



# DANube Utility Benchmarking and Indicators System

## DANUBIS

*Florence, November 26<sup>th</sup>, 2013*

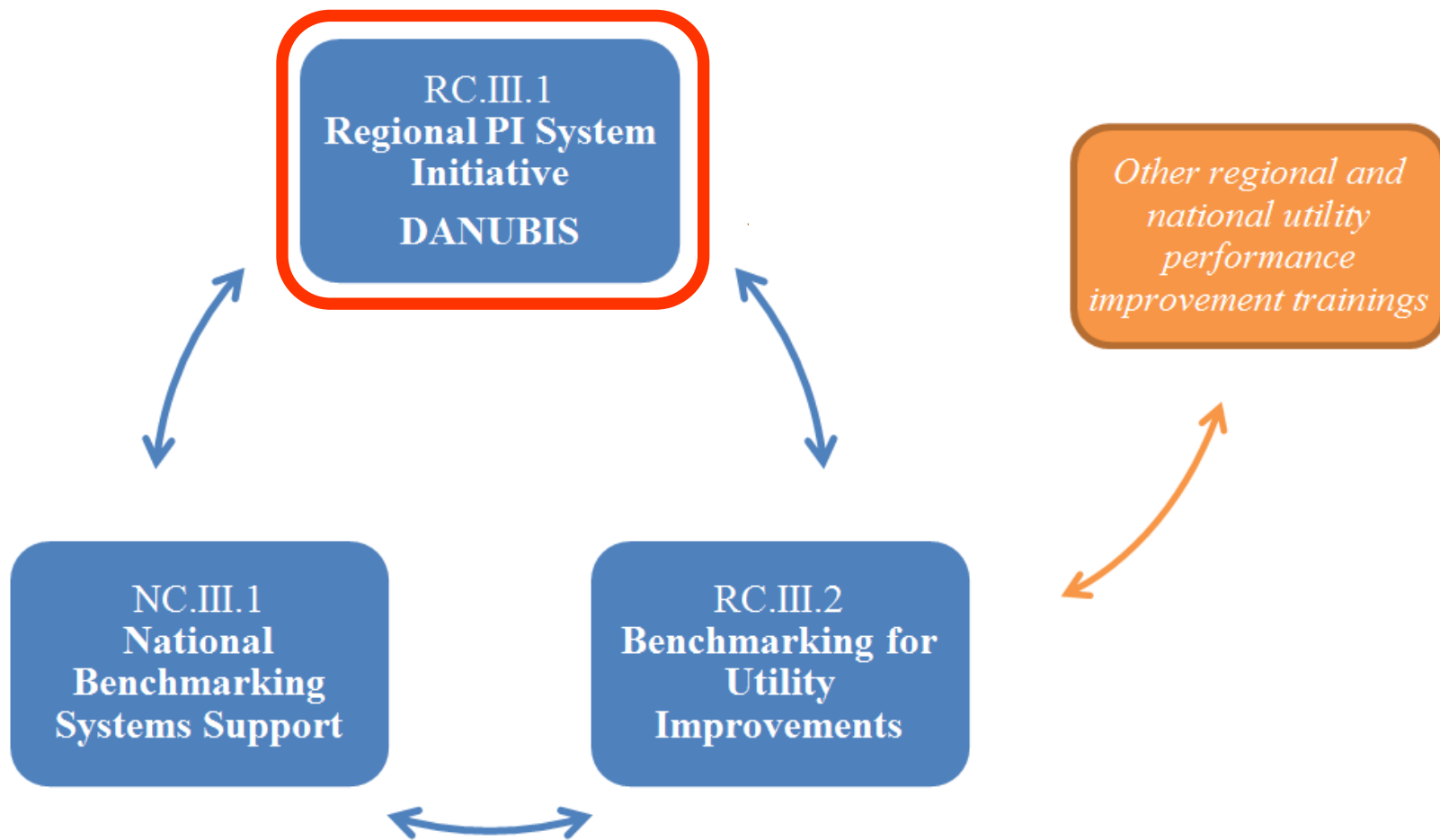


**DANUBE  
WATER  
PROGRAM**

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Smart policies, strong utilities, sustainable services

# PIs and Benchmarking in the Program





# DANUBIS

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

- \* **Geographical scope: Danube region**
  - \* Including non-DWS3 countries
  - \* Some external benchmarks
- \* **Data structure / indicators:** subset of IB-Net
- \* **Website:**
  - \* Hosted by IAWD / [www.danube-water-program.org](http://www.danube-water-program.org)
  - \* In English and local languages
- \* **Data quality management**



# Questions for discussion

- \* Country delegations interests (principle / focus)
- \* Composition of task force (institution / person)
- \* Functionalities of platform
- \* Indicators (refer to handout / Annex 2)
- \* Benchmarking segments
- \* Data validation
- \* Next steps



# Program countries

Country	Data in IB-Net?	Principle interest in DANUBIS?	Focus of DWS <sub>3</sub> support
Albania	Yes	Yes	Data validation
BiH	No	Yes	Data collection
Bulgaria	No	Yes	To be determined
Croatia	Limited	Possible	To be determined
Kosovo	Yes	Yes	Data validation
Macedonia	Some	Yes	To be determined
Moldova	Yes	By default	To be determined
Montenegro	No	To be determined	Data collection
Romania	Limited	To be determined	To be determined
Serbia	Limited	Yes	Data collection
Ukraine	No	Yes	To be determined





# DANUBIS organization

- \* **Task Force / Working Group:**
  - \* Steer the initiative
- \* **Institutions in each country:**
  - \* Provide raw data
- \* **IAWD:**
  - \* Maintain platform, facilitate process
- \* **IB-Net:**
  - \* convert data, provide technical support
- \* **World Bank team:**
  - \* Initial support



# Functionalities

- \* Utility Benchmarking (segments etc.)
- \* Data uploading / management / validation
- \* Utility reports
- \* Other?



# Indicators

*(see Annex 2 for details)*

- \* Service Coverage
- \* Water consumption and production
- \* Non-Revenue Water
- \* Metering Practices
- \* Piped Network Performance
- \* Costs
- \* Staffing
- \* Quality of service
- \* Billings and Collection
- \* Financial Performance
- \* Affordability of services





# Benchmarking segments

What segments should be used for benchmarking

- \* Utility Size
- \* Supply type
- \* GDP/capita
- \* Density
- \* Type of service offered



# Data validation

- \* Top-Down

- \* Random checks/technical audits to verify existing information

- \* Bottom-Up

- \* Publishing key performance data on local utilities' website
- \* Establishing a public relations unit/data platform for users to complain about service or to validate performance and published information (like 24 hour water, quality in terms of smell/turbidity, tariff structure, staff responsiveness, etc.)

- \* Analysis with collected regulatory data

- \* Smart comparisons to detect outliers: for example production cost per cubic meter per person across similar water sources

- \* Secondary Data

- \* Household data, public expenditure surveys, etc.



# Next steps

	Time	Step
2013	Now / December	VC with all countries to confirm / validate proposed concept.
	December	Institutions to share the structure of their raw data to map to IB-Net.
2014	January	Confirmation of list of indicators, segments, utility report (through written comments, VCs)
	February	Countries to share raw data for conversion into IB-Net format
	Late March	First draft website up, including converted data
	Spring	First workshop to validate platform, discuss next steps (possibly on the side of another event)
Beyond	2015	Second workshop to continue discussions on platform



**Thank you!**