

Web-based Performance Benchmarking Data Collection and Analysis for Drinking Water and Wastewater Utility

ABSTRACT:

High-quality drinking water and wastewater systems are essential to public health, business, and quality of life in the United States. Even though the current performance of these systems is moderate, the concern is about the future performance. Planning can be done for improvement once the current performance of utilities is evaluated, and areas with a scope of improvement are identified. Benchmarking and performance evaluation are key components in the process of continuous improvement for utility's performance. Benchmarking helps utilities make policies and programmatic decisions that reduce operational expenses and increase productivity by understanding areas of underperformance, understanding customer needs, developing future plans, and setting goals. This research study establishes a strong case for implementing benchmarking methodologies among utilities to evaluate and improve performance. This research focuses on creating a web-based benchmarking platform for performance evaluation using holistic and quantitative indicators. Web based benchmarking consists of two major parts – data collection and result visualization. A major contribution from this study is the creation of an online performance benchmarking database.

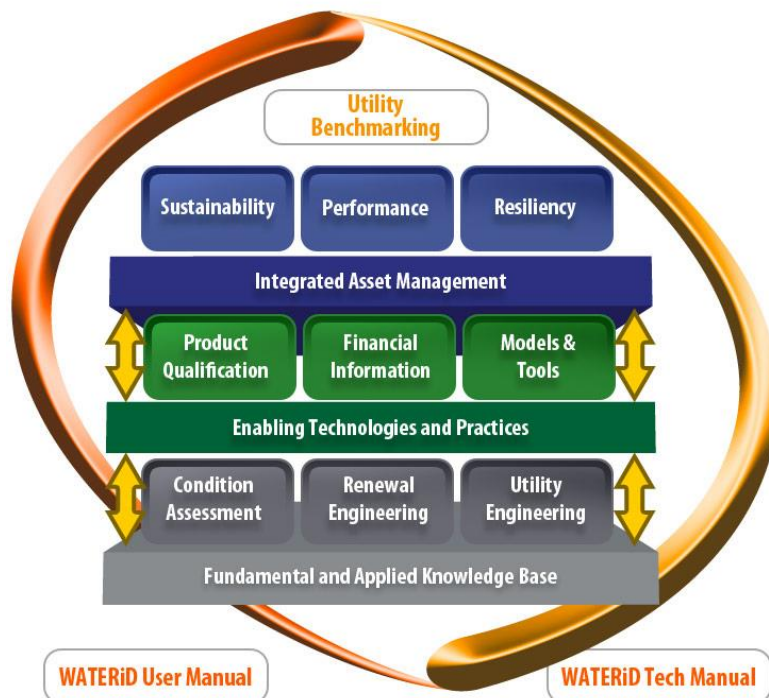


Figure 1: WATERiD National Database for Utility Benchmarking

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