



# Fundamentals of Utility Management and Institutional Strengthening

April 16-27, 2018 | 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 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 numerous 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 plans for utility management in their own countries.

## Learning Outcomes

By successfully completing this course, participants will be able to:

- Examine latest trends, successes, and failures in utility management
- Compare standards of various utilities with world-renowned utilities across the world
- Classify utility business interests within a regulatory environment
- Utilize spreadsheet models to analyze and propose rates for utilities
- Design a detailed, strategic utility management action plan to apply learning outcomes on the job

## Course Offering

Dates: April 16-27, 2018

CEUs: 6.0

Location: Washington, DC

Tuition: \$5,500

Code: 5005-WA

## Become a Specialist

IP3 is an accredited 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 strategies against highly successful electric or multi-sector regulatory commissions
- Understanding the next phase of development for electric and multi-sector regulatory authorities
- Identifying and integrating advanced training needs for commissioners and staff

### Issues in Utility Management

- Reorganization options based on market structure: generation, transmission, and distribution
- Reorganization options based on functionality: legal, economic, financial, and social
- Strategies to increase market confidence by increasing independence
- Techniques to accelerate transparency and accountability with the authority
- Advantages and disadvantages of internal and external monitoring and auditing of the regulator

### Tariff Review, Setting, and Performance Monitoring for Utilities

- Setting, monitoring, and reviewing performance standards
- Conducting rate reviews: procedure checklists and data collection for state-owned and private utilities
- Calculating tariff structures and subsidies that reflect policy goals and achieve social objectives
- Determining revenue requirements and the rate base; setting X and K under price cap regimes
- Specific issues: wheeling charges, dominant suppliers, IPP contracts, power pools (for power), tariffs (for water), etc.

### Accelerating Stakeholder Communication Strategies

- Reaffirming stakeholder needs and their impact on regulatory design
- Promoting consumer protection regulation, complaint filing, and hearing procedures
- When and how to consult with consumers, the public, and other regulatory stakeholders
- Using television, print, and electronic media to your advantage

### Strategic Action Planning

## About IP3

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 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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