

# Utility Benchmarking Program for the Danube region utilities

## - ONLINE EVENT -

<b>Date/Time:</b>	8 June 2021 / 13:00 – 14:15
<b>Location:</b>	online
<b>Language:</b>	english
<b>Participants:</b>	Water service utilities and national water utility associations from the Danube region; representatives from IAWD; representatives from IFIs, including World Bank.

### Objective

For the past nine years IAWD has been building a network of water and wastewater utilities committed to the improvement of services through knowledge exchange and benchmarking with other utilities from the region, but also against high performance benchmarks. A new stage in the cooperation among utilities participating in the program has been initiated utilizing the newly developed IAWD Utility Benchmarking Platform to further strengthen the exchange between utilities.

Starting in 2020 water service utilities faced numerous challenges as the COVID-19 pandemic resulted in cascading restrictions, bringing about numerous uncertainties. Operating a business at such times was difficult enough for all, but water service utilities, which essentially supply customers at every property in a city or municipality, faced a special treat. Among other revelations imposed by the pandemic, it became obvious how and why the prompt and continuous knowledge exchange through online collaboration between water service companies may be instrumental for the safety of citizens, local communities, and whole states.

The full importance of the high performance of utilities becomes most appreciated in such unlikely and rare situations, but this tend to be neglected by local and national authorities under the usual circumstances.

In that context, IAWD is initiating the new 2021 cycle of the Utility Benchmarking Program, focused on evaluating the 2020 performance data of utilities, open to all interested utilities from the Danube region. Join in and see how you and your water utility can participate and benefit from the Utility Benchmarking Program (UBP) offered under D-LeaP.

## Agenda

<b>13:00 – 14:15</b>	<b>Sessions</b>	<b>Moderated by Philip Weller, IAWD</b>
13:00 – 13:10	Welcome and introduction	Walter Kling, President, IAWD Stjepan Gabric, Senior Water Supply and Sanitation Specialist, World Bank
13:10 – 13:20	Utility Benchmarking Program (UBP)	Katerina Schilling, IAWD
13:20 – 13:30	Activities of the UBP Ukraine Hub	Viktorija Iskova, UBP Ukraine Hub coordinator
13:30 – 13:40	2021 UBP cycle	Aleksandar Krstic, UBP Danube Hub coordinator
13:40 – 14:10	Panel discussion including Q&A	Utility Testimonials: Sokol Xhafa, Pristina utility Darius Bor, Satu Mare utility Ivana Stanisic, Bijeljina utility
14:10 – 14:15	Conclusions	Philip Weller, Head of Technical Secretariat, IAWD

**Please apply for participation** in the Online Event of UBP at the following link: [Registration](#)

**GDPR disclaimer:** The meeting will be recorded for internal use and a list of participants (including name and organization of participants) will be distributed to the participants and guests of the event.

By participating in the Meeting of the D-LeaP Committee Council, you agree to the disclaimer above. Thank you for your understanding and cooperation.

For further information, please download the data privacy statement of IAWD on our website: [www.iawd.at](http://www.iawd.at)