

## **Earth Tech to Guide the South African Water and Wastewater Utility Benchmarking Initiative**

Earth Tech has been appointed by the South African Department of Water Affairs and Forestry (DWAFF) to assist in the development of detailed strategies around regulation and setting up a Water Services Regulator, through a project funded by the Canadian International Development Agency (CIDA). Canadian water and wastewater utilities are considered by the World Bank to be the forerunners in measuring their performance through Earth Tech's award winning "*National Water and Wastewater Benchmarking Initiative*". One of the key aims of this project will be redefinition of Benchmarking performance indicators for South African water and wastewater utilities and the integration and alignment thereof with the utility's statutory reporting requirements to DWAFF.

The project is divided into two phases: The first phase will consist of a mission to Canada by a group of eight representatives from the South African Association of Water Utilities, South African Local Government Association, Water Boards and Municipalities during the week of 11 - 18 September 2004. Earth Tech will host a number of workshops with the delegation to design the South African Benchmarking management model, and arrange for visits to selected water and wastewater utilities in Ontario and British Columbia that are participating in the Canadian National Benchmarking Initiative. The second phase of the project will consist of a skills transfer by Chris Lombard of Earth Tech's utility benchmarking team in South Africa during 16 – 27 October 2004. This phase will include a two-day workshop for 30 water and wastewater sector representatives to redefine and narrow the key performance indicators down to 25, followed by five days of field work with representatives from the larger metropolitan Water Boards.

Earth Tech's internationally recognized expertise in water and wastewater utility process improvement and management is a result of efforts in developing and leading the Canadian National Water and Wastewater Benchmarking Initiative for the past seven years. (For more information see <http://www.nationalbenchmarking.ca/>)

### About Earth Tech

Founded in 1970, Earth Tech ([www.earthtech.com](http://www.earthtech.com)) is an industry leader and global provider of engineering, architecture, construction, environmental, infrastructure development and facility operation services to meet the needs of government and industrial clients in today's ever-changing world. Earth Tech has more than 8,400 professional and support personnel in nearly 200 offices worldwide, including the U.S., Canada, Mexico, South America, Europe, Australia and Asia/Pacific.