

Results of the Questionnaire on European benchmark initiatives in the water industry

Company Questions	VEWIN The Netherlands	Association of Dutch Waterboards The Netherlands	Water UK England/Wales	Water UK England/Wales/Scotland	OVGW Austria	NORVAR Norway		Norvar Norway
Are there benchmark initiatives with respect to supply water, sewer or waste water treatment?	In the Netherlands there are separate benchmarks for water supply, waste water treatment and sewerage	The waterboards have benchmark systems for waste water treatment and water quantity management.	Yes, carried out by Ofwat, the economic regulator of the water industry	Yes, carried out by Ofwat, the economic regulator of the water industry	Yes	Voluntarily by The national water and sewerage organisation, NORVAR. Address: ole.lien@norvar.no	Compulsory by the official bureau of statistics, named KOSTRA. Address: ssb@ssb.no	The NORVAR benchmark initiative includes both water supply and sewer and waste water treatment
If yes, please describe these initiatives (1 table per individual initiative): - year of commencement?	Data from 1997, collected in 1999	1999	Comparisons of all water companies in England and Wales 1994	International comparisons including England & Wales, Scotland (namely most of the UK), Scandinavian 6-cities group, water organisations in Australia, NL (including VEWIN) and USA	2003	2002	Approximately 1998	2003
- subject (i.e. water supply, sewer, waste water treatment)?	Water supply	Waste water treatment	Customer service, water supply, sewage collection and waste water treatment	Customer service Water supply Sewage collection Waste water treatment	water supply	Whole water and sewerage sector	All	Water production, water distribution, collection and transportation of wastewater, wastewater treatment and sludge handling
- total population covered	Varyin, latest 13.3 Million	16,2 Million	53 millions	95 millions (estimated)	around 4.0 mill (actual project)	20 works, covering 1, 5 mill persons	4,1 mill persons	Varying, latest 2 Million
- population total	16,2 Million	16,2 Million	53 millions	95 millions (estimated)	around 8.2 mill	4,1 mill persons	4,6 mill persons	4,6 Million
- type of benchmark (qualitative description, performance indicators, process benchmark)?	Process benchmark	Performance indicators.	Qualitative description Performance indicators	Qualitative description Performance indicator	Performance indicators (based upon IWA system and Bavarian system EffWB; further developments)	Cover all	Cover all	Performance indicators
- what are the objectives of the benchmark?	Transparency, efficiency improvement	Transparency, continuous improvement	Determine prices that water companies may charge their customers	Assess the performance of water companies in England and Wales Promote exchanges of ideas and best practice	1. learning from the best (intra-enterprise controlling and enhancements); 2. quasi-competition and public information on efforts of the water supply industry	Improve services	Focus on productivity and service indicators	Effectiveness (i.e. quality of the service, compliance with requirements and objectives) and efficiency improvement
- performance areas to be examined (i.e. water quality, costs, service)?	Water quality. Environment, Service level, and Costs/efficiency	Operating of plants, environment, tariffs/costs/investments, innovation, satisfaction stakeholders.	Customer service Bills Water quality Impact on the environment Costs Financial performance Operating efficiency Investment efficiency Maintenance efficiency Overall cost efficiency	Customer service Bills Water quality Impact on the environment Costs Capital expenditure and network performance Financial performance	Supply safety, supply quality, sustainability, customer service, efficiency (incl. task fulfilment, outsourcing grade and organisational quality)	All	All	Drinking water quality, reliability of supply, back-up water supply, distribution mains, unit costs per inhabitant connected and per m ³ . Wastewater: transportation mains, storm water overflow, degree of connection to treatment plants, compliance with legal treatment requirements, sludge quality and utilization, unit costs per inhabitant connected and per m ³ .

Company Questions	VEWIN The Netherlands	Association of Dutch Waterboards The Netherlands	Water UK England/Wales	Water UK Eng- land/Wales/Scotland	OVGW Austria	NORWAR Norway		Norvar Norway
- frequency?	Every three years	Each time a new decision (1999-2002-2006).	Annual	Annual for the last few years	pilot project: data of 2002, actual main project: data of 2004, triennial from now on	yearly	yearly	Every year
- are there public report(s) available? (If yes, could you please send us a copy of a recent report, preferably by e-mail?)	Yes	Yes	Yes There is a range of reports available from Ofwat's website at http://www.ofwat.gov.uk/	See link below*	Yes, by now for the pilot project (in German), download from: http://www.boku.ac.at/wv-bench/WV_Bench_Homepage_B.htm → Downloadcenter → "Abschlussbericht Stufe A"	No public reports	Public reports are available A copy showing results is attached.	Yes (but just in Norwegian) Remark: Public report is not published every year. Information, experiences and conclusions are available on a web-site.
- Are the results presented anonymously?	No	No	No	no	yes	No	No	Yes
- Is there an obligation for benchmarking? If yes, by whom?	No	No	Yes, by law	no	no	no	Obligations made by the government	No
- For who is the benchmark made for (stakeholders)?	Public, Ministries, Shareholders and for the water companies	Ministry of Water/Other governmental bodies/Public	Economic regulator (Ofwat) Other regulators Government Water companies Members of the public	Economic regulator (Ofwat) Other regulators Government Water companies Members of the public	For the water suppliers themselves (embedded in the surroundings of municipal governments ... mayor, citizens / customers)	Municipal water and sewerage works	Municipality and state	The participating municipalities, the public
- What audit/quality control exists?	Check by a team of the water association and an external consultant, f.e. with annual accounts	We ask for the approval of the director waste water treatment on the quality of the data delivered.	Ofwat has engineering auditors appointed for each water company, whose job it is to check the figures that water companies put forward and certify them correct	none	Sophisticated data collection questionnaire (with check routines); whole-day company visits by the project team, query of confidence levels for PI data, operational project execution by academic institutes, strategic project steering by OVGW	Self control	Self control	The benchmark partly use quality controlled data from national statistics (specially regarding economy)
- What are the annual costs?	330.000 euro	€ 200.000,-	The estimated annual cost to the 23 companies in England and Wales is 7 million euros. This sum will be in excess of 10 million euros if a proportion of Ofwat's costs is included.	Not known	Average of about € 3,000 for each participant (once in 3 years) → around € 1,000 per company per year	20 works cover 100000 euro to a consultant + own expencies with a similar amount.	No data available	60.000 euro (2006)
What changes did you reached with benchmarking?	Improved performance drinking water companies	Acceptation of stakeholders. The results form a source of information for improvements.	increase in efficiency and much lower bills for customers		Internal transparency by systematic data analysis; large number of single enhancement measures specific to each utility – decided and carried out by themselves	So far no changes	Changes are totally dependent on each municipality. It is believed to be an initiative to internal improvement processes	It is a bit too early to see concrete changes.
Are there future plans on benchmarking? If so, please describe	International cooperation	Yes. Third round waste water in 2007. And to come to a benchmark of wastewaterchain.	Proposal is to continue on an annual basis	Ofwat is planning to continue doing international benchmarking and is inviting further participants	Continuation of PI metric BM with 2007 data; cross-border comparison with Bavarian project EffWB with actual data; development of process BM 2006/07	Will be continued also during 2006	Will be continuously improved	- To get more participants in the benchmark - To contribute to make benchmarking an even more useful tool for the participants

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Company Questions	Scandinavian 6-cities group DK/SE/FIN/NOR	DANVA Denmark	Water Services Corporation WATER Malta	Water Services Corporation WASTE WATER Malta	Swedish Water&Wastewater Association Sweden	FP2E (ex SPDE) France	Swiss Gas and Water Industry Association Switzerland
Are there benchmark initiatives with respect to supply water , sewer or waste water treatment?	In each of the Scandinavian countries, national benchmarking activities are carried out by the national water and wastewater branch organisations - Swedish Water (Sweden) - DANVA (Denmark) - NORVAR (Norway) - FIWA (Finland) These activities should be reported by respective branch organisation	Yes	Yes	Yes. There exist different benchmarks for water supply, sewer services and wastewater treatment	Yes	Yes	In Switzerland there was a benchmarking project from 1998 to 2003 for water supply
If yes, please describe these initiatives (1 table per individual initiative): - year of commencement?	Systematic benchmarking in the 6-cities group started in 1996	DANVA started in 1999 developing the Danish benchmark system for water and wastewater. It were just pilotprojects in 2001 og 2002.. In 2003 the association started the annual benchmarking projects	Piloted in 2000 but formally kept since 2003	2005	Our national webbased benchmarking system, VASS, was started in 2003.	2000 : local initiatives 2002 for some towns from FNCCR ¹ 2003 , for all important utilities (> 10 000 inhabitants) operated by members of FP2E (ex SPDE) ² , in coherence with IGD ³ recommendations 2008: mandatory legal system of public reporting from organising authorities to citizens	1998 (finished in 2003)
- subject (i.e. water supply, sewer, waste water treatment?)	The benchmarking initiative in the 6 cities group is on a more general level covering all water and wastewater services in the cities. Detailed benchmarking is carried out for drinking water distribution and wastewater collection.	Water supply: Production, distribution and administration. Waste water: Sewerage, treatment and administration	Water supply – leakage control	<ul style="list-style-type: none"> • Sewer • Wastewater Treatment 	The whole water sector.	Water resources protection, water supply, sewer, waste water treatment, customer management.	Water supply
- total population covered	3,2 million	2,43 Mill. inhabitants	100%	100%	8 million Fees: 100% Management level 1: 85% Management level 2: 35% Management level 3: 5%	Approximately 30 millions for SPDE initiative 2008 mandatory scheme: Whole population	About 1 Mio
- population total	3,2 million	5,4 Mill. inhabitants	220,000 customers	398,534 (as per July 2005)	9 million	63 millions (France)	About 7 Mio

¹ FNCCR : Fédération nationale des collectivités concédantes et régies

² FP2E : Fédération professionnelle des entreprises de l'Eau - Professional federation of water enterprises, new name of SPDE: Syndicat professionnel des entreprises de services d'eau et d'assainissement (

³ IGD : Institut de la gestion déléguée. (institute of contracted management)

Company Questions	Scandinavian 6-cities group DK/SE/FIN/NOR	DANVA Denmark	Water Services Corporation WATER Malta	Water Services Corporation WASTE WATER Malta	Swedish Water&Wastewater Association Sweden	FP2E (ex SPDE) France	Swiss Gas and Water Industry Association Switzerland
- type of benchmark (qualitative description, performance indicators, process benchmark)?	1. A large number of performance indicators are collected and evaluated ("metric benchmarking"). 2. Process benchmarking is conducted in selected narrow sections of the business and is including detailed evaluations of working processes, explanation factors etc. The group is taking active part in discussions of developing a system for assessing the overall performance of the companies	Different levels. Metric benchmarking with focus on indicating best in class. A few process benchmarking projects. DEA-analyses. Public reports.	Infrastructure Leakage Index (ILI)	Performance Indicators: o Financial o Customer Service o Bathing Water Quality	VASS consists of qualitative description and performance indicators. Process benchmarking is possible on voluntary regional initiatives.	Performance indicators (PI) and descriptive indicators (DI) In the new mandatory overall scheme: DW: 3 DIs and 15 PIs WW: 4 DIs and 16 PIs Non-network WW: 2 DIs and 1 PI Simplified set of PIs for utilities less than 10.000 inhab.	Process benchmark (reservoirs, groundwater, lake water treatment)
- what are the objectives of the benchmark?	To increase the efficiency and effectivity of the utility companies and to get a basis for international comparisons.	Management for the companies. Lobby for the association	Management of real losses from the national water distribution network	o Transparency o Efficiency Improvement	National base: To obtain transparent description of the water sector, both on national and regional level. Also as information to the media. To get a basis for international comparisons. Municipal base: To increase the efficiency and effectivity of the utilities.	- mainly transparency and dialogue between operators, customers and local authorities. - motivation tool for operators, - follow-up of contractual engagements.	Efficiency improvement
- performance areas to be examined (i.e. water quality, costs, service)?	- Customer service - Technical quality (water quality, network status etc) - Environment - Personell/organisation Economy (costs, efficiency/ effectivity)	Finance and organisation Product quality Customer service Environment	Environment, Service level, and Costs/efficiency.	o Bathing water quality o Service Level o Costs/efficiency	Administrative and technical data, environment, water balance, personnel, technical quality and customer service and economy.	Water and waste quality, Resource protection, Customer satisfaction, Asset management policy, Social policy (access to water) Economical performance Sustainability of the service	Production processes, costs
- frequency?	Every year	yearly	Monthly basis	o Bathing water quality every week during bathing seasons o Internal i.e. costs/service level every year	Every year. Additional special surveys can be performed occasionally, for example ENERGY 2005.	yearly	Nonrecurring
- are there public report(s) available? (If yes, could you please send us a copy of a recent report, preferably by e-mail?)	No	Yes. We have made English and Danish version. We will send both by pdf	No	Yes	Yes, www.svensktvatten.se/statistik Reports covering fees (taxestatistik) are published. Management (driftstatistik) reports are not yet published due to lack of complete quality control of data and PI's.	Not yet on a national basis. Some results from FNCCR are available on www.servicedeau.com ; The outputs of the national mandatory scheme (first reports in 2009 with 2008 data) will be available on a public website	Yes (compare gwa 3/2003, p. 201- 208)
- Are the results presented anonymously?	No	In www.bessy.dk we operate an internal and external part.	No	No	No	Yes, but each yearly report of any utility is made public locally (= not anonymous)	No

Company Questions	Scandinavian 6-cities group <i>DK/SE/FIN/NOR</i>	DANVA <i>Denmark</i>	Water Services Corporation WATER <i>Malta</i>	Water Services Corporation WASTE WATER <i>Malta</i>	Swedish Water&Wastewater Association <i>Sweden</i>	FP2E (ex SPDE) <i>France</i>	Swiss Gas and Water Industry Association <i>Switzerland</i>
- Is there an obligation for benchmarking? If yes, by whom?	No	No	Yes by the Corporation's regulator – the Malta Resources Authority	Yes by the Corporation's regulator – the Malta Resources Authority and Health Department	No	Not until 2007. As of 2008 , the new reporting scheme with PIs will be mandatory	No
- For who is the benchmark made for (stakeholders)?	The management team of the participating companies	Companies.	Internally, Malta Resources Authority	Malta Resources Authority, Public, Ministries, shareholders	Municipalities	Local organising authorities (municipalities,...), public authorities (legal compliance) and customers	Utilities involved
- What audit/quality control exists?	The 6-cities benchmarking group	Incorporated in the reporting web system is a 20% mark. Internal control with 3 step participant control.	Internal auditing	Detailed check with annual accounts	Reference group connected to the VASS system.	PIs are included in quality & environ. managt. systems; all FP2E members' operations are covered by ISO 9001., and a great number by ISO 14001 In contracted operations, the organising auth. (OA) may ask audits. Great number of OAs have support from public or private consultants for auditing	None
- What are the annual costs?	About 3 500 Euros per city. In addition each city of course has some costs for collecting the necessary information.	Budget 2006 App. 200.000 € in running costs. App. 135.000 € in developing costs.	Approx €150,000	Approx €25,000	Operation of the VASS system: 13 000 Euros, other expenses 12 000 Euros, totally 25 000 Euros (2006) for all Swedish municipalities (290).	Not evaluated. But indicators are chosen to be not too expensive to produce.	13'000 (65'000 in total)
What changes did you reached with benchmarking?	- Improved performance by improved working routines. - Systematic exchange of experiences. Increased transparency on the European level through closer cooperation with other benchmarking groups	3 % in three years efficiency for the participants.	Greatly diminished real losses on the network	Improved overall performance	On national level increased transparency.	Good acceptance by local authorities, consumers and government and also reinforcement and improvement of the relations.	This can not be assessed to date

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Are there future plans on benchmarking? If so, please describe		To develop a model for overall assessment of the efficiency/ effectivity of the individual utility companies	<ul style="list-style-type: none"> • Bessy 2 (updating web-system) • Cooperation with externals • Standard chart account plan • Quality management system • Customer registration and returning interview survey. • Process benchmarking • International benchmarking co-operation • Overall performance/service standards in benchmarking • Asset management • Creating a system collecting knowledge and best-practise 	Yes – applying a similar benchmark for apparent losses from the network.	Yes – benchmarking with other companies providing same service	<p>Consolidate the VASS system. More participants on higher levels. Extended quality control of management data.</p> <p>Two new benchmarking subjects are planned: * Water quality data * Pipe material usage, rehabilitation of water mains and sewer systems</p> <p>A VASS-module is planned to implement a new Swedish "evaluation model" for pipe networks based on VASS-data</p>	<p>The evolution towards a mandatory scheme just took place in 2007, and will be in force for year 2008 reporting.</p> <p>References: Decree N° 2007-675 dated 2007-05-02 (JORF- Official Journal: 2007-05-04) And application requirts: Arête dated 2007-05-02 (same JORF)</p> <p>See above for description</p>	No

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Questions	Company ALUSEAU Luxembourg	BGW (Federal Association of the German Gas and Water Industries) Waste water Germany	BGW (Federal Association of the German Gas and Water Industries) Drinking water Germany	SOVAK Czech Republic	Finnish Water and Waste Water Works Association Finland	SVW Belgium, Flanders	AEAS Spain
Are there benchmark initiatives with respect to supply water , sewer or waste water treatment?	Supply water Waste water	In Germany there are numerous benchmarking projects for waste water treatment and sewers	In Germany there are more than 35 benchmarking projects (19 initiatives) for water supply	<p>YES – water utility benchmarking (2000) and water network performance benchmarking (later years)</p> <p><u>oral presentation</u> TUHOVCÁK, L., Benchmarking and Evaluation Process of Water Utilities Using Performance Indicators – the Czech Experience, příspěvek na konferenci IWA specialised conference WATER MANAGEMENT FOR THE 21st CENTURY, Berlin, IWA, Berlin, 2000.</p> <p><u>papers</u> TUHOVCÁK, L., DVORÁK, P., VIŠCOR, P., VALKOVIC, P., SUPSYS - The Support Tool for the Rehabilitation of Water Mains Planning, příspěvek na konferenci 2nd World Water Congress, International Water Association, Berlin TUHOVCÁK, L.; VIŠCOR, P.; VALKOVIC, P.; RACLAVSKÝ, J., Expert system as Support of the Make Decision Process for Rehabilitation of Water Mains., příspěvek na konferenci IV. International Conference Water Supply and Water Quality, Polish Association of Sanitary Engineers & Technicians - PZITS, Krakow, Polsko LE GAUFFRE, P.; LAFFRÉCHINE, K.; BAUR, R.; SCHIATTI, M.; TUHOVCÁK, L., Decision support for the prioritisation of water network rehabilitation projects , Data needs and data availability, příspěvek na konferenci Pumps, Electromechanical Devices and Systems - Applied to Urban Water Management, ISBN 90-5809-574-6, Swets & Zeitlinger B. V., Lisse, The Netherlands, Nizozemí</p>	Yes	Yes 1 benchmark in 2001	Yes

Company Questions	ALUSEAU Luxembourg	BGW (Federal Association of the German Gas and Water Industries) Waste water Germany	BGW (Federal Association of the German Gas and Water Industries) Drinking water Germany	SOVAK Czech Republic	Finnish Water and Waste Water Works Association Finland	SVW Belgium, Flanders	AEAS Spain
If yes, please describe these initiatives (1 table per individual initiative): - year of commencement?	There was one study done about benchmarking for both sectors – water supply and waste water	see "Profile of the German Water Industry 2005" some projects since 1996	see "Profile of the German Water Industry 2005" some initiatives for more than 50 years	1997	1) The benchmarking system of eight Finnish cities since 1995 ----- 2) FIWA is starting the new project in Benchmarking in May 2006 (the system of eight cities mentioned above will be included).	2001	AEAS makes every two years a survey on water services. It started on 1987
- subject (i.e. water supply, sewer, waste water treatment)?	Water supply Waste water	sewer, waste water treatment, waste water disposal, sewer construction, sewer operation, sewage treatment plants, analytics and surveillance of indirect discharge, provide house connection, conduct investments in the sewer network, wastewater cost minimisation and other	total utilities, water supply, consumption billing, service connections, water resources, dams, customer services and other	water supply	Both of them	Water supply	Water supply, sewer and waste water treatment
- total population covered	Water supply 84% Waste water 59 %	34 Million	35-40 Million	0,3 - 3 mil	1) 1 618 011 2) 1 618 011 (in the beginning)	5.800.000	2004 edition covers 25,4 million people
- population total	0.4 Mio inhabitants	82 Million	82 Million	10 mil.	1) 5 236 611 2) 5 236 611 (in the beginning)	6.000.000	40,8 million people
- type of benchmark (qualitative description, performance indicators, process benchmark)?	Qualitative description with process benchmark	all types: performance indicator comparison, process and utility Benchmarking	all types: performance indicator comparison, process and utility Benchmarking	performance indicators	Process benchmark with performance indicators	Performance indicators	Although the data collected are mainly statistic, there are enough data and PI's for comparisons between services operators
- what are the objectives of the benchmark?	Improvement of quality and determination of the real waterprice	With the "Profile of the German Water industry 2005" politicians, the public and all interested parties are given the opportunity to extensively assess the performance of the German Water industry. Objectives are the internal performance assessment and improvement and the definition of companies own position.	With the "Profile of the German Water industry 2005" politicians, the public and all interested parties are given the opportunity to extensively assess the performance of the German Water industry. Objectives are the internal performance assessment and improvement and the definition of companies own position.	evaluating optimal performance of water utilities	1) To develop a system based on the basic indicators. To extend the process in co-operation with FIWA so that all the interested Finnish water and wastewater utilities could participate 2) To get useful information for utilities, authorities and stakeholders	A view on the performance of the sector	Improvement of the services, transparency, information to authorities and stakeholders...
- performance areas to be examined (i.e. water quality, costs, service)?	Costs Service	all areas	all areas	water services	1) Water and wastewater treatment, water distribution and sewerage system, customer service, economy. At the moment TOTAL: 111 basic data, 56 indicators 2) The same performance areas will also be examined in the renewed system	Water quality, service quality, financial aspects, environmental performance	Type of management, employment, water use and quality, costs, service

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- frequency?	Study was done once in 2002/2003	continuous with different focal points	continuous with different focal points	one-time initiative	Once a year	Just one until now	Every two years
- are there public report(s) available? (If yes, could you please send us a copy of a recent report, preferably by e-mail?)	Yes	yes, see "Profile of the German Water Industry 2005"	yes, see "Profile of the German Water Industry 2005"	Yes – see above	1) No 2) There will be some public reports in the future	no	Yes. Attached is the 2004 edition
- Are the results presented anonymously?	No	yes, see "Profile of the German Water Industry 2005"	yes, see "Profile of the German Water Industry 2005"	No	1) Yes (but not always among the members of the group) 2) Yes	no	Yes. The information only appears summarized by Regions, river basin districts and population sizes
- Is there an obligation for benchmarking? If yes, by whom?	No	No, Benchmarking in Germany is voluntary	No, Benchmarking in Germany is voluntary	No	No	no	No
- For who is the benchmark made for (stakeholders)?	Public water suppliers and waste water treaters	Benchmarking projects are made for utilities, for their internal performance assessment and improvement. With the "Profile of the German Water industry 2005" politicians, the public and all interested parties are given the opportunity to extensively assess the performance of the German Water industry.	Benchmarking projects are made for utilities, for their internal performance assessment and improvement. With the "Profile of the German Water industry 2005" politicians, the public and all interested parties are given the opportunity to extensively assess the performance of the German Water industry.	Water/wastewater infrastructure owners/operators	Mainly for water companies as a tool for improving their performances and for authorities and stakeholders to give them information of water services	Internal stakeholders	Operators, Government, stakeholders
- What audit/quality control exists?	No audit needed No real special quality control needed	free market	free market	N/A	None	Individual auditing	None
- What are the annual costs?	-	no data available	no data available	N/A	2) For FIWA 20000 € (not including the work in water utilities)	??	Each edition about 45.000, mainly printing costs
What changes did you reached with benchmarking?	No audit needed No real special quality control needed	Improved performance of of water industry (drinking water and waste water disposal)	Improved performance of water industry (drinking water and waste water disposal)	General disagreement over the used methodology by the principal stakeholders.	1) Useful information and improvements 2) There are no experiences of the renewed system yet	Individual improvement of performances	Improvement of the sector performance

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Are there future plans on benchmarking? If so, please describe	The results of the study have to be analysed and implemented – no direct future plans on benchmarking	continuation of various existing benchmarking projects, new projects are initiated (see "The German Industry Profile 2005"); 2nd edition of "Profile of the German Water Industry" is planned	continuation of various existing benchmarking projects, new projects are initiated (see "The German Industry Profile 2005"); 2nd edition of "Profile of the German Water Industry" is planned	General disagreement over the used methodology by the principal stakeholders.	FIWA expects that until the end of 2006 there will be 20 - 30 and in 5 years time 50 -100 water utilities involved. There will be two levels in the benchmarking system in the future. The basic level is meant for all the water utilities joined to the benchmarking system. The information related to this level will be available to all (authorities, public, media etc.) In addition, there will be the "deluxe level" for those water utilities who will produce more demanding information and this information is available only to the utilities joined to the benchmarking system at the deluxe level.	Not for the moment	No mandatory plans

Results of the Questionnaire on European benchmark initiatives in the water industry

Company Questions	Hungarian Water Utility Association Hungary	Hungarian Water Utility Association Hungary	Hungarian Water Utility Association Hungary	Federutility Italy	Aquawal Belgium, Wallonia
Are there benchmark initiatives with respect to supply water, sewer or waste water treatment?	Yes, wide range	Yes, water supply	Yes	Yes. ISTAT is the institute carrying out the benchmark (the Italian Institute for statistics). Besides an authority is going to be set for the water Sector and it will probably have the task of carrying out benchmark.	Yes
If yes, please describe these initiatives (1 table per individual initiative): - year of commencement?	It will be a benchmarking managed by the Hungarian Water Utility Association	Pilot benchmarking incl. 5 Hungarian waterworks August 2005.	IBNET – International Benchmarking Network for Water and Sanitation Utilities 2005. www.ib-net.org 2005	The last survey is based on the year 1999 (it is repeated every 10 years)	2006
- subject (i.e. water supply, sewer, waste water treatment)?	water supply, sewer, waste water treatment	Water supply	Water services Sewage services	The survey regards the entire water sector both water supply, sewer, waste water treatment.	Water supply
- total population covered	No data	1.05 million	Water services – 55% of population Sewage services – 37% of population	100%	3.4 millions
- population total	No data.	10.1 millions (Hungary)	10 million	56.305.568	3.4 millions
- type of benchmark (qualitative description, performance indicators, process benchmark)?	qualitative description, performance indicators, process benchmark	performance indicators	qualitative description, performance indicators, process benchmark	Characteristic parameters of water sector.	Qualitative description + performance indicators + context indicators + legal obligations indicators + binary table on legal obligations + uniform price calculation
- what are the objectives of the benchmark?		Efficiency improvement	Comparision	Water sector description	Improvement of service quality and checking of compliance with law
- performance areas to be examined (i.e. water quality, costs, service)?	Wide range of areas.	Service level, prices	Network losses Specific losses Specific water transfer Length of the networks Number of residents / 1 km sewage network	Water volumes, origins and distribution, water and wastewater infrastructures characteristics, network losses, individual consumption.	Water quality, resource protection, price and management, sustainability of technical patrimony, recovery and solidarity, customer satisfaction, compliance with law
- frequency?	Once.	No answer, it was a pilot	Only once	1 in 10 years	Each year
- are there public report(s) available? (If yes, could you please send us a copy of a recent report, preferably by e-mail?)	No.	Not yet.	There are. Available at the following e-mail address: kis.andras@makk.zpok.hu	Yes	Not yet
- Are the results presented anonymously?	No data.	Not yet.	Yes	Yes	No
- Is there an obligation for benchmarking? If yes, by whom?	No.	No.	No	Municipalities should give data filling in questionnaire prepared by ISTAT. It's adopted a strong moral vision by public authorities.	Obligation will be set in 2007

Company Questions	Hungarian Water Utility Association Hungary	Hungarian Water Utility Association Hungary	Hungarian Water Utility Association Hungary	Federutility Italy	Aquawal Belgium, Wallonia
- For who is the benchmark made for (stakeholders)?	Hungarian Water Utility Association	For the other public works.	World Bank	The survey is available to the public in short version and is possible to purchase the extended version	For regulatory structure, for government and parliament and for suppliers themselves
- What audit/quality control exists?	No data.	Not yet.		Not available	Succinct quality control on data provided
- What are the annual costs?	No data.	No data.	It was managed and financed by MAKK – Magyar Környezetgazdaságtani Központ (Hungarian Environmental Economy Centre)	Not available	Not available
What changes did you reached with benchmarking?	No data.	Suggestions are available only in the middle of 2006.	There are no measurable changes yet.	Awareness of water sector	Knowledge of suppliers activities, checking of legal compliance with law
Are there future plans on benchmarking? If so, please describe		Yes, there are. Wide range benchmarking.	Yes, there are. Wide range benchmarking.	Not yet.	Performance evolution analysis will be set in 2008 with comparison to price evolution.