



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



UBP

The background of the title section is a close-up, grayscale image of a speedometer. The needle is pointing towards the right side of the scale. There are smiley face icons on the scale: a sad face on the left and a happy face on the right. The text 'Our Company' is visible on the right side of the speedometer face. The word 'Competitors' is partially visible on the left side.

# Utility Benchmarking Program for Water Supply and Sanitation Utilities

**GAIN** practical support in  
analyzing and improving utility  
performance

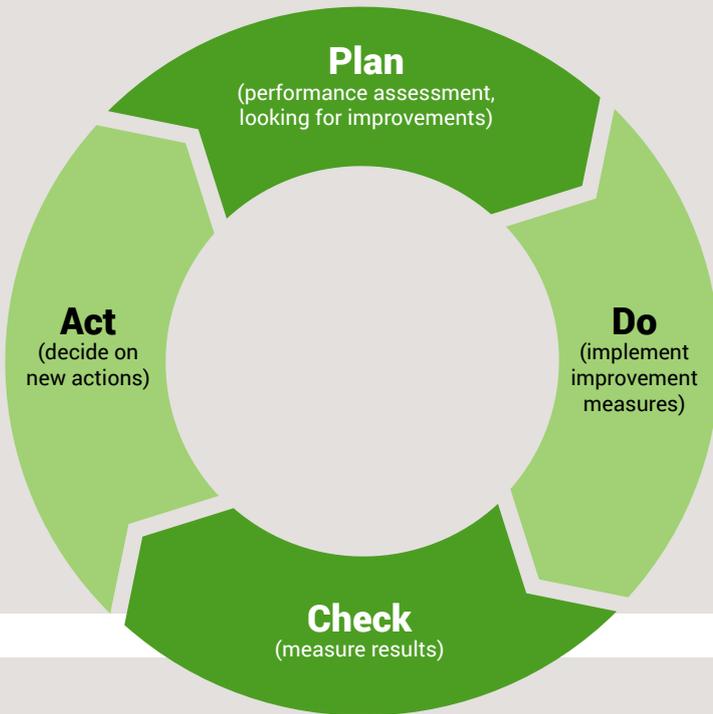
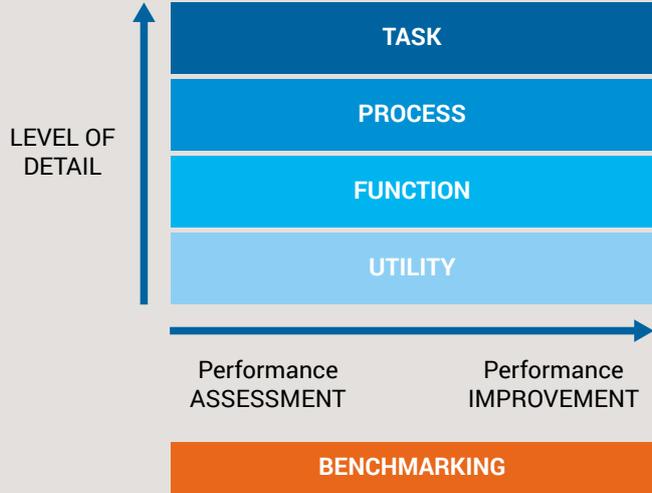
**LEARN** from other utilities  
in the sector

**BE UP TO DATE** on the  
most recent tools for analyzing  
utility performance

**BENEFIT** from regional  
and global comparison with  
other utilities and experts

# Utility Benchmarking Program for Water Supply and Sanitation Utilities

**Get to know Benchmarking** as a key tool for performance improvement through systematic search and adaptation of leading practices following two consecutive steps: Performance assessment and performance improvement



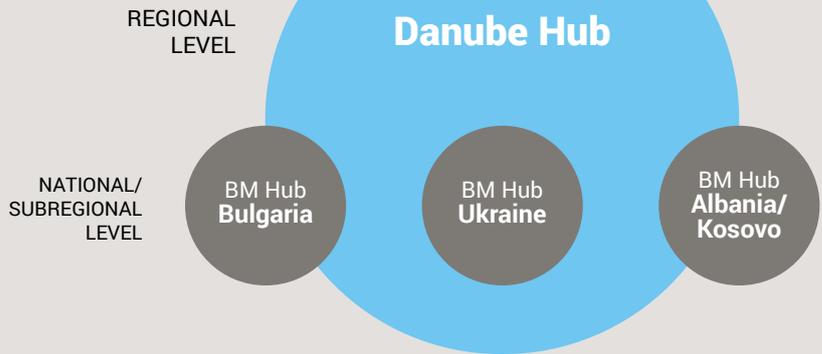
**Experience Benchmarking** as highly efficient tool for continuous improvement, preferably embedded in a yearly business planning cycle

**Understand the importance of “utility (driven) Benchmarking”** activities targeting utilities aiming at improving their own performance over time (quality focused) versus “authority (driven) Benchmarking” activities involving all utilities in a country for statistics, policy making and enforcement of minimum service requirements (quantity focused)

	Authority (driven) Benchmarking	Utility (driven) Benchmarking	International utility (driven) Benchmarking
Goals	Data collection and reporting, transparency, enforcement of minimum requirements	Voluntary improvement of utility services within a country, may be response to, demand for or substitute for regulation	Voluntary improvement of utility services beyond national best practices raising of national standards
Participants	All utilities in a country, including small utilities, with special focus on regulated utilities	Leading* utilities in a country initially, later most utilities in a country	Leading* utilities from a number of countries, mostly leading* utilities in their own countries

\* Leading utilities are defined by their drive to improve their own services and to support other utilities through peer learning

**Join the IAWD Utility Benchmarking Program** either on (i) the national/subregional or on the (ii) Danube regional level



**Follow the seven consecutive steps** of the Benchmarking process to improve your performance



**Get constant support** from the Benchmarking Coordinator of your respective Hub and network with the Benchmarking family



**Receive your own individual company report** to check your data and identify performance gaps



**Join the Benchmarking workshops** to exchange knowledge and good practices and attend the utility leaders' dinner and meet CEOs and MT members, to discuss results and address possible improvements on a policy level (only for participants of the Danube Hub)

# Utility Benchmarking Program for Water Supply and Sanitation Utilities

## Program description and covered topics

The Utility Benchmarking Program is one of the Foundation Programs within the Danube Learning Partnership. This Program helps participating utilities and staff to establish their own diagnostic of high-impact issues affecting the performance of their utility companies by benchmarking the utility performance against other similar companies and international benchmarks and facilitating dialogue among practitioners on good practices.

### Set-up of Program

With the technical support of Macroconsulting IAWD established its own IT platform based on the methodology provided by IWA. The Program currently offers the standard assessment level with the option to upgrade to the advanced level. Which level best fits a utility de-

pends on the availability of reliable data, benchmarking experience and ambition. In total, three national/sub-regional Hubs are operated focusing on utilities in Kosovo & Albania, Bulgaria and Ukraine. By establishing the Danube Hub, IAWD has upgraded the existing national and sub-regional Hubs, in order to support capacity building and the sharing of knowledge and experience among its members and other utilities located in the Danube region. The Hub concept ensures that participating utilities follow the same assessment methodology and receive comparable results.

### Learning goals

Why to compare performance with other utilities?

How to collect and manage utility performance information?

How to develop an improvement plan to address performance issues?

## Hubs



**National Benchmarking Hub for Bulgaria** (hosted by the Bulgarian Water Association, BWA)



**National Benchmarking Hub for Ukraine** (hosted by IAWD in cooperation with the Ukrainian Association of Enterprises of Water Supply and Sewerage Services, UKRVODOKANALEKOLOGIA)



**Subregional Benchmarking Hub for Albania & Kosovo** (hosted by the Water and Wastewater Works Association for Kosovo, SHUKOS)



**Regional Danube Hub** (hosted by IAWD)

## Technical Partner



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