



Fundamentals of Utility Management and Institutional Strengthening

October 30 - November 10, 2017 | Washington, DC (6.0 CEUs)

Course Description

For developing economies, adequate utility services continue to be a key factor in the pace of economic growth. To ensure delivery of these services now and in the future, countries will require effective techniques to manage their business operations, including how they interact with regulatory authorities.

In this course, the Institute for Public-Private Partnerships, A Tetra Tech Company (IP3), offers participants a number of tools, techniques, and models to manage both investor owned and state owned utilities. Participants will acquire skills in working within the regulatory environment, refining pricing modeling and monitoring strategies, and implementing consumer protection programs.

Through presentations, case studies, simulated exercises, and on-site meetings with local utilities, participants will gain knowledge and skills and bring these to bear in developing their own action plan for utility management in their own countries.

Learning Outcomes

- Analyzing latest trends, success stories, and failures in utility management
- Benchmarking your utility against the best in the world
- Managing utility business interests within a regulatory environment
- Using spreadsheet models to analyze and establish rates for utilities
- Creating a detailed, strategic action plan to help you apply learning outcomes on the job

Course Offering

Dates: October 30 - November 10, 2017

Location: Washington, DC CEUs: 6.0

Code: 2737-WA Tuition: \$5,500

Become a Specialist

IP3 is an authorized provider of Continuing Education Units (CEUs) as sponsored by the International Association for Continuing Education and Training (IACET)

Successful completion of this course will award 6.0 CEUs.



Who Should Attend

- Directors and key managers of public and private utilities
- Officials of ministries with responsibility for regulated services
- Commissioners, directors, and key staff of regulatory authorities, agencies, and commissions
- Staff of bilateral and multilateral international organizations

Course Tuition Includes

- All training sessions/materials
- Presentations
- New computer for each participant
- Web-based course content/software
- High-speed internet access
- Receptions and tours
- Daily refreshments and lunch voucher
- Enrollment in professional certification program
- Professional certification counseling

Course Contents



Best Strategic Practices in Utilities

- Review of five years of lessons learned
- Benchmarking against similar utilities
- Understanding the next phase of development for investor owned and state owned utilities in developing countries
- Identifying and integrating advanced training needs for utility staff

Issues in Utility Management

- Reorganization options based on market structure
- Reorganization options based on functionality: legal, economic, financial, and social
- Strategies to increase market confidence by having better relations with the regulator
- Techniques to accelerate transparency and accountability with the authority

Tariff Review, Setting, and Performance Monitoring for Utilities

- Setting, monitoring and reviewing performance standards
- Preparing rate requests: procedure checklists and data collection for state-owned and investor owned utilities
- Proposing tariffs and subsidies that reflect social and regulatory objectives
- How a regulator views the calculation of a revenue requirement and the rate base as well as setting the X and other factors
- How to prepare for competition in certain utility sectors

Accelerating Stakeholder Communication Strategies

- Reaffirming stakeholder needs and their impact on regulatory design
- Promoting customer relations and complaint filing
- When and how to consult with consumers, the public, and other utility stakeholders
- Using television, print, and electronic media to your advantage

Strategic Action Planning

About the Institute for Public-Private Partnerships

The Institute for Public-Private Partnerships, A Tetra Tech Company (IP3), is a leading, global provider of PPP consulting and capacity building services. IP3 provides institutional support to public and private sector entities engaged in PPP projects around the world, helping mobilize private sector expertise and resources to enhance the quality and availability of infrastructure for public services.

IP3 has trained more than 35,000 officials from over than 175 countries on PPP programs and opportunities, regulation operations and management initiatives, competitive utility management reform, and public policy and good governance.

Our experts have worked with more than 600 government agencies, ministries, and organizations, including some of the world's most influential institutions.



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