

RIMINI CASE STUDY – LIST OF STAKEHOLDERS (*stakeholders not to be interviewed in italics*)

Entity	Description	Relative power
Water supply and distribution stakeholders		
RomagnaAcque – Società delle Fonti SpA	<p>Public-owned company formed by the three provinces of Rimini, Ravenna and Forlì-Cesena (forming the “Romagna” part of the Emilia-Romagna administrative region) and all their municipalities.</p> <p>It owns and manages all the water sources (since 2009) in such provinces. It manages the main Ridracoli reservoir (located in the Apennine in the Forlì province and supplying around half the urban water supplied to the entire Romagna region) and also all the local sources (small surface sources and all the groundwater sources), including decision-making processes. They also treat the water to drinking standards and then convey it and sell it to the multiutility, water retailer, (Hera SpA) through measurement points directly inside the city networks.</p>	<p>They own all the structures/plants for water withdrawal and treatment and manage all the water sources at regional level. They may also design and finance projects for the future water needs.</p> <p>They decide (on a monthly/daily basis) how to provide water to Rimini, balancing the water coming from the Ridracoli reservoir, all the well-fields (providing the largest part of supply volumes for Rimini) and the small Conca dam (in Rimini, working only for a few summer months and only in some years)</p>
Hera SpA	<p>Urban water utility for all the Romagna provinces. It is a private water company, listed in the stock exchange bit with a majority of shares owned by public bodies. They manage urban water distribution. They pay wholesale water to RomagnaAcqua and collect customers’ revenues and emit the bills.</p> <p>They also manage waste water collection and WW treatments plants.</p>	<p>They manage the water distribution network (including some urban reservoirs, pumping stations and so on). If there is an hydraulic problem in the distributions (for example due to pressure etc, they make agreements with RomagnaAcqua and may propose changes and solutions.). They can propose modification of water tariffs but ATERSIR has to approve. They have all the information on the customers and on their needs/consumptions.</p> <p>They directly get in touch with the big customers when there are problems. They govern the water pressure and the approaches for reducing water losses, and this influences the water distribution and also the way water is supplied,</p>
Emilia-Romagna Region, ATERSIR	<p>The Emilia-Romagna administrative Region is the one responsible by law to be in charge of the provision of water supply service. They do so through contracts with the water suppliers and the water utilities (for the Romagna province they are separated, but in other provinces the water utility also manages the sources).</p> <p>The Region is responsible for the development or approval of basin hydrological plans, drought plans or any other important infrastructure plan. The Region has created ATERSIR, a regional public entity to regulate the contracts with the water utilities for water distribution to the customers and to define their tariffs.</p>	<p>The roles of the different services and offices inside the region are multiple and not easy to disentangle. Main power are the control on tariffs and lever of water service (ATERSIR) and the permits/planning of the water sources (ARPAE and Assessorato regional all’ambiente, ie Regional Environmental Service, with also a role of the basin authority)</p> <p>1) ATERSIR: they agree and approve the customers’ tariffs of drinking water every year. They check the level of service of the water utilities, at district level (group of more municipalities)</p> <p>They have not much decisional power on how the water is produced or distributed but mainly on legal contracts and tariffs. Since the rules tend to be standardized for all the Emilia Romagna region, there is not much customization of the rules for deciding the tariff.</p> <p>Other regional bodies are involved in water management, especially the Environmental Protection Agency (ARPAE) that also manages the regional network of sensors (meteorological and groundwater table). The basin hydrological plans are actually developed by the Basin Authorities and only controlled by the Regional services.</p> <p>ARPAE</p> <p>During a drought period, a regional ‘table’ is open, where Regional Civil Protezione, ARPAE, RomagnaAcqua and Hera are invited to contribute to solve the problems.</p>
Comune di Rimini - Assessorato per l’ambiente	<p>They do not have a direct role in the water supply and distribution, since such role is officially of the region and then delegated to the water utility (Hera). Even if the municipality is the owner of the physical infrastructures (pipes and urban reservoirs), they are managed and maintained by the utility (Hera) during the years of the contract.</p>	<p>They are the maximum authority for the city of Rimini. They have the power to approve urban-extension plans, such as hotel constructions. They also have influence on the local population. They promote both environmental sustainability and tourism development and may support water saving approaches for residents (schools etc) and for owners of accommodation premises.</p>

<i>Comuni di Riccione and Santarcangelo</i>	<i>Municipalities that share the same water distribution network as Rimini, so it may be impossible to hydraulically 'close' the water balance (water supplies/consumptions) for the single city of Rimini.</i>	<i>We are processing data (on sources and consumptions) on such municipalities in addition to that of Rimini.</i>
Tourism-related Stakeholders		
Servizio Turismo, Commercio e Sport- Regione Emilia-Romagna - Regione Emilia-Romagna	It is the public administration at regional level assuming the functions regarding tourism policy, control, management and supervision of the activities and operations of tourism entities in the region. It is responsible for creating policies and regulations for tourism management. They coordinate regional research projects on tourism activities.	They may support (but not enforce) water efficient or water saving practices in hotels or tourist premises.
<i>APT servizi and VisitRomagna</i>	<i>Interlinked public entities created at regional (or inter-province) level to support the Assessorato al Turismo to promote tourism activities</i>	<i>They may be a contact point for tourists.</i>
AIA (Associazione Italiana Albergatori) Rimini	It is the main hotel accommodation association in the Rimini Province (ie all the municipalities in the province). It defends the interests of its members (80% of municipal hotels) as a lobbyist.	Big lobbying capacity. Interest in water uses as part of wider focus on saving on utilities and on promoting environmental-friendly measures.
OASI ConfArtigianato Rimini or other bathing establishment representative	It should be the main bathing establishments association in the Rimini Province (ie all the municipalities in the province). It defends the interests of its members (we don't know the % of bathing establishments belonging to it) as a lobbyist.	Big lobbying capacity. They are so far not much interested in saving water, probably because water still does not cost much and they are not big consumers.
End-users		
<i>Owners of accommodation premises (hotels, apartments, camping sites, secondary homes)</i>	<i>Provide tourists accommodation.</i>	<i>They have the power to install water saving appliances, or water saving measures and therefore reduce water consumption significantly.</i>
<i>Tourists</i>	<i>They are visitors who actually consume water. Visitors are characterized by their environmental awareness and their actual knowledge of water-related issues.</i>	<i>Water consumption depends on both their and the residents' habits.</i>