

Participants' experiences

EMASESA, Spain



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"After several water sector meetings attended by EMASESA, in some of which (EUREAU (EU3), AEAS and others) the work carried out by EBC on benchmarking was discussed, the Management Board of EMASESA decided to participate in the benchmarking studies. EMASESA is a national reference in water supply and wastewater and, within its objectives, it is trying to be at the forefront to keep that leadership.

To continue growing, we need to know our weaknesses and strengths, and work on them, as required by the Management Board of the company, consumers and stakeholders, who demand an ever-increasing quality in service and management.

The economic situation and social reality also demand that a public company must be extremely efficient in the management of public resources, and joining EBC's benchmarking programme is a great opportunity to see where there might be room for improvement for this, compared to the best performing utilities.

When we decided to join the benchmarking programme, we have been quite ambitious by choosing the most complete level (Advanced). This resulted in a lot of efforts to submit the required data, but in view of the results this has been worthwhile. The work of collecting the data already detected clear points of improvement when developing the methodology, including cross-fostering collaboration inside EMASESA.

Fortunately, a large team of professionals from EBC have helped us in the benchmarking exercise and on the other hand, there were a lot of experiences to share with other companies in the sector and best practices that allowed us to learn and to implement improvements to provide better service to the citizens and better manage resources.

We would like to thank the attention received at meetings held in Copenhagen and Antwerp by the EBC-team."

IECBW, Belgium Intercommunale des Eaux du Centre du Brabant Wallon



Nathalie Deconinck
Quality & Environment manager

IECBW is located in the south area of the Brussels Region in Belgium. The company is the third major utility supplying water services in the Walloon Region. IECBW treats and supplies drinking water to over 200.000 inhabitants (about 80.000 customer meters) along 1.750 km water mains spread over 13 municipalities. We also provide drinking water to other public companies.

The company has experienced strong growth over the past 10 years, tripling its production volume and almost doubling its number of customer meters. In this context, the company has implemented in 2007 a quality management system which has allowed to control and to manage activities development without technical and financial difficulties. So, when the CEO of IECBW first heard about international benchmarking during a presentation of EBC at an IWA conference, it was obvious that the IECBW had an interest in participating in 2008 in such a process, as part of its performance improvement approach.

Before 2008, IECBW participated already in several Belgian regional benchmarking efforts, driven by the regulatory committee or by the water sector association. Our participation in EBC allows us to assess a large number of indicators at the European level, in order to identify more precisely our weaknesses and to target new areas for improvement. It provides also a platform for exchanging good practices of management and operations with other peer utilities of our own size.

At the end of the workshop in Antwerp, we particularly appreciated the new challenges that EBC is taking up for the next benchmarking exercise in order to keep moving towards continuous improvement beyond the performance assessment and also to make workshops the most effective with new reflexions on preparation and planning.