



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

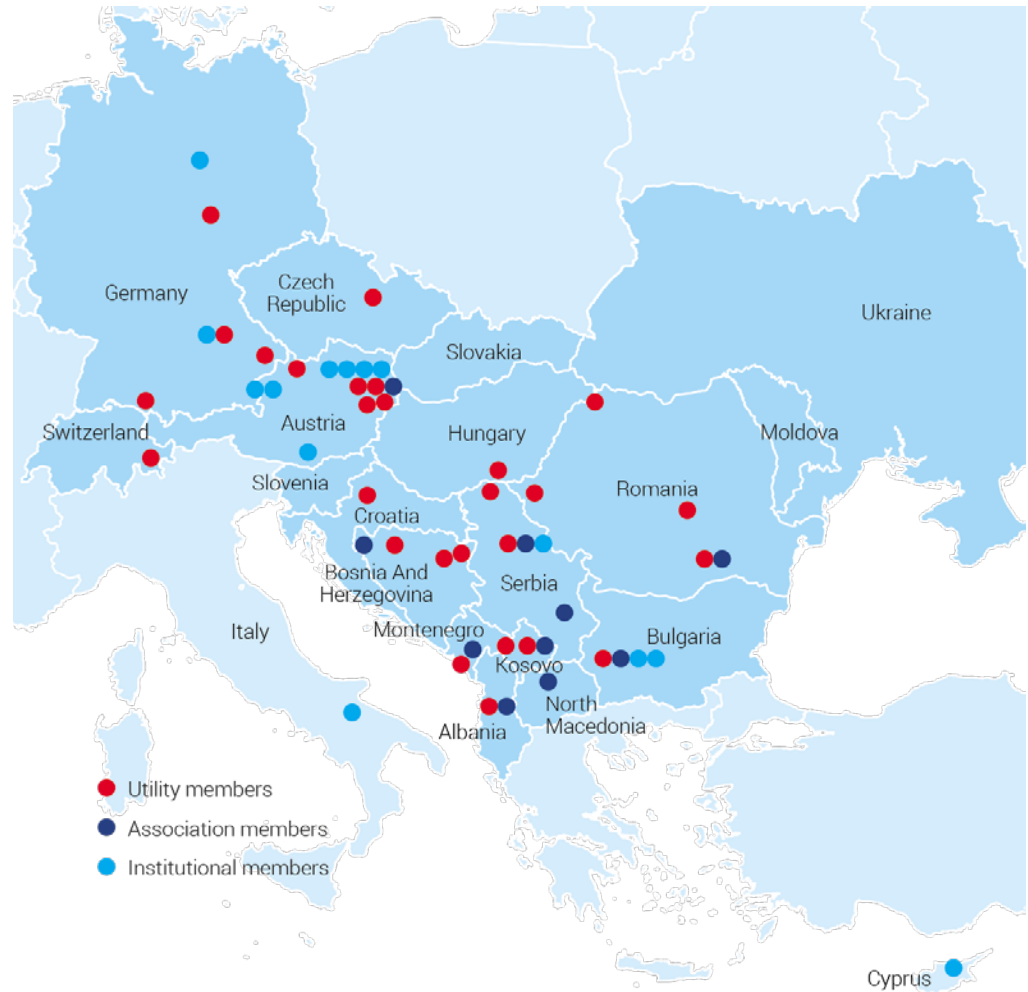


Introducing the Utility Benchmarking Program

Utility Benchmarking Program for the Danube region utilities

IAWD – The Voice of the Danube

- Founded in 1993, hosted by Vienna Wasser
- Strengthen our members in delivering sustainable water services through cooperation, capacity development and knowledge exchange
- Create a strong voice for improving water services and utility operation in the Danube region:
The Voice of the Danube

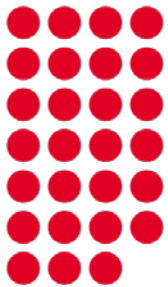


IAWD – The Voice of the Danube



Utility
Members

27



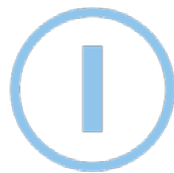
New in 2020:

Vodoopskrba i odvodnja d.o.o. Zagreb
Ujesjelles Kanalizime Tirane
JKP Vodovod i kanalizacija d.o.o. Tuzla
RWC Hidrodrini J.S.C. Peje



Association
Members

10



Institutional
Members

14



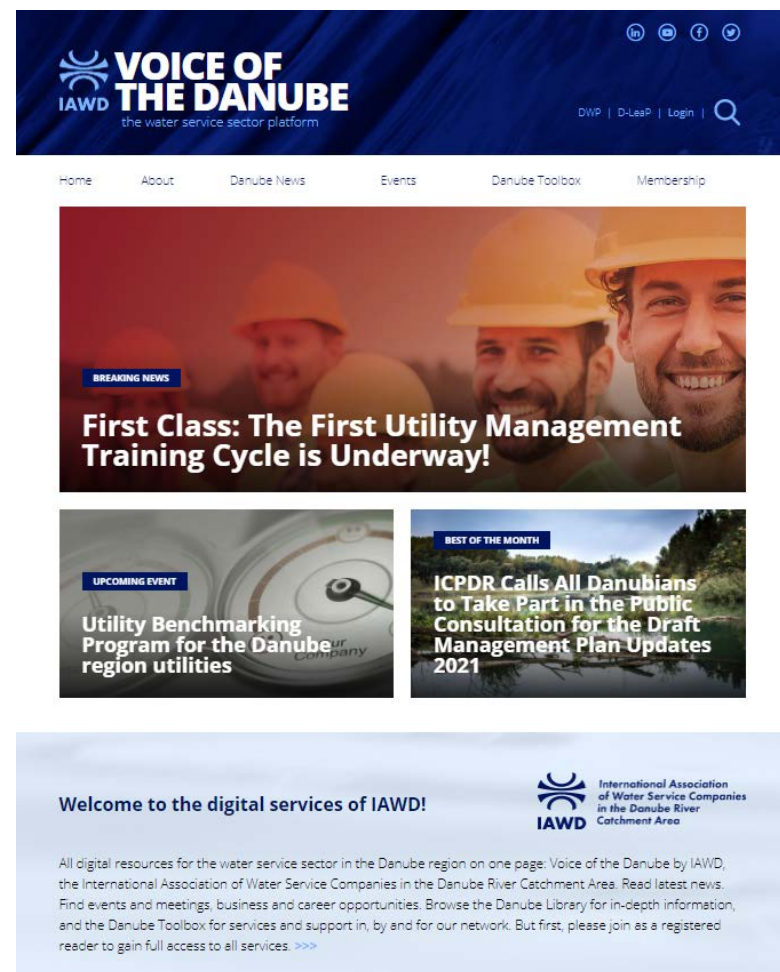
New in 2020:

Hydro-Comp
Enterprises Ltd.
Protectum
Solutions
Wadata EOOD
Qubiqo

- 51 members in 16 countries
 - 27 Utilities
 - 10 Associations
 - 14 Institutions
- 8 new members in 2020

IAWD – The Voice of the Danube

- Get in touch with us!
 - www.iawd.at – register for our weekly digest
 - LinkedIn
 - Facebook
 - Twitter



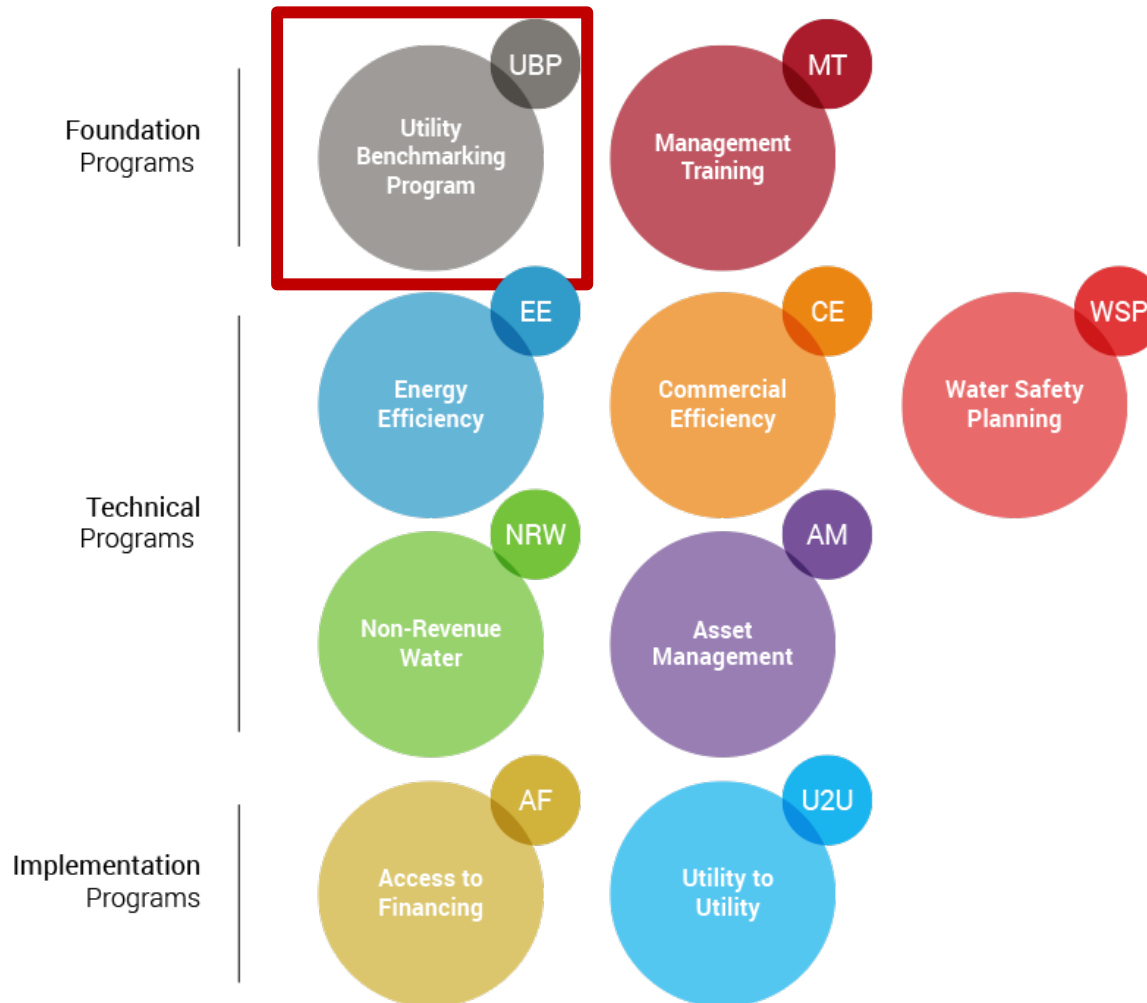
Danube Learning Partnership








- D-LeaP is a regional initiative of national water utility associations and IAWD to
 - Act as integrated, sustainable and effective capacity building partnership of water utility associations in the region
 - Offer to participating utilities and sector professionals a comprehensive set of learning and capacity building programs

www.d-leap.org

The programs offered by D-LeaP



IAWD's Benchmarking strategy

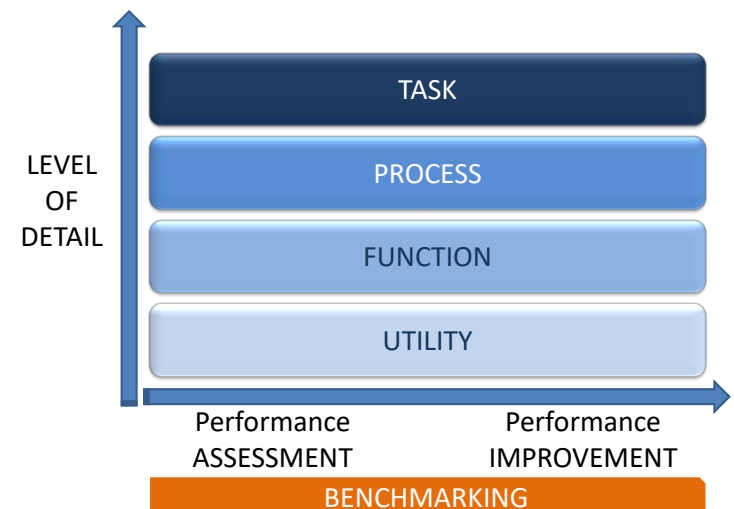
Activity	Tool	Technical Support	User
Uniform PI data collection	DANUBIS DCM		Regulator
Utility Benchmarking Program	Regional Danube Hub		Utility
	National/subregional Hubs		Utility
Regional public PI database			Public

What is Benchmarking?

- IWA's Task Group on Benchmarking:

“benchmarking is a tool for performance improvement through systematic search and adaptation of leading practices”

- 2 consecutive steps:
 - performance assessment
 - performance improvement

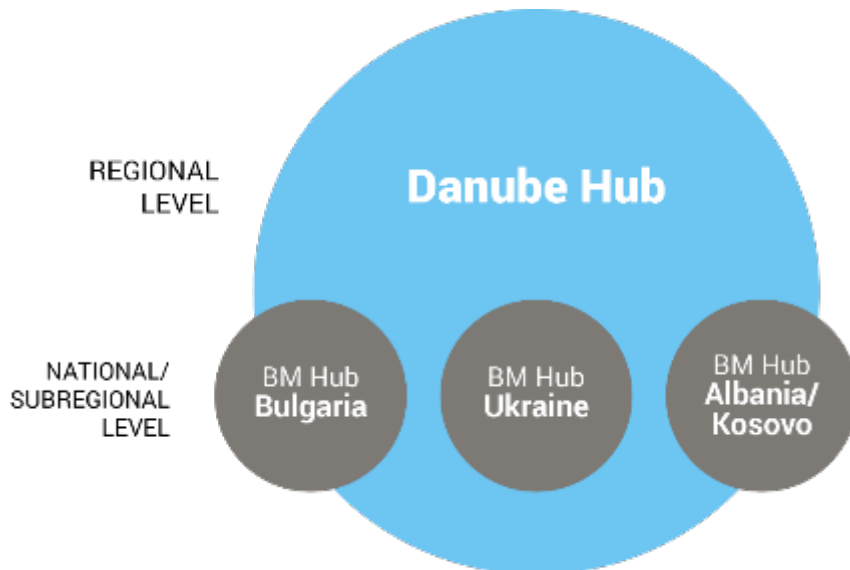


Why to join UBP?

- 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
- 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

Q

12

SURVEYORDER

▼

▲▼

ASCENDING

▼

☰

25

▼

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		<div>✓</div> <div>✓</div>	* <div>▼</div>
A-003.a.2	Lowland surface water sources ?	m3	0	0	0	0	0		<div>✓</div> <div>✓</div>	* <div>▼</div>
A-003.a.3	Natural springs and wetland sources ?	m3	0	0	0	0	0		<div>✓</div> <div>✓</div>	* <div>▼</div>
A-003.a.4	Well water sources ?	m3	0	0	0	0	0		<div>✓</div> <div>✓</div>	* <div>▼</div>
A-003.a.5	Borehole water sources ?	m3	9,036,245	8,629,498	8,990,089	8,180,698	7,886,676		<div>✓</div> <div>✓</div>	* <div>▼</div>
A-003.a.6	Saline and brackish water sources ?	m3	0	0	0	0	0		<div>✓</div> <div>✓</div>	* <div>▼</div>

- 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

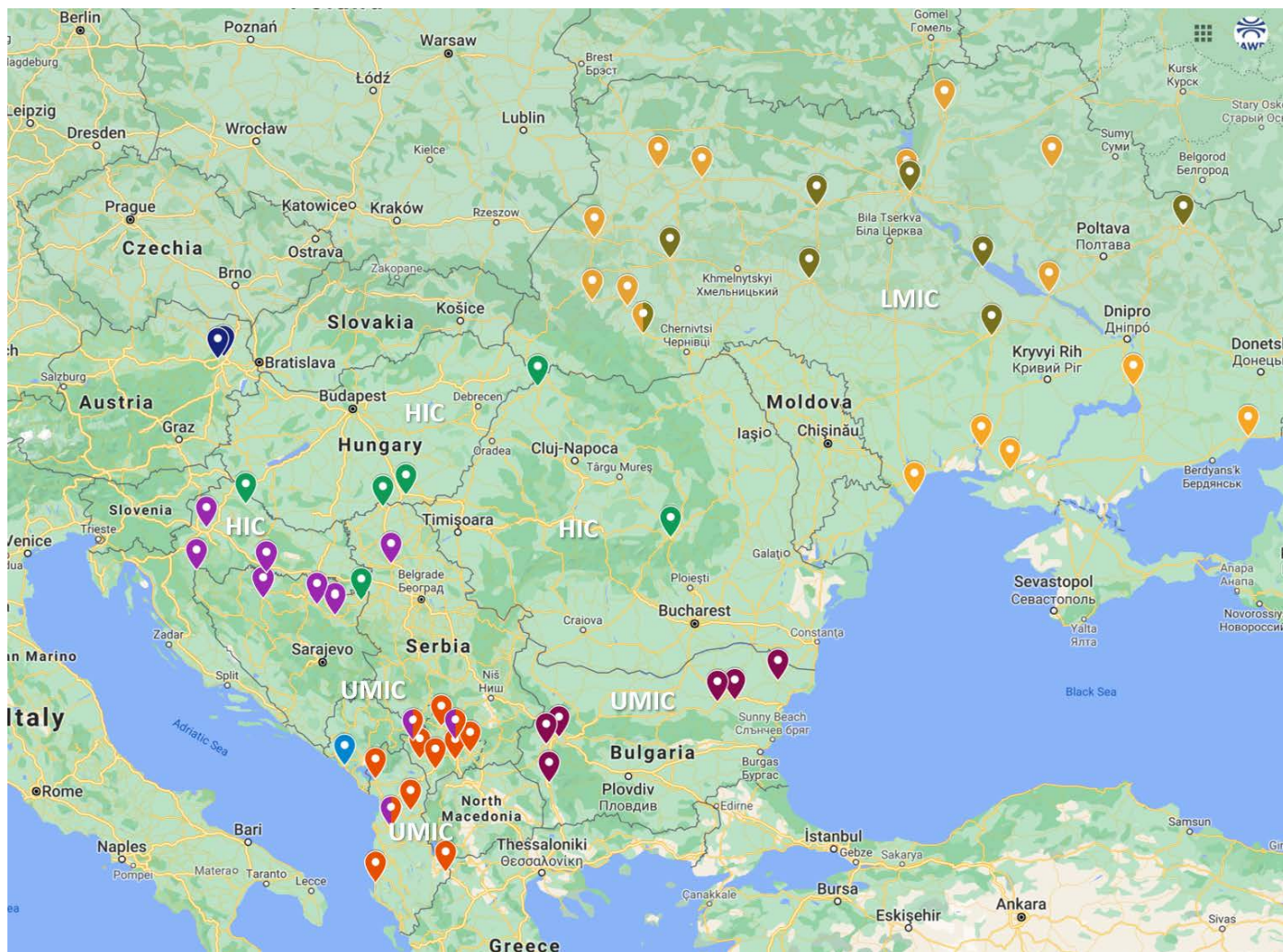


What are the benefits of UBP?

- 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)



The UBP family in 2020



UTILITY BENCHMARKING PROGRAM IN 2020

47 utilities (11 EU utilities)
+ 8 utilities in WB project

Albania & Kosovo Hub (SHUKOS & SHUKALB)

7 utilities from Kosovo
5 utilities from Albania

Bulgarian Hub (Bulgarian Water Association)

6 utilities (6 EU utilities)

Ukraine Hub (Danube Water Centre)

15 utilities
8 utilities in WB project

Danube Hub (IAWD + A&K Hub)

Water Supply (WS)
1 utility (1 bulk)
WS & WW
10 utilities (1 EU utility)
WS & WW & WWTP
6 utilities (4 EU utilities)

Bulgarian Hub

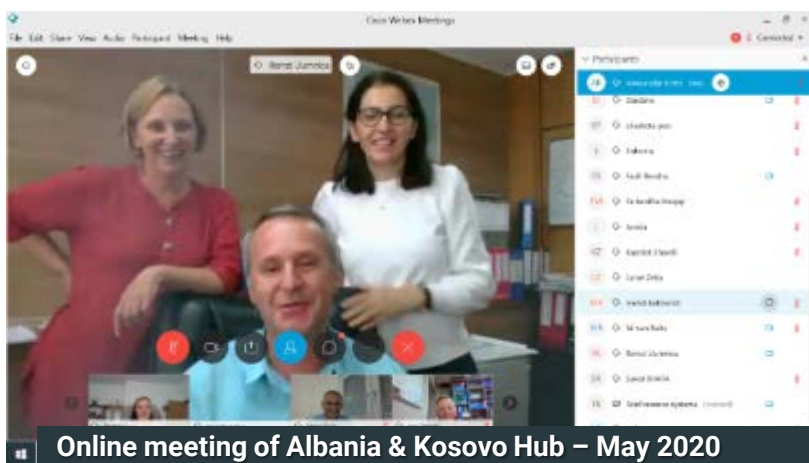


- Active since 2014, managed by BWA
- Participation of 15+ Bulgarian utilities, 6 in 2020



Albania and Kosovo Hub

- Active since 2014
- managed by SHUKOS & SHUKALB
- 2020:
 - Albania - 5 utilities
 - Kosovo - all 7 utilities



Ukrainian Hub – since 2015



Study tour to Bavaria, September 2019



Utility Benchmarking Workshop, December 2019

Danube Hub – since 2017



Thank you

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Communication and Program Manager

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www.iawd.at



www.d-leap.org

The Danube Learning Partnership is supported by



www.danube-water-program.org