

Kroiss H., Lindtner S. (2005): Development of an Austrian Wide Benchmarking System for Waste Water Treatment Plant Cost-Efficiency Optimisation, Vortrag: 6<sup>th</sup> International Conference Odpadní Vody – Wastewater 2005, Teplice, 10- 12 Mai 2005

**Abstract:** The international development in regard to cost optimisation for waste water services using process performance indicators was reflected in Austria by the development of a national benchmarking system for waste water services. Over a period of 6 years a comprehensive cost optimisation tool for waste water treatment plants was developed and applied at more than 80 full scale plants with sizes from ~2.000 to 1mio p.e. design capacity. A cost reduction and optimisation potential, which is markedly higher than the costs for the introduction of the benchmarking process to the plants, was detected. Actually the system, developed with a strong research aspect, has now been transformed to a web based tool, which can be accessed on a commercial basis by all treatment plants in Austria, but also in other countries. The development was supported by the Austrian government. The operation of the benchmarking system will be financed by the participating treatment plants. The platform is installed at the Austrian Water and Waste Management Association; it is operated together with two private consultants for technology and business in close co-operation with the institute for Water, Resources and Waste Management at Vienna University of Technology for quality control. The participants receive a very detailed individual report, which is confidential. The best performance results for defined processes, the "benchmarks", will be communicated to all participants. Some of the important results and first cost reductions achieved are reported.

**Keywords:** Performance indicators for waste water services, benchmarking, cost reduction, internet platform, data quality assessment