting part or all the administration to a delegated enterprise as Lyonnaise des Eaux France. In 2001, more than 80 communities have renewed their confidence in Lyonnaise des Eaux France to manage their water supply and their sewage.

Lyonnaise des Eaux France guarantee a public service with high quality and proximity, 24 hours a day, 365 days a year. To comply with our aims Lyonnaise des Eaux France is organised in a decentralised structure with 5 divisions, 31 regional centres, and 120 local agencies. Lyonnaise des Eaux France serves 14 millions Frenchmen supplied with drinking water, and 9 millions Frenchmen connected to our sewage treatment system in 5.000 local communities supplied with drinking water, and 2.500 communities connected to our sewage treatment system.

Homepage: <http://www.lyonnaise-des-eaux.fr>

Ministry of ecology and sustainable development

Homepage: <http://www1.environnement.gouv.fr>

The Loire-Bretagne water agency

In France, the law of 1964 on water defined 6 catchment areas and 6 water agencies. These are Public Utility State establishments and they finance the studies and the work needed to control pollution and develop the water resources.

Within the catchment areas, the river basin committee conducts the water policy, much like a water parliament bringing together representatives from all categories of water users.

The water agency does not provide directly for the construction or the management of the works. Its role is to give the elected officials and the water users, in co-operation with the State services, an overall view of the problems linked to water management (tools of knowledge), and the financial means enabling them to draw up a coherent policy.

The financial assistance which it grants comes from the charges paid by the various water users for the water which they take up and the pollution's which they discharge. These funds are distributed according to priorities of action - the intervention programme - adopted for a duration of five years.

Organisation: 280 permanent agents of which 100 in the regional offices from Nantes, Saint-Brieuc, Orleans, Le Mans, Poitiers and Clermont-Ferrand

Homepage: <http://www.eau-loire-bretagne.fr>

International Office for Water (IOW)

The International Office for Water (IOW) is a non-profit-making Association under the French Law of July 1,1901, state approved by Decree on September 13, 1991.

Its objective is to gather public and private partners involved in water resources management and protection in France, Europe and in the world (bi- and multi-lateral co-operation organisations, ministries, water agencies, local communities, universities, engineering schools, research centres, land development companies, water suppliers and professionals,

industrialists, professional associations, non governmental organisations) in order to set up a real partners network.

It now comprises 149 member organisations.

Homepage: <http://www.oewater.org>

Bureau de Recherches Géologiques et Minières (BRGM)

BRGM, a Geoscience specialist, works towards the sustainable management of our underground resources with the objectives: (1) Understand geological phenomena, develop new methodologies and techniques, and produce and disseminate pertinent, high-quality data. (2) Provide the necessary tools for public policies concerning surface, subsurface and natural resource management, natural-risk and pollution prevention, and regional development and planning.

BRGM has 3 defined missions: (1) Technological research and development, and innovation. (2) Support for public policies and citizen information. (3) International co-operation and development aid.

BRGM works in 7 thematic areas: Mineral resources, Water, Development planning and natural risks, Environment and pollution, Environmental metrology, Mapping and digital information systems, Energy (geothermal energy and underground storage).

Water is at the crossroads of two crucial issues: vital natural resources and the Earth's eco-climatic balance. BRGM plays a part in the vital issue by providing public officials with a widely acknowledged and internationally sought expertise. Understanding water's surface and subsurface cycles, locating and evaluating new resources, sustainable managing existing resources and protecting their quality, are some of the fundamental research and public-policy support missions in which BRGM excels. Research results, such as the new models developed by BRGM that take into account hydrogeochemical reactions and global socio-economic factors, are rapidly put to use in the field. In 2002, BRGM participated actively in the implementation of the new European Water Framework Directive in the regions.

BRGM has 855 employees, including over 600 scientists, engineers and technicians, 29 regional offices in metropolitan France and its overseas Departments and Territories, and teams working in more than 40 countries.

Homepage: <http://www.brgm.fr/>

5 List of speakers and available presentations on CD-ROM

Speakers	Mail	Copy of presentation
Johnny Fredericia , Vice Director, Geological Survey of Denmark and Greenland (GEUS)	jfr@geus.dk	No
Christian Ammitsøe , Deputy Head of Division of Wastewater and Water Supply, Danish Environmental Protection Agency	cam@mst.dk	No
Nils Bull , Head of Department of Groundwater, Copenhagen County	nilbul@kbhamt.dk	ppt on CD
Anders Bækgaard , Director, Danish Water and Waste Water Association (DANVA)	ab@danva.dk	ppt on CD
Gyrite Brandt , Geologist, Regnemark Water Works, Copenhagen Energy, Copenhagen Municipality	gybr@ke.dk	ppt on CD
Lilian van der Bijl , Scientific Assistant, Danish National Environmental Research Institute (NERI)	lbi@dmu.dk	ppt on CD
Lisbeth Flindt Jørgensen , Geologist, GEUS	lfj@geus.dk	ppt on CD
Alex Sonnenborg , Head of Department of Hydrology, GEUS	als@geus.dk	ppt on CD
Karsten Havnø , Director, Market Development, DHI Water and Environment	kah@dhi.dk	No
Jacob Høst-Madsen , Head of River and Flood Management Department, DHI Water and Environment	jhm@dhi.dk	No
Torkil Jønych-Clausen , Director, Innovation and Collaboration Centres, DHI Water and Environment	tjc@dhi.dk	No
Niels Skov Olesen , Wastewater specialist, Wastewater and Process Technology, DHI Water and Environment	nso@dhi.dk	No
Per Bøgelund Hansen , Head of Projects, Water Management Department, DHI Water and Environment	pbh@dhi.dk	No
Carl Erik Jensen , Committee Vice Chairman Environment and Traffic, County of Funen	cej@fyns-amt.dk	No
Peter Østergaard , Head of Groundwater Section, County of Funen	poe@maa.fyns-amt.dk	ppt on CD
Harley Bundgaard Madsen , Senior engineer, Surface Water Department, County of Funen	hbm@anv.fyns-amt.dk	ppt on CD
Eva Fischer Nielsen , Engineer, County of Funen	efn@maa.fyns-amt.dk	Hand outs at visit
Flemming Olsen , Manager, Otterup Private Water Works	otterupvand@mail.dk	No
Jean-Marc Ponté , Head of Production Division, Vigneaux water treatment plant, Lyonnaise des Eaux		No
Jean-Paul Rivaud , Responsable de la mission internationale et communautaire, Ministry for Ecology and Sustainable Development, Water Department		Hand outs at visit

Claude Truchot , Chargé de mission "loi sur l'eau" Ministry for Ecology and Sustainable Development, Water Department		Hand outs at visit
Jean-Francois Talec , Head of International Relations, Loire Bretagne Water Agency	jean- francois.talec@eau- loire-bretagne.fr	ppt and paper on CD
Denis Fourmeau , Deputy General Manager, International Office for Water (OIEAU)	d.fourmeau@oieau.fr	ppt on CD
Caroline Wittwer , Assistant Director, Research and Development Division, BRGM	c.wittwer@brgm.fr	Hand outs at visit
Thierry Pointet , Senior hydrogeologist, Public Service Department, BRGM	t.pointet@brgm.fr	ppt on CD

6 Evaluation of the study tour

Evaluation of presentation at /visit to:

- to be completed by participants ...

	SATISFACTION					COMMENTS
	1	2	3	4	5	
	Low		to	high		
Relevance of subjects presented						
Weighting of subjects						
Length of presentation						Too long: __ Too short: __
Performance of lecturer						
Fulfilment of your expectations						
Personal benefit						
Practical arrangements						

Further comments and suggestions for improvement:

What did you expect?

Overall evaluation of the study tour by participants:

- to be completed by participants ...

ACTIVITY	SATISFACTION					RELEVANCE					COMMENTS
	1	2	3	4	5	1	2	3	4	5	
	Low		to		high	Low		to		high	
Introduction to study tour programme											
Danish Environmental Protection Agency											
Copenhagen County											
Danish Water and Waste Water Association											
Copenhagen Energy											
National Environmental Research Institute											
Geological Survey of Denmark and Greenland											
DHI Institute of Water and Environment											
Fyn County											
Private Water Works of Otterup											
De l'usine de Vigneux, waterworks											
Direction de l'Eau, Ministry of Ecology and Sustainable Development											
Agence Loire-Bretagne, river basin water agency											
Bureau de Recherches Géologiques et Minières (BRGM)											
Information during the stay in Denmark /France											
Accommodation in Denmark											
Accommodation in France											
Cultural events											
Transport											
Other practical arrangements											

Further comments and suggestions for improvement:

Evaluation of visit from MoNRE by organisations visited:

Summary (4 persons have returned the evaluation sheet)

	SATISFACTION					COMMENTS
	1	2	3	4	5	
	Low		to			
Time of first contact from GEUS regarding input to study tour			1	1	2	
Information about study tour from GEUS			1	1	2	
Practical arrangement by GEUS			1		3	
Length of visit to your institution				2		
How did the translation influence your presentation (1=littel, 5=very much)	1	3				
Enthusiasm from delegation				4		
The overall arrangement				2	2	

Further comments and suggestions for improvement:

Appendix 1 Presentations (CD-ROM)

Speakers	Presentation
Nils Bull , Head of Department of Groundwater, Copenhagen County	MS PowerPoint
Anders Bækgaard , Director, Danish Water and Waste Water Association (DANVA)	MS PowerPoint
Gyrite Brandt , Geologist, Regnemark Water Works, Copenhagen Energy, Copenhagen Municipality	MS PowerPoint
Lilian van der Bijl , Scientific Assistant, Danish National Environmental Research Institute (NERI)	MS PowerPoint
Lisbeth Flindt Jørgensen , Geologist, GEUS	MS PowerPoint
Alex Sonnenborg , Head of Department of Hydrology, GEUS	MS PowerPoint
Peter Østergaard , Head of Groundwater Section, County of Funen	MS PowerPoint
Harley Bundgaard Madsen , Senior engineer, Surface Water Department, County of Funen	MS PowerPoint
Jean-Francois Talec , Head of International Relations, Loire Bretagne Water Agency	MS PowerPoint and paper
Denis Fourmeau , Deputy General Manager, International Office for Water (OIEAU)	MS PowerPoint
Thierry Pointet , Senior hydrogeologist, Public Service Department, BRGM	MS PowerPoint