



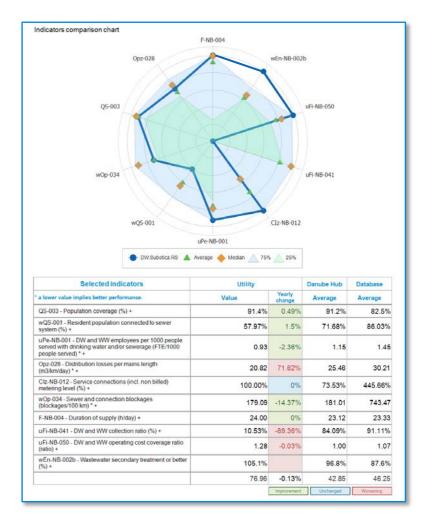
Knowing your data and knowing your assets – Introducing the Utility Benchmarking Program

2021 Danube Water Conference, online



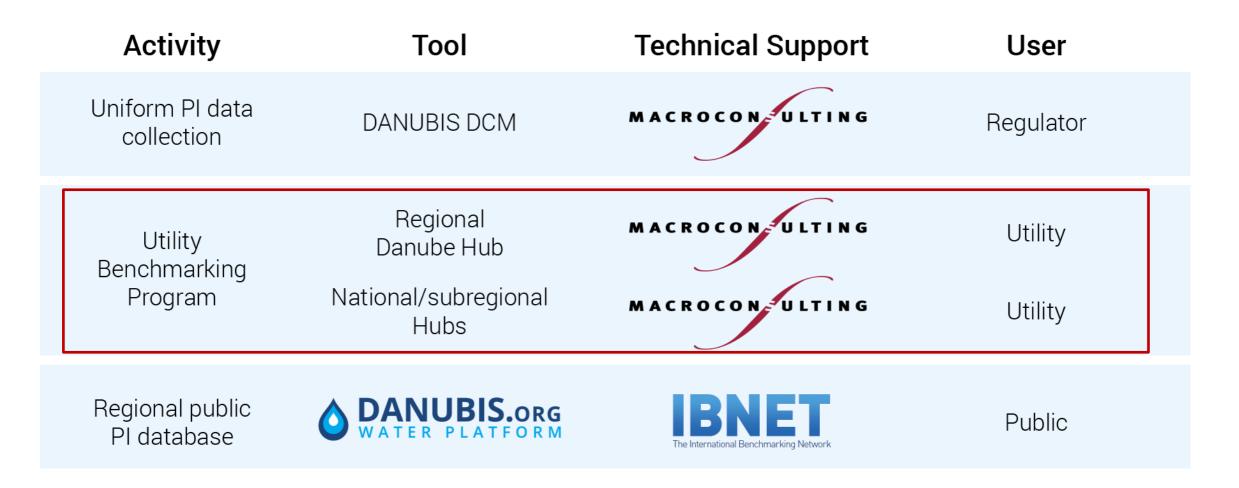
The importance of knowing your data

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





IAWD's Benchmarking strategy



KNOWING YOUR DATA AND KNOWING YOUR ASSETS | 2021 DANUBE WATER CONFERENCE | 18 OCTOBER 2021 | ONLINE



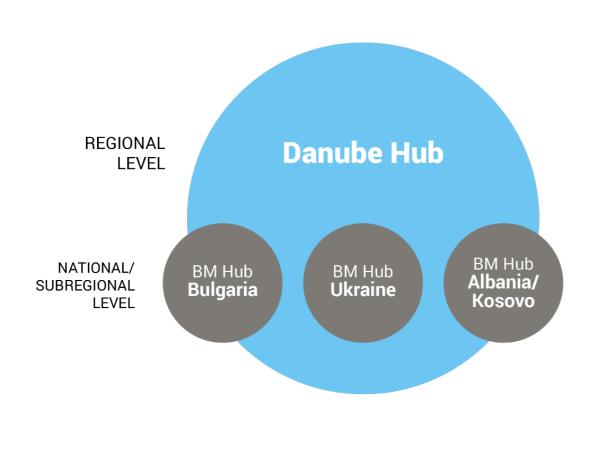
Why to join UBP?

- 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)

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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



 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

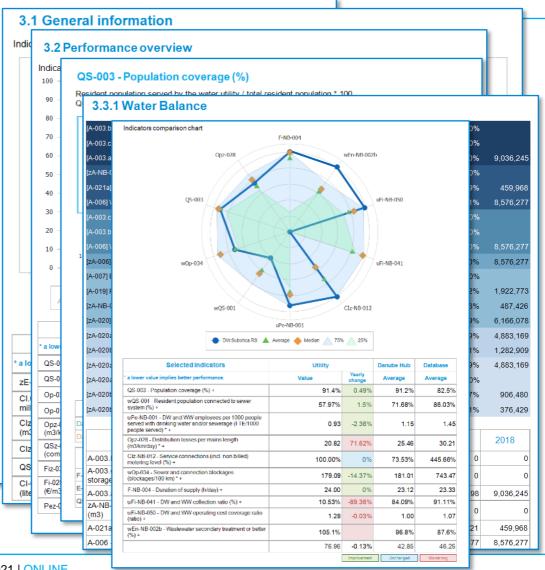
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What are the benefits of UBP?

• **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)





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



The Danube Learning Partnership is supported by



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