

PARTICIPANT COMMENTS

From past PURC/World Bank Training Programs



Daniel Lee
Manager - Consumer Affairs & Public Education
The Utility Regulation and Competition Office (OfReg)
Cayman Islands
June 2024

“I completed the 53rd PURC Training on utility regulation and strategy in June 2024. The course was well structured, offering a comprehensive overview of current regulatory standards and practices. It was engaging and informative, with experienced instructors providing valuable insight and practical examples. Overall, it significantly enhanced my understanding of regulatory compliance and its application in my field.”

“I thoroughly enjoyed this course. The speakers were of excellent quality and were exceptional in their delivery of the course content. Being new to ICT regulation, this course provided foundational learning and has equipped me with skills necessary to be efficient and effective in my role. I particularly enjoyed the interactive sessions on the regulatory process and competition issues. Kudos to the PURC team.”



Liz Joseph
Legal Officer
Eastern Caribbean Telecommunications Authority (ECTEL)
Saint Lucia
June 2023



Leon Westby
Manager - Strategy, Innovation, & Regulatory Affairs
Belize Electricity Limited
Belize
October 2023

“The course is a must-do for professionals in the utility development and regulation space. The issues are complex but clearly and comprehensively covered. There is a deliberate effort to make the material relevant and relatable to the diverse country context. Best practice solutions are sourced from developed and developing economies with really excellent engagement throughout.”

“This course is very important especially to countries that are still in the process of energy reform. Listening to the experience/lessons of other countries on how they implement the reform in the powder industry is very useful. The teaching on financial techniques for regulators, incentive regulation and competition issues in utility regulation is very useful in ratemaking.”



**Nelson D. Canlas
Chief Energy Regulation Officer
Energy Regulatory Commission (ERC)
Phillippines
October 2023**



**Hadiza B. Mohammed
Assistant General Manager
Transmission Company of Nigeria (TCN)
Nigeria
June 2023**

“This program is certainly one of the best there is; it is the best for me in particular. In the last 24 years of service, this is the best training I have ever attended. I will surely put to use the lessons I have learned. I will definitely recommend this to the management of my company to send more people for the training for the betterment of the company.”

“This program introduced me to the ecosystem of utility regulation. I learned a great deal of tools and strategies to enable me to engage stakeholders. The presentations by the speakers were all industry related and practical. Hands on experience gave me a comprehensive understanding of how to calculate revenue requirements during a rate case process. I strongly recommend this program to key stakeholders.”



**Kwabena Nyarko Ansah
OIC, Electronic Billing
Ghana Water Company Limited
Ghana
June 2024**