

Smart policies, strong utilities, sustainable services

PROMOTING THE EFFICIENCY OF WATER UTILITIES

DANUBE WATER PROGRAM AND WORLD BANK EXPERIENCE WITH BENCHMARKING

1ST EUROPEAN FORUM ON REGULATION FOR WATER SERVICES, ROME, DEC 3, 2019

Danube Water Program (DWP)

- Phase I (2013-2015)
- Phase II (2016-2018)
- Phase III (2019-2021)

Implementers:

IAWD and World Bank

Donor:

Austrian Ministry of Finance







DWP Benchmarking strategy

Activity	Tool	Technical Support	User
Uniform PI data collection	DANUBIS DCM	MACROCONSULTING	Regulator
Utility Benchmarking Program	Regional Danube Hub National/subregional Hubs	MACROCON ULTING	Utility Utility
Regional public PI database	DANUBIS.org WATER PLATFORM	The International Benchmarking Network	Public



DWP Supporting Performance Indicators (PI) Systems

- Regulatory Data Collection i.e. Kosovo, Bulgaria, Montenegro ۲
- Government Data Collection i.e. Serbia. BiH ۲
- Utility Benchmarking EBC, ٠ – Hubs in Ukraine, Bulgaria, Ex Yug, Kosovo/Albania - Launching Danube Region Utility Benchmarking



Public performance indicator database DANUBIS.org ٠





What is DANUBIS.org?

- DANUBIS = Danube Utility
 Benchmarking and Information
 Sharing
- Open and online knowledge space of resources on water and wastewater services in the Danube Region
- Launched in May 2014 by IAWD and WB with financing from the Danube Water Program





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- **Regional and technical** resources, reports, publications and manuals
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Knowledge sharing

DANUBIS DCM Data Collection and Management Platform

- a web-based interface allowing "managing institutions" in each country to collect, validate, analyze, manage and share utility performance data and indicators within their country
- fully customizable including the list of variables and indicators, language, frequency of data collection, data sharing mechanisms etc.

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IBNET News



IBNET Database

Numerous ways of data analysis and reporting

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BELARUS

Utility Efficiency and Quality Improvement Project An example of project design focused on efficiency improvement

The **Project Development Objective** (PDO) is to improve the access, quality and efficiency of water and wastewater services, and strengthen regional solid waste management.

This project would support GoB to finance utilities that aim to improve the quality and efficiency of WSS. They should be able to demonstrate their **ability to operate and maintain existing infrastructure**, as well as to ensure that the financed WSS assets will be able to provide their designed outputs over their useful lifespans (sustainability).

Project size: USD 175 mil, including Water Supply and Sanitation (WSS) component of USD 150 mil and Solid Waste (SW) component of USD 25 mil.

Project duration: 6 years

Project implementation start: December 2019



STEPS IN EFFICIENCY IMPROVEMENT





Performance improvement framework

To encourage the gradual modernization of service providers towards technical, financial and environmental sustainability, and, eventually, creditworthiness, developed project framework is as follows:





Measuring, recording, assessing and improving performance

Application of benchmarking as a tool in efficiency improvement

- Strategic tool to (i) identify the strengths and weaknesses in utility performance, (ii) identify trends; (iii) promote information sharing/transparency, (iv) motivate competition between utilities to improve their performance, and (v) provide information to consumers
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 - Based on the assessment, UPIPs will be created identifying areas of strengths and pressure points for various utilities;
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