

Participants' experiences

Canal de Isabel II: EBC is the right programme to promote partnership between companies



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At the 2011 Oslo workshop, the benchmarking coordinators of both Canal de Isabel II (ES) and Aquanet (PL) were awarded Benchmarking Coordinator of the Year for excellence in coordinating the benchmarking activities in their utility. Ignacio Lozano shares his experiences with us.

“Canal de Isabel II is responsible for water and wastewater services in Madrid region and has participated in the EBC programme for the last 2 years. Our main concerns are to guarantee future water supply and to protect and improve the environment. We participate in the EBC programme, since we feel this is the right programme to promote partnership between companies and allows us to identify and learn from best practices of other companies. Furthermore all the data submitted is kept within the group, which allows us to learn within a safe environment.

For us the most valuable part of the programme is the workshop. This allows us to meet the other companies and get to know their frameworks. We are now able to identify the performance indicators we want to improve on. The next step is to talk to companies that are performing well in these areas and determine which of their best practices can be implemented in our own company. We are also very interested in the three task groups on sustainability, asset management and water losses that were initiated within EBC this year. We have three tips for other companies to improve their benchmarking experience. First you need to make sure that you have the support of your company before entering the benchmark. Secondly determine how EBC's performance indicators relate to your company and identify the drivers that determine performance. Finally try to assure reliable collection of data. Note that this is a continuous process and do not expect this to be perfect in the first year!”