

## WEF/AWWA Utility Management Conferences Presentation

### Abstract

The Canadian National Water and Wastewater Benchmarking Initiative (NWWBI) now serves as the Best Practice and global standard in terms of breadth and quality for water, wastewater and stormwater utility metric benchmarking in the world. Participants can accurately assess their performance in terms of meeting key utility goals in comparison with one another, and more importantly, share innovation and ideas for the purpose of continuous improvement.

This benchmarking initiative began in 1998 and now includes over 45 municipalities, regional governments and private utility providers across Canada. The initiative has also been adopted by governments in Malaysia, South Africa and Abu Dhabi.

The focus of this presentation will be on the stormwater benchmarking group and the benefits that they have realised as well as the challenges that they have encountered.

One of the first accomplishments of the stormwater benchmarking group was the design of the six goal utility management model. The model has matured over the past few years but even after 10 years, the model continues to be relevant, complete and thorough.

The stormwater benchmarking group has evolved beyond metric benchmarking into a collaborative group of stormwater leaders who share best practices, ideas and research in all areas of stormwater management including climate change, low-impact development, stormwater financing, levels of service, costs of services and maintenance, renewal and performance of stormwater treatment facilities.

This presentation will provide a brief overview of the National Water and Wastewater Benchmarking Initiative and the stormwater goal utility management model. It will also show examples of the metric benchmarking, describe benefits that have been realised, as well as challenges associated with benchmarking the management of stormwater. The presentation will also highlight some of the collaborative work that the group has produced.