UN 2023 Water Conference Side Event

Scaling Urban WSS Services through Data Culture: from Data to Action: the New IBNET
March 22nd -12:00-13:30 (EDT). Riverview Conference Room – Millennium Hilton Hotel

Organized by: The World Bank Water Global Practice

Background on the event

The growth of urbanization and urban populations are set to double their current size by 2050, which will challenge water utilities in unseen proportions. To address them, utilities will need to know how their own performance and management practices compared to those utilities that find themselves in similar country, economic or geographical contexts. Therefore, they need to be able to learn from each other – fast, effectively, and on their own. This session served the opportunity for the World Bank Water Global Practice to launch the NewIBNET for the water and sanitation global community. Marco Antonio Aguero and Berta Macheve, Senior Water Supply and Sanitation Specialists and Team Leaders of IBNET gave a keynote about the urgency on nourishing a data culture for the water and sanitation sector and the potential value provided by NewIBNET, that was officially launch during the event. The presentation was followed by a panel with Elsa Ramos, Angola's National Water Director, Ministry of Water and Energy; Yvonne Magawa, Executive Director of the Eastern and Southern Africa Water and Sanitation Regulators Association (ESAWAS); Andre Salcedo, President of the State Utility of Sao Paulo (SABESP); Adam Lovell, Executive Director of the Water Services Association of Australia (WWSA); and Elisabeta Poci, Executive Director of the Water Supply and Sewerage Association of Albania (SHUKALB) and International Association of Water Service Companies in the Danube River Catchment Area (IAWD) member. They shared their experiences on the use of data for decision making to improve water and sanitation service provision. The panel was moderated by Åsa Jonsson- Head of the Global Water Operators Partnerships Alliance (GWOPA) Ivan Zupan, Programme Manager-Water Integrity Network (WIN) gave closing remarks.

Key Issues discussed

- The importance to monitor and understand the story behind the Key Performance Indicators (KPIs) and Management Practices Indicators (MPIs) and how utilities can use that information to improve service delivery.
- The role of partnerships between water utilities, regulators and development partners and the NewIBNET in nourishing and promoting a data culture for the sector.
- The main challenges of collecting, uploading/processing data, and transforming data into useful insights for utility's decision makers on a regular basis.
- The Launch of the NewIBNET and its set of data-related services that include, among others: (i) an user-friendly portal and data collection tool that allow users to share their data points and compare

and learn from the performance of others; (ii) the core list of KPIs that allows for a more friendly experience from utilities while focusing on the critical areas of the management of the utility; (iii) the collection of MPIs in key areas of the management and operation of the utility, that allows them to assess how are they managing themselves and the impact of the MPIs on their performance; a community platform to allow for the sharing, connecting and learning processes to happen.

Key recommendations for action
- *Collecting data is not enough, supporting decision makers in transforming that data into meaningful KPIs/ MPIs and learning from peers will have a positive impact in utilities' performance*. Through tools such as NewIBNET, utilities and regulators have opportunity to identify gaps, bottlenecks and understand the challenge ahead to contribute to universal access.
- *Partnerships are at the core of the NewIBNET and must continue to expand*. The new platform provides opportunities for different organizations, utilities, associations, regulators, development planners, to host a thematic or regional communities of practice (CoP), based on topics that are of interest for participants. The New IBNET partnership model and user-friendly CoP platform enables the New IBNET's Partners to engage with their utilities and lead the communities with support from NewIBNET.
- *Push the utilities you work with to become members*. As the different organizations represented in the event go back to their projects and initiatives, it is important to reach out to utilities and service providers around the world and invite them to become IBNET members, and benefit from the different data services the new platform provide.
- **All organizations are invited to get in contact with the IBNET team and invite the utilities they work with.** Reach out to the World Bank's NewIBNET team (ibnet@worldbank.org) in case you need support and help utilities register at www.newibnet.org.

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