

WORLD WATER CONGRESS & EXHIBITION

11th – 15th September 2022, COPENHAGEN, DENMARK

Call for content open until 31 December 2021

We are hoping we may finally meet face-to-face again at IWA World Water Congress in September. Spread the word! #WorldWaterCongress

If you plan to come to the Congress, consider also attending the BPA SG meeting, and we will let you know in later newsletter issues when exactly it will take place.

Performance Indicator (PI) of the Newsletter

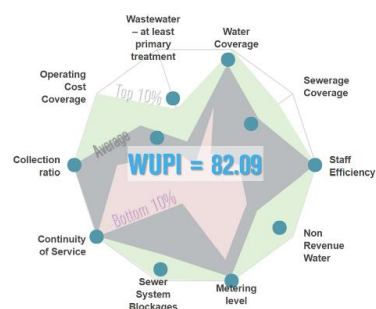
Today, we present the most popular “bad boy” among PIs. Be careful with non-revenue water expressed in %. It's not possible for utilities to plan according to this PI, but it is still very popular among national institutions, local governments, regulators, and the public. Take care, the [EU Drinking Water Directive](#) now prescribes other PIs when dealing with water losses!

There are a few ways how you could mitigate the use of NRW in %. You should be prepared to 1) explain why this performance indicator should not be used when planning and to 2) propose alternative PIs for the performance planning instead, or 3) learn how to choose your words to diplomatically shift part of responsibility for the PI to other contributing stakeholders. If you would like a webinar on this topic, please [vote here!](#)

Do you use composite indicators?

Composite indicators, or indices (sing. index), combine a few, or more Key Performance Indicators (KPIs) into an index value, summarising overall water utility or sector performance into a single number.

An example is Water Utility Performance Index (WUPI), developed by the World Bank in the context of the [Danube Water Program](#). WUPI combines 10 common KPIs, standardizes their values on the scale from 0 to 100 according to the low and high-performance limits for each KPI, and combines them into a WUPI index value, using the same weight for each KPI (see picture below for the KPIs).



Check WUPI for at least 600 utilities from Danube region at [Danubis.org](#) (try [Utility Benchmarking Rp.](#), “Subotica” utility in 2019)

Would like a webinar on pros and cons? [Vote here](#)

New Management Committee Members

It is our great pleasure to welcome you to the first newsletter of the IWA BPA Specialist Group. We are aiming for a condensed newsletter format, with the hope of reaching out to SG members more often.

We proudly present to you the members of the IWA BPA SG Management Committee (in alphabetic order): Filip Bertzbach, Enrique Cabrera (Chair), Peter Dane, Elvira Estruch (Secretary); new MC members since September 2020: Aleksandar Krstic, Dennis Mwanza, Klara Ramm, Alan Wyatt.



Click on a photo to check the individual profile of an MC member and use the chance to join IWA and BPA SG at <https://iwa-connect.org>

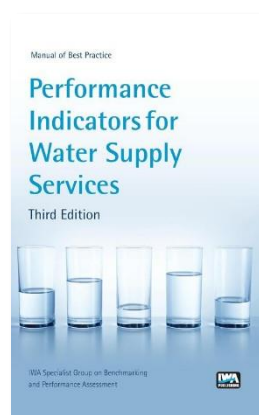
What is regulatory benchmarking?

While BPA SG is not focused on utility regulation, we are nevertheless the most competent IWA SG for the issues of the regulatory benchmarking.

Regulators for water services have been using performance assessment in their work for a long-time, but they are also increasingly aware of the benefits of benchmarking of the utilities they regulate. When a regulatory agency is using benchmarking in its work, such practice may be called “regulatory benchmarking”. For an example, take a look at the [Rules on benchmarking](#) of the [Energy and Water Regulatory Agency of Montenegro](#).

For the readers

For this first issue, we recommend „Performance Indicators for Water Supply Services – 3rd Edition”. Follow the links to order it from [IWA Publishing](#) in the ebook format in [English](#), or to download free ebooks in [Spanish](#) (3rd ed.) or [Portuguese](#) (1st ed. by ERSAR). The book is also available for order in printed format in [English](#).



Many more ebooks are available for free download at: [IWA open access ebooks](#)