



Lifelong learning for utilities

Dear reader,



Back to work again after the European Summer break! Summer showed a great variety of different weather conditions this year. In the Netherlands for instance quite a few records were broken. Too much or not enough rain, too cold or too hot for the time of the year. Climate change or not, it is clear that we have to deal with more extremes and that the resilience of the water infrastructure will be tested. So how do we deal with these challenges? How do we prepare for different scenarios?

This will be just one of the topics which will be addressed during our annual benchmarking workshop. From 3 to 4 November, EBC organises its annual workshop for utilities in the Western European Program in Poznań, Poland. The workshop is one of the most important events in the benchmarking cycle. During this event the focus shifts from performance assessment to performance improvement, an essential part in the benchmarking process. During this two-day event participants have ample time to attend workshop sessions, share knowledge and innovations and get up to date with recent developments. The workshop will be kindly hosted by Aquanet S.A., the water- and wastewater company for Poznań.

The Western Europe benchmarking exercise (IB2015) is only halfway, but it is important to already focus on next year. As most utilities are already discussing and even finalising priorities and budgets for next year it is important to keep IB2016 in mind. Benchmarking is most effective if it is carried out repeatedly in a continuous plan-do-check-act cycle. Therefore I would like to use this opportunity to already invite you to join IB2016 and promote participation.

Enjoy reading this newsletter!

Mr. Peter Dane,
Managing director EBC Foundation

Benchmarking workshop IB2015

This year the annual benchmarking workshop for the Western European group of utilities, will take place in Poznań, Poland. Kindly hosted by Aquanet S.A., the water- and wastewater company for Poznań. Aquanet SA, 150 years of history



*By: Paweł Chudziński,
President of the Management
Board of Aquanet SA*

Aquanet SA belongs to Poland's top water companies. It is the largest water company in the Wielkopolska region, engaged in water supply and wastewater treatment. The year 2015 was particularly demanding on all of us. We put a great deal of effort into commemoration of the 150th anniversary of the Poznań waterworks. We are focused on further challenges to operate efficiently and innovatively. That's why Aquanet has been a participant in EBC's European Benchmarking since 2009. We have now achieved experience in the benchmarking process for several years, but the effective implementation and usage of benchmarking results is a long lasting process. Commonly known under the expression 'step by step', which simply means evolution, not revolution. Our company will be participating in this program in the future and we are very proud with the organisation of EBC's 10th workshop in Poznan.

AQUANET

Aquanet and its role in society



Despite its respectable age Aquanet is actively involved in society and also sports. Especially to promote the use of tap water as a healthy refreshment.

A nice example is the Marathon and Half Marathon in Poznań where Aquanet actively supported athletes by distributing tap water. During the Half Marathon approximately 16 000 cups of tap water were distributed!

The city of Poznań

Aquanet operates water- and wastewater services in Poznań. With over half a million inhabitants, it is the fifth city of Poland. The historic city is situated midway between Berlin and Warsaw. Poznań has more than a thousand-year tradition. The city is the most charming place nearby the Warta river, and is the capital of the Wielkopolska Region. Due to its rich history it is one of the most frequently visited places by tourists in Poland.



Every visitor should see the Old Town with numerous monuments and charming narrow streets. In the middle of the Old Market there is the old City Hall where IB2015 participants will be addressed at the start of the workshop.

Topics & Registration workshop IB2015

During the workshop in Poznań a broad set of interesting topics will be discussed. Sessions will focus on among others asset management, smart metering, resilience, transparency and improvement planning. Still the agenda is not finalized yet! There is still room for suggestions and requests from participants. Participants can share their ideas and suggestions on the platform. Post comments and suggestions via: log in -> Community -> Discussions. Or just sent your suggestion to administrator@waterbenchmark.org

Important notice IB2015 participants:

Don't forget to register for the benchmarking workshop by completing the Excel form, which was sent before!

EBC Presents at the EIB



Last June EBC was invited to present at an internal workshop of the European Investment Bank

(EIB) in Luxembourg. During the workshop titled 'Benchmarking in the European water sector; Best Practices and Lessons Learned from Practitioners' over 40 EIB employees were given a brief overview of benchmarking experiences from a public, private, regulator and international perspective. Next to Peter Dane (EBC) presentations were given by mr. Thierry Jehasse (SWDE & EBC participant), mr. Dominique Gatel (Veolia) and mr. Ynon Gablinger (OFWAT).

While being in Luxembourg Peter Dane also visited the Luxembourgish umbrella organisation ALUSEAU to get up to date on the local benchmarking initiatives and discuss possible collaboration.

New contract model from next year onwards



Next year EBC will facilitate the international benchmarking exercise 2017 (IB2016). For this edition EBC will introduce a new contract model to reduce the administrative burden.

Instead of sending out an invitation each year, from next year onwards you will have the option to choose a long-term service contract. The contract has a term of 1 year and shall be tacitly renewed on a yearly basis unless one of the contracting parties denounces it in writing before the start of a new benchmarking program. Choosing this option will bring a small discount compared to annual registration.

Pre-registration IB2016

Next year EBC will facilitate the 11th edition of the Western European benchmarking exercise. Pre-registration for IB2016 is now possible.

Interested in participating in the Western European Program? Contact us via: administrator@waterbenchmark.org

More information about the terms and conditions can be found on our website: www.waterbenchmark.org

The Hub experience

Next to the benchmarking exercise for Western Europe EBC also facilitates regional programmes elsewhere in Europe. In several countries EBC has joined forces with local associations, to establish regional benchmarking programmes with the objective to improve water services by benchmarking and learning from each other. In this edition special focus on the Utility benchmarking hubs under the Danube Water Program.



By: Aleksandar Krstic, Hub Coordinator Ex-Yugoslavian countries

Strengthening utilities in their efforts to provide efficient and sustainable services is a key focus of the Danube Water Program. Among other activities the Program is carrying out actions to support utilities in improving their performance through benchmarking initiatives at a national, regional and utility level, by means of the joint project with the European Benchmarking Co-operation (EBC) and data collection under the International Benchmarking Network for Water and Sanitation Utilities program (IBNET) supported by the Worldbank.

In 2014 four associations from the region volunteered to create language-based utility benchmarking hubs in accordance with the EBC benchmarking approach, resulting in two national and two regional hubs, respectively: Bulgaria, Ukraine, Kosovo & Albania and Ex-Yugoslavian countries (Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Serbia and Slovenia).

With translation of the methodology into most regional languages and initial training of more than 50 utilities from the region, conveniently, it is now possible to develop additional national hubs or composing alternative groups in the Danube region. Further development will be discussed. Find out more at: www.waterbenchmark.org

Utility benchmarking hub in Ex-Yugoslavian countries

By: Aleksandar krstic

Within the scope of the Danube Water Program, the International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) has lead activities to promote the creation of a regional utility benchmarking hub for Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Serbia and Slovenia. This hub forms part of a network of similar entities in the Danube region, and of the EBC, the Europe-wide initiative.

During the IB2014 exercise a total of 20 utilities from the region participated in utility benchmarking project exclusively at the standard level of participation. With ongoing registration process for the IB2015 exercise (until September 20), 16 utilities registered at the moment. This includes 7 utilities participating now at the advanced level of benchmarking, demonstrating improvements in the quality of utility benchmarking in the region and increased application of practices existing in Western Europe.

For additional information please don't hesitate to contact IPM, the regional hub co-ordinator, via benchmarking@ipm.org.rs

Oman Public Authority for Electricity and Water joining IB2015

The Public Authority for Electricity and Water of Oman (PAEW) has decided to join this year's International Benchmarking Exercise. With PAEW we welcome our first participant from the Arabic Peninsula.

PAEW is a direct water service provider,

responsible for supplying potable water to almost all homes and businesses in Oman. In total, PAEW serves a population of more than 1,5 million people, transporting on average more than 650000 cubic meters of water per day. Most of the water originates from the sea as 85% of the tap water is produced by desalination plants located throughout Oman.

IWA World Water Congress & Exhibition 2016



EBC will be represented by Peter Dane at the IWA bi-annual World Water Congress & Exhibition 2016, which takes place from 9 to 14 October in Brisbane Australia. EBC will be present with a stand, participate in several workshops and also give a presentation.

Also in Brisbane? Please feel free to join us at our stand (Stand number: **508-510**)!

Registration for the congress is still possible via: <http://www.iwa-network.org/event/world-water-congress-exhibition-2016/register/>

Planning IB2015



More information, questions or remarks:

Please visit our website www.waterbenchmark.org or send an e-mail to administrator@waterbenchmark.org if you have questions, suggestions or remarks to share.

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