Utility Benchmarking Program for Water Supply and Sanitation Utilities

**Gain** practical support in analyzing and improving utility performance

**Learn** from other utilities in the sector

**Be up to date** on the most recent tools for analyzing utility performance

**Benefit** from regional and global comparison with other utilities and experts
**Utility Benchmarking Program for Water Supply and Sanitation Utilities**

Get to know **Benchmarking** as a key tool for performance improvement through systematic search and adaptation of leading practices following two consecutive steps: Performance assessment and performance improvement.

**Experience Benchmarking** as highly efficient tool for continuous improvement, preferably embedded in a yearly business planning cycle.

Understand the importance of "utility (driven) Benchmarking" activities targeting utilities aiming at improving their own performance over time (quality focused) versus "authority (driven) Benchmarking" activities involving all utilities in a country for statistics, policy making and enforcement of minimum service requirements (quantity focused).

**Authority (driven) Benchmarking**
- Data collection and reporting, transparency, enforcement of minimum requirements
- Voluntary improvement of utility services within a country, may be response to, demand for or substitute for regulation
- All utilities in a country, including small utilities, with special focus on regulated utilities

**Utility (driven) Benchmarking**
- Voluntary improvement of utility services beyond national best practices raising of national standards
- Leading* utilities in a country initially, later most utilities in a country

**International utility (driven) Benchmarking**
- Voluntary improvement of utility services from a number of countries, mostly leading* utilities in their own countries

* Leading utilities are defined by their drive to improve their own services and to support other utilities through peer learning.
Join the IAWD Utility Benchmarking Program either on (i) the national/subregional or on the (ii) Danube regional level

Follow the seven consecutive steps of the Benchmarking process to improve your performance:

1. Project preparation
2. Data collection
3. Data analysis & validation
4. Reporting
5. Benchmarking workshop
6. Public reporting
7. Evaluation & closure

Get constant support from the Benchmarking Coordinator of your respective Hub and network with the Benchmarking family.

Receive your own individual company report to check your data and identify performance gaps.

Join the Benchmarking workshops to exchange knowledge and good practices and attend the utility leaders’ dinner and meet CEOs and MT members, to discuss results and address possible improvements on a policy level (only for participants of the Danube Hub).
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Program description and covered topics

The Utility Benchmarking Program is one of the Foundation Programs within the Danube Learning Partnership. This Program helps participating utilities and staff to establish their own diagnostic of high-impact issues affecting the performance of their utility companies by benchmarking the utility performance against other similar companies and international benchmarks and facilitating dialogue among practitioners on good practices.

Set-up of Program

With the technical support of Macroconsulting IAWD established its own IT platform based on the methodology provided by IWA. The Program currently offers the standard assessment level with the option to upgrade to the advanced level. Which level best fits a utility depends on the availability of reliable data, benchmarking experience and ambition. In total, three national/subregional Hubs are operated focusing on utilities in Kosovo & Albania, Bulgaria and Ukraine. By establishing the Danube Hub, IAWD has upgraded the existing national and sub-regional Hubs, in order to support capacity building and the sharing of knowledge and experience among its members and other utilities located in the Danube region. The Hub concept ensures that participating utilities follow the same assessment methodology and receive comparable results.

Learning goals

Why to compare performance with other utilities? How to collect and manage utility performance information? How to develop an improvement plan to address performance issues?

Hubs

- **National Benchmarking Hub for Bulgaria** (hosted by the Bulgarian Water Association, BWA)
- **National Benchmarking Hub for Ukraine** (hosted by IAWD in cooperation with the Ukrainian Association of Enterprises of Water Supply and Sewerage Services, UKRVODOKANALEKOLOGIA)
- **Subregional Benchmarking Hub for Albania & Kosovo** (hosted by the Water and Wastewater Works Association for Kosovo, SHUKOS)
- **Regional Danube Hub** (hosted by IAWD)

Technical Partner

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