



European
Benchmarking
Co-operation



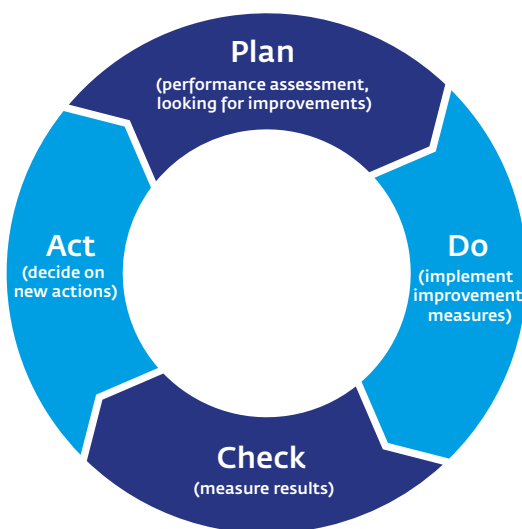
The European Benchmarking Co-operation:

**Your portal to European
Best Practices**

The EBC Foundation (European Benchmarking Co-operation) is an industry-based, not for profit benchmarking initiative for water- & wastewater services. Our mission is to facilitate water- & wastewater utilities in the continuous process of improving, innovating and raising transparency.

For this, EBC offers an international benchmarking programme for water & wastewater services and provides a platform for exchanging leading/best practices of management and operations. Annually, we run exercises in Western Europe as well as in Central-/Eastern Europe through national-/regional hubs.

Benchmarking is a management tool to improve the service; it is not a single action, but a continuous, cyclical process supported by sound data collection and -analysis. EBC's benchmarking programme is fully compliant with the IWA-/AWWA-benchmarking framework, which distinguishes two consecutive steps: performance assessment and performance improvement.



Performance assessment according to EBC

- clear definition of every variable and indicator
- alignment with IWA's Performance Indicator System where possible
- much attention to good data quality

In this way, one can determine the “performance gap” with the “best” performers for each performance area.

Performance improvement according to EBC

EBC offers participants a platform to discuss the assessment results and identify and share good practices. Utility representatives annually meet in a 2-day workshop, explore improvement opportunities and set their priorities. After implementing actions and evaluating effects, the benchmarking cycle starts all over.



EBC's benchmarking programme primarily targets at European water- & wastewater utilities, but utilities from beyond are also welcome to join and benefit from the peer utility network. Since the start of the programme in 2007, some 175 utilities from 40 different countries have joined the benchmarking efforts.

By joining the network, you can:

- **asses** and compare your performance from a wider perspective
- become part of a growing network of European peer utilities that wish to continuously **improve their service**
- get inspired and improve by **learning**

Improving water services never ends

Water and wastewater utilities are continuously challenged to improve, innovate and become more transparent. Drivers are for instance more stringent quality standards, customer demands, environmental issues, climate change impacts or the public debate on good governance.

The EBC-programme supports utilities in their improvement efforts. Next to a sound performance assessment, the programme increasingly focuses on raising transparency and on improving based on the assessment results. The programme offers access to a large international network of renowned utilities to learn from.



Therefore I recommend utilities across Europe to join EBC's benchmarking programme and be part of a growing international peer utility network. The reason is simple: Improving water services never ends!

Carl-Emil Larsen,

*Vice-president and Chairman of EurEau Commission III on Economics and Legal Affairs,
CEO Danish Water and Wastewater Association (DANVA),
Member of the Board of EBC Foundation*

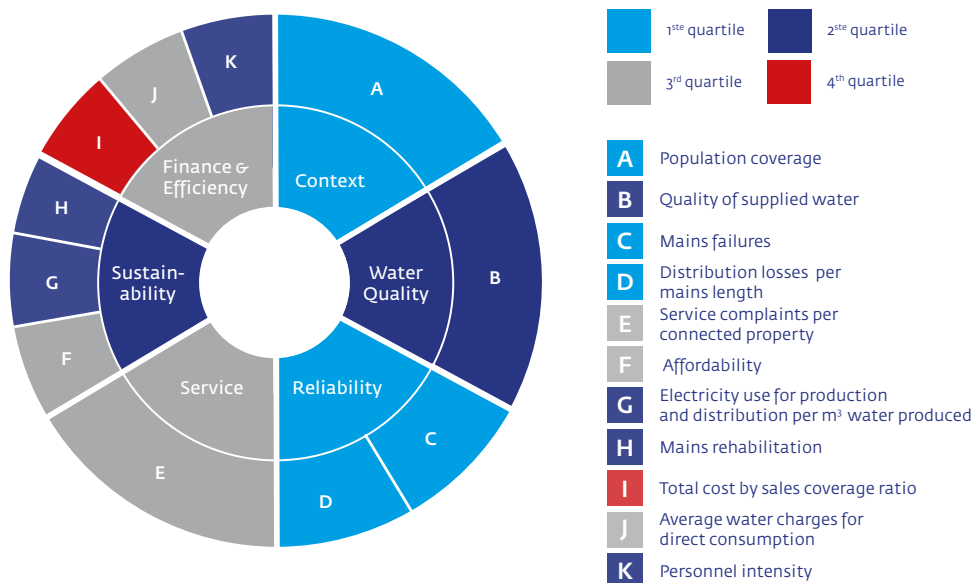


EBC's annual benchmarking exercise consists of seven consecutive steps:



Deliverables of the programme:

- Orientation- & Training workshop to better understand the programme, the benchmarking process and the methodology applied
- individual (confidential) company report in which a utility is compared with other participants in detail
- annual Benchmarking workshop to discuss results, exchange best practices, network and prepare next steps for improvement
- public report, with general information about the programme, participants and (anonymous) key results to inform stakeholders
- a valuable international network of peer utilities



Interested?

Visit www.waterbenchmark.org for more information

Contact details:

Bezuidenhoutseweg 12 - 2594 AV Den Haag
The Netherlands - Phone: +31 70 349 08 82

EBC PARTNERS

