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Key words		
Areas of expertise		
Public policy, governance, regulation, quality of service, and performance assessment of public water supply and wastewater management.		
Professional Background		
<p>Jaime Baptista is a Portuguese experienced professional in water supply and wastewater services for 40 years, focused on public policies, governance, regulation, quality of service, and performance assessment. He is Principal Researcher to the National Laboratory of Civil Engineering (LNEC), a large research institution working in water and environment. He has been (1990-2000) Head of the Hydraulics Department of LNEC, and (1984-1989) Head of the Sanitary Hydraulics Division of LNEC. He has been member of the board of directors of the International Water Association (2012-2016). Between 2003 and 2015 he was the Chairperson of the Water and Waste Services Regulatory Authority (ERSAR) in Portugal, regulating 500 utilities. He is currently coordinating Lisbon International Centre for Water (LIS-Water), a new centre of excellence fully dedicated to the public policy, regulation and management of urban waters, both services (public water supply, waste water and storm water management) and resources, funded by European Commission and the Government of Portugal.</p>		