

Use your Data to Improve your Performance: Join NewIBNET!



WORLD BANK GROUP



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Share Data

Use Data

Connect & Learn

THE INTERNATIONAL BENCHMARKING NETWORK FOR

WATER & SANITATION UTILITIES

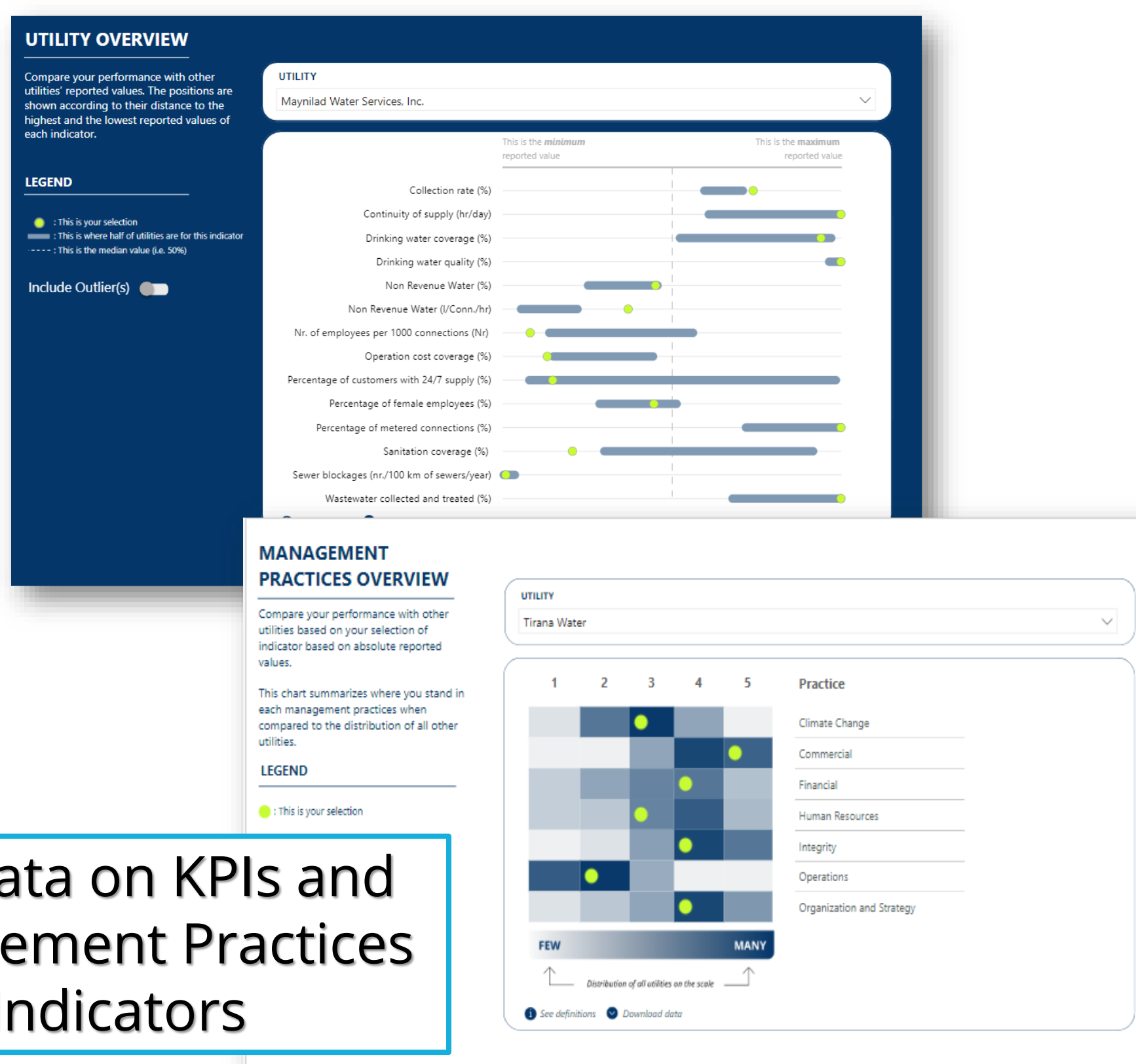
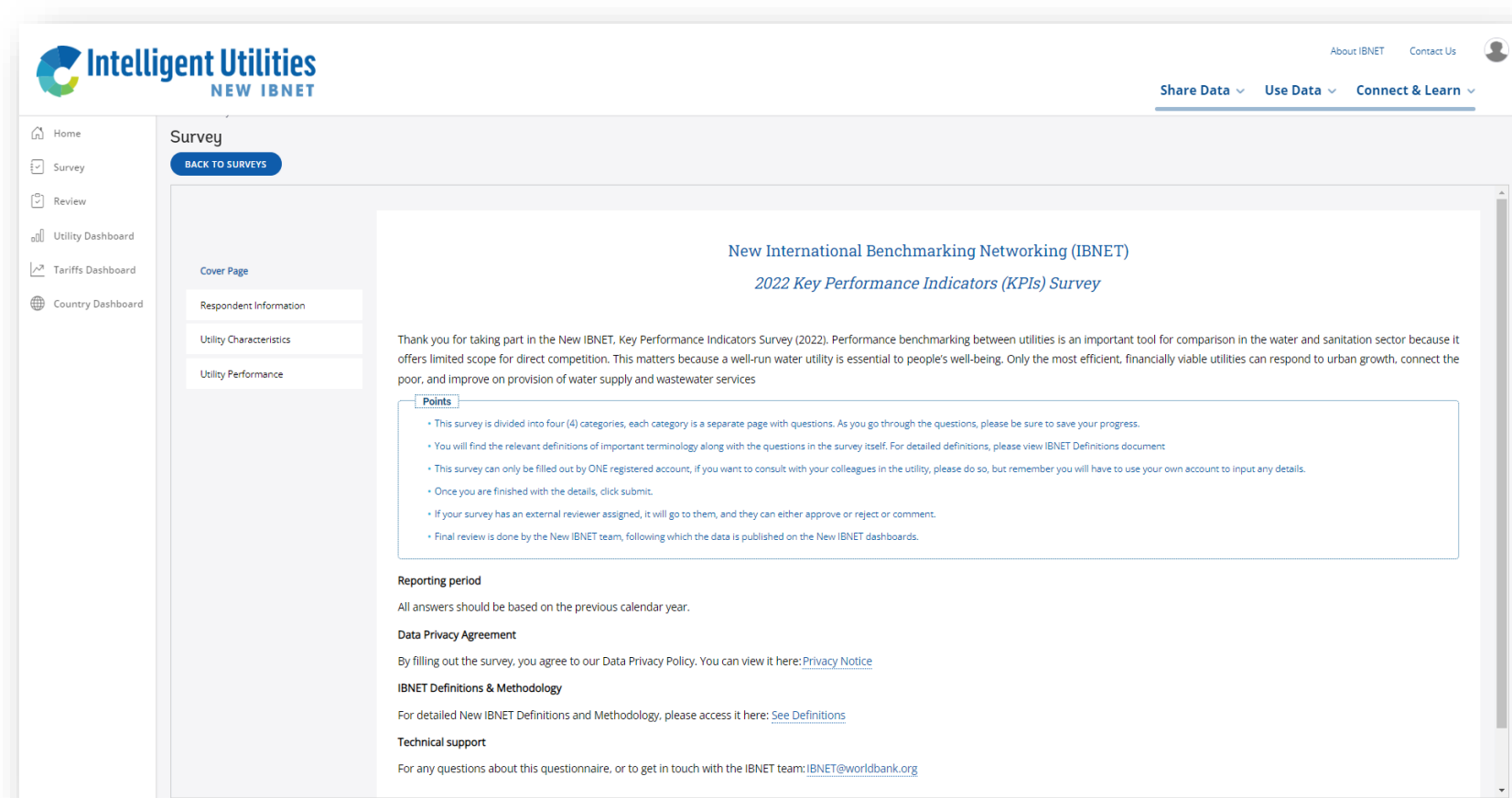
Access and contribute to the world's largest database for water and sanitation utilities performance data.

Check <https://newibnet.org>

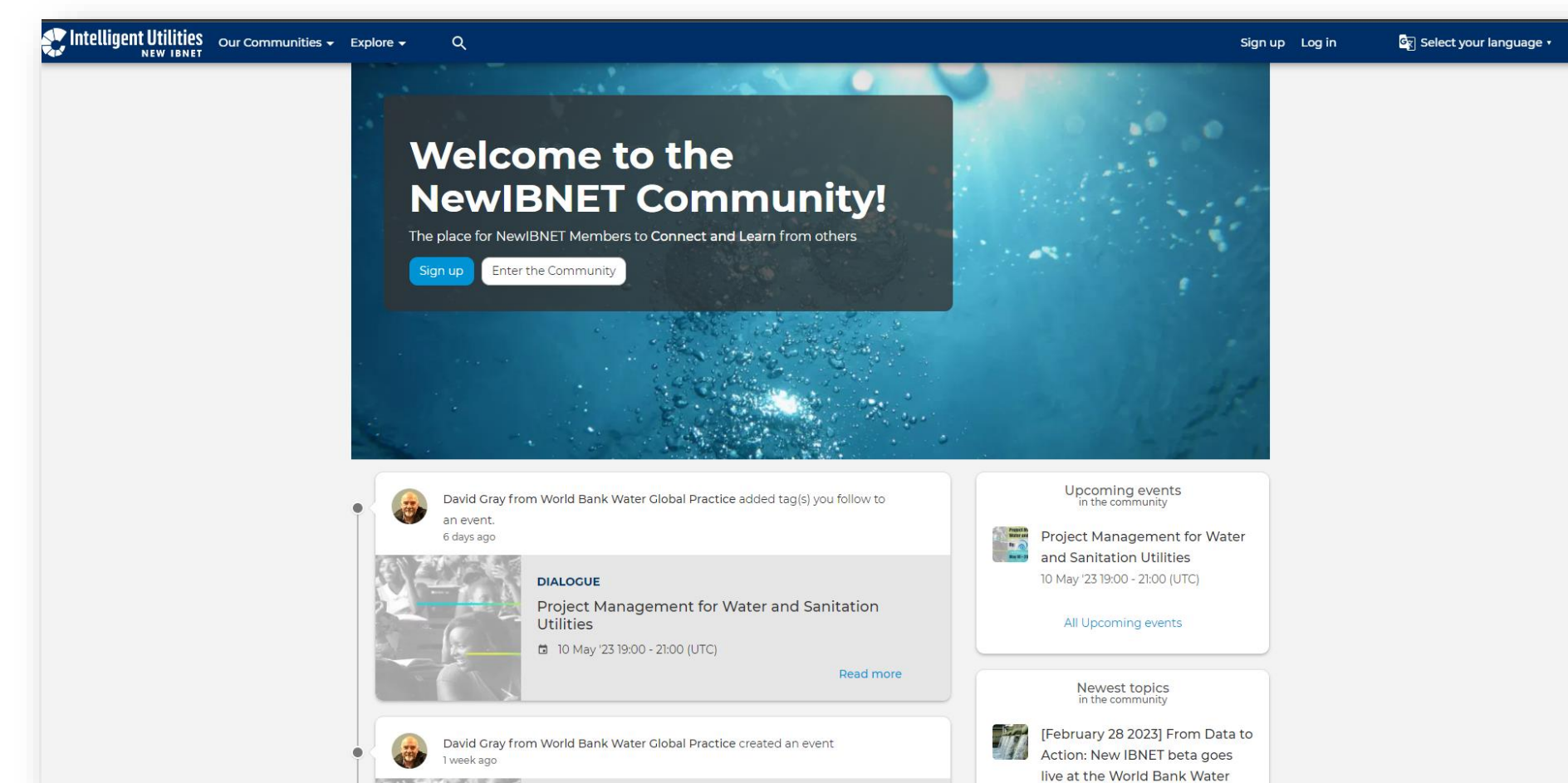
NewIBNET offers a space for water and sanitation utilities, regulators and development organizations to **Share Data**, **Use data** and **Connect and Learn** from each other. The new data services include, Key Performance Indicators (KPIs), Management Practice indicators, a User-friendly portal and Communities of Practice to allow members to exchange and attend training and events.

Check it out: NewIBNET Services

Navigate the Member's portal and Share Data!



Explore Resources, contacts and Learn from others in the NewIBNET Community



Use Data on KPIs and Management Practices Indicators

Key Performance Indicators

Water Operations <ul style="list-style-type: none"> Drinking water coverage (%) Continuity (hr/day) % customers 24/7 supply NRW (l/Conn./hr and %) 	Sanitation Operations <ul style="list-style-type: none"> Sanitation coverage (%) Continuity (hr/day) Wastewater Collected and Treated (%) 	Commercial Operations <ul style="list-style-type: none"> Collection rate % of Metered connections Service complaints resolved Drinking water quality 	Financial Management <ul style="list-style-type: none"> Operational cost coverage (%) 	Human Resources <ul style="list-style-type: none"> Number of employees per 1000 connections Percentage of female employees
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Management Practices

Managers at utilities constantly monitor their performance!

Commercial and Customer Relations Meter reading Payment methods Communication channels	Operations Asset management Infrastructure maintenance Non-revenue water	Financial Operational cost recovery Financial planning and forecasts Infrastructure life-cycle
Organization and Strategy Balance and Timing of Targets Performance Tracking and Review	Human Resources Attracting and Managing Talents Promotion and Retention mechanisms	Climate Change Water Savings Water Sources Conservation Green Infrastructure
		Integrity Transparency Disclosure Procurement Protocols

NewIBNET provides a platform for use of harmonized KPI, and data requirements that enable benchmarking and easier progress tracking
 Senior Inspection, Nwasco - Zambia

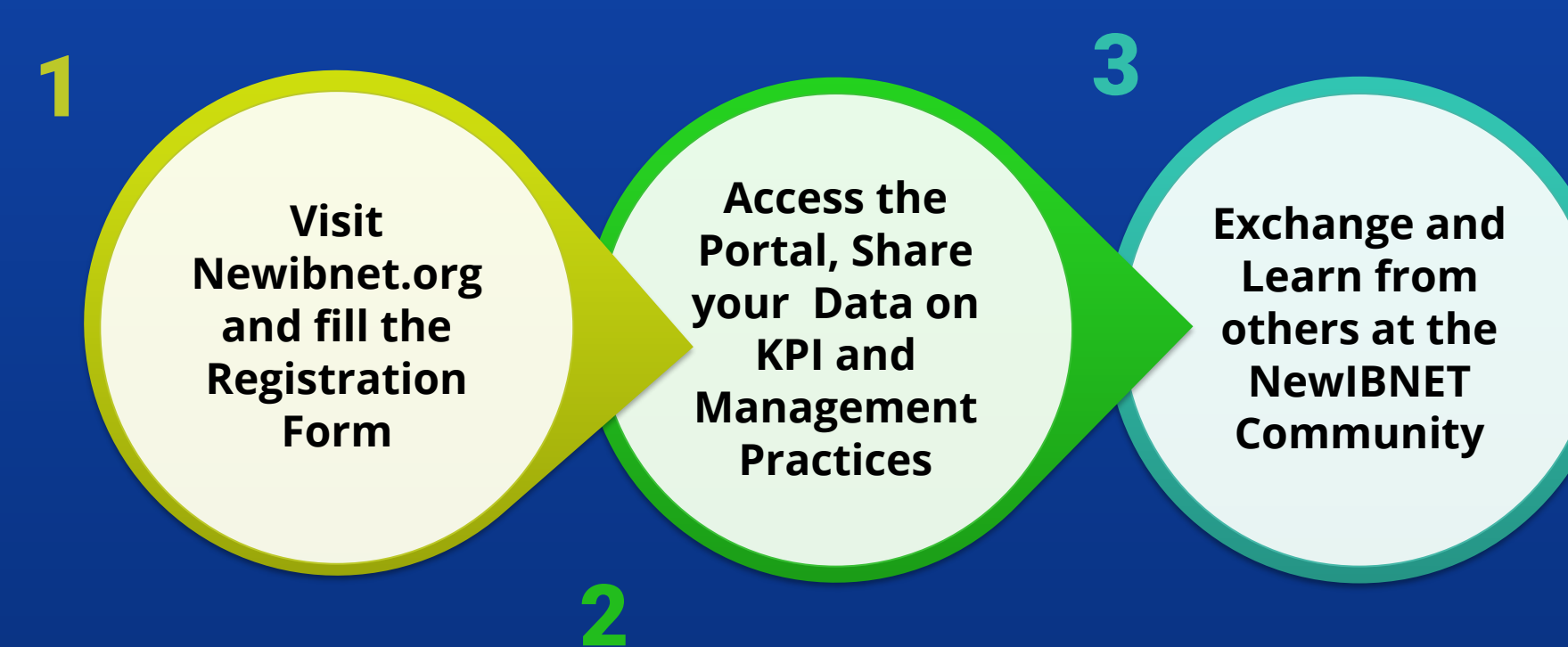
NewIBNET is an opportunity for our utilities to be recognized as data smart
 Business Manager, Aguas de Siguatepeque - Honduras

NewIBNET will add value to our organization as we benchmark with other water utilities and share more on financial and operational successes and challenges
 Finance Manager, Nkana Water - Zambia

NewIBNET help us review and implement a set of terms, data items and performance indicators to give a picture of our performance
 Strategic Planning Manager, Water authority of Fiji

NewIBNET is also a knowledge sharing platform, which helps to take improvement measures using your peers experience across the globe
 Financial Manager, Apa Brasov - Romania

Become a Member! Is as easy as 1, 2, 3!



Join the 2023 Data Drive!

The NewIBNET team is inviting water and sanitation service providers to become IBNET members by participating in this years Data Drive! This information will allow for better understanding of the challenges and successful experiences in the water sector based on 2022 data. It is also an opportunity for utilities to be recognized and have instant access to Communities of Practice in relevant areas, as well being featured in the state of the utilities report to be produced at the end of 2023. Questions? Reach out to ibnet@worldbank.org



Newibnet.org