

Benchmarking

Benchmarking of key utility performance indicators is an essential tool for continuous improvement, allowing for utilities to compare their performance to their peers, regardless of their size or number of customers, and through this effort, identify areas that could be improved and strengthened.

Benchmarking is the act of evaluating and checking by comparison, utility practices or performances against other utilities. Examples of comparisons can include, but not be limited to:

- Water rates and fees
- Costs to operate
- Water loss
- Staffing
- Metering protocols

Conducting benchmarking requires two key items – having information and/or data characterizing your utilities practices or performance, and having like information and/or data characterizing your peers practices or performances. Data collection efforts by the utility should consider those issues presented elsewhere within this tool box (insert links). Data is available for other water utilities through those resources listed below.

Resources

[SECWCD](#) (Regional Water Conservation Plan and Updates)

[CWCB Office of Water Conservation and Drought Planning](#)

[Colorado Department of Local Affairs](#)

[AWWA Tools are also available](#)