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Sommario/riassunto	This book aims to raise awareness of how the International Benchmarking Network of Water and Sanitation Utilities (IBNET)can help utilities identify ways to improve urban water and wastewater services. It provides an introduction to benchmarking and to the objectives, scope and focus of IBNET and describes some of its recent achievements. The methodology and data behind IBNET are elaborated, and an overview of IBNET results and country data are presented.