

# Towards a new Data Culture in Water and Sanitation Services

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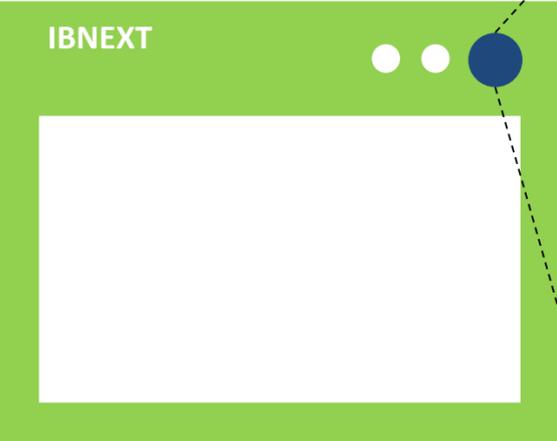
**From IBNET**



 **Intelligent Utilities**  
NEW IBNET

[www.ib-net.org](http://www.ib-net.org)

# The Vision: For NewIBNET to be *“the place to go”* for Utilities and Regulators...







NewIBNET

Countdown timer

05

02

34

18

Days Hours Minutes Seconds

Share  
Data

Make sure your data is valued



Check!

- ✓ Reason why
- ✓ Reason why
- ✓ Reason why



→ Qualify now!

Get your data right.

Use  
Data

Get more value from data!



That's  
bettery!

- ✓ Reason why
- ✓ Reason why
- ✓ Reason why



→ Qualify now!

Get performance up.

Connect  
& Learn

Get even more value from data!



Look  
ahead!

- ✓ Reason why
- ✓ Reason why
- ✓ Reason why



→ Qualify now!

Get ahead of the curve.

# ... and use data in order to

- **inform Investments,**
- **inform Decisions.**

**... and eventually, to improve overall performance in delivering water and sanitation services**

The screenshot displays the 'Intelligent Utilities NEW IBNET' dashboard. At the top left, there is a 'Countdown timer' with four circular indicators showing 05, 02, 34, and 18. The 'NewIBNET' logo is in the top right. The main content area is divided into three vertical columns:

- Share Data:** A blue button labeled 'Share Data' with the subtext 'Make sure your data is valued'. Below it is a photo of a man pointing at a screen with a green speech bubble saying 'Check!'. To the right is a clipboard icon with a checklist. At the bottom, it says 'Get your data right.' and includes a 'Qualify now!' button.
- Use Data:** A blue button labeled 'Use Data' with the subtext 'Get more value from data!'. Below it is a photo of a woman at a computer with a green speech bubble saying 'That's better!'. To the right is a gear icon with a checkmark. At the bottom, it says 'Get performance up.' and includes a 'Qualify now!' button.
- Connect & Learn:** A blue button labeled 'Connect & Learn' with the subtext 'Get even more value from data!'. Below it is a photo of a man looking up with a green speech bubble saying 'Look ahead!'. To the right is a circular arrow icon. At the bottom, it says 'Get ahead of the curve.' and includes a 'Qualify now!' button.

# What's new with the NEW IBNET?

**NEW: Data-driven services for Utilities and Regulators**

**NEW: Performance Indicators**

**NEW: Management Practices**

# What's new with the NEW IBNET?



**NEW: Data-driven services for Utilities and Regulators**

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**NEW: Management Practices**

# Why NewIBNET needs to offer “Data Driven Services”

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## **NewIBNET needs to “earn the data”**

Utilities will be more likely to share data, if:

- **Effort: Low**
- **Experience: Pleasant**
- **Benefit: high – personally for the respondent and for their organization.**

## **NewIBNET needs to “earn the platform”**

A data culture – where data is used for decision making – is more likely to emerge if data is:

- **easy to access, intuitive to understand**
- **robust in quality, comprehensiveness**
- **broad in the questions it addresses.**

# Human-centered design approach



Financial director,  
large utility

accurate financial  
report is my goal



Financial director,  
small utility  
(accountant)

I have no time for  
fancy data  
exercises, focus on  
essentials!



Regulator director in  
charge of water

I need  
constant  
data to  
support  
sector  
reforms



Project Manager,  
Development Agency

I need robust data  
on utilites globally

i want our clients served  
well... and good data  
helps!



Commercial director,  
medium-size utility

# DATA DRIVEN SERVICES FOR UTILITIES (release 1.0)

Service

core elements of service

Main target groups



**“One Point of Truth”**

Option to use of NewIBNET website as data repository \* date-stamped data entries \* traceability of data entry \* consistency checks for data entries \* customized reports for different purposes (regulator reporting, other)

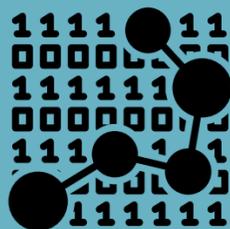
*Small and mid-sized utilities operating in poor data management environments but run by ambitious leadership.*



**“Point to Improve”**

Visually insightful comparisons between individual utility’s performance and similar groups \* links between management practices and performance outcomes.

*Mid- to large sized utilities operating in reasonable-to-good data management environments and run by ambitious leadership.*



**“Match Point”**

Option to be “matched” with utilities who face similar challenges, in terms of performance, management practices or environment \* Option for contact and experience sharing to be arranged.

*Mid- to large sized utilities operating in poor or reasonable-to-good data management environments and run by ambitious leadership.*

# DATA DRIVEN SERVICES FOR REGULATORS (release 1.0)

service

core elements of service

Main Target Group



**“The Water Regulator’s Country Pages”**

Find and compare key features of how water regulators’ requirements: reporting requirements, country or regional specificities, exemptions, legal resources, tariffs

*Regulatory agencies, lead and staffed by ambitious personnel, keen to understand and learn from other countries’ regulatory approaches.*



**“Shape your Country Dash-Board”**

Use the interactive tools to understand and analyze differences and similarities between countries in terms of water & sanitation services performance, management practices, and tariffs.

*Regulatory agencies, lead and staffed by ambitious personnel, keen to base reforms, funding and tariff structures on data on performance.*



**“Data Consistency Check”**

• consistency checks for data submissions received from utilities

*Regulatory agencies, lead and staffed by ambitious personnel, keen to reduce their own workload and get on with using the data that have been submitted to them.*

MICROSITE /Page Transparency  
DATA SERVICE 1  
Record to Report



Share Data

Use Data

Connect & Learn

### Get your data right!

„Single Point of Truth“ is a data service designed to help utilities collect, store, and report consistently to regulators and other governing bodies. [Become part of the initial group of utilities!](#)



### 5 easy steps



CONTACT US NOW!

[Qualify now!](#)



IBNEXT

Off/on-grid Water and Sanitation Service Providers

1 of 3 pages

Contact form

1 page plus link to contact form

Qualify form

# What's new with the NEW IBNET?

**NEW: Data-driven services for Utilities and Regulators**



**NEW: Performance Indicators**

**NEW: Management Practices**

# CORE INDICATORS : PERFORMANCE



## Water Operations

1. Drinking water coverage (%)
2. Continuity (hr/day)
3. % customers 24/7 supply
4. NRW (l/Conn./hr or %)



## Sanitation Operations

5. Sanitation coverage (%)
6. Continuity (hr/day)
7. Wastewater Collected & Treated (%)



## Commerical Operations

8. Collection Rate
9. % Metered Connections
10. Service complaints resolved
11. Drinking Water Quality



## Financial Management

12. EBITDA Margin
13. Operational Cost Coverage (Percentage)



## Human Resources

14. Number of employees per 1000 connections
15. Percentage of female employees (at leadership level/tbc)

# What's new with the NEW IBNET?

**NEW: Data-driven services for Utilities and Regulators**

**NEW: Performance Indicators**



**NEW: Management Practices**

# CORE INDICATORS: MANAGEMENT PRACTICES (1)

Strategy and Business Planning	Target Setting	Performance Monitoring	Data Management	Financial Management
We do not have a strategy document or a business plan.	We do not set specific business targets, neither financial or operational or otherwise.	We do not document, track, review visibly most of our performance based on indicators - with the exception of (ADD HERE)	For managing our data, our staff mostly use spreadsheets that are saved individually and not connected across the organization.	Basic annual budget
We do have a general idea for where we want to go in the coming years - perhaps in the form of a vision document - but no detailed strategy or business plan.	We set some basic financial and/or operational targets.	We track our performance based on [##] indicators or other formats such as regular meetings and discussions.	Within some of our business units (more than one), we deploy systems for data integration, such as a customer care system, or a financial management system. These systems are where we store and manage our data.	Basic annual budget according to local regulation, and basic accounting system
We do have a strategy and/or business plan and they include specific goals that we want to achieve, as well as lay out the pathway and resources in how to get there.	We set targets for all relevant areas of our work, including financial, operational, human resources, and so on.	We track our performance and have a clearly set process for improvements when problems occur.	For our data systems, we deploy occasionally or always checks for consistency and integrity, making sure that data is not outdated, lost, mistakenly overwritten, etc.	Detailed annual budget, accounting information system (some use of excel), budget follow up process.
We do have a detailed strategy and/or business plan and criteria for assessing progress towards our goals.	The targets that we set - across all relevant areas, grounded in economic and technical analysis - are clearly defined, communicated broadly, and everyone understands whether their units and other units are performing well.	We track our performance, and hold meetings to discuss and agree on how to improve.	Most of our data systems are integrated across the organization and there is a person or a group at the leadership/management level appointed to have accountability for data management.	Detailed multi-annual budget, accounting information system (no use of excel), budget follow up process, public financial statements
We do have a detailed strategy and/or business plan, and we regularly assess progress and adjust our plans accordingly.	The targets that we set - across all relevant areas, grounded in economic and technical analysis - are clearly defined, communicated broadly, and everyone understands whether their units and other units are performing well.	We track our performance, agree how to improve, and monitor whether improvements happen or not. If there are no improvements, the persons in charge will be held responsible.	We have a data management strategy that drives our integrated data management system, ensures there is a redundant back-up system, secure and relying on cloud services, and the various dimensions of our data (commercial, financial, operational, etc) can easily be connected or are connected.	Multiannual budget; budget follow-up (plan vs, actuals); budget system; cash and debt management process; automated system integrated with all departments; financial statements comply IFRS; external financial audit; public financial statements; tariff analysis; financial forecasting (not just accounting)

# CORE INDICATORS: MANAGEMENT PRACTICES (2)

Commercial Operations	Customer Care	Water Operations	Wastewater Operations	Human Resources Management
Some meter installed covering part of the system, and basic metering process to track water production and distribution	We keep records of our customers and update them on an ongoing basis.	We measure the extent of Non-Revenue Water in our operations.	Sewer system operation and reactive maintenance process	We keep records of all our staff, in one central system, including Names, Addresses, contractually relevant information etc.
Meter installed covering most of the system, and basic metering process to track water production and distribution, bill sent irregularly	We keep records of our customers as well as of their complaints and have a Customer Complaints Process (record, track, and solve)	We do know the causes/drivers of the extent of Non-Revenue Water and where it occurs e.g. technical losses in the pipes (due to poor maintenance or and/or poor equipment) or commercial losses.	Sewer system operation; planned and reactive maintenance process (maintenance cycles); irregular water testing	In our organization, further to keeping records of all our staff, we also operate a job classification system that allows us to set criteria for job requirements and performance expectations at each classification level, including their compensation/pay grades..
Meter installed covering all the system, metering process to track water production and distribution, bill sent regularly	Not only do we keep track of our customers and their complaints but we also offer a channel for our customers to keep track of what we do to solve their complaints (call center, kiosk, online, whatsapp for business, social media)	We know the causes/drivers of Non-Revenue water and have, for some of the most relevant areas, developed a strategy and plans to reduce the amount of water lost.	Sewer system operation; planned and reactive maintenance process; water testing cycle and reporting; sewerage blockage management	We keep records of all of our staff and how they progress through various clearly defined positions and pay-scales, and we plan for and invest in training them and exposing them to learning and growth opportunities.
Meter installed covering all the system, meter testing and replacement process, metering process to track water production and distribution, bill sent regularly, data reconciliation process (meter reading vs. actual billing)	Further to keeping track of our customers and their complaints, and offering them a channel to keep track of us, we also invite customer feedback systematically and make the results public.	We have a strategy to manage and reduce Non-Revenue Water, including required capital investments and operating activities, and we implement and monitor implementation of our plans regularly.	Strategy for sewerage connections; wastewater and fecal sludge conveyed according to regulated safety standards; sewerage blockage management; safety checks of fecal sludge disposal and wastewater discharge; reporting on quality; environment management strategy; process and systems	We have a strategy for managing our staff (HR strategy) that is based on solid analysis of our staff's records and performance and links to the outcomes we want to achieve as an organization, in terms of cost, how we operate and serve our clients.
Meter reading standardized process (manual and/remote), mechanical meters aligned with ISO 4064 standards, data reconciliation process (meter reading vs. actual billing), meter testing and replacement process in place; bill sent with a regular frequency according to the cycle (monthly or bimonthly); system for following-up on arrears	We link performance assessments - of some staff or staff and management - to the outcomes of regular customer feedback.	We have a strategy to manage and reduce Non-Revenue Water, including required capital investments and operating activities, and we implement and monitor implementation regularly, and we specifically highlight our improvements - or lack thereof - in our reports to the general public.	Strategy for sewerage connections; wastewater and fecal sludge conveyed according to regulated safety standards; sewerage blockage management; safety checks of fecal sludge disposal and wastewater discharge; reporting on quality; environment management strategy; process and systems; ISO 14:000 and reuse strategy	An important part of our HR strategy and our HR management plans, policies and practices are considerations for attracting and retaining talent, ensuring diversity in teams, and building an organization based on our values as a service organization.



# Your Feed- Back?

[www.newibnet.org](http://www.newibnet.org)

The International  
**Benchmarking  
Network  
for water**  
and Sanitation Utilities



The NEW  
IBNET

Join the  
ReDesign

IBNET  
Today

Resources



We are moving from a survey to  
a data service that enables  
utilities and regulators to make  
better decisions based on data

