

FUNDAMENTALS OF UTILITY BENCHMARKING AND PERFORMANCE MONITORING

ONLINE COURSE

JULY 1 — AUGUST 14, 2009



SIX MODULES OVER SIX WEEKS

COURSE HIGHLIGHTS:

- Learn the global trends in utility benchmarking to improve utility performance
- Understand the various constraints to data collection, the types of data collected and analyzing data to review performance
- Learn how to facilitate performance information between utilities, network with regional and international utilities and gain information from prospective investors
- Learn statutory enforcement, license/contract enforcement and informal enforcement
- Develop your own benchmarking action plan to implement on-the-job
- Participate in online group discussions with participants and experts from around the globe on the benefits, methods, and strategies of effective utility benchmarking
- Take this valuable and pioneering "Introduction to Benchmarking" course right from your home or business, on your schedule and at your pace

REGISTER ONLINE!

www.ip3.org

"Credible benchmarking results can deliver demonstrated performance improvements to your company or the companies you regulate. This course gives you the insight and tools you need to do benchmarking right."

Mary Capito

Regulatory Advisor, IP3

Course Sponsor



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COURSE LEARNING OBJECTIVES

In this course participants will gain an understanding of the fundamentals of effective utility benchmarking and their implications for utility managers, regulators, and consumers. Key topics include: The rationale for benchmarking; performance indicators identification and selection; and data requirements for effective benchmarking.

This course contains six modules, each module conducted over a one-week period of time. Participants will be responsible for completing reading assignments, analyzing case studies, actively participating in discussion boards and chat rooms with fellow participants and the course instructor, and completing an action plan.

Participants will need access to a computer with Internet connectivity. Course work is approximately 5-6 hours per module.

COURSE CONTENT

Module I: Rationale for Utility Benchmarking

- Global trends in benchmarking
- Determining how benchmarking is right for you
- Identifying the key elements to effective benchmarking
- Barriers to effective benchmarking
- Sector review: electricity, water, telecommunications, and transportation

Module II: Strategies to Identify Utilities Against which to Benchmark Performance

- Research strategies to identify “best practices” utilities: international, regional, and local utilities analysis
- Identifying their performance measurements
- Creating a “benchmark” chart

Module III: Selecting and Using Multiple Categories of Performance Indicators

- Defining the top 25 performance indicators
- Determining which indicators are most appropriate for your utility; data mapping
- Sector analysis using the following performance indicators: service provision, system reliability, physical asset provision, operational efficiency and financial performance

Module IV: Data Requirements for Effective Benchmarking

- Determining the data requirements and constraints to collection of your performance indicators
- Structuring a data collection process
- Data analysis: reviewing operators’ performance

Module V: Communicating Benchmarking Processes

- Communicating performance indicator tracking with key stakeholders: utility management/staff, consumers, regulators, and advocacy groups
- Networking with regional and/or international utilities and investors

Module VI: Benchmarking and Performance Monitoring as Fundamentals of Regulation

- Formal and informal communication between the utilities and regulatory agencies
- Using utility financial performance information to set tariffs
- Regulating the performance of public and private utilities

Case Study Analysis and Action Planning Process in All Six Modules

WHO SHOULD ATTEND

Managers, Directors, Board Members and Senior Staff of Public and Private Utilities

Managers, Commissioners, and Line Staff from Regulatory Agencies/Authorities

Ministry and Agency Officials responsible for service delivery

Professionals from Financial Institutions and Capital Markets Agencies

Project Officers of Bilateral and Multilateral International Organizations

DATES & COST

DATES: JULY 1 - AUGUST 14, 2009

TUITION: \$785

COURSE CODE: 1917-OL

CEUs EARNED: 3.0 CEUs

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INSTITUTE FOR PUBLIC-PRIVATE PARTNERSHIPS (IP3)

The Institute for Public-Private Partnerships, Inc. (IP3) is an international training and consulting firm that focuses on advancing public-private partnership programs and opportunities, regulation operations and management initiatives, and competitive utility management reform in the environmental (waste/sanitation and solid waste), energy, transportation, technology, municipal service, health, and education sectors. Since 1994, we have trained over 25,000 professionals from over 150 countries worldwide.

For More Information and to Register:

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