

# DIN ISO 24523:2018-03 (E)

## Service activities relating to drinking water supply systems and wastewater systems - Guidelines for benchmarking of water utilities (ISO 24523:2017)

---

| <b>Contents</b>                                    |   | <b>Page</b> |
|--|---|-------------|
| National foreword .....                            |   | 3           |
| National Annex NA (informative) Bibliography ..... |   | 4           |
| Foreword .....                                     |   | 5           |
| Introduction .....                                 |   | 6           |
| 1  | Scope .....   | 7           |
| 2  | Normative references .....  | 7           |
| 3  | Terms and definitions .....   | 7           |
| 4  | Benchmarking -- Objectives, work steps and characteristics .....  | 10          |
| 4.1  | Objectives .....  | 10          |
| 4.2  | Performance assessment and performance improvement .....  | 10          |
| 4.3  | Benchmarking work steps .....   | 11          |
| 4.4  | Requirements on performance indicator systems for drinking water and wastewater services .....  | 14          |
| 4.5  | Benchmarking at different levels of detail .....  | 16          |
| 5  | Notes and recommendations for benchmarking projects .....   | 18          |
| 5.1  | General .....   | 18          |
| 5.2  | Comparability of benchmarking objects .....   | 18          |
| 5.3  | Notes for project organization, project management and data management .....  | 18          |
| 5.3.1  | Project organization .....  | 18          |
| 5.3.2  | Project management of the overall project .....   | 18          |
| 5.3.3  | Data management .....   | 19          |
| 5.4  | Requirements on the personnel involved .....  | 19          |
| 6  | Results and their application .....   | 19          |
| 6.1  | Principle of confidentiality .....  | 19          |
| 6.2  | Use and presentation of results in public .....   | 19          |
| 6.3  | Notes for the interpretation of results .....   | 20          |
| 7  | Project costs .....   | 20          |
| Annex A (informative)                              | Checklist for clarification of the principles of cooperation and confidentiality in the treatment of data, information and project results in benchmarking projects ..... | 21          |
| Annex B (informative)                              | Examples for voluntary and industry based benchmarking projects .....   | 22          |
| Bibliography .....                                 |   | 23          |