



**Intelligent
Utilities**
NEW IBNET

2025

IWA & NewIBNET

2025 Data Pioneers

Learning in Bangkok Initiative

PARTICIPATION GUIDELINES

RULES & PROCEDURES | for Water Utilities, Associations, and Regulators



0

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**WATER & SANITATION
UTILITIES | ASSOCIATIONS | REGULATORS**

**WIN A FULLY SPONSORED CONGRESS PARTICIPATION
FOR THE IWA WATER AND DEVELOPMENT CONGRESS IN BANGKOK!**

IWA and the World Bank’s NewIBNET team invite Water and Sanitation Utilities, their Associations and Regulators around the world to participate in a unique initiative: Those that commit to benchmarking and peer-to-peer learning will have the opportunity to win a fully-sponsored congress participation package (including travel and accommodation) enabling to attend the IWA Water and Development Congress & Exhibition in Bangkok, December 8-12!

Joining and partnering with the **New International Benchmarking Network (NewIBNET)** brings many benefits to water utilities, associations and regulators. As part of the World Bank Water Community, these water organizations can review and compare water utility performance and management practices through easy-to-understand dashboards. This will allow identifying areas of high-performance and areas for improvement based on a comparison with others facing similar challenges. On top, the community allows you to get in contact with exactly those water professionals around the world whose performance you can see on the dashboards allowing for peer exchange and learning! Once a year a couple of **NewIBNET Data Pioneers are sponsored to learn at the IWA Congress** and promote the importance of working with data, of benchmarking, and of peer exchange.

Become a 2025 Data Pioneer

All water organizations (utilities, associations, and regulators) become a 2025 Data Pioneer through joining or partnering with NewIBNET and sharing data that they can then use to form decisions and improve their performance.

NewIBNET Data Pioneers learning in Bangkok

As part of the *2025 Data Pioneers – Learning in Bangkok Initiative* together with the International Water Association (IWA) several NewIBNET Data Pioneers (mostly from Water Utilities, but also from Associations, and Regulators) will be selected to send one designated employee each to attend the 2025 IWA Water & Development Congress in Bangkok, Thailand.

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Benefits of Participating in this Initiative

1. Participation at the IWA Water & Development Congress 2025

- a) **The Full Congress Participation Package (CPP) for the Water and Development Congress & Exhibition in Bangkok, December 8-12, 2025 includes:**
- i. (air) travel to Bangkok from the next larger city with an airport,
 - ii. cost of the transport from Bangkok airport to the congress venue,
 - iii. hotel coverage for the time of the congress, and
 - iv. the full congress fee. Across these items breakfast, lunches and afternoon coffee/tea are covered. The CPP does not include an additional per-diem.
- b) **Get the opportunity to connect with Water and Sanitation Professionals from all over the world** in person at the IWA Congress in Bangkok and learn from the vast program and exhibition.

2. NewIBNET Data Services

- a) **Have your utility performance and management data evaluated and displayed for your own benchmarking purposes accessible via the NewIBNET Members Portal.** As a NewIBNET member you will have access to your Members Portal and there you can use the dashboards that allow you to compare your organization – along 15 Key Performance Indicators and 7 areas of Management Practices – with other utilities, as well as consider positioning your tariffs vis-a-vis the tariffs of others that you consider relevant comparators.
- b) **Connect with other NewIBNET members, and a global network of Water and Sanitation Professionals.** As a NewIBNET member you get access to the exclusive NewIBNET Connect and Learn Group on the World Bank Water Community Platform. Find utilities whose performance you saw on the dashboards and exchange with their NewIBNET Data Focal Point to learn from those that perform similarly or different to you. Have the NewIBNET team help you connect and work with your new group of peers from water utilities, associations and other institutions through guided discussion groups and community events.

This World Bank Program offers international performance and management practices benchmarking for water utilities free of charge.

Through partnering with associations and regulators more utilities join NewIBNET and commit to data-based decision making, while associations and regulators benefit from a one-glance-overview of their member utilities' performance.

In addition, it allows all these water professionals to connect & learn from each other.

FOR WATER UTILITY PROFESSIONALS

Are you a NewIBNET Member?

(NewIBNET Members have submitted data in past years.)

YES

NO

Register yourself as the **NewIBNET Data Focal Point** at your utility on newibnet.org

VERIFICATION PROCESS

Register →

1 You will receive an e-mail with an **Onboarding Link**. Click it for verification!

2 On the verification site you are asked to **Log In**.

! Always use the same e-mail from the Registration Form when logging in.

3 You will be redirected to your Profile on the World Bank Water Community where you can scroll down to the bottom of the page to get to your utility's **NewIBNET Portal**



Log in to your **Utility Portal** on newibnet.org

My NewIBNET Portal →

World Bank	NewIBNET	IBNET Data
	About IBNET	NewIBNET Portal
Water	FAQs	Utility Dashboard
Global Water Security & Sanitation Partnership (GWSP)	Contact us	Tariff Dashboard
		Country Profiles

Share complete 2024 data

- a) for 15 Key Performance Indicators (KPIs)
- b) for 7 Management Practice Indicators (MPIs)

You are now a **2025 NewIBNET Data Pioneer** who is **eligible for a fully sponsored IWA congress package!**

Water and Sanitation Utility Participation

- 1. Register your utility as a NewIBNET member, if you are not already a member.** The utility must be registered as a NewIBNET member with one Data Focal Person (=Point) dedicated to completing the data entries. Check the links below for more information:
 - a. [10 easy steps to register](#)
 - b. [NewIBNET Tutorial: How to become a member and share data!](#)
- 2. Submit data on 15 Key Performance Indicators (KPIs):** Once you registered as a NewIBNET member, you will receive a Data Entry Link on your NewIBNET Portal. Work with whoever in your organization oversees performance data in your organization and fill in what is required in the NewIBNET [Data Entry Sheet](#) and submit it.
- 3. Submit your organization's self-assessment along 7 Management Practices (MPs) categories:** Once you are logged in on your NewIBNET Portal, you will also receive a Self-Assessment with 27 questions assigned to you. Work with whoever is responsible for management strategy or performance in your organization and have them complete the self-assessment on management practices.
- 4. Increase your chances with multi-year benchmarking:** Note that submitting data for 2024 is the minimum requirement. Submitting data for previous years (2023, 2022, and 2021) will increase your chances in the random selection process as for every year of full data sets completed your water utility enters the selection "pot" 1 more time. Consequently, one utility can enter the selection pot a maximum of 4 times.

*Complete Data for 2024 = **1 entry** for your water utility into the selection pot (minimum requirement)*

*Complete Data for 2024 & 2023 = **2 entries** for your water utility into the selection pot*

*Complete Data for 2024, 2023 & 2022 = **3 entries** for your water utility into the selection pot*

*Complete Data for 2024, 2023, 2022 & 2021 = **4 entries** for your water utility into the selection pot (max.)*

Remember: What you will enter here is already public knowledge since your country's Regulator will most likely require these KPIs anyway.

Even if the data you enter is most likely already public knowledge – since your country's Regulator will require these or similar data and make them public anyway – the NewIBNET team will safeguard your information; only KPIs will be made publicly available through the NewIBNET platform while source data remains confidential.

CRITERIA & TIPS FOR WATER AND SANITATION UTILITIES

You, as a NewIBNET Data Focal Point, must fulfill to following criteria:

1. **Be employed at a water and sanitation utility located in and serving populations in a low-, lower-middle-, or upper-middle-income country that is a World Bank member in good standing¹.**

If your utility is selected to receive a fully sponsored congress participation package for the IWA Congress in Bangkok, it is the choice of the water utility whom amongst their staff members they would want to nominate to attend the congress. Only one person per selected utility is eligible.

2. **You cannot already have IWA event sponsorship.** Individuals who have already received an IWA congress package and participation support through another IWA process (e.g., Climate Smart Utilities Recognition Program) are not eligible to be appointed as recipients of the package. However, their organizations can appoint another person from amongst their employees.

Tip 1: Complete it all!

Partial entries or “entries in progress” or entries for only one, either KPIs or MPs, will not be considered for the awards process. Only submissions of all data required to evaluate the 15 KPIs (as appropriate) and responses to all 27 questions on Management Practices will be considered for the selection.

Tip 2: Get the numbers right!

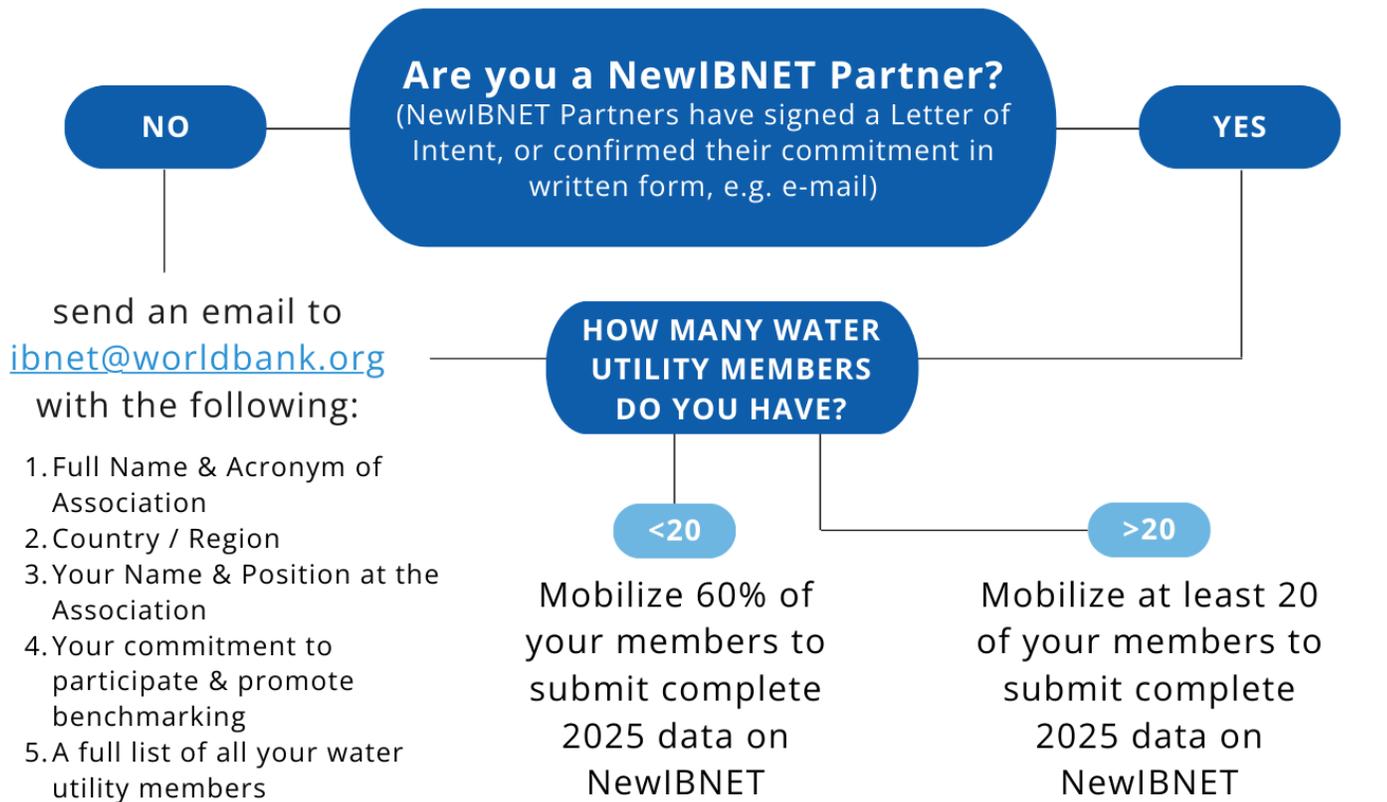
This may take time – so you want to submit soon and submit the correct numbers. Once you have submitted, the NewIBNET team will run consistency checks with your data. If they find that some of the numbers appear inconsistent with each other, they will contact you – but may have to reject the submission if questions cannot be resolved on time to qualify for the selection process.

Tip 3: Get the time right!

Only (full) data submissions for 2024 received by the end of Wednesday, October 20, 2025, 23:59 (EST) will be considered.

Note: The information on Management Practices will remain confidential – the NewIBNET website publicly only offers country-level averages, averaging out at least 3 Utilities per country. Importantly, you yourself however will have access to the NewIBNET Members Portal and will be able to See how your organization’s management practices compare with those of others.

FOR WATER ASSOCIATIONS



Your Water Utility Members will also make themselves eligible for a fully sponsored congress package

For your Water Utility Members



Register →

The utility needs to register one person as the **NewIBNET Data Focal Point (DFP)** on newibnet.org

VERIFICATION PROCESS

- 1 The DFP will receive an e-mail with an **Onboarding Link** for verification!
- 2 On the verification site the **DFP** is asked to **Log In**.
! Always use the same e-mail from the Registration Form when logging in.
- 3 The **DFP** will be redirected to a Profile on the World Bank Water Community where on the bottom of the page the utility's **NewIBNET Portal** can be accessed.

DATA SHARING PROCESS

The DFP shares **complete 2024 data** for the utility on the NewIBNET Portal:

- a) for 15 Key Performance Indicators (KPIs)
- b) for 7 Management Practice Indicators (MPIs)

Water and Sanitation ASSOCIATION Participation

1. **Join NewIBNET as a partner organization:** Send us an e-mail (to ibnet@worldbank.org) where you ...
 - ... introduce your Water Association and yourself,
 - ... state your intent to participate in this initiative, and
 - ... attach a full list of your association's membership base (all water utilities).

The NewIBNET Team will get back to you to develop the best strategy for a partnership and offer you to sign a mutual Letter of Intent to formalize the partnership.

2. **Reach out to your membership base, mobilize and invite them to register as NewIBNET members:** Your Member Utilities register as a NewIBNET member with a data focal point dedicated to completing the data entries. Check the links below for more information – you can help them directly in doing so:

PLEASE REFER YOUR MEMBER UTILITIES TO PAGE 3 OF THIS DOCUMENT FOR MORE DETAILED INSTRUCTIONS FOR THEM TO PARTICIPATE IN THIS INITIATIVE.

[10 easy steps to register](#)

[NewIBNET Tutorial: How to become a member and share data!](#)

3. **Work with your membership and invite them to submit data on 15 Key Performance Indicators (KPIs):** Once your member utilities have registered as a NewIBNET member, they will receive a Data Entry link on their NewIBNET Portal. Work with whoever in your member utility oversees performance data and have them fill in what is required in the NewIBNET [Data Entry Sheet](#) and submit it.
4. **Work with your membership and invite them to submit their organizations' Self-Assessment along 7 Management Practices Categories:** Work with whoever is responsible for management strategy or performance in the member utility (and if needed help them) to complete the 27 self-assessment questions on management also listed in the [Data Entry Sheet](#).

CRITERIA & TIPS FOR WATER AND SANITATION ASSOCIATIONS

As a water and sanitation association you should be:

1. **... drawing your membership mostly from low-, lower-middle-, or upper-middle-income countries².** If you are a regional association, the majority of your members (>50% of member organizations) should hail from any of these countries.
2. **... able to appoint – if selected for the Initiative – someone to attend the Congress who hails from a low-, lower-middle-, or upper-middle-income country that is a World Bank member country in good standing.** The Initiative-related full congress package will not be offered to an individual hailing from any other country than these.
3. **... able to appoint – if selected for the Initiative – someone to attend the Congress who is associated with you.** Anyone employed by and/or in a formal role with a Country Association of Water and Sanitation Utilities or a Regional Association of Water and Sanitation Utilities is eligible to be considered for the award. Only one person per association is eligible. If you or your association decides to engage and to mobilize your members, make sure to contact the NewIBNET team first and let them have your details (including list of member organizations) so that we can list you among the potential awardees.
4. **...not someone who already has IWA event sponsorship.** Individuals who have already received an IWA congress package and participation support through another IWA process (e.g., Climate Smart Utilities Recognition Programme) are not eligible to be appointed as recipients of the award. However, you can appoint another person from amongst their employees.

² To qualify, associations should hail from a World Bank member country in good standing that is categorized as either low income, lower-middle income, or upper-middle income. <https://blogs.worldbank.org/opendata/new-world-bank-group-country-classifications-income-level-fy24..>

FOR WATER REGULATORS

NEW

Become a NewIBNET Partner!

Fill in the Participation Form:
<https://forms.office.com/r/CK8mbkGkkn>

NEXT STEPS FOR THE REGULATOR

- 1 Cooperation Meeting with the NewIBNET Team
- 2 Potential Data Transfer and Utility Mobilization

Your Water Utility Members will also make themselves eligible for a fully sponsored congress package



For the Water Utilities in your framework

Register →

Each utility needs to register one person as the **NewIBNET Data Focal Point (DFP)** on newibnet.org.

VERIFICATION PROCESS

- 1 The DFP will receive an e-mail with an **Onboarding Link** for verification!
- 2 On the verification site the **DFP** is asked to **Log In**.
! Always use the same e-mail from the Registration Form when logging in.
- 3 The DFP will be redirected to a Profile on the World Bank Water Community where on the bottom of the page the utility's **NewIBNET Portal** can be accessed.

DATA SHARING PROCESS

The Regulator shares 2024 data for the utility via e-mail with the NewIBNET Team for 15 Key Performance Indicators (KPIs).

The DFP shares 2025 data for the utility on the NewIBNET Portal for 7 Management Practice Indicators (MPIs).

Water and Sanitation REGULATOR Participation

1. **Join NewIBNET as a partner organization** by filling in this form: <https://forms.office.com/r/FS0XvKAGUi> (NewIBNET will reach out to you upon submission.)
2. **Have a Cooperation Meeting with the NewIBNET Team**, to evaluate the scope of partnership and participation possible.
3. **Potential transfer of KPI data based on data collected by the regulator.**
4. **Mobilize utilities under your regulatory framework and invite them to submit their organizations' Self-Assessment along 7 Management Practices Categories:** Work with whoever is responsible for management strategy or performance in the utility to complete the 27 self-assessment questions on management also listed in the [Data Entry Sheet](#).

CRITERIA & TIPS FOR WATER AND SANITATION REGULATORS

As a water and sanitation regulator you should:

1. **... have a regulatory framework that is set in low-, lower-middle-, or upper-middle-income countries³.** If you are a regional association of regulators, the majority (>50%) should hail from any of these countries.
2. **... be able to appoint – if selected for the Initiative – someone to attend the Congress who hails from a low-, lower-middle-, or upper-middle-income country that is a World Bank member country in good standing.** The Initiative-related full congress package will not be offered to an individual hailing from any other country than these.
3. **... able to appoint – if selected for the Initiative – someone to attend the Congress who is associated with you.** Anyone employed by and/or in a formal role with a Country Regulator of Water and Sanitation Utilities or a Regional Regulator Association of Water and Sanitation Utilities is eligible to be considered for the award. Only one person per regulator is eligible. If you or your regulator decides to engage and to mobilize your utilities, make sure to contact the NewIBNET team first and let them have your details (including list of member organizations) so that we can list you among the potential awardees.
4. **...not someone who already has IWA event sponsorship.** Individuals who have already received an IWA congress package and participation support through another IWA process (e.g., Climate Smart Utilities Recognition Programme) are not eligible to be appointed as recipients of the award. However, you can appoint another person from amongst their employees.

³ To qualify, regulators should hail from a World Bank member country in good standing that is categorized as either low income, lower-middle income, or upper-middle income. <https://blogs.worldbank.org/opendata/new-world-bank-group-country-classifications-income-level-fy24..>

Announcement of 2025 Data Pioneer Representatives in Bangkok

1. **On October 23, you can find out who will be selected “live”. 7 Representatives from 5 utilities, 1 association, and 1 regulator will be selected.** The NewIBNET team will organize a public, online and independent random selection amongst all the utilities, associations, and regulators, who made themselves eligible based on the criteria described above, by October 20, 2025 (23:59 pm EST). The public and independent online event will be announced on the [Initiative Website](#).
2. **The names of the selected utilities, associations, regulators will be published on the NewIBNET website**, as well as a shortlist of “replacements” who also have been identified randomly in case some of the selected organizations decide not to appoint someone who can take advantage of the IWA/NewIBNET “2025 Data Pioneers” initiative.
3. **The awardee utilities will be identified based on a random selection amongst submissions from 5 country groupings built around the World Bank analytical groupings⁴:**
 - Grouping 1: East Asia, Pacific and South Asia
 - Grouping 2: Latin America and Caribbean
 - Grouping 3: Sub-Saharan Africa and North Africa
 - Grouping 4: Europe, Central Asia, and Middle East
 - Grouping 5: Sub-Saharan Africa

No such groupings are applied for selecting the awardees amongst associations & regulators.
4. **Selected utilities, associations, and regulators will be notified directly on or right after October 20, 2025.** The NewIBNET team will be in touch through the email addresses of Data Focal Points identified on the NewIBNET Members’ space as responsible counterparts to confirm the organization’s commitment, ability and interest to indeed appoint a utility professional to participate. The NewIBNET team will be in touch with participating associations and regulators through the email addresses that the association has provided directly to the NewIBNET team.
5. **Selected utilities, associations, and regulators have 3 business days to confirm with the NewIBNET team that they accept the sponsorship** and to nominate an individual amongst their staff to take advantage of the *full congress participation package for the IWA Congress in Bangkok* (travel, accommodation, and congress fee).

⁴ <https://datatopics.worldbank.org/sdgatlas/archive/2017/the-world-by-region.html>