



Interested water utility
Att. of the managing director
Europe

subject IB2009 / invitation to register
our reference 93854/PD/6251
your reference -
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annex 4
cc

On behalf of the European Benchmarking Co-operation (EBC) I would like to invite you to join the next international benchmarking project for water and wastewater services, IB2009.

Why participate?

More than ever, improving performance and transparency is top on the water industry's agenda. To facilitate this, EBC (initiated in 2004 by the national water associations and several utilities from The Netherlands and the Scandinavian countries) offers an international benchmarking programme. By participating in the next IB2009-project, utilities get the opportunity to assess and compare their own performances with other (European) utilities, identify best practices and find ways for improvement. Vewin, the Association of Dutch Water Companies, acts as the co-ordinating partner of EBC. EBC's benchmarking programme is fully supported by the international Water Association (IWA).

Key project outputs

Each participant receives a confidential, individual management summary with the key results of the performance comparison. Full results are available via the project website www.waterbenchmark.org. Additionally, the project provides a public report with (fully anonymous) group results for communication with stakeholders. The project includes a training/kick-off meeting and a workshop for discussing results, exchanging best practices and preparing action plans for improvement.

Project overview

The IB2009 project starts in April 2010 and will run until November 2010. Main conditions for participation:

- to pay the (not-for-profit) participation fee of € 8.250, -. To encourage also smaller utilities to participate, those covering less than 100.000 inhabitants pay a reduced fee of € 1.200, - when just joining the basic level;
- to honour the attached EFQM European Benchmarking Code of Conduct, which is applicable to the entire project: participants' actions, project's activities and deliverables.

Full project details and -conditions are described in the attached Project Plan.

Registration

To register, we kindly ask you to complete and return the attached Registration Form before April 1, 2010.

We welcome your participation!

Yours sincerely,

A handwritten signature in black ink, appearing to read "P. Dane".

Peter Dane
Manager international benchmarking