

# Untapped and Free: Your data allows comparisons on performance for effective management



Marco Antonio Aguero<sup>1</sup>, Berta Adelaide da Silva Macheve<sup>2</sup>, Monika Weber-Fahr<sup>3</sup>, Guilherme A. Monteiro<sup>4</sup>, Ana Badhofer<sup>5</sup>

<sup>1</sup> World Bank, Senior Water and Sanitation Specialist, NewIBNET Team Co-lead, [maquero@worldbank.org](mailto:maquero@worldbank.org)

<sup>2</sup> World Bank, Senior Water and Sanitation Specialist, NewIBNET Team Co-lead, [bmacheve@worldbank.org](mailto:bmacheve@worldbank.org)

<sup>3</sup> NewIBNET Senior Advisor for Partnerships, [monika@creativeshifts.org](mailto:monika@creativeshifts.org)

<sup>4</sup> NewIBNET Strategic Partnerships Consultant, [gmonteiro@worldbank.org](mailto:gmonteiro@worldbank.org)

<sup>5</sup> IAWD Partnerships and Engagement Officer responsible for the collaboration with NewIBNET, [badhofer@iawd.at](mailto:badhofer@iawd.at), [abadhofer@worldbank.org](mailto:abadhofer@worldbank.org)

## The Offer: Self-directed Data Services for Utilities

NewIBNET – the New International Benchmarking Network for Water and Sanitation Utilities – is an online platform as well as a partnership that offers:

- 1. Self-directed Data Services for Water Utilities:** Any utility can sign up, submit their data on performance and management practices, compare their position with that of others, understand similarities and differences, and connect with the NewIBNET community facilitator and others to find out how to learn from other utilities.
- 2. Highly focused performance comparisons:** The NewIBNET platform focuses on just 15 performance indicators, on the understanding that strategies must always be selective and that comparisons only work for the few dimensions that all utilities see eye-to-eye on.
- 3. A new look at management practices that drive outcomes:** The NewIBNET platform allows utilities to undertake an annual self-assessment of the most important management practices that drive their operational and financial outcomes.
- 4. An annually updated internationally comparable tariff-data base:** Check out your tariffs in comparison to others and understand the drivers of differences in tariff setting.
- 5. A facilitated online Community of Water Utilities, Regulators, and others:** Regular updates on topics related to performance and management, webinars, ideas, innovations.

## The Benefit: Why should a Utility join NewIBNET?

- Get insights from Management Practices Indicators and KPIs:** Explore the dashboards, compare your performance with others, illustrate the rationale for your decisions to key partners in and beyond your organization.
- Build trust with your stakeholders and investors:** With your performance data visible and comparable, your stakeholders can follow your progress and understand the challenges you face better and in the context of others' challenges.
- Connect and Learn:** Get in touch with experts and leaders in other water utilities and regulators' offices from all over the world in the NewIBNET Community.

## Enter your Data on 15 Key Performance Areas

### UTILITY OVERVIEW

Compare your performance with other utilities' reported values. The positions are shown according to their distance to the highest and the lowest reported values of each indicator. You can filter the selection based on the country.

### LEGEND

- : This is your selection
- : This is where most of the utilities are for this indicator
- : Next Chart: Indicator view (detailed)

### I WANT TO FILTER BY:

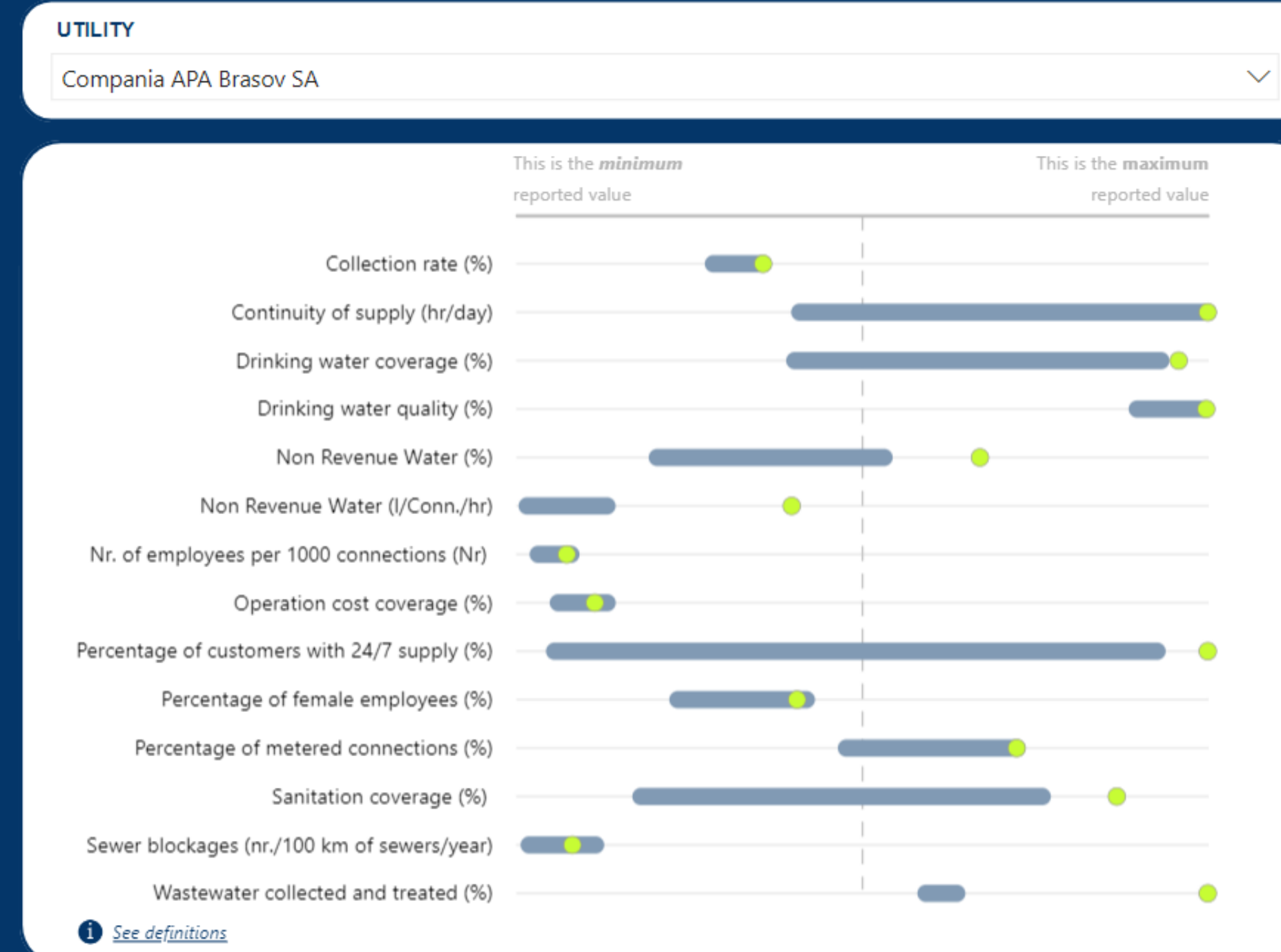
#### COUNTRY

All

#### YEAR

2022

Include Outlier(s)



### Water Operations

- Drinking water coverage (%)
- Continuity (hr/day)
- % customers 24/7 supply
- NRW (l/Conn./hr or %)

### Sanitation Operations

- Sanitation coverage (%)
- Continuity (hr/day)
- Wastewater Collected and Treated (%)

### Financial Management

- Operational cost coverage (%)

### Commercial Operations

- Collection rate
- % of Metered connections
- Service complaints resolved
- Drinking water quality

### Human Resources

- Number of employees per 1000 connections
- Percentage of female employees

## Self-Assess Your Management Practices

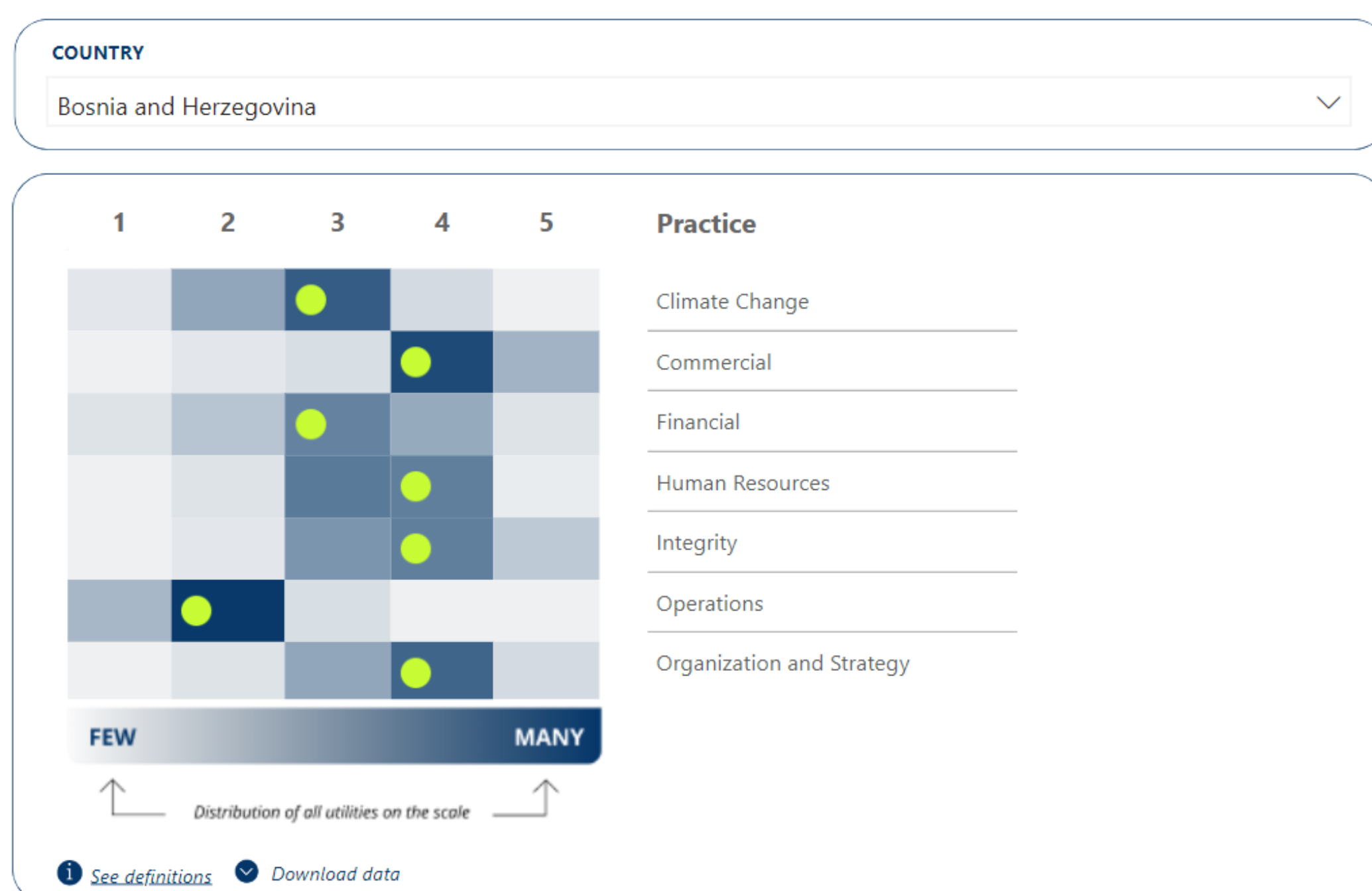
### MANAGEMENT PRACTICES OVERVIEW

Compare your performance with other utilities based on your selection of indicator based on absolute reported values.

This chart summarizes where you stand in each management practices when compared to the distribution of all other utilities.

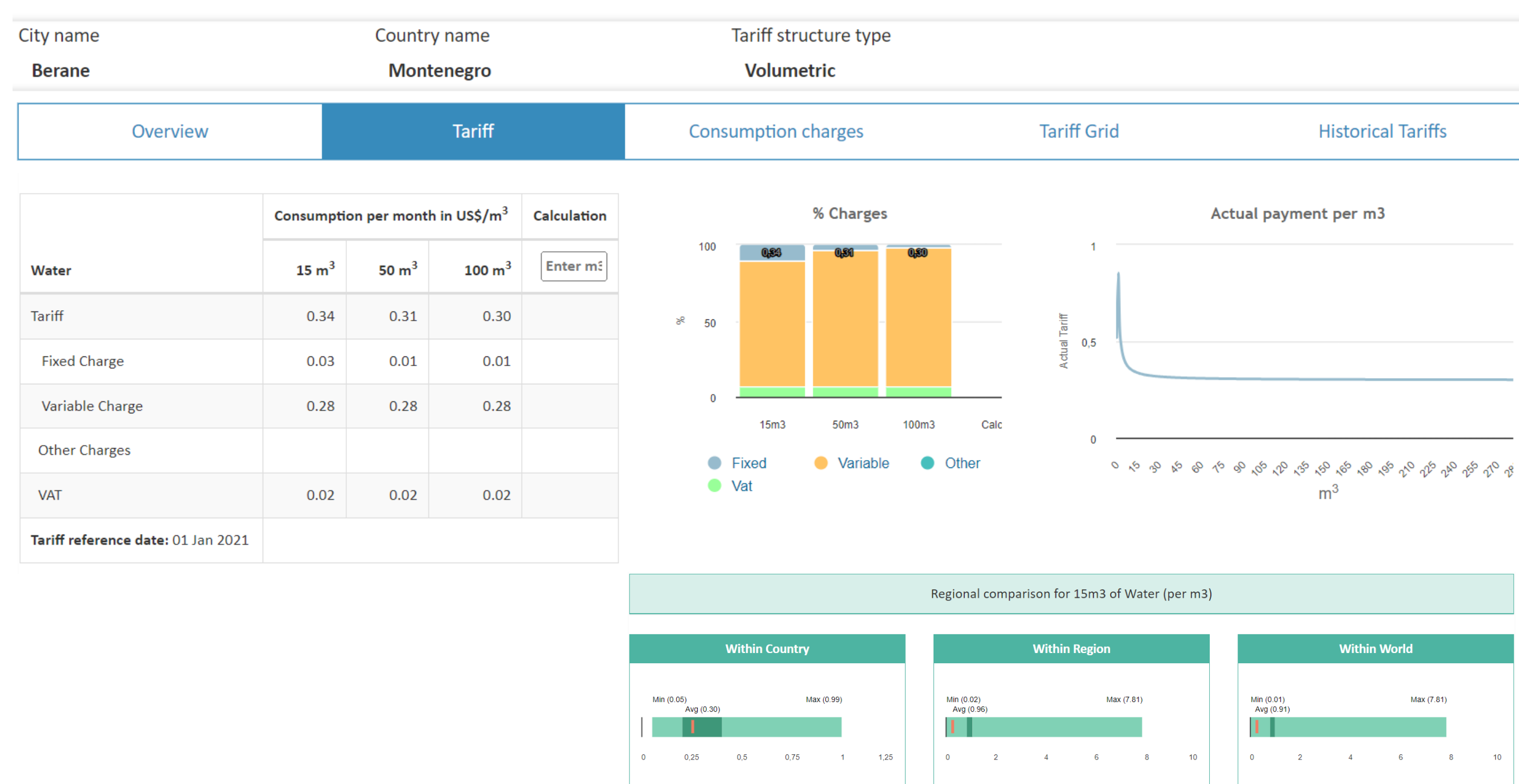
### LEGEND

- : This is your selection

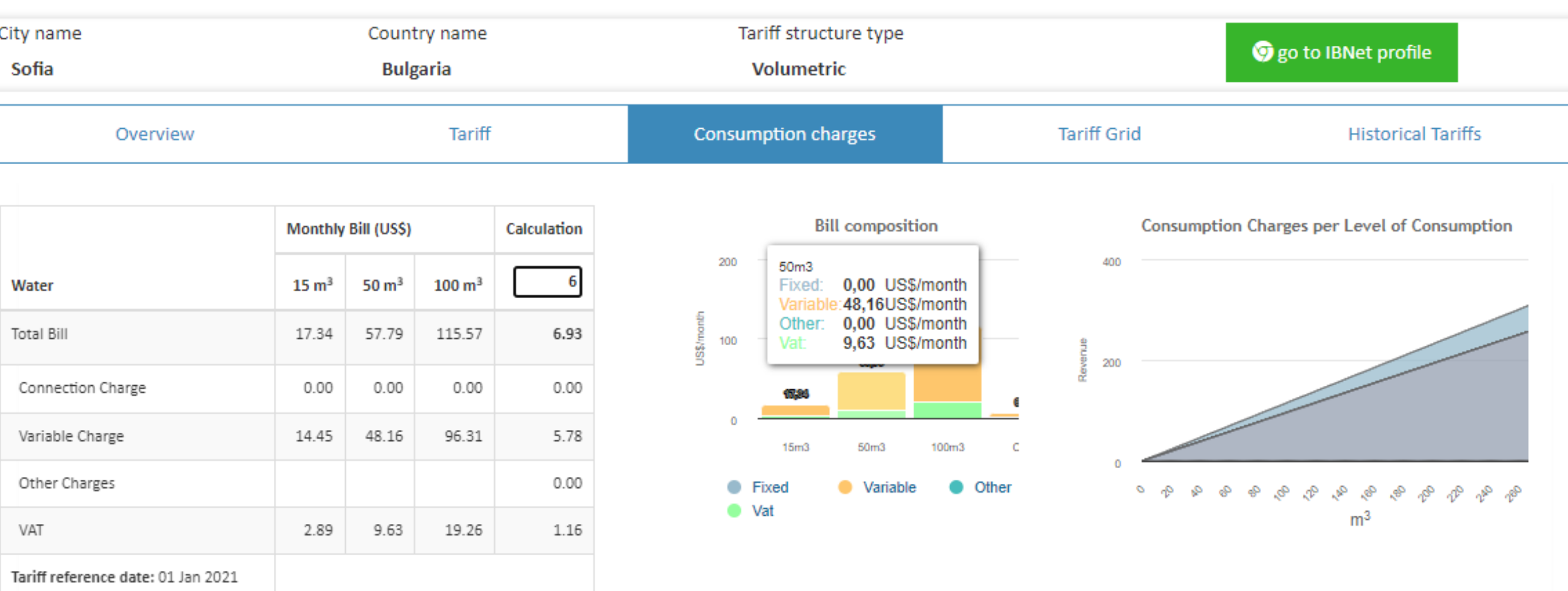


## Tariff Database: Find others' Tariffs & Compare

### Berane(Montenegro)



### Sofiyaska voda AD(Bulgaria)



## Management Practices: Improve Performance?

Managers at utilities constantly monitor their performance!

