**GENERAL PUBLIC**

**WHAT THEY WANT:**
1. Given opportunity to effectively participate in price reviews
2. Transparent process that results in fair tariffs
3. Regulator provides fair play

**WHAT REGULATOR**
1. Effective participation
2. Feedback on electricity provided quality of service
3. Pay bills

---

**AGENCY STAFF:**

**NEEDS:**
1. Conductive work environment / Good pay
2. Effective & credible leadership
3. Security of tenure

**GIVE:**
1. Good performance / Recognition
2. Integrity
3. Innovation
MEDIA

NEED
1) Public Awareness (Media Statements)
2) Needs info to make headlines (to sell newspaper)

PROVISION
1) Feedback from the public
2) Support/opposition

INVESTORS

NEED
1) Higher ROI
2) Enabling/confusing environment
3) Sustainable policies

PROVISION
1) Ability to have capital investments
2) Technological resources
3) Advise on the feasibility of the decision
4) Economic stability
Operator 7

Stakeholders need:

- PROFIT ↑
- REVENUE ↑
- SALARY ↑
- BUSINESS EXPANSION
- Waive/Delegation

- JOB SECURITY
- SALARY
- MOTIVATION
- SOCIAL INSURANCE
- PENSION

Regulator needs:

- NETWORK DATA
- TECHNICAL DATA
- COST DATA (CAPEX/OPEX
- EMPLOYEE DATA etc.)
- FINANCIAL & NETWORK PLANNING DATA
- Historical & Projected

- SAFETY
- STABLE INDUSTRY
- GOOD COOPERATION
LEGISLATOR

What the... needs...
1. performance
2. due diligence adherence
3. unbiased decisions

What the... provides...
1. legislature backing
2. financial support

NGOs

What the... needs...
1. incentive tariffs
2. objectivity / transparency

What the... provides...
1. grants
2. specialized input