DWP BENCHMARKING ACTIVITIES
THE DANUBE WATER PROGRAM

- TA program focused on WSS sector
- Supports policy and utility reforms
- Implemented jointly by the World Bank and IAWD

www.danube-water-program.org
PROGRAM ACTIVITIES

I. Sector governance and structure
II. Regulation, tariffs, and subsidies
III. Benchmarking
IV. Asset management and investment
V. Service efficiency improvements

Smart policies
Strong utilities
Sustainable services

Analytical and advisory work
Knowledge sharing platform
Capacity development
Open Regional Platform with key utility performance indicators and benchmarking reports based on common definitions

- Covering entire Danube region
- Indicators: coverage, service quality, efficiency, financial aspects (based on IB-Net)
- In English and local languages
- Data quality management
- Managed by DWP together with national counterparts
The DANUBIS water platform is an online repository of resources for and about water and sanitation utilities in the Danube region.
EBC / DANUBE WATER PROGRAM (1/2)

USING EBC METHODS AND SUPPORT TO CREATE REGIONAL UTILITY BENCHMARKING HUBs

- Covering South-East Europe with regional hubs
- Managed by European Benchmarking Foundation on behalf of DWP
- Target of 70 Utilities to begin
USING EBC METHODS AND SUPPORT TO CREATE REGIONAL UTILITY BENCHMARKING HUBS

- Kick-off / May 2014: training of HUB coordinators in the Hague (participants: Bulgaria, Kosovo, Albania, B&H and Serbia)

- Recruitment and training of utilities through HUBs

- EBC methodology delivered in local languages to utilities (standard level)
REGIONAL HUBS for (utilities joined in 2014):
- Bosnia and Herzegovina (6), Croatia (1), Macedonia (2), Montenegro (1), Slovenia (1), Serbia (2)
- Albania (4), Kosovo (6)
- Bulgaria (12)
- (Ukraine)

Total utilities by Nov’14: 35
Participating associations:
- Bosnia and Herzegovina (AQUASAN, WARS), Croatia (WAC, CAWP), Macedonia (ADKOM), Montenegro (WAMNE), Slovenia (SAWP), Serbia (WAS, AWTSE, IPN - l.a.)
- Albania (SHUKALB), Kosovo (SHUKOS - l.a.)
- Bulgaria (BWA - l.a.)

Leading associations (l.a.):
EBC Ex-YU HUB: B&H, Croatia, Macedonia, Montenegro, Slovenia and Serbia

- O&T workshop in September 2014
- Registered utilities: 7 registered by September, 6 more registered by the end of October (13 total)
- Internal Benchmarking workshop planned for February 2015
- Next exercise in March ’15

Banja Luka, B&H, October 2014, O&T (part II)

Belgrade, Serbia, September 2014, O&T (part I)
EBC Kosovo&Albania HUB: Kosovo and Albania

- Joint Workshop: Orientation & training (kick-off) July /2014
- Work started in both countries

Kosovo coordinators

Albania coordinators
EBC Bulgaria HUB

- Beginning of the project in April 2014
- 12 Water Operators participate in the project on voluntary base
- Data for 2013 is processed
EBC Bulgaria HUB

- Data collection process finished in September’14
- Data validation and analysis in October’14
- Presentation of the results in November’14
- First internal workshop planned in December’14
- Plan to attract 10 new participants in 2015
EBC GUIDANCE AND SUPPORT

- Presentation of results and detailed comparisons prepared in first year by EBC and Hub Coordinator
- HUBs check data and organize regional workshops
- Second year HUB manages process with support of EBC

Graphs showing selected indicators of the company performance in 2014. Values become the highest and lowest scores in the past years as well as the company's own values. Details where the company's position is highlighted. More information can be found in the appendix.