WORLD BANK GROUP
Water

Intelligent Utilities
NEW IBNET

Towards a new data culture in urban water and sanitation providers
New IBNET - "Intelligent Utilities"

www.newibnet.org

Water Service Providers have huge responsibilities

Data is a resource that utilities have – but rarely use

- Most utilities have a lot of data about their performance.

- Many struggle to achieve a turn-around

- World Bank experience: Self-assessment (and comparing with others) helps identify where to get started with positive change – and to even get started.

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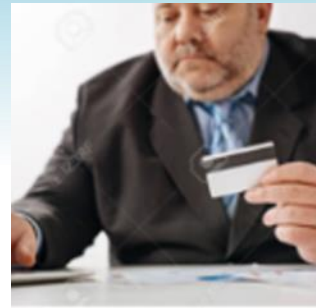
IBNET: A unique source of data for many years

- **Survey data from over 2000 utilities, collected over 20 years in 152 countries**

- **Used by many development partners for planning and decision making.**

- **But few utilities used it themselves – to inform *their* decisions**

…and NewIBNET was borne!

2023/06/11

THE INTERNATIONAL BENCHMARKING NETWORK FOR

WATER & SANITATION UTILITIES

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

Use Data

Connect & Learn
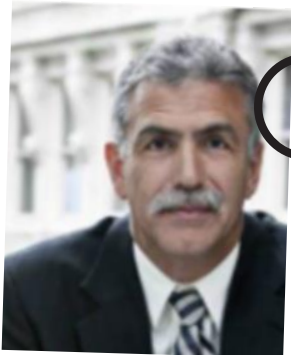
Data Entry Portal

Dashboards

Community Portal

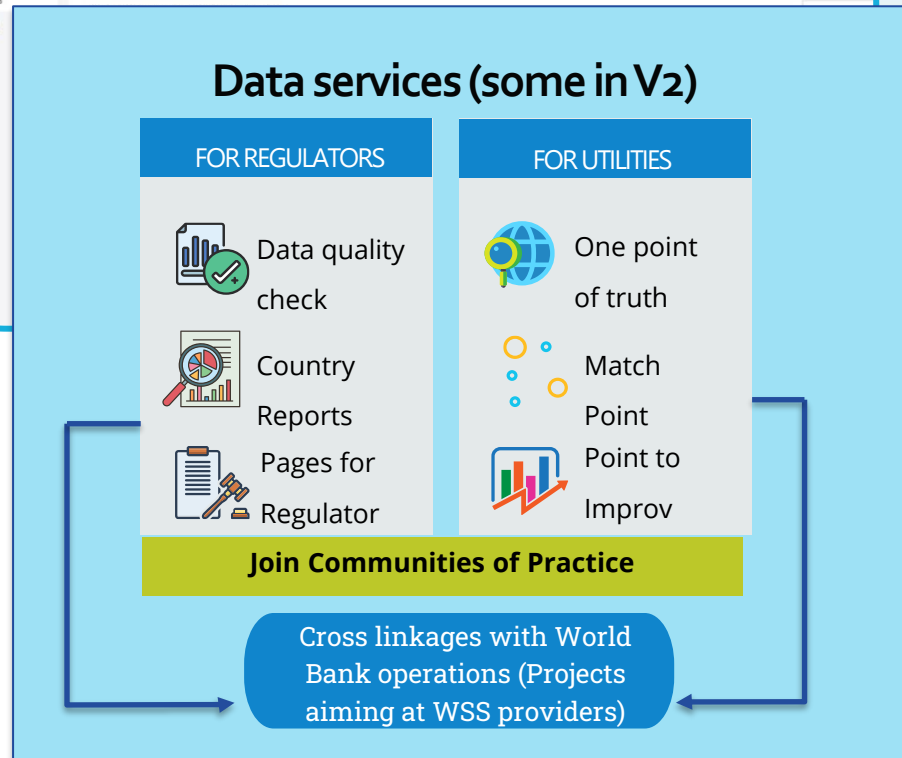# From our perspective: Five innovations
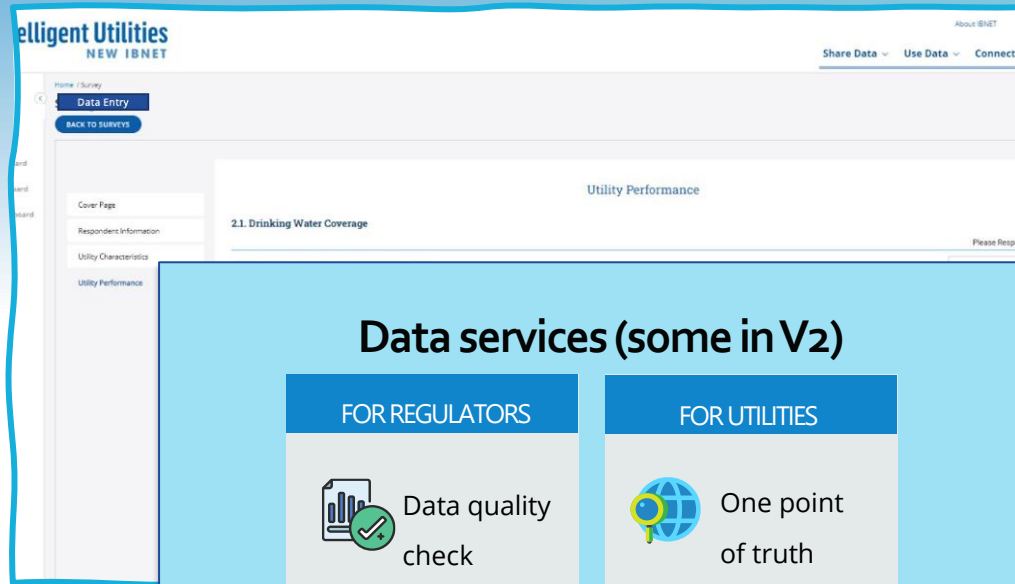
1. <u>This is a *Service* for Utilities</u>: Dashboards for easy-to-check insights and comparisons ("Data Services")
2. <u>Less is more</u>: Only 15 Key Performance Indicators
3. <u>Management matters</u>: Self-Assessment on 27 Management Dimensions
4. <u>Peer1Peer Learning</u>: The NewIBNET Community and Partnership
5. <u>Utilities are in charge</u>: Self-directed Data Entry – not a "survey" activity

The utility perspective: Public Dashboards "My" performance vs others"

Source: Visual based on 70 data entries of utility data from 2021

2023/06/11

The Utility Perspective: Personal Dashboards '"My" *management* practices vs others'
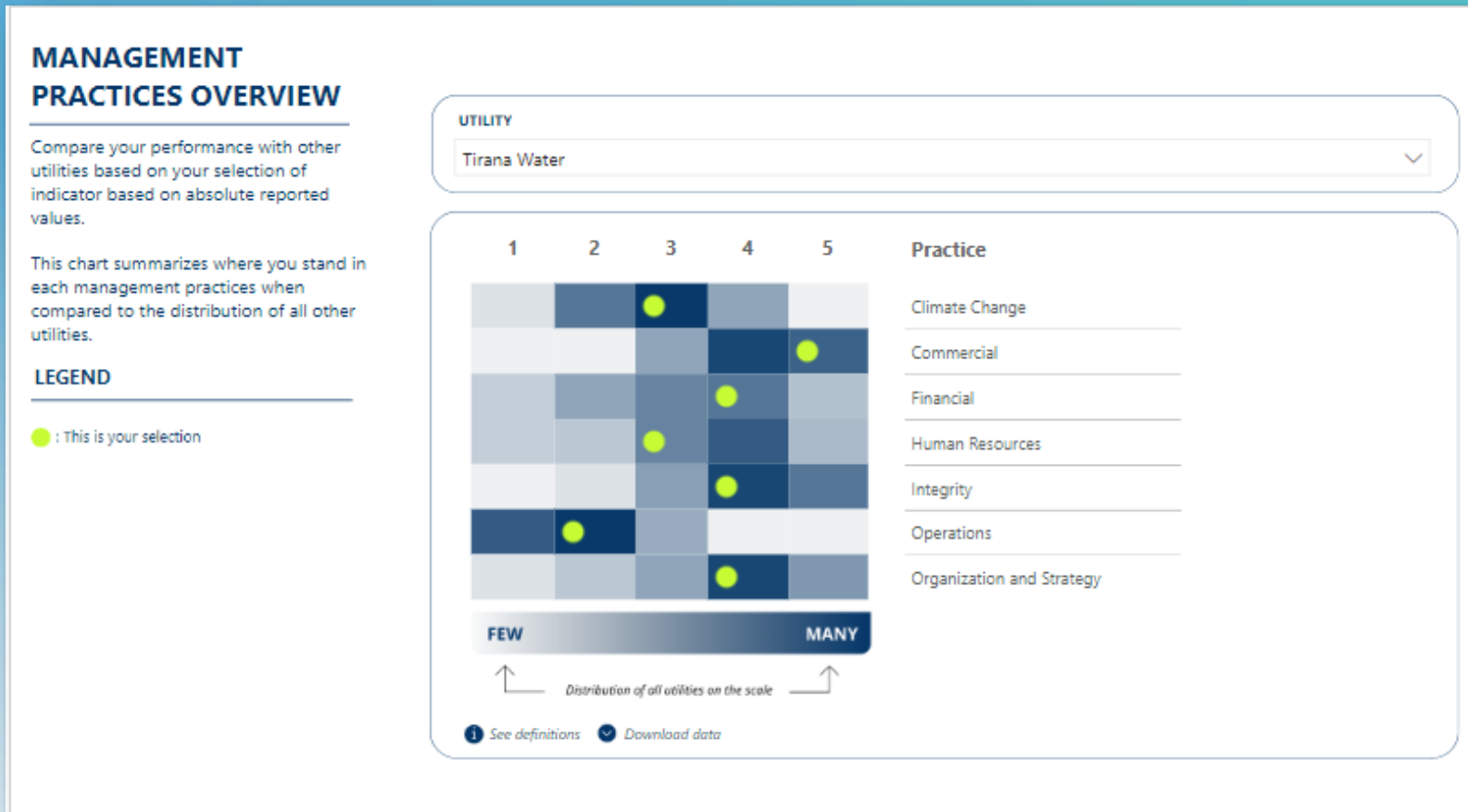
Source: Visual based on 70 data entries of utility data from 2021

Comparison made easy: Compare myself with others by county income groups or on one indicator only

Source: Visual based on 70 data entries of utility data from 2021

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15 Key Performance Indicators

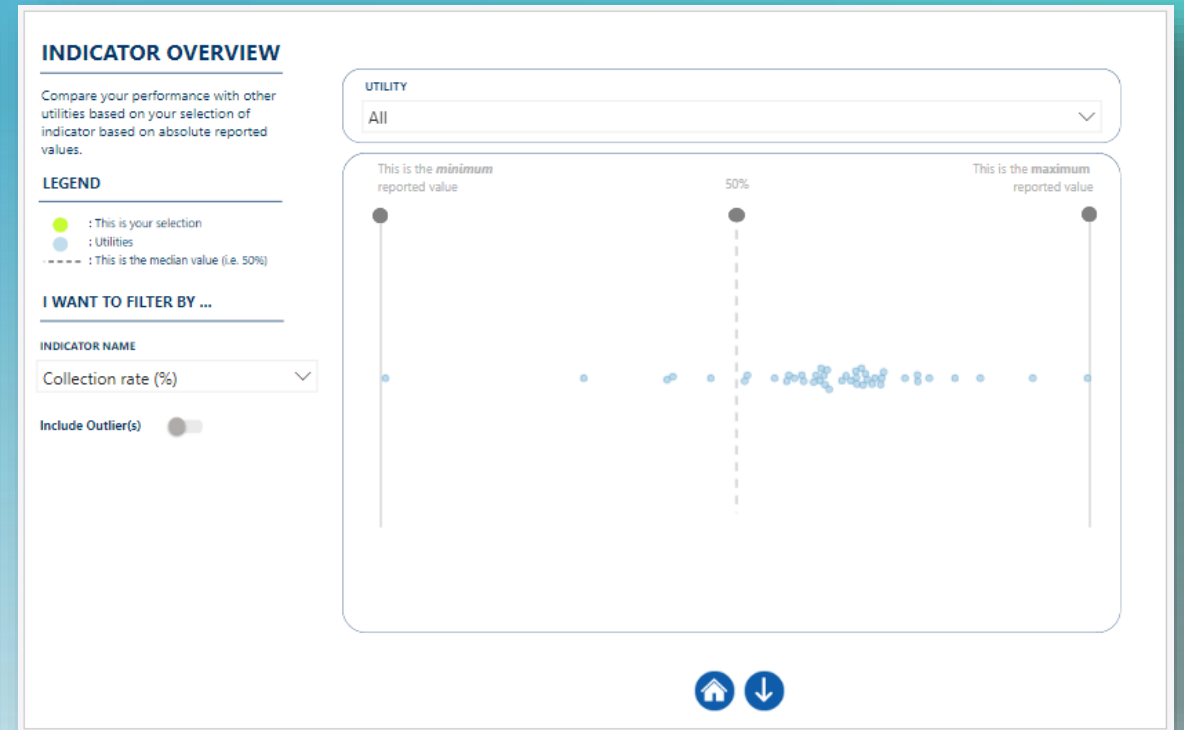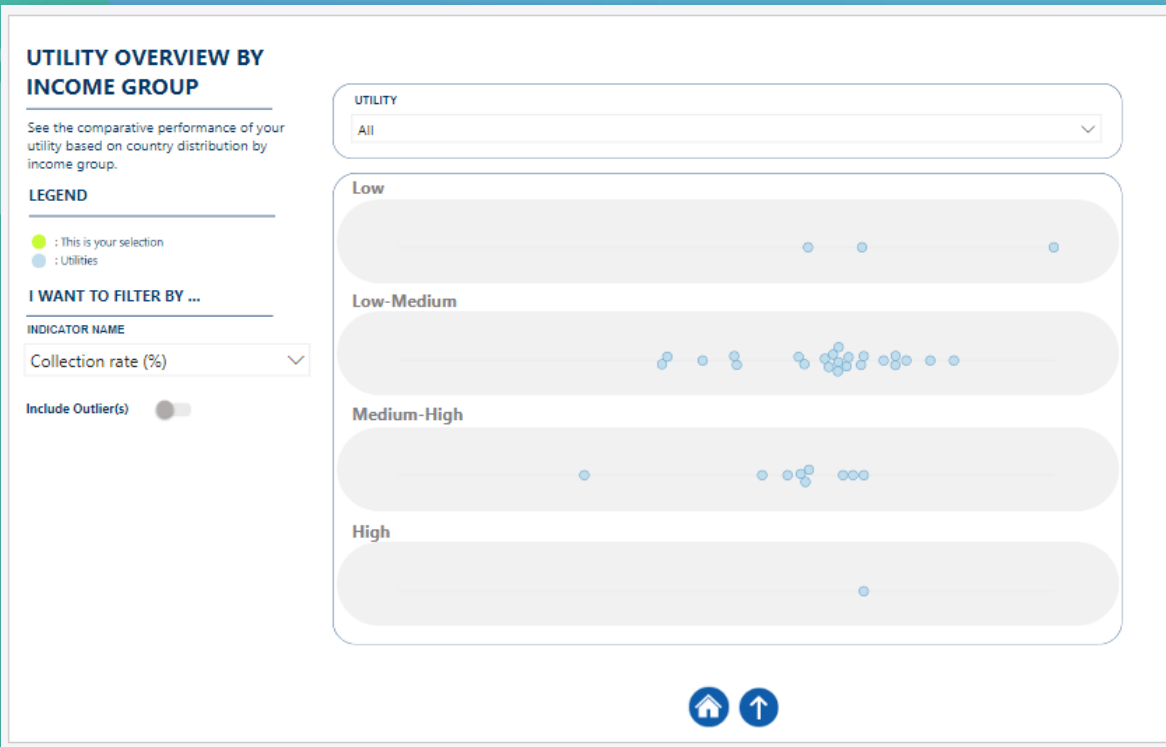| Water Operations	Sanitation Operations	Commercial Operations	Financial managment	Human Resources
• Drinking water coverage (%) • Continuity (hr/day) • % customers 24/7 supply • NRW (l/Conn./hr or %)	• Sanitation coverage (%) • Continuity (hr/day) • Wastewater Collected and Treated (%)	• Collection rate • % of Metered connections • Service complaints resolved • Drinking water quality	• Operational cost coverage (%) (includes Info on Energy Cost)	• Number of employees per 1000 connections • Percentage of female employees

For V2.0: Option for Utilities to add KPIs that matter for them specifically

- Indicators on sanitation after consultation with CWIS
- Regional subsets of dashboards for partners such as IAWD, PWWA, ESAWAS
- Standard reports on performance improvement
- Change in KPIs over time

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Self-Asses: 27 Management Practices in 7 categories

Commercial & Customer Relations	Operations	Financial	Organization & Strategy
Meter Reading Payment Methods Communications channels	Asset Management Infrastructure Maintenance Non-revenue water	Operational cost recovery Financial planning and forecast Infrastructure life cycle	Balance and timing of targets Performance tracking and Review

Human Resources	Climate Change	Integrity
Attracting and managing Talent Promotion and retention mechanisms	Water Savings Water Sources Conservation Green Infrastructure	Transparency Disclosure Procurement Protocols

For V2

- Change in Management Practices over time
- Standard reports on Management Practices
- Overviews of performance per practice area

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NewIBNET is part of a broader suite of support tools

TTL/Project

TTL/Project

TTL/Project

Utility of the Future
Continued engagement and monitoring of utilities after completion of the UoF exercise

Equal Aqua
Equal Aqua indicators to be included in the IBNET platform and dashboards

City-wide Inclusive Sanitation
Inclusion of sanitation indicators on IBNET
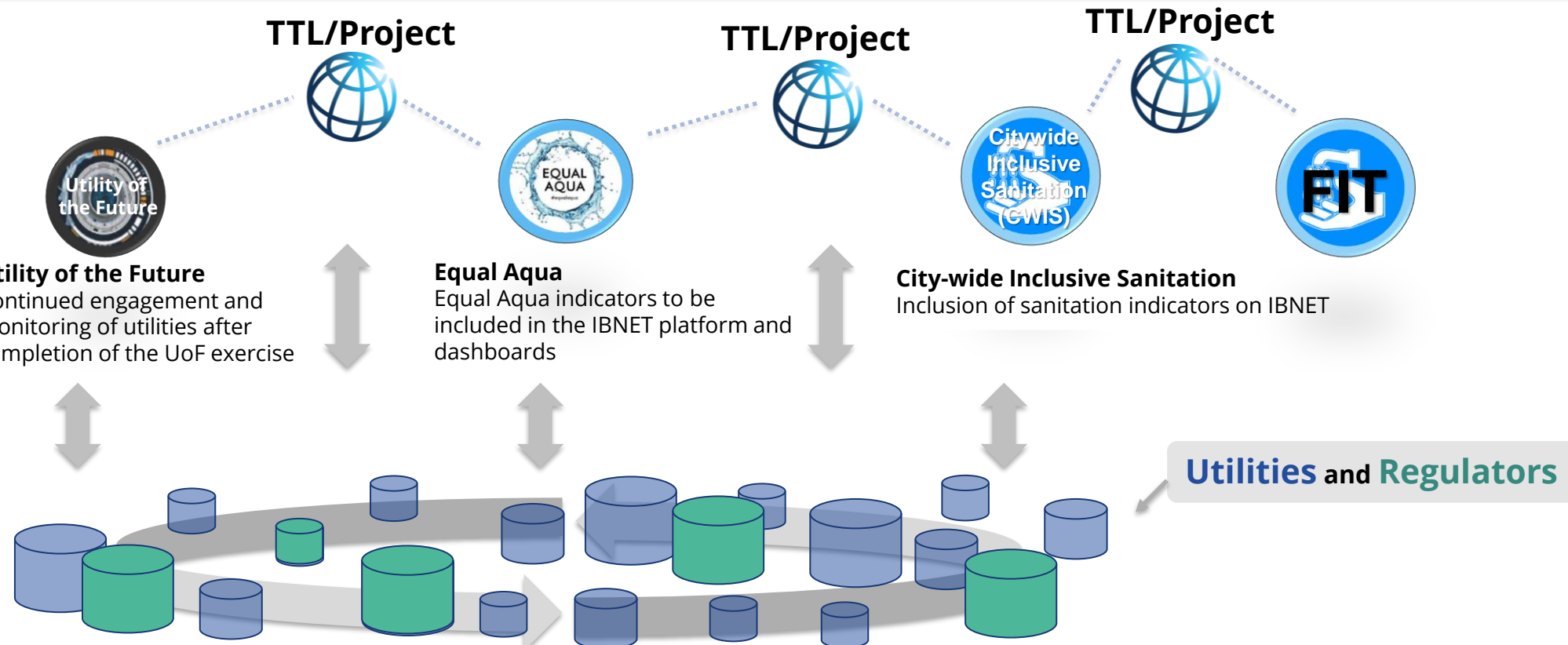
NewIBNET **provides data services** to initiatives and projects

Utilities and **Regulators**

Offerings

- Baseline data
- Data Sharing tool
- Utility membership
- Data and Benchmarking Services
- Knowledge Sharing
- Peer-to-Peer Engagement

NewIBNET **complements** initiatives through a more **continuous engagement** with utilities, service providers and partners

- Long-term monitoring of performance

- Capacity building

- Platform for sharing good practices

- "Scalability"

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The IBNET Partnership

- **IBNET will function as a membership initiative – with each utility joining as a member**
- **Partnerships are at the center of IBNET's services and operations.**
- **Partner organizations will:**
  - Promote the use of IBNET amongst their member utilities and/or counterpart utilities.
  - Host/organize learning events that use IBNET data to foster an emerging data culture amongst its members and counterparts
  - Contribute through insight and research, building communities of practice, and/or financially

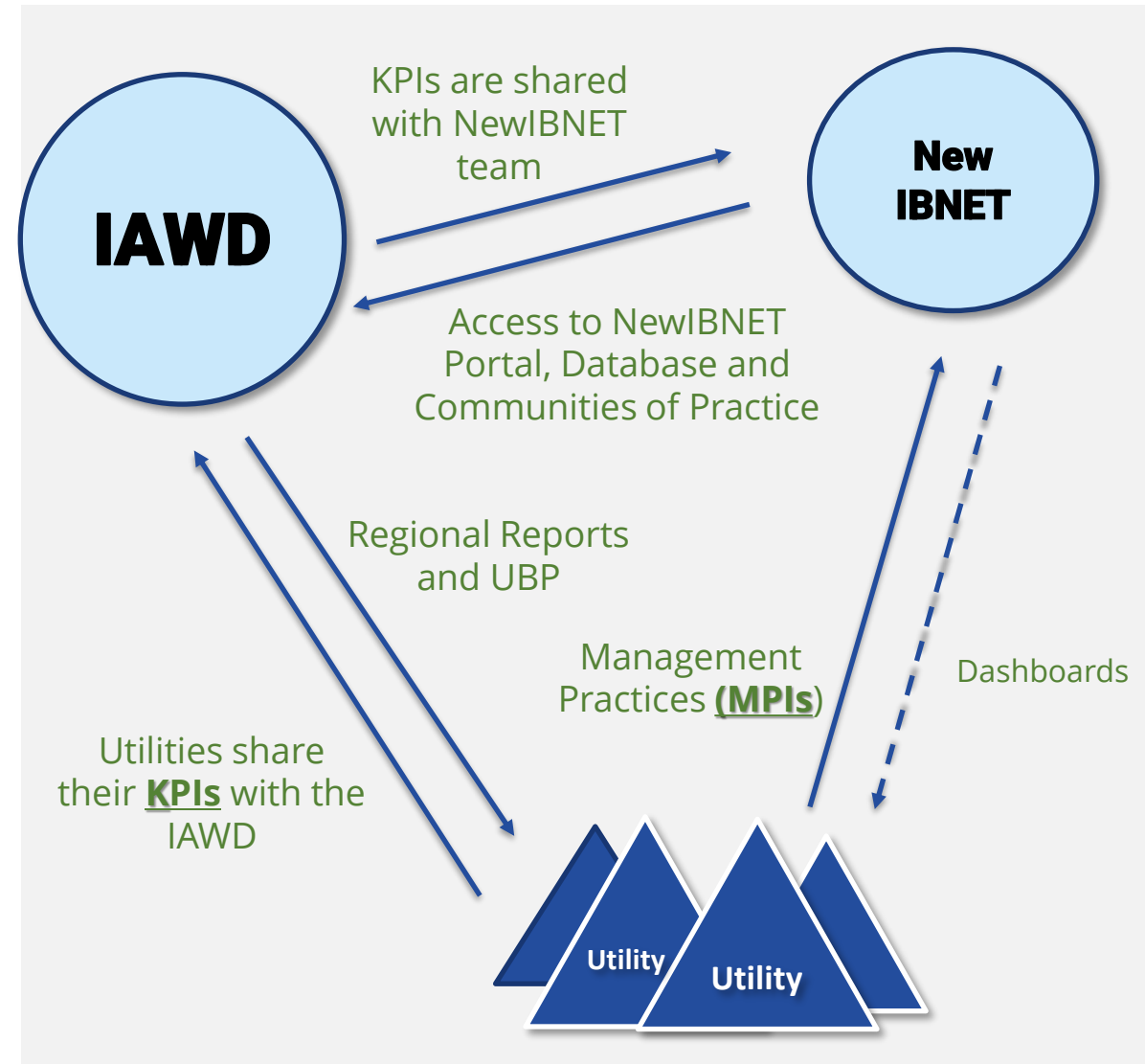Organizations approached by IBNET include...

Others.....

IAWD and NewIBNET Partnership

- **Coordinated Data exercises, allowing for regional and Global Benchmarking.**
  - KPIs and Management Practices
- **NewIBNET Portal**
  - Data Dashboards and Comparison.
- **Access to the NewIBNET Community**
  - Danube Region discussion group and events.

… and plan improvements for V1.1 and V1.2

PHASE 0.1

Explore

April – October 2021

PHASE 0.2

Outreach & Co-Design

Nov 2021 – Nov 2022

PHASE 0.3

Beta Launch with Tests – Dec 2022

PHASE 1.0

Full Launch

March 2023

PHASE 1.1

Operate & Improve

Through 2023&2024

PHASE 2

Stabilize and Add

2025-2026
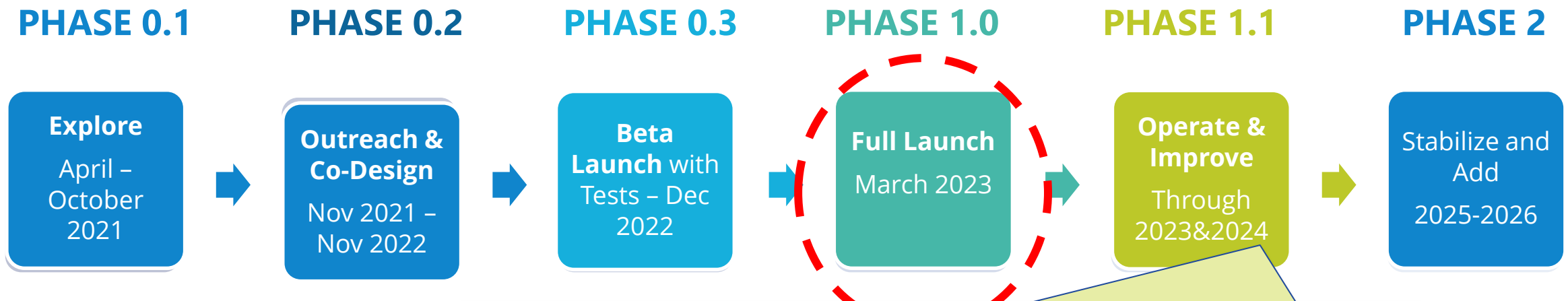
New Releases in 2023 and 2024 – V1.1 and V1.2

- Data services for Utilities: Data consistency checks, back-filling
- Peer2Peer Learning: Analytical tools for direct comparisons and matching
- Accessibility: Releases in Spanish, French, Portuguese,

Utilities
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Moving Forward and continue evolving NewIBNET as a Partnership instrument!

❖ **Launch of the Data Drive:** 300- 500 utilities sharing 2022 data

❖ **Outreach & Communication efforts**: WI, GWOPA, Danube, AfricaSAN Forum, SIWI, others...

❖ **Continue evolving** with the platform: mobile version, multi-language, data points, including off grid sanitation, climate change.

❖ **Contribute to disseminate** insights – findings through Flagship reports, communication campaigns and others...

❖ **Expanding Services to help decision makers:** COPs UoF, Creditworthiness, Gender, and others, peer to peer.

❖ **Exploring New partnerships**: AWWA, AFWASA, IWA among others

Bring your Utilities to NewIBNET!

Why IBNET Matters?

Global public good supporting the water sector

Baseline data for WBG Operations and ongoing monitoring

Provides services to regional partners

Utility performance

Data-driven decision making to address key challenges

Building a Knowledge Community

IBNET is the <u>trusted source</u> for base line data on water and sanitation utility performance, tariffs, and country-level overviews.

IBNET provides the Bank with a platform to stay engaged with urban water utilities around the world <u>at scale</u> – "to raise all boats"

IBNET data By the numbers

5,200 Utilities in 151 countries

19,919 Tariffs in the database

24 Years of historical data

A mandate to re-design: Impact on Water Services

IBNET achievements over time

- A comprehensive set of data on utility performance
- Web-based, easily accessible, public benchmarking website
- Can compare the performance of different utilities along 92 indicators
- Operating for over 24 years

IBNET mandate to re-design

- Renewal of the platform
- From Survey to Data Services
- Information on Management Practices
- Cross linkages to other programs within Water GP

Impact

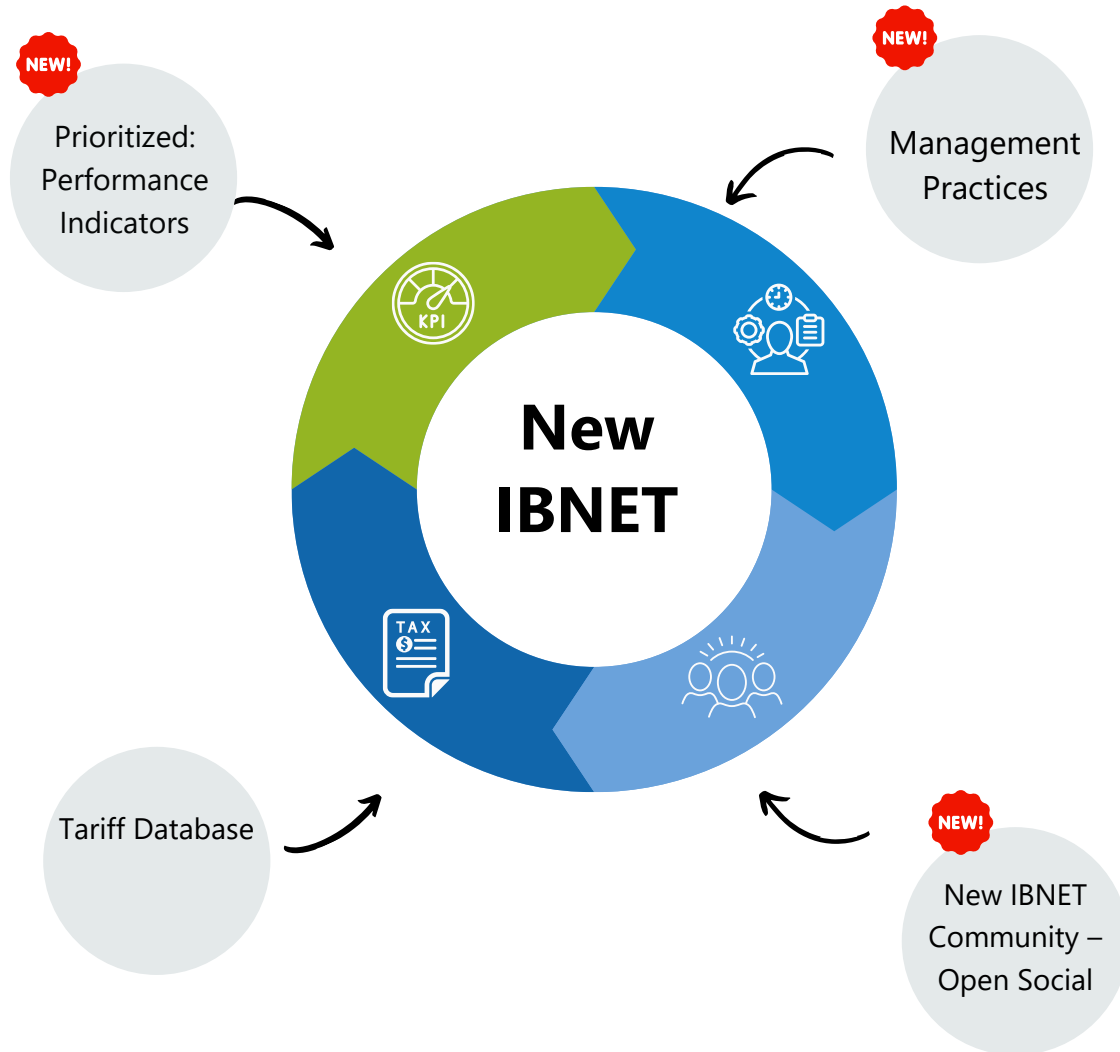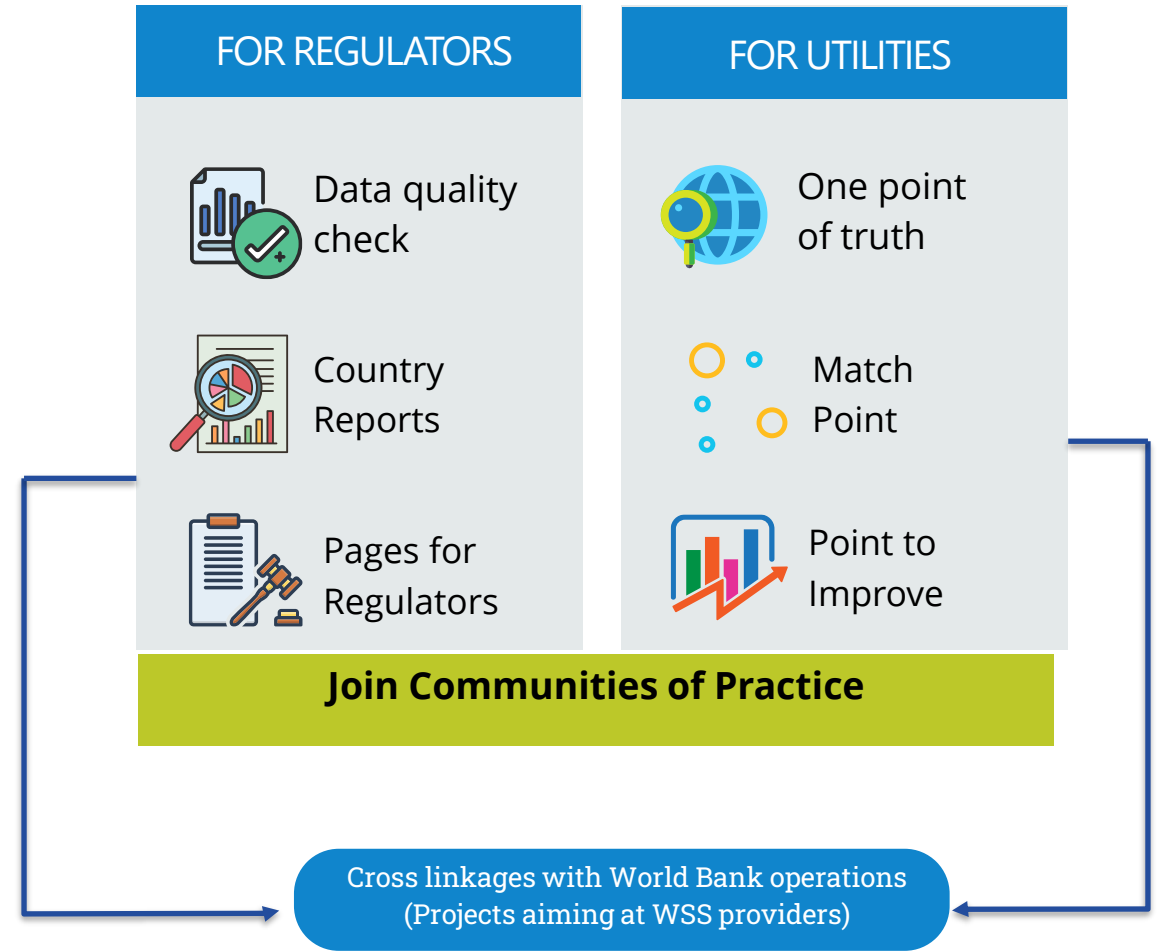|			
	Target group	Who - in the end - is in charge of improving water services?	Utilities
	Decisions	What decisions influence the quality of water sevices?	Decisions on investments and management practices
	Change	What change would be needed to see utilities use data to improve decisions?	(Data) Culture

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New IBNET: Updates and new features

Three new components of IBNET

NEW! Prioritized: Performance Indicators

NEW! Management Practices

Tariff Database

NEW! New IBNET Community – Open Social

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Data services

FOR REGULATORS	FOR UTILITIES
Data quality check	One point of truth
Country Reports	Match Point
Pages for Regulators	Point to Improve

Join Communities of Practice

Cross linkages with World Bank operations (Projects aiming at WSS providers)

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**NEXT: SHORT DEMO OF THE NEW WEBSITE AND PORTAL
TO BE PRESENTED BY THE TEAM**