

Application Form for the Danube Hub

To join the Danube Hub, please fill out the form, sign, scan and submit it via email to thedanubehub@d-leap.org.

The application is valid until further notice (termination of participation is possible in written form at the end of each cycle). To change any application details, please submit a new application.

| | | | | | |
|---|---|--|------------------------------------|---|-------------------|
| Name of Utility (full name in local language): | | | | | |
| Billing address (street and street number, postal code, city): | | | | | |
| Country of Utility: | | | | | |
| Management Contact | Full name: | | | | |
| | Position in Utility: | | | | |
| | Email Address: | | | | |
| | Telephone number: | | | | |
| Benchmarking Coordinator: | Full name: | | | | |
| | Position in Utility: | | | | |
| | Email Address: | | | | |
| | Cell phone number: | | | Telephone number: | |
| Preselect Assessment Level (see backside for further details): | Standard: | Select your data sharing transparency: | Transparent: | Authorize exchange with IBnet/ Danubis.org: | Authorize: |
| | Advanced: | | Anonymous: | | Do not authorize: |
| Do you already belong to one of the following Hubs? | Albania and Kosovo Hub | | Bulgarian Hub | | Ukrainian Hub |
| | other Hub _____ | | | Not applicable | |
| Select water supply services provided by the utility: | Production: | Transport: | Distribution: | Not applicable: | |
| Select wastewater services provided by the utility: | Collection: | Transport: | Treatment: | Not applicable: | |
| Is the utility IAWD member or interested in IAWD membership? (see backside for discounts) | I am already a member | | I am interested to become a member | | I am not a member |
| Management Approval | Stamp and signature: | | | | |
| | <p>With my signature, I herewith</p> <ul style="list-style-type: none"> i. confirm the correctness of the information given; ii. declare that I have read and understood the data privacy statement of IAWD; iii. agree to comply bindingly with the Terms and Conditions. | | | | |
| | Date | | | | |

The Danube Hub

Terms and Conditions

1. INTRODUCTION

The Danube Hub is operated under the D-LeaP Utility Benchmarking Program (www.d-leap.org) and allows utilities to collect, compare and discuss utility performance data with other utilities of similar size in the Danube region (www.d-leap.org).

2. TARGET GROUP

Utilities from the following countries are invited to join the Danube Hub: Albania, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Germany, Hungary, Italy, Kosovo, Moldova, Montenegro, North Macedonia, Poland, Romania, Serbia, Slovakia, Slovenia, Switzerland, and Ukraine.

3. LANGUAGE

The official language of the Danube Hub is English. Nevertheless, methodological guidelines and data collection tools are available in several local languages.

4. METHODOLOGICAL APPROACH

The Danube Hub follows the methodological approaches endorsed by the International Water Association's Specialist Group on Benchmarking and Performance Assessment, by default published by IWA Publishing. On top of that, IAWD and national associations take care to include elements specific for the region.

5. ASSESSMENT LEVEL

The program offers three different assessment levels:

- Standard (up to 140 variables per service, for utilities with experience in benchmarking, recommended level)
- Advanced (up to 240 variables per service, detailed assessment for high performing utilities)

6. CONFIDENTIALITY

Data sets of utilities collected under the Danube Hub are confidential. A utility may choose to share data in the Danube Hub **anonymously**, in which case the name of the utility is changed to a code in all Danube Hub reports.

By selecting the option of **transparent** data sharing, the utility allows the transparent exchange of indicators with other transparent utilities in the Danube Hub.

By **authorizing data exchange with IBNet**, a portion of the utility variables are sent from IAWD to IBNET, and basic information and indicators of the utility will be publicly available at <http://ib-net.org> and www.danubis.org.

7. BENEFITS AND DELIVERABLES

By joining the Danube Hub, the following benefits and deliverables are received on an annual basis:

- online **orientation and training workshop** for new utilities (or face-to-face, if agreed);
- **continuous support by the coordinator** of the Danube Hub, IAWD team and corresponding national/subregional Hub coordinator;
- access to comprehensive **online data upload, verification and reporting tools** of IAWD;
- **draft company report** to check first results, with comparison against Danube Hub utilities and average performance of European utilities;
- **utility benchmarking workshop** to discuss draft reports with other Danube Hub utilities;
- **final company report** including possible improvements of draft reports after the workshop;
- **optional customized reports**, i.e. management report and report to municipal government and IFIs will be available
- **certificates of contribution** to the Danube Hub for the utility and benchmarking team of the utility;
- **CEO dinner** for the Danube Hub utilities

8. FEE AND DISCOUNTS

The fee for joining the Danube Hub is €2,500* per annual cycle independent of the assessment level (basic, standard, advanced). **The benefits and deliverables will be made available after the payment of the fee.** The fee might be subject to discounts:

- €1,000* discount for utilities already belonging to national/subregional UBP Hubs of IAWD;
- €500* discount for IAWD member utilities;
- maximum discount of €1,500*, i.e. minimum fee to join the Danube Hub is €1,000*

* IAWD might annually adjust the fees according to the Austrian consumers price index.

9. OTHER COSTS

IAWD covers costs of Hub operation and costs of workshops organization. All travel and accommodation costs have to be paid by the participating utilities.

10. IAWD MEMBERSHIP

For further information on IAWD membership, please visit www.iawd.at. When indicating interest in IAWD membership, you will be sent respective information. Upon approval of membership and the payment of the membership fee, the €500 discount on the Danube Hub fee will be reimbursed.

11. PRIVACY POLICY

The privacy of your data is important to IAWD. The data privacy statement of IAWD describes how we process your personal data. The data privacy statement of IAWD can be downloaded from www.iawd.at.

Contact

IAWD

c/o Vienna Water
Grabnergasse 4-6
1060 Vienna, Austria

mailto: thedanubehub@d-leap.org

www.iawd.at
www.danube-water-program.org
www.d-leap.org

visit: **Danube Hub website**

The Danube Learning Partnership is supported by



Smart policies, strong utilities, sustainable services