

About the National Water and Wastewater Benchmarking Initiative (NWWBI):

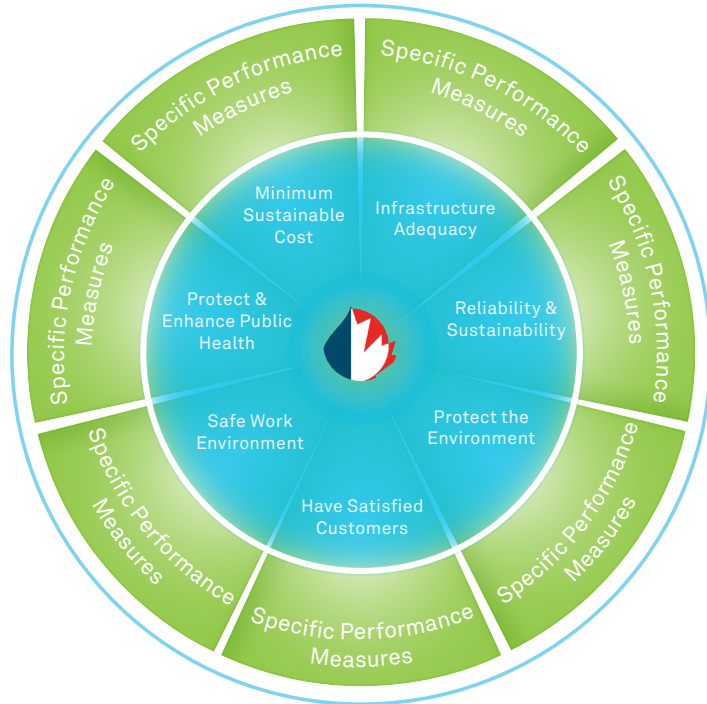
AECOM's National Water and Wastewater Benchmarking Initiative (NWWBI) was established in 1997 and has developed into a partnership of over 45 Canadian water and wastewater utilities, cities and regional organizations. The initiative's strategic management model which identifies seven (7) common key goals, allows participating municipalities and utilities to manage and monitor the performance of their water treatment and distribution, wastewater collection and treatment, and stormwater systems, and provides the ability to compare with other organizations' norms and standards. This partnership represents over 70% of the Canadian population and is considered to be one of the world's most advanced benchmarking exercises for the public sector.

Participating in the NWWBI can help utilities to answer the four questions:

1. How well are we doing?
2. How well do we compare?
3. Are we getting value for money?
4. How do we improve?

Some of the many benefits of participating in National Water and Wastewater Benchmarking include the following:

- An established group that provides for productive peer-to-peer relationships and open communication where everyone is working towards common goals.
- Performance measures aligned with triple bottom line reporting techniques.
- Identification of opportunities to improve performance, and the identification of "Best Practices". Participants can clearly see where they perform well, and what areas to focus on for improvement.



- An invaluable tool for communicating to Council and other stakeholders on how a utility performed in a peer-to-peer comparison of utilities across Canada.
- Facilitated workshops and discussions to identify management and functional level process improvements that increase efficiency and effectiveness, and save money.
- Quality leadership – AECOM provides a broad depth of International and

Canadian experience in addition to unequalled experience in the field of public utility Benchmarking.

Please visit www.nationalbenchmarking.ca for a more in-depth look at the NWWBI partnership program. You will find more information on the talented AECOM team who facilitate this program, discover specific program benefits that are most important for your municipality or utility, as well as access the initiatives' performance measure index, detailed glossary, and public report.

The AECOM team is happy to address any questions you may have. For more information please contact:

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