

PARTICIPANT COMMENTS

From January 2017 Participants of the PURC/World Bank Training Program on Utility Regulation and Strategy

Muhammed Aminu Abdul-Quadir
Ag. Manager/Energy Trading
Electricity Company of Ghana
Ghana



“My immediate boss recommended this program to me about two years ago. I wished I grabbed the opportunity earlier. Glad I eventually attended the course. This has been the most relevant training in my eleven year career in the electricity sector. I strongly recommend this program to regulators and the regulated alike. You will get a lot of take-away that will empower you to navigate through obstacles in the sector and ultimately, you will be able to leave a legacy for others to build on it. Thank you PURC.”

“‘It’s an eye opener in regulation.’ The training is very broad and rich with all the regulatory information benefiting both the regulator and regulated entities. It brings the two parties on the same page to understand each one’s expectation for the smooth running of business. The course cuts across all professions in the service sector and I would recommend all to attend it for better performance; it has professional and experienced trainers with vast knowledge (regulatory) across the world.”



Juliet Mugoya
Senior Executive Secretary
Electricity Regulatory Authority of Uganda
Uganda

C. K. Kemei
Director/Licensing, Compliance & Standards
Communications Authority of Kenya
Kenya



“The scope of the regulatory subject matters presented is broad enough to address most of the regulatory challenges of a day-to-day function of any utility regulator interactive participation helped to further understand and appreciate the context and potential impact of various regulatory tools and processes. Some emerging topics in ICT could however benefit more with some deep dive given the level of interest presently. Great course indeed!”

“I recommend this to my colleagues back in my country because it connects regulation to all activities of my utility, giving a clear vision of interpastmental relationship. The cases were real time, treated by experts and analyzed by professional tutors. The speakers were excellent the analysis was marvelous and the materials are lifetime investment and source of knowledge. It has culture techniques of translating theory to practice.”



Ali Bukar Ahmad
AGM Regulations
TCN
Nigeria

Alonso Valdemar Saravia
Board of Director Member
SIGET
El Salvador



“I am very grateful to have participated in this valuable training. I recognize the full experience of the exhibitors and the efficient attention of all staff. In general, I can say the knowledge acquired will allow me to work as a better regulator in my country. I appreciate all the support received as well as the reminders about how to continue on the right path to achieve better public services in our countries.”

“It was a great experience to attend this training in the sunshine state of Florida. Through this, I gained deeper understanding on the roles of regulatory agency in the energy sector including the protection of the interest of operators/investors in the power industry. I do appreciate that the rate setting methodology we are using is intended for the benefit of both investors and power customer.”



Rogelio de Leon
Division Head II
National Grid Corporation of the Philippines
Philippines

Anniesa Butkoon
Legal Advisor
Telecommunications Authority of Trinidad and
Tobago (TATT)
Trinidad and Tobago



“The training was excellent. The level of teaching was very high and proved to be very beneficial to my continued improvement in the field of telecom and broadcasting regulation. The course should be mandatory of all regulators and operators who seek to understand utility regulation better. It would be an asset in their arsenal of utility regulation.”

“The program offers a comprehensive overview of key concepts and practices in utilities regulation. Topics were expertly presented by leaders in their perspective fields. I recommend this program to anyone with a professional interest in utilities regulation, be they a regulator, sector operator, or policymaker.”



Mike Trainor
Energy Specialist
Asian Development Bank
Philippines

Dennis Mwangonde
Senior Economic Regulation Specialist
Malawi Energy Regulatory Authority
Malawi



“The Malawi government has restructured/unbundled the power market. This in a way has created a challenge for the energy regulator and its staff in particular. This course has come at an opportune time for me to be instrumental in filling the capacity caps in regulating the new power market.”

“The course has enhanced my knowledge on regulation strategies in energy sector. Learned different methods of energy pricing. An improvement on strategic negotiation. Learned good techniques on how to communicate and present myself in a press conference.”



Sella Kebenei
Commissioner
Energy Regulatory Commission
Kenya

Dorothy A.Y. Adjei
Senior Program Officer
Energy Commission
Ghana



“The program indeed provides enlightenment in the hidden aspects of regulatory framework general, making you more versatile and well equipped to be an effective regulator in your own small way, regardless of the sector of operation.”

“This will give a comprehensive understanding of all aspects of utilities regulations by showing all the input, outputs and the forces that impact them. So the regulator can produce a decision that is fair, transparent and open to scrutiny.”



Leighton G. Hamilton
Director IT & Risk
Office of Utilities Regulation
Jamaica

Umar Farouk Abubakari
Assistant Statistical Officer
Energy Company of Ghana
Ghana



“This two weeks course has been an education for me, in regulation. The textbook by Mark Jamison has been helpful in the last two days. I will like to recommend more exercises, going forward.”

“A comprehensive program on utility regulation which provides a balance between theoretical knowledge and practical examples.”



Ferdil A. Felix
Regulatory Analyst
ECTEL
St. Lucia

Olive Oakley
Financial Controller
OUR
Jamaica



“As a financial controller in a regulatory organization, this course has definitely demystified issues around regulation.”

“Phenomenal learning experience. Appreciated the interactive format of the sessions.”



Nicole M. Watkins
VP, Legal, Regulatory & Carrier
Bahamas Telecommunications Company
Bahamas

Anonymous
B/M
Utility Operator

“PURC training of utility regulation offers a dynamic forum within which cutting edge topics are taught and discussed pertaining to the various utility sectors. A must attend for utility regulator and operator.”

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From June 2017 Participants of the PURC/World Bank Training Program on Utility Regulation and Strategy

Flor Carballo

Member of Board of Directors
Superintendencia General de Electricidad y
Telecomunicaciones (SIGET)
El Salvador



“The technological advance has a high impact in the management of the energy and telecommunication markets, this course allows participants to acquire general and specific knowledge of the functioning of these markets and the interaction among the participating agents.”

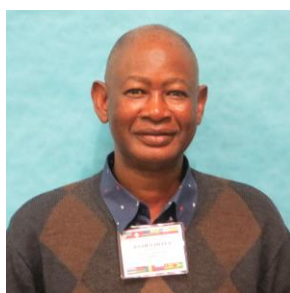
“This program has been a great place to grab the “ABC” of utility regulation.”



Michel Dognon

Commissioner
Electricity Regulatory Authority
Benin

Issah Yahaya
Chief Director
Ministry of Communications
Ghana



“The June 2017 program has been indeed fulfilling. The course profile has been all embracing with dedicated and amazing speakers who give inspiration for improved and informed work performance upon our return. The excellent organizational arrangement has engendered a true network of global public utility regulatory training ambassadors. They will always make Gainesville a place to visit.”

“I would encourage all lawyers and legal practitioners to attend this program. I am more enlightened and informed of all the regulatory processes and strategies that need to take place to ensure efficiency of service. You need to have that knowledge of an economist, engineer and administrator before you draft that legal instrument!”



Dorothy Kimengech

Director
Energy Tribunal at the Ministry of Energy and
Petroleum
Kenya

Gbaguidi G. Claude
Chairman
Electricity Regulatory Authority
Benin



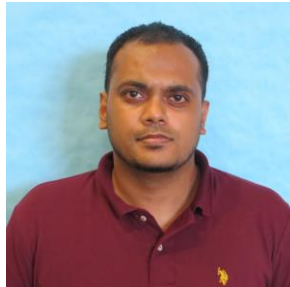
“It was a great and an important moment for my career as an electricity regulator to participate in this course. This course enabled me to have the basic and relevant information for utility regulation.”

“I just got appointed as a Commissioner of my commission, a first time experience in the energy sector of my country. Coming to PURC has given me a broad understanding of what utility regulation means, my role as a regulator, the role of the utility (operator), government and other stakeholders and how all must work together to ensure success in the industry. Great experience, highly skilled and knowledgeable instructors and a wealth of materials for my reference. I am now a better and confident commissioner.”



Nathan Rogers Shatti
Commissioner
Nigerian Electricity Regulatory Commission
(NERC)
Nigeria

Keevan Harrypersad
Planning and Development Officer
Telecommunications Authority of Trinidad and
Tobago (TATT)
Trinidad and Tobago



“The program was structured, relevant and well executed. Excellent for new regulator employees entering the industry and seasoned practitioners wanting to keep abreast of “best” practices on their relevant environment. Highly recommended!”

“This course has been an eye opener for me. I have come to appreciate the role of the regulator in development. I have learned from the problems, challenges and experiences of others through the group discussions. Drs. Jamison, Berg, Kury and all the other facilitators were great. It has been an exciting time for all and to put myself in the other person’s shoes.”



Francisca Ashietey-Odunton
Deputy Director-General
Ghana Broadcasting Corporation (GBC)
Ghana

Arlyn I. Dela Cruz
Rates Specialist
Manila Electric Company (MERALCO)
Philippines



“With the lectures, group discussions and case studies, I have learned so many things in relation to rate design and regulation, particularly the effectiveness of regulatory framework and the regulatory ethics that regulators must observe. I have also learned the regulatory processes from other jurisdictions, as well as the different pricing strategies for state-owned utilities and private entities.”

“I am comfortable to recommend this training program to my colleagues. I enjoyed the program and sincerely and honestly learned a lot.”



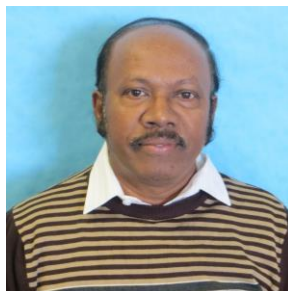
Hasmukhlal Patel
Chief Executive Officer
Fiji Electricity Authority (FEA)
Fiji

Sundhia Ben
Manager – Regulated Industries
Fiji Commerce Commission (FCC)
Fiji



“This program has provided insight on utility regulation and its various concepts and principles in entirety. Topics such as rate design, incentive regulation, managing the regulatory process was very beneficial to lead to effective regulation. The entire course was very useful in setting a perspective for current and future needs of regulation.”

“This is a very useful course for regulators, utilities and engineers. Printed material well organized, lecturers were very talented and prepared. Energy sector trip to the power plant very good. Kennedy Space Center is very interesting.”



Gamini Seneviratne
Customer Services Manager
Lanka Electricity Company (LECO)
Sri Lanka

Emily Kamau
Economist
Water Services Regulatory Board
(WASREB)
Kenya



“PURC allows the participants to get a well-rounded knowledge on regulatory principles and techniques. If all countries underwent this course before the setup of their utilities, the world would be a much better place.”

“To comply with the reforms being imposed is one thing – understanding the underlying concepts of these reforms and the purpose to which they are being implemented is another... This program tasks me on board.”



Floriza D. Forlales
Chief Accountant
Tarlac Electric, Inc.
Philippines

Anonymous
Commissioner
Nigerian Electricity Regulatory Commission
(NERC)
Nigeria

“Highly recommended for regulators and policy makers in utility services.”

“The role of regulator to private companies, to the distributors, in transmission and generation have to be packaged with emphasis on market reform, giving many more practical examples and case studies. Financial techniques of elements of finance are beautifully packaged and delivered wonderfully by Ted Kury.”

Anonymous
Director
Uganda Electricity Generation Company
Limited (UEGCL)
Uganda

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From January 2018 Participants of the PURC/World Bank Training Program on Utility Regulation and Strategy

Monowar Islam

Chairman
Bangladesh Energy Regulatory Commission
(BERC)
Bangladesh



*“PURC – the leading training organization
in regulatory framework.”*

“As an experienced professional who has been immersed for many years (more than fourteen) in the restructuring process of energy sector – related public entities in my country, and being particularly involved with the economic regulation and management areas of such processes so far. I perhaps have several reasons to affirm that the program efficiently addressed quite a few of my customary concerns on utility regulation, and provided me with significant insight and updated global benchmarks on key areas of interest for any kind of utility regulator. Therefore, I would not hesitate in recommending it to colleagues and contacts all over.”



Edward Baret
General Counsel
Superintendencia de Electricidad (SIE)
Dominican Republic

Anita Lokko
Deputy Director Legal
Ministry of Energy of Ghana
Ghana



“The program on utility regulation and strategy has provided me with a better understanding of different types of rate regulation and factors to take into consideration.”

“Great program.”



Carlene Dunbar
Licensing Officer
Office of Utilities Regulation (OUR)
Jamaica

Johnson Akinnawo
Financial Controller
Nigerian Bulk Electricity Trading PLC
(NBET)
Nigeria



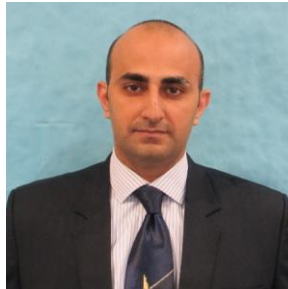
“I found this course very educative and interactive. The role play and case study sessions were very a good way for learning and sharing ideas with a class of over sixty participants from across the globe. I recommend this course for one in the utility business.”

“A comprehensive package for regulatory officials that are entrusted and expected to be strategically right and evident in their decisions with right vision and applying perfect regulatory tool kit.”



Salman Amin
Senior Advisor Tariff
National Electric Power Regulatory Authority
(NEPRA)
Pakistan

Junaid Altaf Bhatti
Assistant Director
National Electric Power Regulatory Authority
(NEPRA)
Pakistan



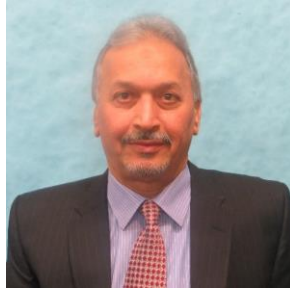
“The course was designed according to the specific professional needs of the participants. There was a lot to learn and absorb but the speakers were brilliant to inculcate all this knowledge in the short span of 2 weeks with such ease.”

“This training at PURC was an extra ordinary experience. The topics/problems discussed here were real and we were able to find solutions for the problems in our won situations. Yes I am 110% recommending this course to other colleagues due to a number of reasons, transparency, quality learning, complete regulatory facts, and multicultural learning environment, very learned faculty. In any regulatory business, this course can serve as the basis of understanding the regulatory nature of business and provided in depth knowledge/always of the field.”



Muhammad Bilal
Senior Assistant Director
National Electric Power Regulatory Authority
(NEPRA)
Pakistan

Masood Hassan Naqvi
Member (Consumer Affairs)
National Electric Power Regulatory Authority
(NEPRA)
Pakistan



“The contents of course are very practical and provide a good learning in different sphere of regulation in gas, water, electricity (power) sectors. The learning we would be very helpful towards capacity building of NEPRA and OGRA Regulations bodies, as well as for WAPDA, CPPA participants.”

“The training program was highly effective and had wealth of knowledge and experience.”



Imran Ghaznavi
Senior Executive Director
Oil & Gas Regulatory Authority (OGRA)
Pakistan

Kamran Jamshaid
Joint Executive Director (Finance)
Oil & Gas Regulatory Authority (OGRA)
Pakistan



“Very valuable knowledge and also practical approach.”

“As a participant from a fast developing country, the opportunity to access the resource and knowledge of highly professional and senior faculty of a fully developed country has been great. The dedication and helpful attitude of the course coordinators and most learned faculty has been a pleasure.”



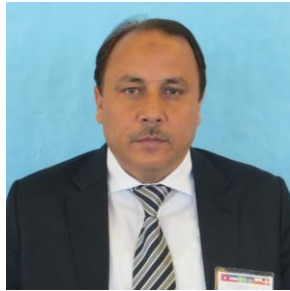
Uzma Adil Khan
Chairperson
Oil & Gas Regulatory Authority (OGRA)
Pakistan

Aamir Nusrat
Joint Executive Director
Oil & Gas Regulatory Authority (OGRA)
Pakistan



“Excellent speakers like Ted, Mark, Sanford, Araceli, etc. multicultural relationships understanding each other better. Regulatory affairs and PPP. Facilities and arrangements were more than excellent. Melissa and Jenni received us very well. KC, Amy, Jinah, Kevin, Rebecca facilitated, guided, loved, helped and provided all help to the best possible intent. We were like a family over here.”

“The program helped to build skills to meet with the challenges through informative lectures and interactive team sessions. The course is highly recommendable for the colleagues. The speakers improved the training in a lively manner by keeping the group duly involved in all session. This is great. All other facilities by the PURC were highly comfortable and on behalf of my department pays appreciation for all great speakers and all other facilities provided.”



Imtiaz Ali
Manager Finance
Water and Power Development Authority
(WAPDA)
Pakistan

“Training is learning activity aimed at acquainting knowledge and skills necessary to successfully perform particular job. This includes changes in specific areas of knowledge, abilities, skills, behavior and even attitude in order to prepare for better job performance. This course provided insight into all aspects of Utility Regulation with emphasis on regulatory process, pricing issues, incentives financial techniques for regulators. Emphasis has been placed on highlighting issues and challenges that a country faces in pursuing market reforms and utility regulations and strategies. International and regional best practices were highlighted as a means of showcasing; how various countries have overcome the barriers to regulate the energy market towards meeting energy goals.”

Iqbal Mehdi
Chief Technical Officers
Water and Power Development Authority
(WAPDA)/CPPA
Pakistan



“The discussion on PPP is interesting and very informative. I highly recommend the topic to my colleagues in my organization.”



Lester Fiel
State Solicitor II
Office of the Solicitor General
Philippines

Norbert Kamana
Senior Economic Analyst
Rwanda Utilities Regulatory Authority
(RURA)
Rwanda



“For all strategists working either with the regulation on the utility operator, your contribution could become much bigger if you attend the PURC training program. The highly knowledgeable speakers/lectures have efficient and effective solutions to all the issues currently shaking the sectors as well as the regulators. The facilities and arrangements make the learning environment very excellent and enjoyable.”

“The January 2018 program has been instructive, interactive. It’s quite interesting especially for technical officers (in regulated sectors). Discussion from interactive sessions are enriching.”



Eugenie Mukasekuru
Finance Director
Rwanda Utilities Regulatory Authority
(RURA)
Rwanda

Su’a A Faumuina
Principal Electricity Sector Specialist
Office of the Regulator (OOTR)
Samoa



“This training is amazing, it’s really helpful and interesting. Big thank you to the speakers for the hard work you guys did for us. Thanks for everything. God bless.”

“This is a course any utility regulator would not like to miss as it enhances one’s skills on top of imaginative capacity. Interacting with instructors who have probability wheel with regulators and top academics is a plus in the course.”



Nyombi Thembo
Director- Rural Communication Development
Fund
Uganda Communications Commission (UCC)
Uganda

Georgyanne Bogiri-Tasso
Legal Assistant
Utilities Regulatory Authority of Vanuatu
(URA)
Vanuatu



“This program has exposed me to the in-depth knowledge of regulation like never before. I was fortunate to learn about regulation in different backgrounds – the challenges and opportunities of the water sector in developing and developed countries. This course is a finite must for one who aims to build a career in utility and telecommunications regulation.”

“Water sector sessions were very informative and was well organized. Interacting with other country participants was very good, especially to provide appropriate advice for few (or all) problems that your country is currently facing. The speaker was helpful with providing advice and also providing valuable reading materials (reports) that can help.”



Gaetan Pikioune Junior
Assistant Auditor
Utilities Regulatory Authority of Vanuatu
(URA)
Vanuatu

“This is a great seminar where people can learn from best practices all over the globe. The world will be a better place if this program will continue to produce great utility regulators and operators.”

Anonymous

Anonymous

“The course has been helpful. The example and course material are most relevant to my organization and should be helpful in increasing the knowledge.”

*“The training was quite good and educative.
The forum gave me an opportunity to meet
with so many other nationalities from various
countries to interact and exchange ideas.”*

Anonymous