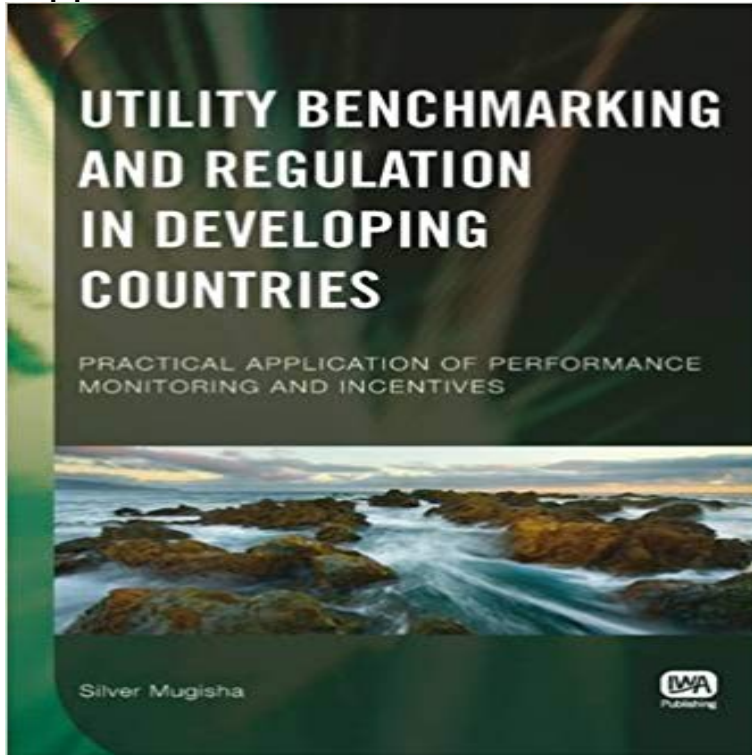


# Utility Benchmarking and Regulation in Developing Countries: Practical Application of Performance Monitoring and Incentives



Utility performance, especially in developing countries is still working toward the standard necessary to deliver best practice. This book examines performance monitoring and regulation as a prominent efficiency enhancement tool and clarifies many of the unknowns regarding the design and approach surrounding the area of utility management. Principles and practices are linked in a way that is informative and accessible, highlighting the challenges facing those who are trying to improve performance in the water sector. Operational settings are complex and unpredictable in developing countries due to inadequate infrastructure planning and this book makes clear which systems work best in these situations. The book discusses performance monitoring in the critical areas of utility management that achieve sustainable performance goals:

- \* Performance development planning
  - \* Modes of performance monitoring
  - \* Provocative approaches to incentives creation
  - \* Monitoring through high incentive plans
  - \* Customer relations monitoring
  - \* Pro-poor oriented monitoring
  - \* Careful use of partial performance indicators
  - \* Proposed indicators for assessing governance incentives
- A case study on the National Water and Sewerage Corporation, Uganda is included in the book detailing the difficulties in discerning performance progress based on partial performance indicators. It underlines disparities in basing performance conclusions on partial performance indicators on one hand and aggregate analysis using modern benchmarking toolkits on the other. This is an excellent handbook for utility monitors or regulators whose primary duty is to oversee performance management. It is a valuable resource for decision-makers, analysts, and policy-makers and can be used in capacity-building programs (both

in-house and in universities) around the world.

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**Utility Benchmarking and Regulation in Developing Countries** He has over 20 years experience in water utility operations, international policy, research and advisory services. He has been He has authored a book (published by IWA Publishing) titled, Utility Benchmarking and Regulation in Developing Countries: Practical Application of Performance Monitoring and Incentives. **water utility regulatory benchmarking performance assessment and** Key Words: Non-Revenue Water, Incentive Theory, Water Utilities, The effect of application of different levels of incentives on performance is likely to be incorporates performance targets, a monitoring system and an incentive plan that rewards Utility Benchmarking and Regulation in Developing Countries: Practical. **Using Internal Incentive Contracts to Improve Water Utility** Jan 12, 2016 NWSC also won the coveted African Water Utility of the Year Award at the 2015 titled, Utility Benchmarking and Regulation in Developing Countries: Practical Application of Performance Monitoring and Incentives, and **The reform of New Public Management and the creation of public** Dec 8, 2015 Program on Utility Regulation and Strategy, conducting seminars Processes and Performance in Developing Countries (English Spanish) at Pontificia . Presentations examining the application of benchmarking techniques in incentive . Practical Lessons for Performance Monitoring in Low-Income **Utility Benchmarking and Regulation in Developing Countries** Commercialisation of public water services in developing countries has been the trend in the Yardstick or benchmark competition, with or without a regulator (the case respectively allow monitoring of the utilities concerned. (or point source) operator performance incentives and water quality require attention, while. **The role of Benchmarking in Utility Performance Monitoring A case** Dec 2, 2004 Practical Lessons for Performance Monitoring in Low-Income Countries: The Case of Attracting credible private operators in developing countries is and monitoring through an independent regulatory commission. The incentive fee encourages the utilities to reduce operating costs, maximize revenue. **WATER UTILITY REGULATORY BENCHMARKING** Electric

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