

PARTICIPANT COMMENTS

*From January 2012 Participants of the PURC/World Bank
Training Program on Utility Regulation and Strategy*

Deseree L.P. Cain

Consumer Affairs/Public Relations Officer
Public Utilities Commission

BELIZE



"Beyond gaining a deeper understanding of the various theories and concepts behind utilities regulation and strategies, the most valuable lessons, I found, were in the plenary and sectorial discussions among participants.

The meat of my learning were during such verbal exchanges, which brought more perspective on my situation and my role as a utilities operator in relation to my regulator, customers and the other stakeholders of my operations. So much light on the various topics from the perspective of my fellow participants brought forth the realization that many of the issues I face back home are shared by many others. Learning how they have succeeded or failed in their own countries has given me some good ideas on how to face the challenges in my own country. The sectorial breakout sessions, most especially, provide a more focused and conducive venue for this learning process to happen."

"Knowledge is power" and being able to use that "useful" information is even more important in advancing regulatory institutions or utility providers. The PURC/World Bank international training program provides the necessary framework for any technical staff of those institutions to enhance their knowledge in order to better accomplish their objectives.

The ability/opportunity to learn from colleagues in different countries across the world is an enormous benefit. It is an important event for anyone working in any of the following sectors: energy, water, and telecommunications. I would highly recommend it!"

Christopher Ilagan

Policy director and Research Manager
Manila Water Company, Inc.

PHILLIPPINES



Mario Luis Campos

Financial Advisor
SUTEL

COSTA RICA



"This course was perfect. It provided an opportunity to know and to share with other people and their experience. The interaction with the participants from other countries in the group exercise was an opportunity to look at the issues from a different perspective. The team of instructors was excellent. Thanks a lot!!

"The program had an excellent academic staff and a superb administrative support. The content of the course was very relevant to me as a regulator in the Energy and Water sectors. I will recommend this training program for all regulators; it will broaden their knowledge of utility regulation. The honest sharing of experiences by other participants made me realize the similarity of the problems we encounter in our various countries and that there is no single fix for any problem. The success some countries have achieved in solving their problems serves as a real encouragement for my country. Keep up the good work PURC."



Kwasi A. Gyima
Manager of Legal Services
PURC

GHANA

Saidu A. Turay
Commissioner
National Telecommunications Commission

SIERRA LEONE



"The program is very successful. I was able to achieve a lot out of the two weeks presentation. This will enable me to share what I have learnt with members of my commission. I felt comfortable speaking with people from different countries. The whole program also shows me the urgent needs of regulation in my country. The presenters were very knowledgeable. My humble thanks to all the presenters for using their pair of hands and pair of eyes to make me feel that I am here at PURC . We will continue to send staffs for the program."

"I have benefited a lot from this course. The speakers were of a high quality in their area of responsibility. It was also great to learn from fellow regulators from other countries. The lessons learnt can be implemented in my area over a short period of time and others in the long term. The involvement of industry experts is important as they bring practical experience into the classroom. Overview experience was overwhelming. I would not hesitate to encourage other members from my organization to attend the course."



Thumulani Nenzhelele
Regulatory Specialist: Gas
Nersa

SOUTH AFRICA

Cinthya Arias L.
Markets Division Officer
SUTEL

COSTA RICA



"This program has been very useful and a very good way to learn from some others experiences. Case studies take you to a very realistic situation where you can find the opportunity to apply all your previous and new knowledge."

"I come with an objective to understand the fundamentals of regulation which I achieved.

Even though renewable energy and energy efficiency were not specifically addressed in details, the learning was great and extremely useful. Most of the speakers understood their subjects and presented them well. The sharing of 'official' and 'unofficial' experiences between the participants added value to the training. Facilities and materials were sufficient (Except for the food which was an overload!)."



Bernard Osawa

Director, Renewable Energy
Energy Regulatory Commission

KENYA

Ngabo M. Nankonde

PR Manager
Zambia Information and communications
Technology Authority (ZICTA)

ZAMBIA



"Managing the regulatory process, Public Relations, Negotiations, Market Reform were very useful courses to me. The ability of speakers and their ability to engage participants have been impressive.

The lessons learnt include the importance of benchmarking and implementing best practice, the relevance of emotional intelligence in our lives and the methods of effective communications.

"The course is extremely valuable with regard to principle, practical applications, level of details and quality of speakers. I recommend it to my colleagues in utilities and regulation in my country."



John M. Ihuthia

Chief Planning Officer
KPLC

KENYA

Herbert Maambo
Head Finance and Accounting
Energy Regulation Board

ZAMBIA



"I would definitely recommend this to all person in regulation."