



International Association
of Water Service Companies
in the Danube River
Catchment Area



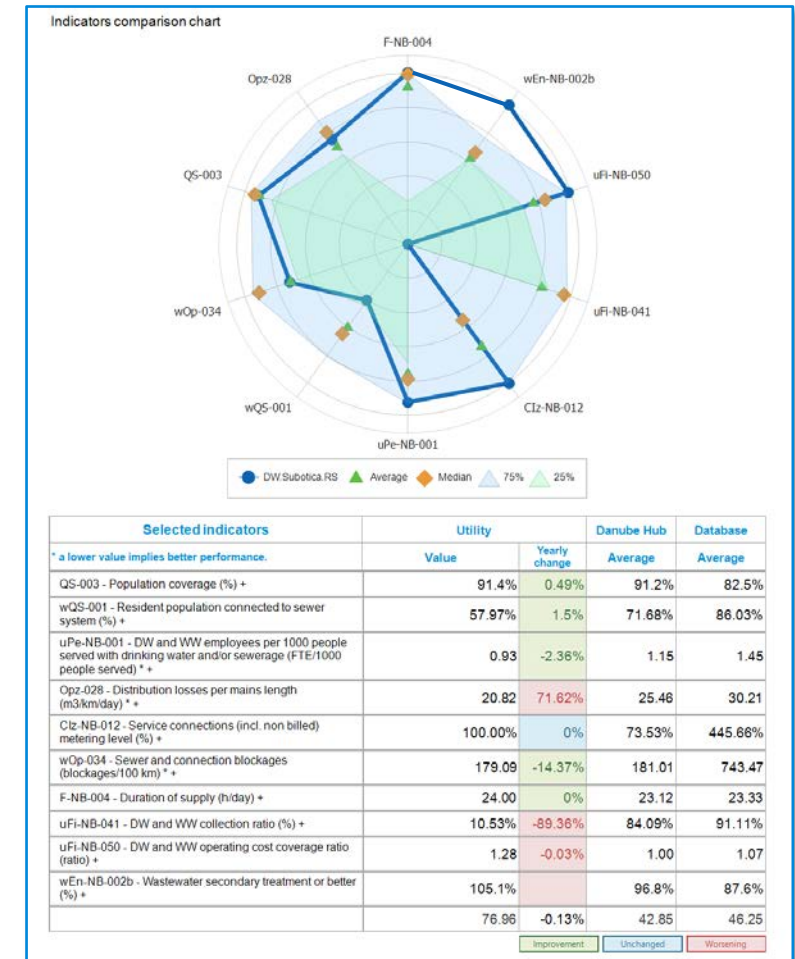
Knowing your data and knowing your assets – Introducing the Utility Benchmarking Program

*Our
Company*






2021 Danube Water Conference, online

The importance of knowing your data

- Having performance indicator data available
 - In a structured database
 - In sufficient quality
- Is the precondition for
 - Identifying those areas in your utility which are working well and where improvement is needed
 - Evaluating if measures taken to improve the performance have been successful



IAWD's Benchmarking strategy

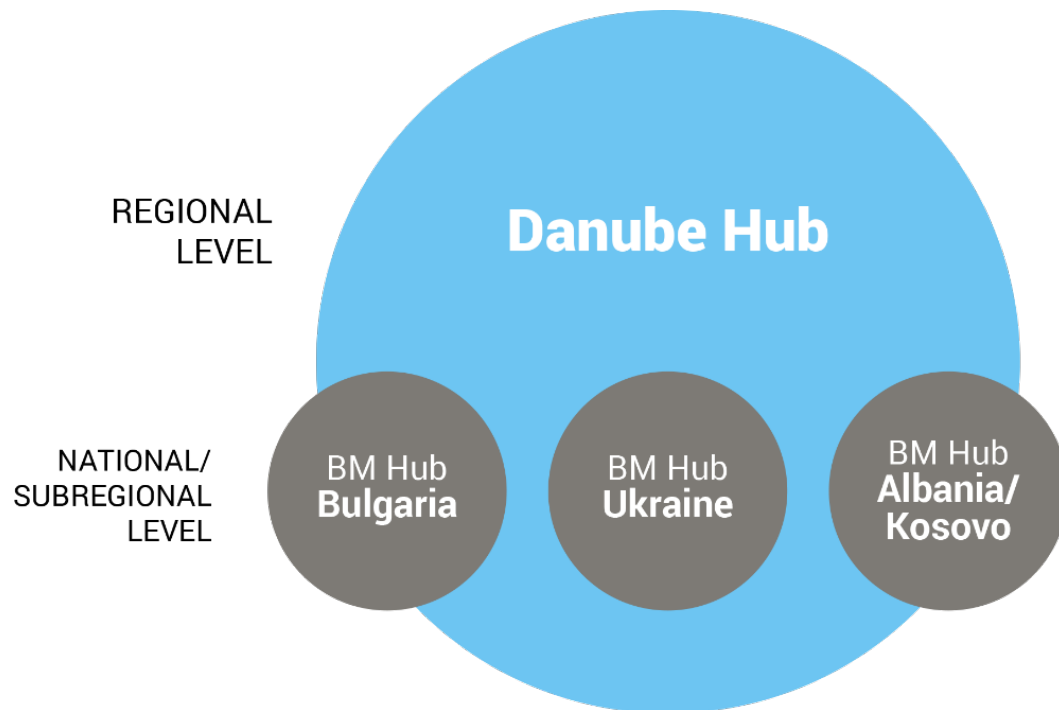
Activity	Tool	Technical Support	User
Uniform PI data collection	DANUBIS DCM		Regulator
Utility Benchmarking Program	Regional Danube Hub		Utility
	National/subregional Hubs		Utility
Regional public PI database			Public

Why to join UBP?

- UBP supports utilities with:
 - **Assessing their performance** by collecting, validating and analyzing their data, in their own language (online platform)
 - **Evaluating their performance** by internal and external comparisons (benchmarking reports)
 - Discussing and planning their **performance improvement** (workshops, study tours, specialized reports)



How is UBP set-up?



- UBP is implemented via Hubs, which are led by dedicated Hub coordinators
- Participating utilities select a dedicated utility coordinator to work on UBP
- UBP cycles are delivered on an annual basis with a clear structure
- Several cycles successfully delivered since 2014

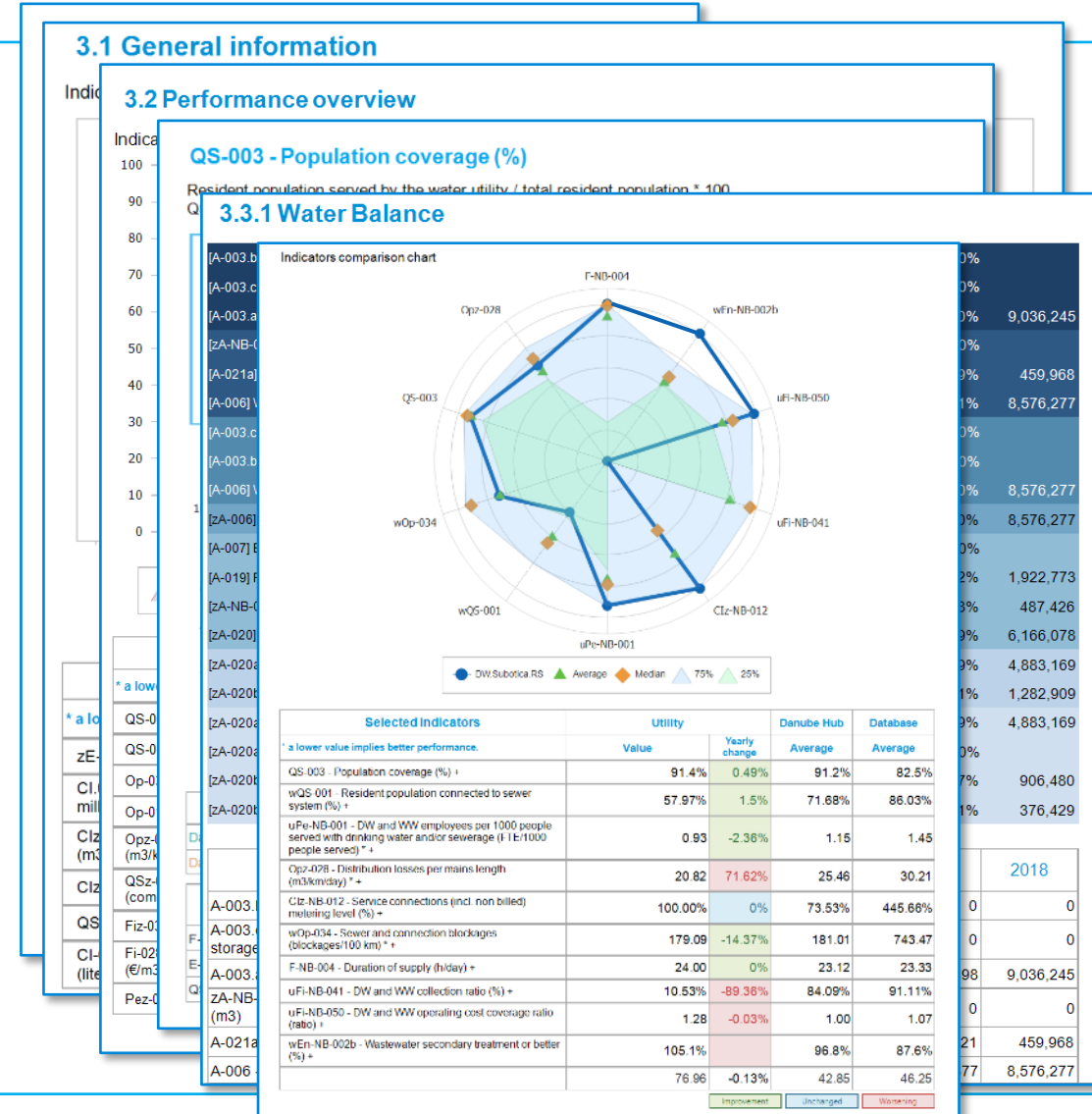
What are the benefits of UBP?

- **Performance Assessment:** data can be easily collected by the IAWD Utility Benchmarking Platform, each utility will have an individual virtual workshop including e-learning support to get to know the platform

SEARCH	↓↑ SURVEY ORDER	↓ ASCENDING	≡ 23								
Code	Variable	Unit	Answer	2017	2016	2015	2014	2013	Validation	Info	
A - Water volume data											
A-003.a.1	Upland surface water sources ?	m3	0	0	0	0	0		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	*	▼
A-003.a.2	Lowland surface water sources ?	m3	0	0	0	0	0		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	*	▼
A-003.a.3	Natural springs and wetland sources ?	m3	0	0	0	0	0		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	*	▼
A-003.a.4	Well water sources ?	m3	0	0	0	0	0		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	*	▼
									<input type="checkbox"/> <input type="checkbox"/>		

What are the benefits of UBP?

- **Performance Evaluation:**
 - Receive your own individual company report to check your data and identify performance gaps
 - Compare to the other members of your Hubs, to other Hubs and to the Danube region



What are the benefits of UBP?

- **Performance improvement**
 - Join the Benchmarking workshops to exchange knowledge and good practices
 - Participate in Study tours
 - Attend the utility leaders' dinner and meet to discuss results and address possible improvements on a policy level (only for participants of the Danube Hub)



Thank you

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www.d-leap.org

The Danube Learning Partnership is supported by



www.danube-water-program.org