



## Lifelong learning for utilities

Dear reader,



In front of you you'll find the first edition of the EBC newsletter, which will be published and distributed on a quarterly basis. It will inform you about recent developments, interesting facts and updates regarding EBC's benchmarking programme and current exercises.

This newsletter is launched in a, for EBC, special year as we organise the 10<sup>th</sup> edition of the international benchmarking exercise (IB2015). Such an anniversary offers a moment for some contemplation. It has been 10 very interesting and inspiring years. Over those years more than 175 utilities from 40 different countries participated in one or more of the benchmarking exercises. The benchmarking platform evolved to its current state, utilities from the Danube basin joined through regional hubs and the EBC programme transformed into an independent Foundation, with an increased focus on improving water- and sanitation services by learning from each other.

If we can draw one conclusion from these 10 editions it is that the learning journey to improve water- and sanitation services never ends. It is simply lifelong learning for utilities! To support this process, EBC continues to evolve, improve and further develop its services for its participants.

While Western Europe remains the core market of the Foundation, EBC facilitates benchmarking activities in other regions as well by means of the regional hub concept. After a first experience in Romania, this concept was successfully introduced in the Danube region and talks are in progress to see if it can be applied in other regions as well.

This month, the next exercise for Western European utilities (IB2015) takes off, again with the participation of a broad range of drinking water- and wastewater utilities. So far, more than 40 utilities from 20 different countries registered. Next to the regular members we welcome new participants like WSC from Malta and Irish water. Also, we are pleased to have several utilities from the Nordic Eleven Cities Group participating in this year's exercise.

This year's edition will be co-ordinated by Mr. Tom Bijkerk, who recently joined the EBC team. Furthermore, the programme will be managed from a new address, as EBC has moved to a new location this month.

In short, plenty of developments going on. You'll find all the details and more in this and upcoming newsletters. Enjoy reading!

**Mr. Peter Dane,**  
Managing director EBC Foundation

## Registration IB2015



More than 40 utilities from 20 different countries already registered for the 10<sup>th</sup> edition of the International Benchmarking exercise (IB2015). Interested utilities can register following this link

to the EBC website: [Participation](#). In case that you wish to register after the indicated deadline, please contact EBC at [administrator@waterbenchmark.org](mailto:administrator@waterbenchmark.org).

### Important notice

At the start of the new exercise the old passwords are, for safety reasons, reset. This year's participants already received new login details. Participants from the previous exercise (IB2014) who will not participate this year will have access till the first of July. Access rights to the platform will expire after this date. So make sure that you retrieve the required information before your password expires or just join IB2015 again!

## Orientation and Training Workshop



On 15 April, the annual Orientation and Training Workshop took place in Copenhagen. HOFOR, the wastewater and drinking water utility of Copenhagen, kindly provided the venue and

lunch for the meeting.

The meeting brought together a select group of new participants travelling in from Malta, Ireland, Sweden and Denmark. During this short workshop the new members were introduced to the benchmarking process, methodology and benchmarking platform. The benchmarking platform is being used for data entry and data presentation. The IB2015 team welcomes the new participants and looks back at a fruitful workshop.

## EBC welcomes Tom Bijkerk as new Project Co-ordinator



We are pleased to announce the arrival of Tom Bijkerk who is going to strengthen EBC's benchmarking team. Tom is taking up the Project Co-ordinator role for this year's international benchmarking

exercise (IB2015). Tom is moving over from the Brussels office of the association of Dutch Drinking water companies (Vewin) and Dutch Water Authorities, where he was based for almost three years as a policy officer for European Affairs. In this capacity he followed among others the Right2Water Citizen Initiative, TTIP, Economic and Innovation dossiers and collaborated closely with EurEau, the federation of national water- and waste water utility associations.

Prior to his position in Brussels, Tom was employed as consultant regional water management at HKV consultants in the Netherlands. He holds a master degree in Earth Surface Hydrology from Utrecht University.

Tom will be based at the EBC office in The Hague and can be contacted via [tom.bijkerk@waterbenchmark.org](mailto:tom.bijkerk@waterbenchmark.org)

## EBC moves to a new address

In May, EBC Foundation moved over to a new office. This means a switch in contact details. The new visiting address of EBC Foundation is:

**Koninginnegracht 19  
2514 AB The Hague  
The Netherlands  
Room 2.33**

## New: Discussion forum

As suggested by participants during last year's workshop in Jerez de la Frontera, the benchmarking platform now also contains a 'discussion forum'. If participants have a question or topic to address they can post it here. The other IB2015 participants and the IB2015 team can then respond to these points, remarks and/or questions or just start a lively discussion. After logging in, the discussion forum can be found under the header Community on the right hand side.

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## Planning

- 27/02 Invitation to register
  - 15/04 Orientation & training workshop
  -  09/05 Data collection
  - 15/07-15/09 Data validation & -analysis
  - 30/09 Draft reporting
  - 03/11 – 04/11 Benchmarking workshop
  - 16/12 Final reporting
  - 31/12 Project closure
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**More information, questions or remarks:**

Please visit our website [www.waterbenchmark.org](http://www.waterbenchmark.org) or send an e-mail to [administrator@waterbenchmark.org](mailto:administrator@waterbenchmark.org) if you have questions, suggestions or remarks to share.

You receive this newsletter following your interest in EBC and/or by participation in one of the International Benchmarking exercises. You can unsubscribe at any time if you wish.

Unsubscribe by sending an e-mail to [tom.bijkerk@waterbenchmark.org](mailto:tom.bijkerk@waterbenchmark.org)

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