



An initiative of the Global Water Leaders Group:



Ferenc Keszler  
Chief Executive Officer  
Budapest WaterWorks  
Hungary

28<sup>th</sup> April, 2020

Dear Mr. Keszler,

I am pleased to write to you after today's 'Webinar on Undisturbed Operations in Crisis by Budapest Waterworks.' Firstly, thank so much for inviting me to take part. I found the content comprehensive, insightful and instructive. I would be proud to be your customer if I lived in Budapest, knowing that you are really across all the big issues!

We live in trying times and all utilities are facing new challenges with this pandemic. I have spent the past two months during the lockdown in the UK, where I am based, interviewing 12 utility CEOs in 10 countries about their experience of COVID-19. There is such a range of preparedness levels, operational stress testing and community responses, with the backdrop of huge variations in economic development and outbreak severity.

In the context of all of this, I can see that you are really striving and succeeding with your business continuity at this time. I am so impressed by your great efforts to keep water working well throughout the pandemic. Since you are one of the leading utilities of the world and I know your innovative nature well from our research, collaboration and visits to your operational sites, I am not surprised at how smoothly you are working through the crisis. Rather, I am so glad to have my usual impression of you confirmed again and again.

On behalf of the Global Water Leaders Group and the Leading Utilities of the World initiative, I very much look forward to keeping updated with your ongoing projects and innovations both during and after the pandemic. Please share our good wishes and encouragement all your executive team and staff. Keep up the great work!

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'S. Yates', is positioned above the typed name.

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## **ABOUT THE GLOBAL WATER LEADERS GROUP**

By way of background, the Global Water Leaders Group is a CEO-level non-profit organisation bringing together global leaders of the water sector – utility directors, water ministers, mayors, regulators – to make the world of water work better. This group of dynamic water experts is working together to share ideas and find solutions to critical water issues. The Global Water Leaders Group not only attracts influential stakeholders, it also facilitates vital partnerships across the sector, many of which will shape the way the world values water now and in the future. Learn more about how this forward thinking organization is transforming the water industry for the 21<sup>st</sup> century at [www.globalwaterleaders.org](http://www.globalwaterleaders.org).

## **ABOUT LEADING UTILITIES OF THE WORLD**

Leading Utilities of the World is the gold standard initiative of the Global Water Leaders Group. It is a network of 49 utilities in economically developed countries which are outstanding on a global scale in at least three areas of innovation. Importantly, this network celebrates more than historical achievements, but also the aspiration to future performance.

## **SAMANTHA YATES BIOGRAPHY**

Samantha Yates is the Secretary General of the Global Water Leaders Group, a non-profit organisation which aims to create a better story for water. Samantha was appointed to this role at the inception of the Global Water Leaders Group 2012. In this role, she spearheads initiatives for, and research about, water utility performance and innovation amongst the Group's network of around 3,000 utility CEOs and Water Ministers in 100 countries.



She is also the Editor of the Group's White Paper series (formerly *Water Leader* magazine) which includes in-depth analyses of pressing topics in the urban water and wastewater services sector. Prior to this, Samantha worked in various research and consultancy roles including with the Group's Publishing and Events Partner (Global Water Intelligence), and at the University of Sydney.

Samantha is a regular speaker at international conferences and has received many awards and accolades for her contribution to the water sector, including Media Leadership of the Year from the AI Leem Water and Energy Congress, two World Water Leadership Awards, a Top 50 Listing for the most impactful leaders in water and water management, and a Women Super Achiever Award.

Her qualifications include a Bachelor of Commerce (Honours) and Bachelor of Arts from the University of Sydney, and a Master of Science in Water Science, Policy and Management from the University of Oxford.