

IBNET: International Benchmarking Network for Water and Sanitation Utilities

The International
Benchmarking Network
for Water and Sanitation
Utilities

 IBNET



DFID



Why IBNET?

- Demand for an instrument that could assist in effectively monitoring the performance of WSS utilities through
 - A common language between technical and financial professionals on water sector development by using standard definitions that allow to compare results between utilities, and countries
 - Tool for communicating the sector performance to consumers and authorities

Basic principles of IBNET

- ❑ Easy to implement tool, focusing on a basic set of performance indicators
- ❑ Low cost tool
- ❑ Learning by doing approach
- ❑ Focus on utilities and their organizations, while also of use for consumer organizations, regulators, government, donors
- ❑ Information on indicators is easily accessible

What is IBNET?

1. IBNET Toolkit is a suite of software and guidance documents to help utilities compile, analyze and share performance information
2. IBNET website includes a searchable database with indicators from more than 2100 utilities from more than 80 countries:
 - ❑ Toolkit can be downloaded in different languages
 - ❑ Database – with indicator search mechanism and reporting formats
 - ❑ A section with links and resources to assist measurement and benchmarking

IBNET Website: www.ib-net.org



The screenshot shows the IBNET website in a browser window. The browser's address bar displays the URL www.ib-net.org. The website's header includes the text "The International Benchmarking Network for Water and Sanitation Utilities" and the IBNET logo. A navigation menu on the left lists sections: "About IBNET", "IBNET Toolkit", "Search DataBase", "Resources", and "Information sharing". The main content area features a large banner image of water pipes and workers. Below the banner, the text reads: "The International Benchmarking Network for Water and Sanitation Utilities (IBNET) is your direct access to the world largest database for water and sanitation utilities performance data." A list of activities follows: "Providing guidance on indicators, definitions and methods of data collection;", "Facilitating the establishment of national or regional benchmarking schemes;", "Undertaking peer group performance comparisons;", and "Establishing links between utilities, utilities associations and regulators". A "Direct access to Country Dataset" section includes a world map and a "Pick a Country..." dropdown menu. A "Message from the IBNET team" section welcomes visitors and provides the email ibnet@worldbank.org. A "Quote of the day" section features a quote by Lord Kelvin. The footer contains a disclaimer, privacy policy, terms & conditions, and copyright information for 2005, along with logos for DFID, The World Bank, and WSP.

What IBNET can tell you?

- Understanding utility performance on the basis of a set of objective indicators:
 - performance of the individual utility over time
 - performance of the individual utility with other utilities operating in the sector, or similar utilities elsewhere in the world
- Analysis to see how the performance of the utility or the sector can be improved upon
- Advanced research and comparisons:
 - comparison of utility performance (benchmarking)
 - development of new indicators that reflect the specific utility needs/sector needs
 - frontier and productivity analysis

Issues in IBNET

- Data collection issues:
 - Use of standardized data definitions and data tools to ensure comparability of data within and between countries
 - Find partners that can collect data and ensure future data collection efforts
 - Data quality requires a lot of attention:
 - Capacity building with data collecting agencies: process takes time
 - Control mechanisms to check on inconsistencies in the collected data
- Need for follow-up on data collection with analysis of collected data

Demonstration of IBNET

- IBNET toolkit: standard excel spreadsheet with explanatory notes
- Database Search
 - Country scorecard
 - Utility scorecard
 - Sector indicator
 - Indicator level data
 - Benchmarking
- Additional tools and resources to set up local benchmarking
- Useful links to agencies involved in benchmarking

IBNET Website: www.ib-net.org

- [Search by country](#)
- [Search by utility](#)
- [Search by indicator](#)
- [Search by sector](#)
- [Benchmarking](#)

Search by country: country scorecard

Cote d'Ivoire

Indicator	2000	2001	2002	2003	2004
1.1 Water Coverage (%)	81	77	76	76	76
2.1 Sewerage Coverage (%)	26	25	26	29	26
4.1 Total Water Consumption (l/person/day)	50	54	53	53	53
4.7 Residential Consumption (l/person/day)	38	40	40	40	39
6.1 Non Revenue Water (%)	18	17	19	20	21
6.2 Non Revenue Water (m3/km/day)	6.1	6.1	6.6	7.3	7.7
8.1 % Sold that is Metered (%)	100	100	100	100	100
11.1 Operational Cost W&WW (US\$/m3 water sold)	0.45	0.43	0.51	0.51	0.63
12.3 Staff W/1000 W pop served (W/1000 W pop served)	0.2	0.2	0.2	0.2	0.2
18.1 Average Revenue W&WW (US\$/m3 water sold)	0.49	0.43	0.50	0.51	0.65
23.1 Collection Period (Days)	12	5	6	2	7
23.2 Collection Ratio (%)	92	88	95	95	94
24.1 Operating Cost Coverage (ratio)	1.09	1.02	0.99	1.00	1.04

Search by utility: utility scorecard

South Africa, Pretoria, Tshwane Metro (Utility Code: GT002)

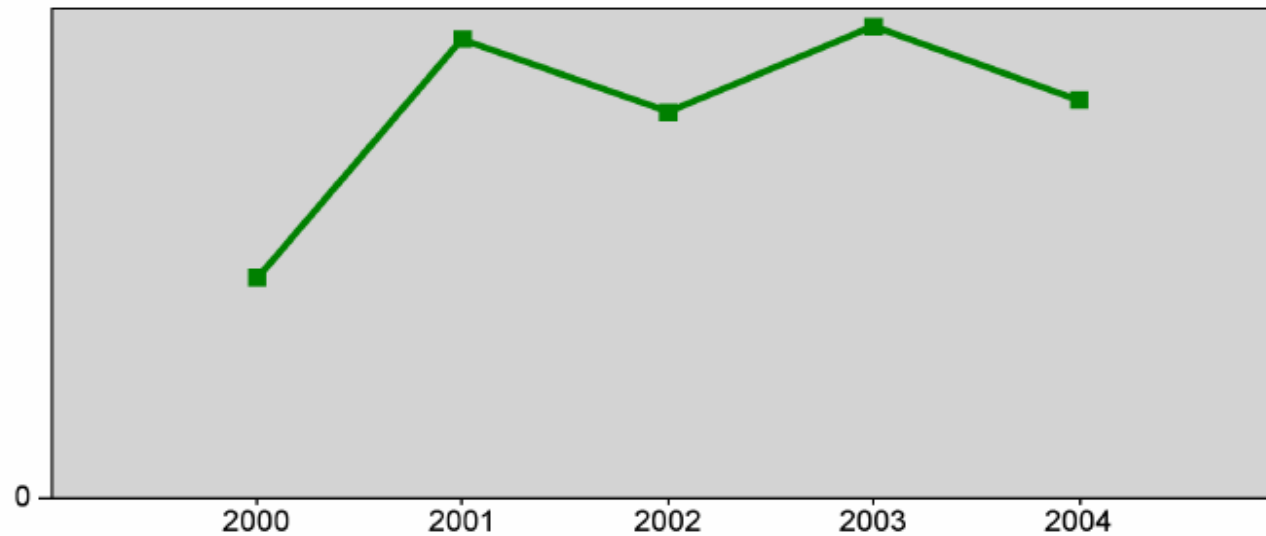
Indicator	2002	2003	2004	2005	2006
1.1 Water Coverage (%)	95	96	97	97	98
2.1 Sewerage Coverage (%)	70	69	69	69	68
4.1 Total Water Consumption (l/person/day)	193	208	224	229	232
4.7 Residential Consumption (l/person/day)	166	181	198	204	208
6.1 Non Revenue Water (%)	30	30	29	29	29
6.2 Non Revenue Water (m3/km/day)	19.0	21.0	22.0	24.0	24.0
8.1 % Sold that is Metered (%)	100	100	100	100	100
11.1 Operational Cost W&WW (US\$/m3 water sold)	0.65	0.77	0.90	1.01	0.86
12.3 Staff W/1000 W pop served (W/1000 W pop served)	N/A	N/A	N/A	N/A	0.2
18.1 Average Revenue W&WW (US\$/m3 water sold)	0.70	0.78	0.96	0.98	0.88
23.1 Collection Period (Days)	N/A	153	91	100	121
23.2 Collection Ratio (%)	N/A	79	88	86	83
24.1 Operating Cost Coverage (ratio)	1.08	1.02	1.07	0.97	1.01

Search by indicator: revenue per m3 sold

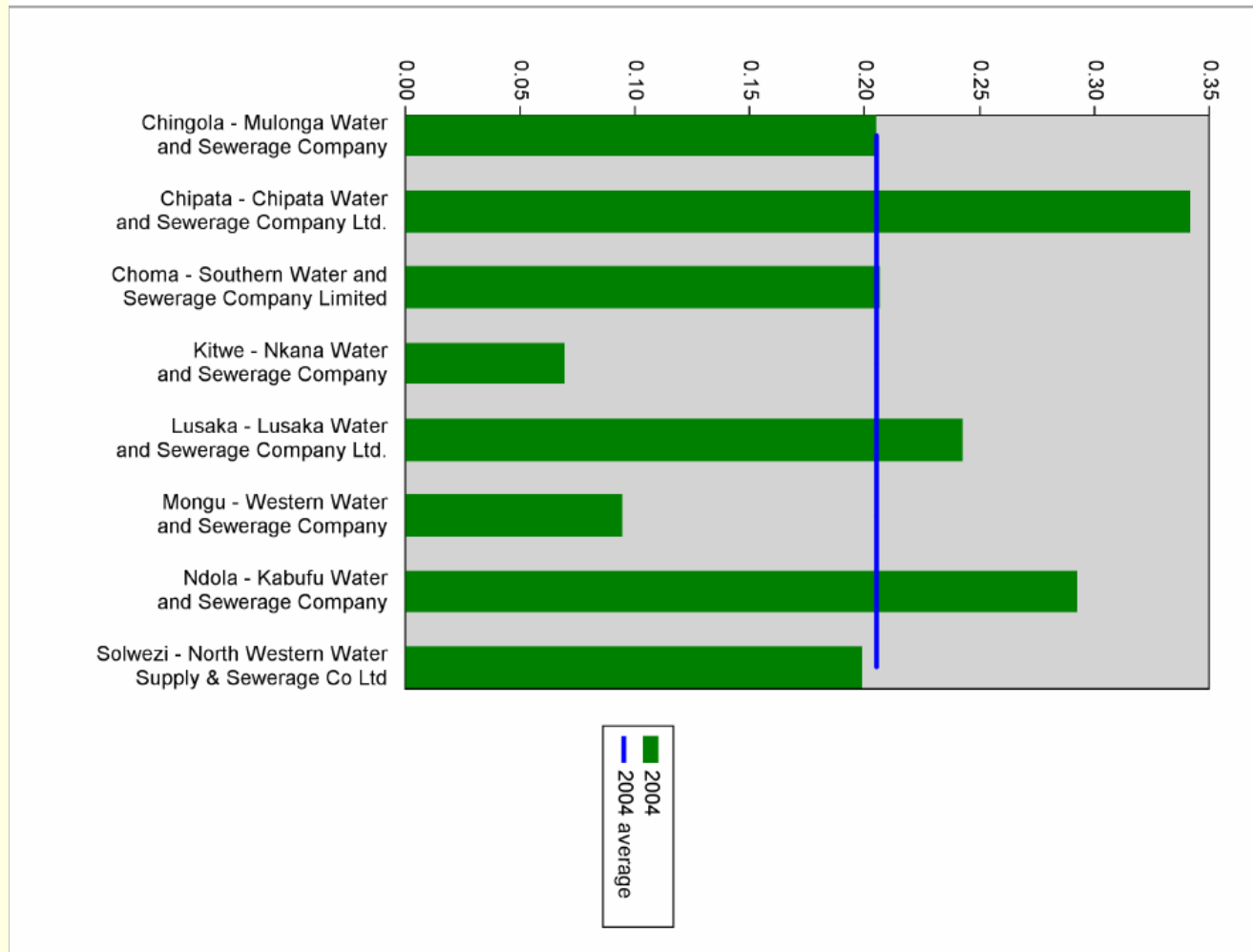
Togo - Lomé - Societe Togolaise des Eaux

Indicator 18.1 Average Revenue W&WW (US\$/m3 water sold)

Year	2000	2001	2002	2003	2004
	0.36	0.75	0.63	0.77	0.65



Search by sector: revenue per m3 sold



IBNET
Sector Report
 Zambia (ZMB) for 2004
 18.1 Average Revenue W&SW (US\$/m3 water sold)

Benchmarking

Indicator 18.1 Average Revenue W&WW (US\$/m3 water sold)

Utility: Office Nationale de l'Eau et de l'Assainissement

Benchmarking by: Region

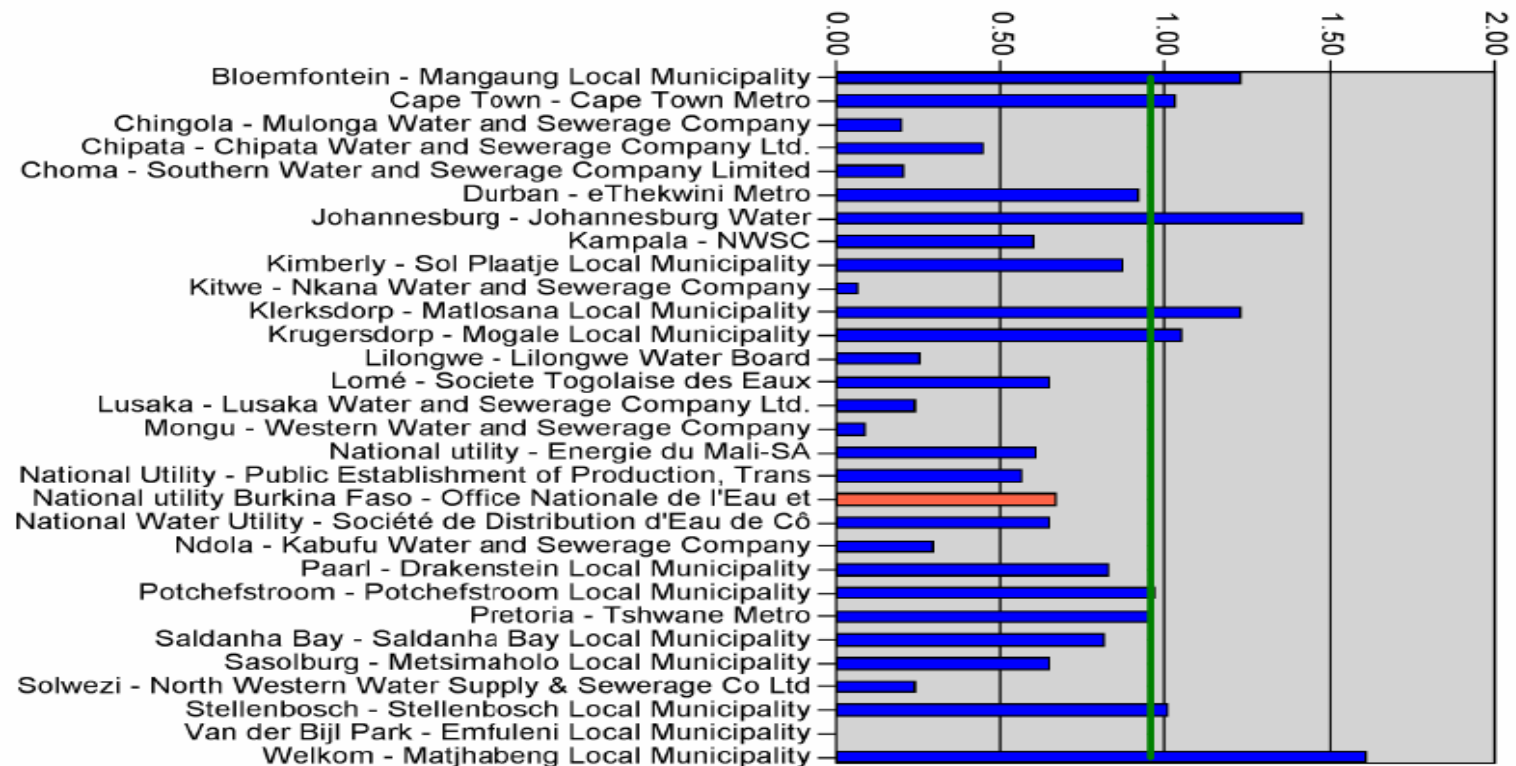


Illustration 1: development monitoring

Water services are improving along with the regional development

Zambia - Choma - Southern Water and Sewerage Company Limited

Indicator 15.1 Continuity of service (Hrs/day)

Year	2000	2001	2002	2003	2004
	5.0	7.0	9.0	12.0	15.0

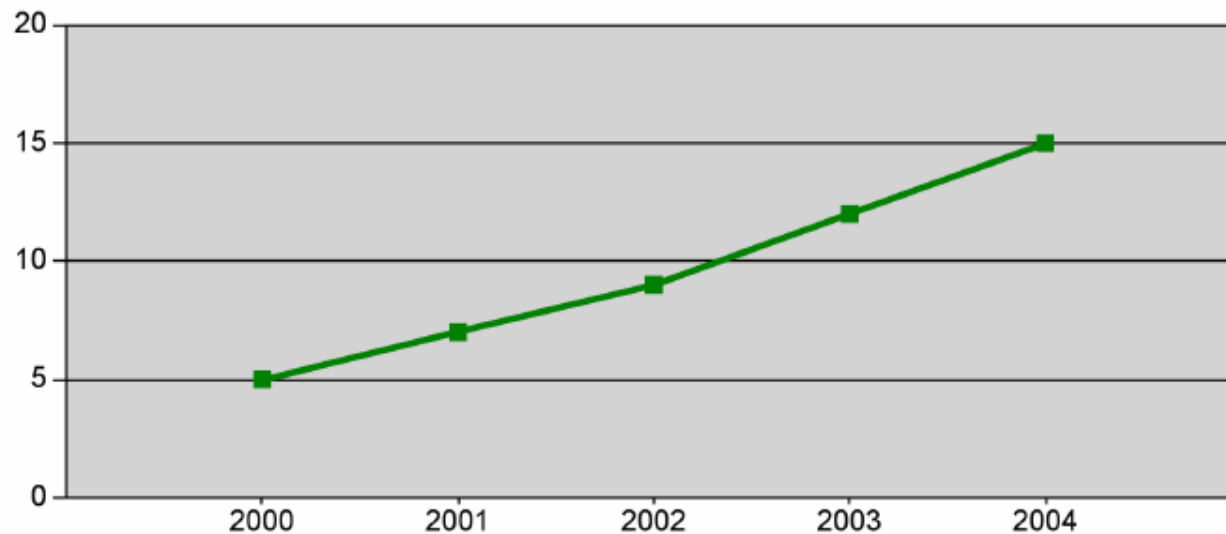


Illustration 2. Local Nature of Water Services

Operation cost trend is independent from currency exchange

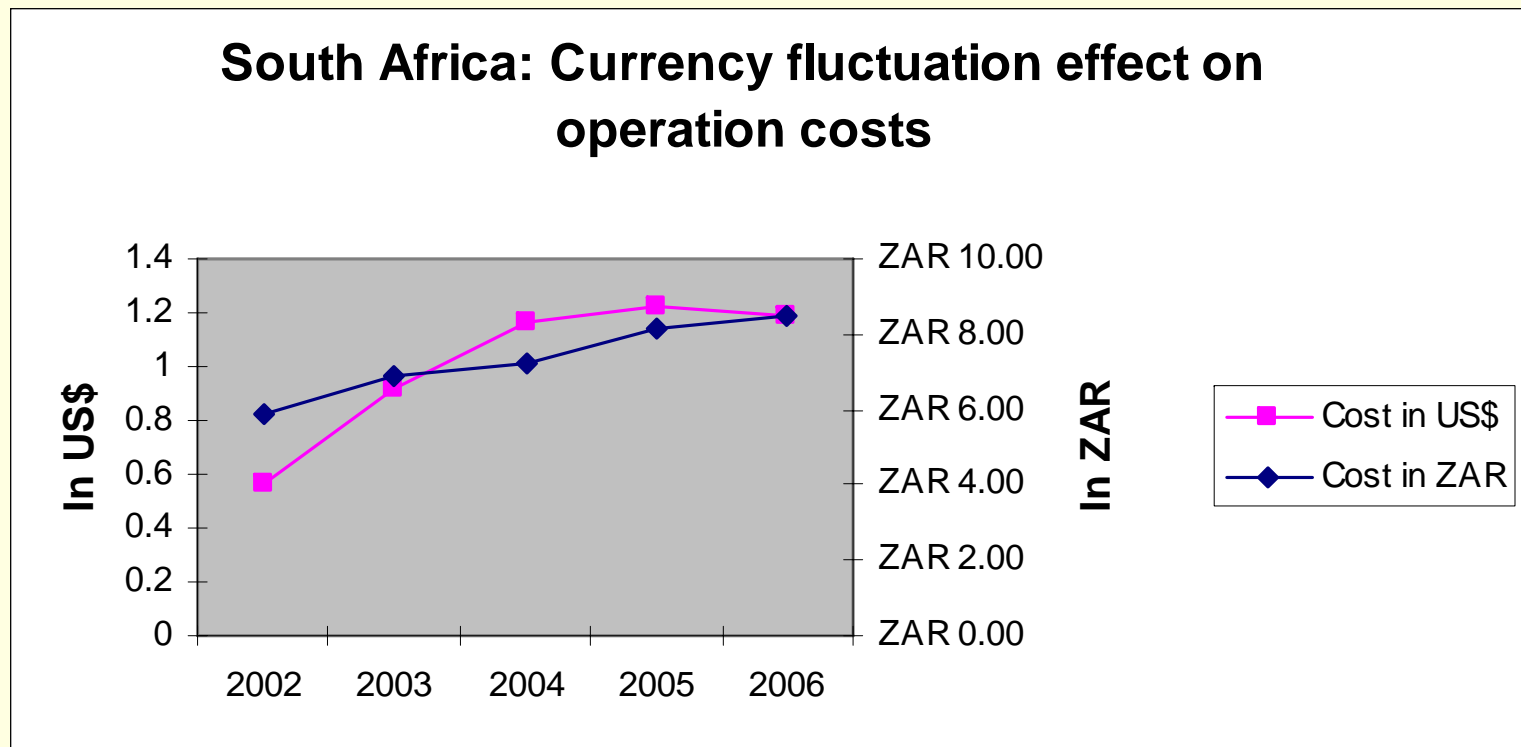
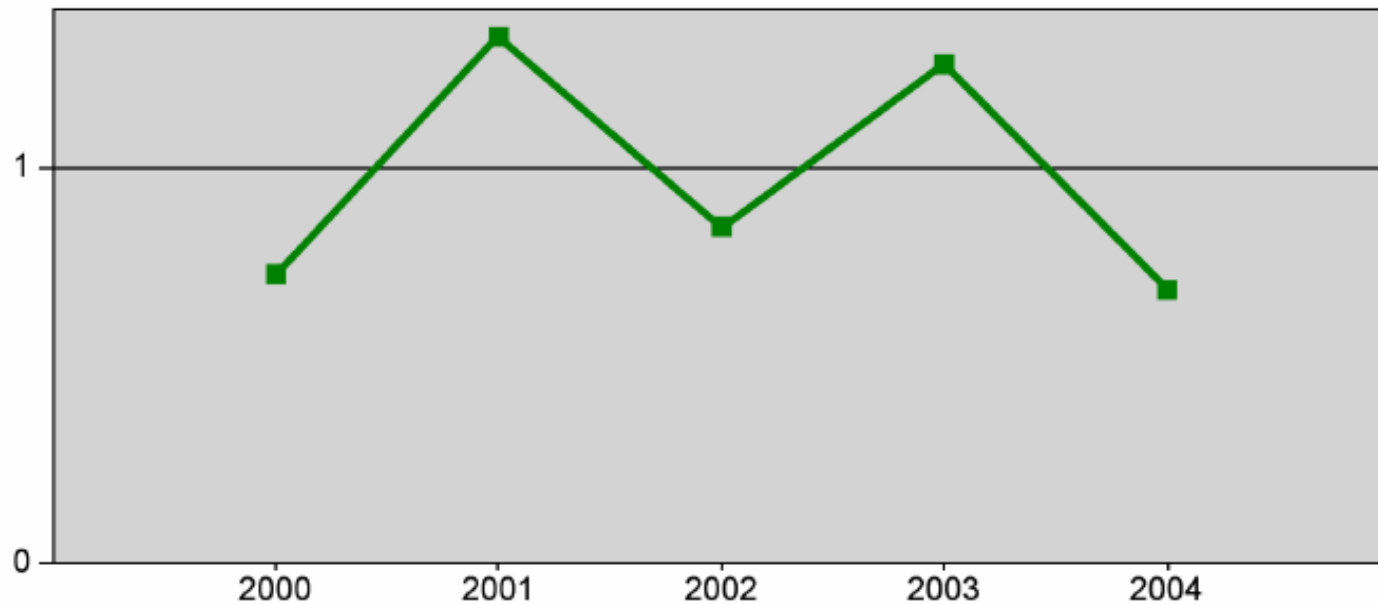


Illustration 3: Political instability affects financial performance of water company

Togo - Lomé - Societe Togolaise des Eaux

Indicator 24.1 Operating Cost Coverage (ratio)

Year	2000	2001	2002	2003	2004
	0.73	1.33	0.85	1.26	0.69



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For more information, suggestions, please contact

Caroline van den Berg, Alexander Danilenko
and Dennis Mwanza

or

ibnet@worldbank.org