



Benchmarking and Indicators Systems

The Role of the Water Utility Associations



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WATER
PROGRAM**

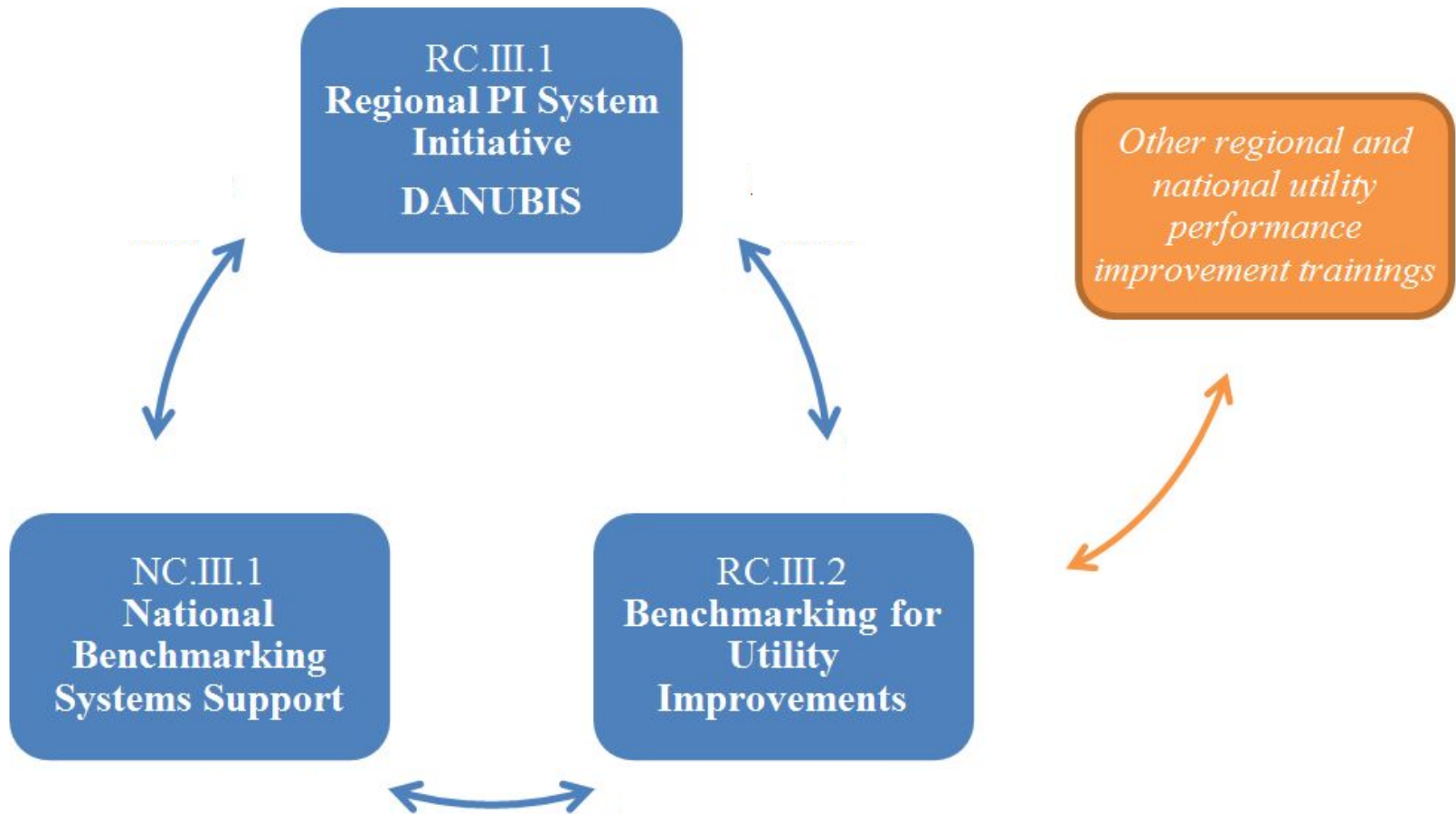
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Benchmarking (Pillar III)





DANube Utility Benchmarking and Indicators System

DANUBIS



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DANUBIS

*Open Platform with
Key utility performance indicators
and benchmarking reports
based on common definitions*

- * Geographical coverage: Danube region
- * Focused on recent annual data
- * Data structure / indicators: subset of IB-Net
- * Website:
 - * Hosted by IAWD / www.danube-water-program.org
 - * In English and local languages
- * Data quality management



Steering Group

Country	Last name	First name	Institution
Albania	Bibolli	Vilma	General Directorate of Water Supply & Sewerage, Ministry of Transport and Infrastructure
Bulgaria	Milanova	Milena	State Energy and Water Regulatory Commission
	Stoilova	Daniela	State Energy and Water Regulatory Commission
Kosovo	Hasani	Sami	Water and Waste Regulatory Office
	Musa	Qamil	Water and Waste Regulatory Office
FYR Macedonia	Hristov	Georgi	Association of Macedonian public utility companies
Moldova	Larionov	Vladimir	Water Utility Association
Montenegro	Vojvodic	Tijana	Montenegro National Utility Association
Romania	Anca	Cador	National Regulatory Authority on Communal Utilities
	Lacatusu	Silviu	Association of Water Utilities
Serbia	Ivanovic	Dragan	Waterworks Association of Serbia
Ukraine	Kozlovska	Tetiana	National Commission of the State Public Utilities Regulation
	Sydorchuk	Olga	National Water Association
Danube Water Program	Michaud	David	World Bank
	Weller	Philip	International Association of Water Supply Companies in the Danube River Catchment Area
IB-Net	Danilenko	Alexander	World Bank
ORF	Nachevski	Oliver	GIZ / Open Regional Funds



Utility Benchmarking



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Benchmarking for Utility Improvement

The objective of the Utility Benchmarking initiative is to support the implementation of a benchmarking process in the Danube Region to help participating utilities improve their performance.





Utility Benchmarking

The existing European Benchmarking Cooperation (EBC) platform and approach will be utilized to carry out the utility benchmarking.



Utility Benchmarking

Regional HUBS (4 or 5) will be created with dedicated staff of national water utility associations who will be trained in utility benchmarking by EBC and will assist in carrying out a system of utility benchmarking for the target countries of the Danube Water Program



Groupings of Countries

Groupings of countries will be created for the purposes of training and development of expertise (HUB) to manage the Benchmarking exercise.

URGENT - National Water Associations Nominated for the Regional HUBS.



The ROLE OF THE HUBS

- Each HUB will organize a technical training workshop for participating utilities to explain the Benchmarking process.
- Follow-up support to the utilities will be provided by the HUB staff to assist them in providing data.
- Organize a workshop to evaluate the results of the benchmarking following the data collection and provide draft reporting to give the utilities feedback on the utility improvements.



Activity		Danube Water Program (with EBC support)	Regional Hub	Participating Utility
Collective	Methodology	X		
	Hub Training	X		
	Quality Assurance	X		
	ICT platform	X		
	Translations		X	
	Utility identification		X	
	Utility training		X	
	Helpdesk	X	X	
	Data collection			X
	Data analysis and verification	X	X	
Individual	Preparation of reports for utilities	X	X	
	Best practices workshop		X	
	Task groups for follow-up actions	X	X	
	Performance Improvement plan			X
	Improvement actions			X

Source: adapted from EB



The Commitment of the HUBS

- The utility association (HUB) will commit to provide the infrastructure and staff to be trained by the EBC in carrying out utility benchmarking
- The Hub Coordinator will be a staff member with utility experience, competence in English, familiar with IT and statistical tools and benchmarking experience desirable
- A second Hub staff member will be nominated to assist the hub coordinator and receive the training provided by EBC.
- The costs of the staff will be split (50/50) between IAWD and the Association in year one.



The Commitment of the DWP to the HUBS

- The HUB will be assisted by the DWP in identifying and gaining commitment from utilities to participate in the utility benchmarking activities.
- HUB staff will be trained by EBC in carrying out data collection and reporting for Utility Benchmarking
- 50% of the Staff Costs for the HUB Coordinator will be supported by the DWP
- Income from the Benchmarking shared with the Hub



The Timetable

February 2014 – Commitment of Hubs

March – Commitment of Utilities

March/April – Training Workshop by EBC for Hub Staff

April/May – Begin Utility Data Collection

September – Draft Reports Prepared

November/December – Hub Workshops

2015 – Second Benchmarking Cycle Begins



The Goal

The Partnership between DWP, EBC and the Regional HUBs will lead to a self financing Program of Benchmarking for Utility Improvement in the Danube Region



Points of Discussion

- * Who is willing to be a HUB?
- * Will the Associations Assist in Getting Utilities to Participate?
- * Can the activities be made sustainable?



Thank you!