

# CERTIFIED SPECIALIST PROGRAM REGULATION AND UTILITY MANAGEMENT

## Certification Overview

Regulation of infrastructure utilities is a core function of government. Effective regulation provides the accountability and transparency necessary to ensure consumer interests are protected while simultaneously providing the environment for utilities to earn a fair return on investment and expand capacity as necessary.

Around the world, utilities are under pressure to cut costs, raise revenues, improve operations, and expand service delivery. As a result, electricity, water and sewerage, telecommunications, transportation, and municipal services utilities all face the challenge as if operating in a commercial environment. Whether publicly- or privately-owned, utilities must face this challenge and develop strategies and plans to improve their overall competitiveness. The need to develop the skills and experience of individuals involved in this process becomes paramount.

The objective of this professional specialist certification program is to foster standards of knowledge, understanding, and skills set development in the field of regulation and utility management that are highly valued by governments, private sector firms, financial institutions, NGOs, and other relevant stakeholders. We do this by successfully identifying, defining, documenting, and championing widely- accepted “best practices” in international regulation models, strategies, and techniques, and transfer this knowledge to participants through education and training.

An IP3 Regulation and Utility Management specialist certification validates a breadth of knowledge acquired through immersive training in regulation and utility management.

## Skills Development

By successfully achieving 24 Continuing Education Units (CEUs), or 240 hours of contact time, in our courses, participants will acquire advanced skills in the following areas:

- Understanding policy, legislative, and legal requirements for effective regulation
- Designing regulatory institutions and their financial instruments
- Creating regulatory rules, processes, and procedures
- Producing public awareness and customer relations programs
- Employing tariff structuring and subsidy analysis design/ options
- Preparing rate case applications and performing strategic reviews
- Ensuring quality of service and expansion
- Expanding rural service delivery
- Establishing competition policy and regulatory reform in key sectors

## Benefits of Certification

- Advance your skills and create a positive impact within your current role
- Become more marketable and mobile
- Generate added opportunities for professional growth
- Increase your income potential with additional expertise gained through certification
- Work with and qualify to join our distinguished faculty
- Demonstrate your global and comprehensive PPP skills

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Learn more at [IP3.org](http://IP3.org)

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



Contact [Certification@IP3.org](mailto:Certification@IP3.org) to learn more about IP3's Specialist Certification programs

The IP3 Regulation and Utility Management Specialist Certification is achieved following the successful completion of 24 Continuing Education Units (CEUs) from any combination of the below courses:

## **R-300 - Utility Management Best Practices (6 CEUs)**

This course reviews current topics in utility management, equipping participants with a set of tools, techniques, and models to manage both private-owned and state-owned utilities. Participants examine the conceptual basis of utility management and acquire the skills to work within an economically-regulated environment. Upon completion of this course, participants will understand current key topics, including price/tariff-setting techniques; how to promote innovation and utility efficiency; and how to ensure the best quality of the service delivery.

## **R-301 - Regulatory Impact Analysis (RIA): Institutional Design and Methodological Approaches (6 CEUs)**

This course is designed to assist policymakers, regulators, and the business community in designing and implementing effective analyses. Through learning about the RIA Roadmap, the course will use case studies of actual RIAs, including contextual evidence and result scenarios. Participants also undertake action planning and will learn how to form the legal/policy framework for RIAs and conduct RIAs in their own countries and organizations.

## **R-302 - Telecom Regulation: Challenges and Opportunities (6 CEUs)**

Telecom Regulation provides participants a firm understanding of the key elements needed to promote healthy competition in the telecommunications sector. This course reviews the key determinants for effective network interconnectivity, licenses, universal access, and spectrum management; delivers the planning tools for enforcing regulation and consumer protections; and analyzes the latest case studies in dispute resolution.

## **R-303 - Regulating Quality of Service (QoS): Planning, Compliance Monitoring, and Enforcement (6 CEUs)**

IP3's Regulating QoS course explores the various instruments that can be used to construct a QoS program while covering involvement with stakeholders as a way to inform decisions related to QoS while giving regulatory authorities the practical tools for building a quality of service (QoS) program for regulated utilities.

## **R-304 - Tariff Rate Strategies and Cost Recovery Requirements (6 CEUs)**

This course discusses the traditional approaches to tariffs, while also presenting tariffs as a tool of regulation, allowing the participants to acquire skills to work within the regulatory environment. This training on tariff-setting and strategies provides participants with a clear understanding of the role tariffs play in regulated utilities. Participants will consider cost recovery requirements, quality of service issues, and tariff rate strategies in various markets and sectors, namely, electricity, oil and gas, and non-energy utilities.

## **R-305 - Water Utilities Productivity and Efficiency (6 CEUs)**

Water Utilities Productivity and Efficiency examines both a conceptual framework for productivity and efficiency and a comprehensive revision of current methodologies for assessing productivity and efficiency, with a focus on water utilities. The analyses focus on the presentation of IRM/industry performance measures that are of practical relevance to policymakers and/or regulators. Through presentations, case study reviews, and simulated exercises, participants will gain knowledge and skills that will be used to develop real-world action plans that can be used by water utility managers and regulators in their own countries, states, and municipalities.

### **Who Will Benefit from an IP3 Regulation and Utility Management Specialist Certification**

- Commissioners, directors and key staff of regulatory authorities, as well as officials of ministries with responsibility involving public service
- Directors and key managers of publicly- and privately-regulated utilities
- Consumer advocates, housing, and social welfare representatives
- Staff of bilateral and multilateral international organizations