

COMMERCIALIZING UTILITIES: STRATEGIES TO IMPROVE OPERATIONAL AND FINANCIAL PERFORMANCE

A TRAINING COURSE

Washington, DC
November 9 - 20, 2009



ALL COURSE PARTICIPANTS RECEIVE A LAPTOP COMPUTER!

COURSE HIGHLIGHTS:

- Learn the latest on how to design, implement, and monitor commercialization programs in the water, energy and transportation sectors
- Learn the key strategies on how to make your utility competitive in a rapidly changing and challenging economic environment
- Learn from case study experiences the key factors in making restructuring or commercialization programs succeed or fail
- Participate in management and financial simulation scenarios to utilize "best practices" in utility performance improvement
- Develop your own utility reform *Action Plan* to implement on-the-job
- Network and build professional relationships with your fellow participants and leading utility restructuring specialists, managers, and financiers

REGISTER ONLINE!

www.ip3.org

"Utilities worldwide are under intense pressure to cut costs and raise performance, all while trying to expand service delivery and satisfy an increasingly vocal customer base. Commercializing operations will put your utility on the road to boosting performance, satisfying customer expectations, and improving your bottom line."

*Matthew Hensley
President, IP3*

Course Sponsor



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COURSE LEARNING OBJECTIVES

In today's unprecedented challenging economic and financial environment, utilities worldwide are under tremendous pressure to cut costs, raise revenues, improve operations, and expand service delivery. As a result, electricity, water and sewage, telecommunications, and transportation utilities all face the challenge of operating as if in a commercial environment. Whether publicly- or privately-owned, utilities must face this challenge and develop strategies and plans to improve their overall competitiveness. Participants who attend this intensive training course will learn a number of management, financial, and operational strategies that will empower them with the tools to dramatically improve utility performance.

Through presentations by expert instructors, site visits, and simulation exercises, participants are expected to apply the knowledge that they have gained during the course to create their own Utility Commercialization *Action Plan*.

COURSE CONTENT

Module I: Managing Utilities in the New Competitive Environment

- Balancing the role of utility service delivery with cost recovery or profitability requirements
- Strategies to corporatize utilities and improve operations in a commercial environment
- Creating the management restructuring plan and achieving "buy-in" from stakeholders
- Introducing management outsourcing techniques for improved utility performance

Module II: Financial Engineering: Asset Management, Cost Recovery, and Profitability Planning

- Conducting a full-cost financial audit of direct, indirect, and hidden costs
- Managing assets and inventory with improved capital budget planning
- Preparing accurate and timely balance sheet, income, and cash flow statements
- Cost recovery methods through improved billing and collections, rate setting, and new connection fees

Module III: Operations Management: Benchmarking for Improving Indicators

- Conducting a technical audit to correct system losses
- Clarifying responsibilities for maintaining multi-jurisdictional networks and facilities
- Utilizing re-rating strategies to plan for expansion and operate existing plants more efficiently
- Analyzing options for predictive and preventive maintenance initiatives
- Setting benchmarking goals on local, regional, and international levels

Module IV: Establishing and/or Improving Customer Service Programs

- Creating customer service goals and targets
- Creating communication channels: town meetings, telephone "hotlines", web pages, and other media

Module V: Strategies for Effective Personnel Utilization

- Determining the required levels of staffing for targeted productivity levels
- Developing strategies for retrenching or redeploying excess employees: severance packaging, retraining, and job counseling
- Determining options for management and labor participation in ownership
- Strengthening communication channels between senior management and utility staff: Lessons in leadership

Module VI: Site Visits to Utilities

Module VII: Action Planning

WHO SHOULD ATTEND

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

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

Ministry and Agency Officials and Engineers responsible for service delivery

Professionals from Financial Institutions and Capital Markets Agencies

Project Officers of Bilateral and Multilateral International Organizations

DATE, LOCATION & COST

DATES: NOVEMBER 9-20, 2009

LOCATION: WASHINGTON, DC

TUITION: \$4,750

COURSE CODE: 1933-WA

CEUs EARNED: 6.0 CEUs

TECHNOLOGY AND LEARNING AT IP3

Since our founding, IP3 has proudly recognized the importance of technology in our capacity building programs. We have provided thousands of participants with laptop computers and relevant software packages which have been integrated into computer-based problem/case study solving exercises; simulated financial, economic, and legal modeling sessions; Internet-based research activities; communication tools; and Action Planning programming. In this course, each participant will receive a new mobile Intel® Pentium® 4 or Celeron® laptop computer to take advantage of this integration of learning technologies offered during the course and after their return to the office.

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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Register Online at: www.ip3.org

Contact us about Professional Certification Programs!