

Introduction to utility benchmarking



The workshop, developed and delivered by IAWD, will introduce utility benchmarking as basis for performance improvement of a utility. It will focus on water utility benchmarking types and initiatives relevant for Eastern Europe, including practical work on utility benchmarking analysis based on key performance indicators publicly available at DANUBIS.org and IBNet websites, supported by the Danube Water Program and the World Bank.

By participating in this workshop you will:

- Get an understanding of utility benchmarking
- Have an overview of benchmarking initiatives in the region
- Be trained in basic benchmarking analyses

Register via e-mail: iwa.ywp.2019@gmail.com

Key Dates

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|--------------------|---------------------|
| 1st May 2019 | Registration opens |
| 1th September 2019 | Registration closes |
| 2nd October 2019 | Workshop |

Registration fees

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|---------------------------------------|------|
| Low-income countries and IWA members | 15 € |
| High-income countries and Non members | 20 € |

Workshop hot spots

- Overview of the main benchmarking initiatives in the region
- Basics of data collection and calculation of the key performance indicators
- Understanding key performance indicators and how they can be used
- Getting to know the main pitfalls when analysing key performance indicators
- Overview of the publicly available water utility benchmarking data sources
- Performing analyses using the real data available at DANUBIS.org and IBNet
- Introduction to activities of IAWD in the field of utility benchmarking

Moderator 1



Katerina Schilling, IAWD

Moderator 2



Aleksandar Krstic, IAWD Danube Hub Co-ordinator

Supported by:



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



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