

PI2027 – 11th IWA Conference on Benchmarking, Performance Assessment and Regulation of Water Services



**BENCHMARKING
AND
PERFORMANCE
ASSESSMENT**



Call for Abstracts

20 - 21 MAY 2027, LISBON, PORTUGAL

Local Organiser:



**LABORATÓRIO NACIONAL
DE ENGENHARIA CIVIL**

Local Co-organisers:





Peter Dane MSc. CE, chair IWA SG Benchmarking & Performance Assessment

PI2027 conference chair

Dear colleagues,

I am pleased to announce that the IWA Specialist Group on Benchmarking and Performance Assessment, in collaboration with the Portuguese National Laboratory for Civil Engineering LNEC, will be organising the 11th edition of its series of PI-conferences from 20 to 21 May in the wonderful city of Lisbon, Portugal. Adequate water services are vital to society. In today's rapidly changing world, water companies and their stakeholders face numerous challenges like urbanisation, digitalisation, climate change, security risks, aging infrastructure, and so on. This calls for professional management, governance and regulation of drinking water and wastewater services. Robust performance assessment, monitoring and benchmarking play a major role in providing meaningful information to utility management and stakeholders for decision making and for providing opportunities to practitioners to learn from each other's experiences and innovations, with the common goal to secure and continuously improve these essential services. Since the first edition back in 2006, the PI-conferences have been a place where water professionals and stakeholders from around the globe meet to discuss -in a scientific setting- the use of performance indicators, performance assessment and benchmarking as a tool for improving water services. We therefore welcome colleagues from the water industry, consultants, scientists, representatives from ministries, regulators and anyone else interested in the topic of benchmarking and performance assessment to join us in May 2027 in Lisbon!



Catarina Silva (LNEC) Chair of the PI2027 Organising Committee

Dear All,

It is a great pleasure to welcome you to Lisbon for PI2027 – the 11th IWA Conference on Benchmarking, Performance Assessment and Regulation of Water Services, taking place on 20–21 May 2027 at LNEC – the National Laboratory for Civil Engineering.

Having participated in PI Conferences over the years, starting in 2008, I am particularly pleased to have the opportunity to welcome the PI community to Lisbon for this new edition. The water sector is undergoing profound change, bringing new challenges and expectations for the way water services are planned, managed, assessed and improved. PI2027 provides an opportunity to come together, exchange knowledge and experiences, and discuss how performance assessment and benchmarking can help the sector respond to these challenges. The conference will address both established and emerging areas of performance assessment, from new regulatory and policy requirements to resilience, the water–energy nexus, digitalisation and data, innovation, and the social and economic dimensions of water services. We look forward to bringing together utilities, regulators, policy makers, researchers, consultants and other water professionals to share experiences, discuss new approaches and learn from each other. It is a privilege for LNEC and the Organising Committee to host PI2027, and we look forward to welcoming you for two stimulating days of discussion, exchange and collaboration.

See you in Lisbon in May 2027!

Conference themes

Today, customers and stakeholders expect water services that are effective, efficient, sustainable, affordable, transparent and resilient. To promote this, the PI2027 Scientific Committee is calling for (extended) abstracts of research, experiences and innovations on benchmarking and performance assessment of water services – not only in traditional areas such as water quality or distribution losses, but particularly in areas where water companies face new challenges.

Conference topics include but are not limited to:

- Performance assessment under new EU regulatory frameworks (CSRD, DWD, EWRS, UWWTd)
- Methodologies and tools for performance assessment and benchmarking
- Performance assessment for regulation and policy
- Performance assessment for strategic asset management
- Performance assessment for a resilient and climate-adaptive water sector
- Performance assessment and the water–energy nexus
- Performance assessment in digital transformation, smart systems and data governance
- Innovation and research impact assessment in the water sector
- Successful experiences with performance assessment and improvement in the water sector
- Social dimensions of performance assessment (equity, affordability, inclusiveness)
- Financial sustainability, investment planning and performance assessment
- Performance assessment, transparency and decision-support for stakeholders

Venue

LNEC – National Laboratory for Civil Engineering is a Portuguese public research institute with a long-standing activity in research, development and innovation in the water sector.

Performance assessment of water and wastewater services is one of LNEC’s established areas of expertise. LNEC researchers played a key role in the development of the **IWA performance indicator systems** for water and wastewater services, and LNEC has contributed to the development of performance assessment methodologies and indicator systems, including collaboration with **ERSAR** in the development of the Portuguese performance assessment system for water and wastewater services.

Over the years, LNEC has also worked closely with water utilities and sector organisations, including **AGS and Águas do Tejo Atlântico (AdTA)**, applying and advancing performance assessment approaches in different research and innovation projects. This work covers areas such as infrastructure asset management, water and energy efficiency, service quality, resilience and data-driven decision-making.

This strong connection between research, regulation and practice – also reflected in the organisations involved in PI2027 – makes LNEC a natural setting for bringing together the international performance assessment community in Lisbon.

Key dates

Submission Open	Abstract submission deadline	Notification of Acceptance	Authors registration deadline
07.09.2006	15.01.2027	05.03.2027	26.03.2027

Submission

We would like to invite you to present your research, experience or innovation at the PI2027-conference.

Authors are requested to submit an extended abstract proposal (2 - 4 pages) via the conference website <https://pi2027.org>. Accepted abstracts will be included in the conference proceedings and will be distributed to all registered participants.

The highest quality papers will be recommended to IWA Publishing for publication in one of IWA's journals (depending on corporate arrangements, this may come at a cost).

Fee

		Early-bird registration (before 26 Mar. 2027)	Late registration (after 26 Mar. 2027)
High Income	IWA	400*	450*
	Non-IWA	500*	550*
	YWP	200*	250*
Low Income	IWA	300*	350*
	Non-IWA	400*	450*
	YWP	150*	200*

*All prices include VAT,

Committee

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