



**Intelligent  
Utilities**  
NEW IBNET

# 2024 Data Pioneers in Water Utilities

## Learning at Toronto Edition

AN IWA AND NEWIBNET INITIATIVE TO ASSESS YOUR UTILITIES PERFORMANCE AND MANAGEMENT AND TO BRING UTILITIES AND THEIR ASSOCIATIONS TO LEARN AT THE IWA WORLD WATER CONGRESS IN TORONTO

# IWA & NewIBNET Initiative

## 2024 DATA PIONEERS IN WATER UTILITIES: LEARNING AT TORONTO EDITION

**Water and Sanitation Utilities and Associations around the world: Submit your Data on Performance and Self-Assessment on Management Practices to profit from NewIBNET Data-Services and get a chance to receive a full conference package (including travel and accommodation) to the IWA World Water Congress & Exhibition in Toronto, August 11<sup>th</sup> – 15<sup>th</sup>!**

The New International Benchmarking Network (NewIBNET) – a World Bank supported initiative that promotes benchmarking and learning across water utilities to improve management practices and performance – together with the International Water Association (IWA) will select and sponsor **four** NewIBNET member utilities to send one designated employee each to attend the 2024 IWA World Water Congress & Exhibition in Toronto, Canada. To be considered for the selection, utilities are asked to submit their 2023 data on performance and management practices to NewIBNET by 7<sup>th</sup> June 2024. NewIBNET member utilities, as well as new utilities who have not joined NewIBNET yet are eligible for the sponsorship, as long as they submit full 2023 datasets to NewIBNET before 7<sup>th</sup> June 2024.

In addition, **one** awardee will be made available for a representative of an association of water and sanitation utilities that has successfully mobilized at least 75% of their members or at least 30 individual water utilities (whichever is the lower threshold) to enter their data on performance (15 Key Performance Indicators) and on management practices (27 Indicators, grouped in 7 practice areas) for 2023.

For water and sanitation utilities and for associations newly joining NewIBNET the chance of winning the conference package can be increased through submitting the above-mentioned data for two consecutive years: 2022 and 2023. By doing so, the respective utility or association enters their name twice in the pool from whom the awardees will be randomly selected.

Several thousand representatives from utilities and other water organizations are expected to attend the International Water Association’s forthcoming Global World Water Congress & Exhibition on August 11-15, 2024 in Toronto. The NewIBNET sponsored group will have the opportunity to attend learning and networking opportunities, including the Utility Leaders Forum.

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## BENEFITS OF PARTICIPATING IN THIS INITIATIVE

### Regarding NewIBNET Data Services

1. **Have your performance and management data evaluated and displayed for your own benchmarking purposes accessible via the NewIBNET Members Portal.** Being a water utility or association committed to improving your organizations through learning, and decision-making based on data and comparison along various performance dimensions and management practices, you become a NewIBNET member; a 2024 Data Pioneer. As such you have access to your Members Portal and get access to practical visualization of 15 Key Performance Indicators and 7 Management Practices evaluated through your submitted data, ready for you to use.
2. **The opportunity to connect with a global network of Water and Sanitation Professionals and be part of the NewIBNET learning opportunities.** As a NewIBNET member you get access to an exclusive community space and to engagement opportunities available on the NewIBNET Connect and Learn Platform. Find utilities or associations that perform similarly or different to yours and from whom you want to learn or exchange with. Have the NewIBNET team help you connect and work with your new group of peers through guided discussion groups and community events.

### Regarding a chance to receive a full Conference Participation Package (CPP) for the IWA World Water Congress

1. **The Full Conference Participation Package (CPP) for the IWA Congress in Toronto includes** (air) travel to Toronto from the next larger city with an airport, cost of the transport from Toronto airport to the conference venue, hotel coverage for the time of the conference, and the full conference fee. Across these items breakfast, lunches and afternoon coffee/tea are covered. The CPP does not include an additional per-diem.
2. **The opportunity to connect with Water and Sanitation Professionals live from all over the world** at the IWA Congress in Toronto and learn from the vast program and exhibition including the Utility Leaders Forum.

## FOR WATER AND SANITATION UTILITIES: HOW TO PARTICIPATE

1. **Register your utility as a NewIBNET member, if you are not already a member.** The utility must be registered as a NewIBNET member with one focal person dedicated to completing the data entries. Check the links below for more information:
  - a. [10 easy steps to register](#)
  - b. [NewIBNET Tutorial: How to become a member and share data!](#)
2. **Submit data on 15 Key Performance Indicators (KPIs):** Once you registered as a NewIBNET member, you will receive a Data Entry Sheet. Work with whoever in your organization oversees performance data in your organization and find – for 2023 (and for 2022, if you are a new member and want to further increase your chances for an award) – what is required in the NewIBNET Data Entry Sheet and submit it. Note that submitting data only for 2022 is not sufficient. Data for 2023 is the main requirement criteria. However, entering data for both 2022 and 2023 doubles your chances in the random selection process, if you are registering as a new member. Remember:

What you will enter here is already public knowledge since your country's Regulator will most likely require these KPIs anyway.<sup>1</sup>

3. **Submit your organization's self-assessment along 27 Management Practices (MPs):** Once you registered as a NewIBNET member, you will also receive a Self-Assessment Sheet. Work with whoever is responsible for management strategy or performance in your organization and have them complete the self-assessment on management practices for the year 2023. You are invited to also submit data pertaining to 2022 if available. Note: The information on management practices will remain confidential – the NewIBNET website only offers country-level averages, averaging out at least 3 Utilities, publicly. Importantly, you yourself however will have access to the NewIBNET members portal and will be able to “see” how your organization's management practices compare with those of others. Remember: Having data entered for both 2022 and 2023 doubles your chances in the draw, if you register as a new member.
4. **Complete it all:** Partial entries or “entries in progress” or entries for only one, either KPIs or Management Practices, will not be considered for the awards process. Only submissions of all data required to evaluate the 15 KPIs (as appropriate) and responses to all 27 questions on Management Practices will be considered for the selection.
5. **Get the numbers right:** This may take time – so you want to submit soon and submit the correct numbers. Once you have submitted, the NewIBNET team will run consistency checks with your data. If they find that some of the numbers appear inconsistent with each other, they will contact you – but may have to reject the submission if questions cannot be resolved on time to qualify for the selection process.
6. **Get the time right:** Do it all well before June 7<sup>th</sup>. Only (full) data submissions received by the end of Friday, June 7, 2024, 23:59(EST) will be considered.

#### TO PARTICIPATE AS A WATER AND SANIATION UTILITY YOU SHOULD BE ...

1. **... a water and sanitation utility located in and serving populations in a low-, lower-middle-, or upper-middle-income country that is a World Bank member in good standing<sup>2</sup>.** If your utility is selected to receive a full conference participation package for the IWA Congress in Toronto, it is the choice of the utility whom amongst the staff members you would want to nominate to attend the Congress. Only one person per selected utility is eligible.
2. **... not someone who already has IWA event sponsorship.** Individuals who have already received an IWA conference package and participation support through another IWA process (e.g., Climate Smart Utilities Recognition Programme) are not eligible to be appointed as recipients of the package. However, their organizations can appoint another person from amongst their employees.

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<sup>1</sup> Remember: Even if the data you enter is most likely already public knowledge – since your country's Regulator will require these or similar data and make them public anyway – the NewIBNET team will safeguard your information; only KPIs will be made publicly available through the NewIBNET platform while **source data remains confidential**.

<sup>2</sup> To qualify, utilities should hail from a World Bank member country in good standing that is categorized as either low-, lower-middle-, or upper-middle-income. <https://blogs.worldbank.org/opendata/new-world-bank-group-country-classifications-income-level-fy24>.

## FOR WATER AND SANITATION UTILITY ASSOCIATIONS: HOW TO PARTICIPATE

1. **Join NewIBNET as a partner organization:** Contact the NewIBNET team ([ibnet@worldbank.org](mailto:ibnet@worldbank.org)) to discuss and learn how to collaborate, to share information about your association (in particular how many utilities you count as members and who they are), and potentially to sign a *Partnership Letter of Intent* (not a requirement but helpful for both sides).
2. **Reach out to your membership, mobilize and invite them to register as NewIBNET members:** Utilities register as a NewIBNET member with a focal point dedicated to completing the data entries. Check the links below for more information – you can help them directly in doing so:
  - a. [10 easy steps to register](#)
  - b. [NewIBNET Tutorial: How to become a member and share data!](#)
3. **Work with your membership and invite them to submit data on 15 Key Performance Indicators (KPIs):** Once your member organization have registered as a NewIBNET member, they will receive a Data Entry Sheet. Work with whoever in your member organizations is in charge of performance data and have them find – for 2023 (and for 2022) – the data required in the NewIBNET Data Entry Sheet and submit it. Note that submitting data only for 2022 is not sufficient. Data for 2023 is the main requirement criteria. However, entering data for both 2022 and 2023 doubles your. Remember: What you will enter here is already public knowledge since your country's Regulator will most likely require these KPIs anyway.<sup>3</sup>
4. **Work with your membership and invite them to submit their organizations' Self-Assessment along 27 Management Practices:** Work with whoever is responsible for management strategy or performance in your member organizations and help them complete the self-assessment on management practices for the year 2023. *This might be a welcome opportunity for an engagement and discussion with your members on what constitutes good management practices.* Your members may also submit data pertaining to 2022 if available. Note: The information on management practices will remain confidential – on the Website we only offer country-level averages, averaging out at least 3 Utilities. Remember: Having your members enter their data for both, 2022 and 2023, doubles your chances in the draw (and theirs or the individual utility awards).

### **For your association members to pay attention to:**

5. **Complete it all:** Partial entries or “entries in progress” or entries for only one, either KPIs or Management Practices, will not be considered for the awards process. Only submissions of all data required to evaluate the 15 KPIs (as appropriate) AND responses to all 27 questions on Management Practices will be considered for the selection.

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<sup>3</sup> Remember: Even if the data you enter is most likely already public knowledge – since your country's Regulator will require these or similar data and make them public anyway – the NewIBNET team will safeguard your information; only KPIs will be made publicly available through the NewIBNET platform while **source data remains confidential**.

6. **Get the numbers right:** This may take time – so they should want to submit soon and submit the correct numbers. Once they have submitted, the NewIBNET team will run consistency checks with their data. If we find that some of the numbers appear inconsistent with each other, we will contact you – but may have to reject the submission if questions cannot be resolved on time to qualify for the selection process.
7. **Get the time right – do it all before June 7.** Only (full) data submissions received by the end of Friday, June 7, 2024, 23:59(EST) will be considered.

#### TO PARTICIPATE AS A WATER AND SANIATION ASSOCIATION YOU SHOULD BE...

1. **... drawing your membership mostly from low-, lower-middle-, or upper-middle-income countries<sup>4</sup>.** If you are a regional association, the majority of your members (>50% of member organizations) should hail from any of these countries.
2. **... able to appoint – if selected for the Initiative – someone to attend the Congress who hails from a low-, lower-middle-, or upper-middle-income country that is a World Bank member country in good standing.** The Initiative-related full conference package will not be offered to an individual hailing from any other country than these.
3. **... able to appoint – if selected for the Initiative – someone to attend the Congress whom you associate with.** Anyone employed full-time by and/or in a formal role with a Country Association of Water and Sanitation Utilities or a Regional Association of Water and Sanitation Utilities is eligible to be considered for the award. Only one person per association is eligible. If you or your association decides to engage and to mobilize your members, make sure to contact the NewIBNET team first and let them have your details (including list of member organizations) so that we can list you among the potential awardees.
4. **...not someone who already has IWA event sponsorship.** Individuals who have already received an IWA conference package and participation support through another IWA process (e.g., Climate Smart Utilities Recognition Programme) are not eligible to be appointed as recipients of the award. However, you can appoint another person from amongst their employees.

#### HOW AND WHEN YOU WILL HEAR ABOUT THE OUTCOME

1. **On June 10, you can find out who will be selected “live”.** The NewIBNET team will organize a public and independent random selection amongst all the utilities and associations whose entire required data has been entered as described above, by June 7, 2024 (23:59 pm EST). The public and independent draw online event will be announced on the [Initiative Website](#).
2. **The names of the selected utilities and of the selected association will be published on the NewIBNET website,** as well as a shortlist of “replacements” who also have been identified randomly in case some of the selected organizations decide not to appoint someone who can

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<sup>4</sup> To qualify, utilities should hail from a World Bank member country in good standing that is categorized as either low income, lower-middle income, or upper-middle income. <https://blogs.worldbank.org/opendata/new-world-bank-group-country-classifications-income-level-fy24..>

take advantage of the IWA/NewIBNET “2024 Data Pioneers in Water Utilities” conference and travel package to Toronto.

3. **The four awardee utilities will be selected based on a random selection within submissions from four country groupings built around the World Bank analytical groupings<sup>5</sup>:**
  - i) Grouping 1: East Asia, Pacific and South Asia; ii) Grouping 2: Latin America and Caribbean;
  - iii) Grouping 3: Sub-Saharan Africa; iv) Grouping 4: Europe, Central Asia, Middle East and North Africa. Furthermore, there are no regional groupings applied for participating associations.
4. **Selected utilities and the selected utility association will be notified directly on or right after June 10, 2024.** The NewIBNET team will be in touch with Utilities through the email addresses of individuals identified on the NewIBNET Members’ space as responsible counterparts to confirm the ability and interest and the organization’s commitment to indeed appoint a utility professional to participate. The NewIBNET team will be in touch with participating associations through the email addresses provided by the association earlier directly to the NewIBNET team.
5. **Selected utilities and the selected association have 3 business days to confirm with the NewIBNET team that they accept the sponsorship** and to nominate an individual amongst their staff to take advantage of the *full conference participation package for the IWA Congress in Toronto* (travel, accommodation, and conference fee).

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<sup>5</sup> <https://datatopics.worldbank.org/sdgatlas/archive/2017/the-world-by-region.html>