

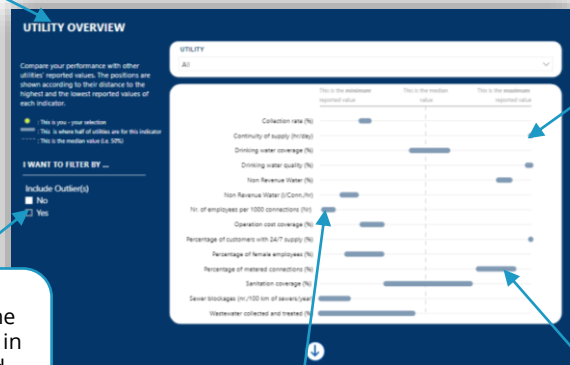


Definitions

- Drinking Water Coverage:** Population with access to water services (either with direct service connection or within reach of a public water point) as a percentage of the total population under utility's nominal responsibility.
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- Percentage of Female Employees:** Number of full-time equivalent female employees compared to the total number of full-time equivalent employees.
- Percentage of customers with 24/7 supply:** Total number of customers in the service area that have water supply 24 hours per day and 7 days a week, compared to the total number of customers, expressed as percentage
- Outliers:** This refers to the reported values where the distance to the median is more than four times the standard deviation of the sample. These are highlighted for the purpose of data presentation and aiming at providing resultful dashboards while recognizing the differences among the members in IBNET.

How to use the Dashboard?

The Utility overview presents, in a glance, all the Key Performance Indicators (KPI) that are collected by IBNET.



The slicers on the graphic allow the users to filter the sample showing in the graphic, and also include and exclude outliers.

By hovering over the dots, it is possible to check the reported values.

IBNET uses normalization to present the performance of the utility in comparison to the highest and lowest reported value. To do that, the reported values are subtracted the lowest value and divided by the difference between the maximum and minimum reported value

The shaded area on the graphic represent where half of the sample is concentrated in the distribution



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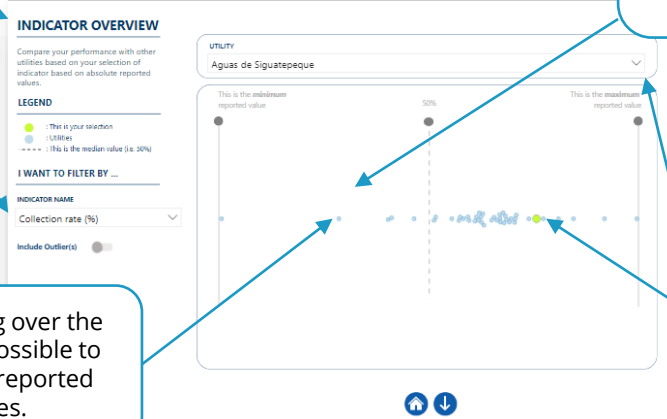
The indicator overview focus in a specific KPI.

It is possible to filter by the 15 Performance indicators present in IBNET

By hovering over the dots, it is possible to check the reported values.

All the reported values are distributed with the dots representing the member-utilities in IBNET.

The green dot highlights the selected utility.





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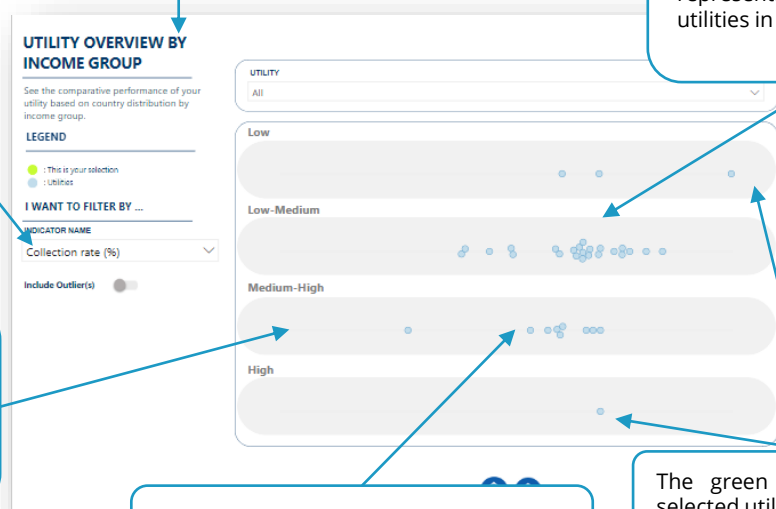
How to use the Dashboard?

This Dashboard groups the reported values by the income group of the country where the utility is located

All the reported values are distributed with the dots representing the member-utilities in IBNET.

It is possible to filter by the 15 Key Performance indicators present in IBNET

The income groups are defined following the World Bank Group official definition based on GNI per capita. More information can be found [here](#)



By hovering over the dots, it is possible to check the reported values.

The green dot highlights the selected utility.



Definitions

Management practices enhance utilities' decision-making process providing insights on how their business is conducted. Each management practice category is composed by a series of questions that together provide the category score. Here is the categories of the management practices and the building blocks of each of them:

Commercial and Customer Relations: Looks at practices around relationship with customer service a satisfaction: meter reading, billing and payment methods, communication channels, treatment of complaints and quality assurance:

- **COM1:** Customer Relationship and Engagement Strategy
- **COM2:** Customer Complaints and Inquiries
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Operations: Practices around asset management, maintenance of water and wastewater infrastructure and strategies to track and reduce non-revenue water.

- **OPS1:** Water Asset Maintenance
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Financial: Practices around financial management including operational cost recovery, forecasts for reinvestment and life cycle costing of the infrastructure

- **FIN1:** Tariff Analysis
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Organization and Strategy: Practices around tracking of performance of utility and its employees, vision, mission and

collective objective of the utility.

- **OS1:** Performance Tracking
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- **OS5:** Types and Balance of targets
- **OS6:** Time Horizon of targets

Human Resources: Practices around management of utility's talents and strategies for attracting, managing, developing, and retaining the valuable staff in both Managerial and non-managerial levels.

- **HR1:** Attracting Talent
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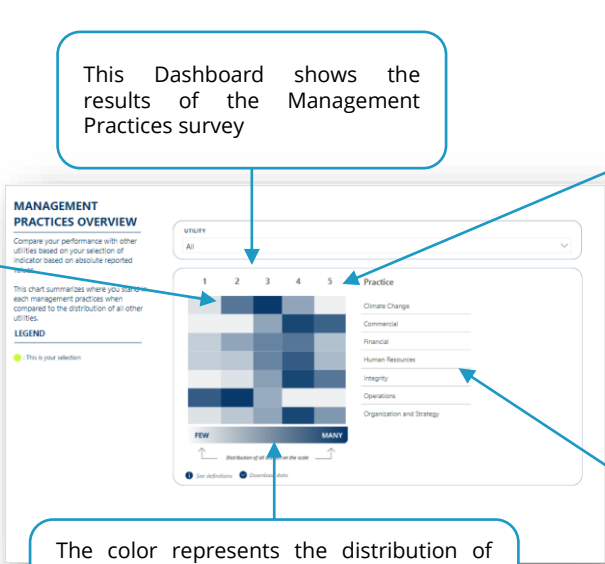
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- **CC1:** Green Planning and Infrastructure
- **CC2:** Incentives for Customers to Conserve Water
- **CC3:** Source Water Quality monitoring

Integrity: Practices around transparency, sharing and/or disclosure of utility performance and activities as well as decision making processes

- **INT1:** Transparency and Disclosure
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How to use the Dashboard?



This Dashboard shows the results of the Management Practices survey

The category scores reflect the level of application of a series of initiatives and practices on a specific criteria. For example, the higher diversity of mechanisms to track non-revenue water will reflect in a higher score on the Operations category

The green dot represents the utility's score in each category

The color represents the distribution of utilities in the categories. The darker the color, the more utilities are placed in that specific level

The 7 Categories represent key management areas of the Utilities. The score are calculated based on the average of the responses on the questions in the Management Practices survey. For example, in the Financial Category, the questions encompass operational cost recovery, forecasts for reinvestment and life-cycle costing of the infrastructure

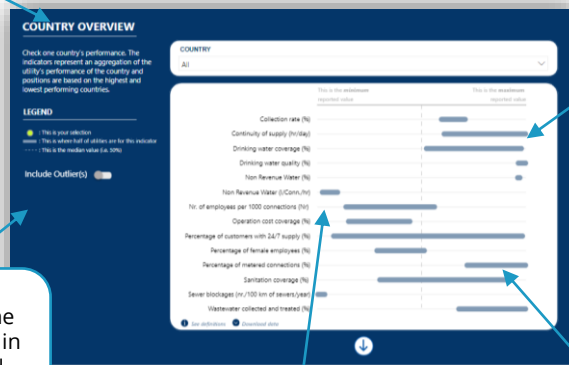


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The Country overview presents, in a glance, all the Key Performance Indicators (KPI) that are collected by IBNET.



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By hovering over the dots, it is possible to check the reported values.

IBNET uses normalization to present the performance of the utilities inside the country in comparison to the highest and lowest reported value. To do that, the reported values are subtracted the lowest value and divided by the difference between the maximum and minimum reported value

The shaded area on the graphic represent where half of the sample is concentrated in the distribution



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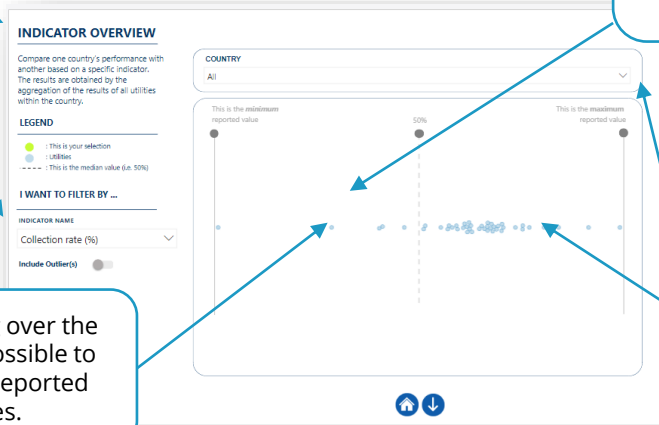
The Country indicator overview focus in a specific KPI.

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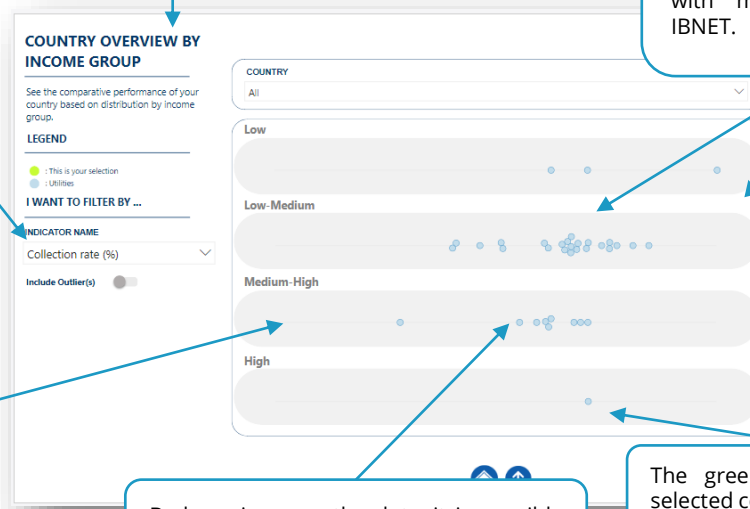
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How to use the Dashboard?

This Dashboard shows the results of the Management Practices survey aggregated per country

The green dot represents the country's score in each category



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Definitions

1. Water Tariffs

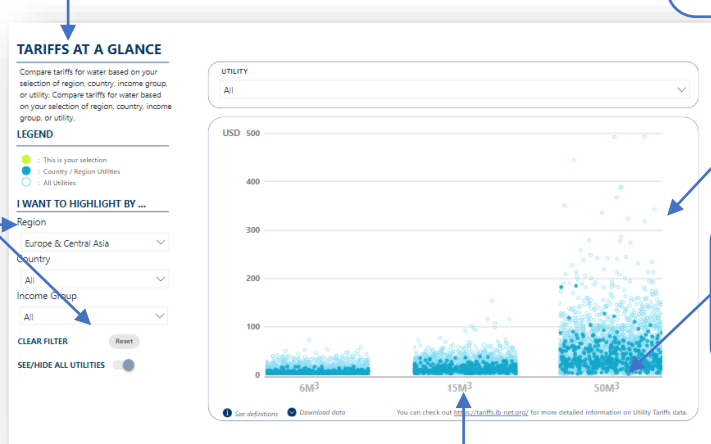
- 1. 6m³, 15m³ and 50m³:** Based on the tariff information collected by utility, the graphs presents the values for 6, 15 and 50 cubic meters (m³) in USD.
- 2. Income Groups:** IBNET uses the official World Bank classification of income groups, it divides countries in Low, lower-middle, upper-middle and high economies based on GNI per capita. More information can be found [here](#)
- 3. Regions:** The IBNET Filter uses the same geographical regional division of the World Bank.

How to use the Dashboard?

The tariff dashboard shows the tariff for different water bills in the utilities. It reflects the water costs and any other costs that the utility or regulator includes in the tariff Structure

The green dot highlights the selected Utility

It is possible to highlight utilities from specific countries, regions and income group. It is also possible to hide or see non-highlighted utilities



By hovering over the dots, it is possible to check the reported values.

The tariff blocks are divided into 6m³, 15m³ and 50 m³ to reflect the different usage types and also accommodate block tariff structures where those apply.