



4-5 November 2015 | Alba, Italy

TO PAY OR NOT TO PAY? MANAGEMENT OF ARREARS FOR LOCAL PUBLIC SERVICE PROVIDERS

TARGET PARTICIPANTS

The course is mainly addressed to:

- Utility retail markets specialists
- Utility financial risk managers
- Local government heads, mayors and other public sector decision makers and managers involved in welfare programmes
- Local regulators of infrastructure and public services
- Smart city planners
- National energy regulators
- Officials from international organizations
- Energy utility experts
- Consumer protection specialists
- Credit managers
- Data scientists
- Doctoral students

RATIONALE

In the last 25 years policy developments to liberalize and regulate utility markets have been relatively effective in western countries; at the same time emerging countries are facing challenges in terms of investment financing needs, economic sustainability, distributional aspects and welfare implications.

Indeed the aims were to increase competition, boost efficiency, cut prices for final users and promote customer protection, but today these goals are more difficult to achieve by policy makers and firms.

In western countries energy utilities face totally new challenges because of the growing market share of renewables that managed to push wholesale prices down, as did a generally depressed demand with an excess of supply caused by overinvestment in the last 15 years. Water companies in the western world are facing overwhelming problems of underinvestment that sooner or later will be transferred in the final user's charge.

In developing countries, one of the most relevant challenges is to make investments self sustainable with robust revenue streams, and this is valid for both energy and water businesses.

Good revenues for utilities, either energy or water companies, are more difficult to attain today, until a much needed paradigm shift of their business model is developed and tested. Moreover no real reduction of users' charges is foreseen in the short term and thus arrears might contribute to the problem, with strong welfare fall-outs related to vulnerable consumers. Hence the idea to focus a two day course on the subject, from both a private and a public perspective.

TOPICS COVERED

What follows is a list of the most relevant topics that will be covered:

- Regulatory frameworks for fuel poverty and arrears management for water and energy sector
- Policy tools for vulnerable consumers at national and local level
- the role of the Municipality on information and welfare projects
- Corporate financial risk management
- Credit scoring of final users
- Big data analytics for credit scoring and arrears management
- Turin-Index™ toolkit to measure and forecast arrearage

For further information:

visit www.turinschool.eu/eep | or write to: eep@turinschool.eu

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COURSE OBJECTIVES

The course aims to give participants an overview of the regulatory frameworks, corporate consequences and social policy implications, in EU and extra EU, for the management of arrears in sectors such as water and energy, alongside with deep insights from international real case studies presented and discussed among participants.

Corporate participants will be trained on advanced systems to track arrearage at corporate level. Officials from municipalities will learn the fundamentals of the phenomenon in order to develop better welfare actions at local level.

During the course a specific attention will be given to build the proper competence to use the suite of tools called Turin-Index™ developed by the Turin School of Local Regulation (<http://turinschool.eu/turin-index>) useful to increase the quality of final users' credit scoring, to map the arrearage on the caption area of the utility, to forecast arrears on a specific territory and to measure the arrears management in terms of corporate direct costs. Last but not least in order to manage welfare projects on fuel poverty and arrearage management, one short module will be dedicated to the FIELD™ methodology of the Turin School aimed at innovative problem setting.

PROGRAMME

Day 1

REGULATORY FRAMEWORK AND THE LOCAL LEVEL

- International state of the art and comparative analysis of the regulatory framework and policy schemes for fuel poverty
- Utility vulnerable users: subsidy scheme and definitions
- Arrears management at corporate level: state of the art of current trends
- The role of the municipality in welfare projects and bottom-up energy consumption awareness programs

Day 2

STAKEHOLDER ANALYSIS AND REAL CASE STUDIES


- Big data analytics for arrears management
- Turin-Index™ toolkit
- FIELD™ methodology

INTERNATIONAL CASE STUDIES

- European case study (energy)
- Extra-EU case study (water)

Classes will start on Wednesday at 9.00 a.m. and will end on Thursday at 5 p.m., for a total of 14 teaching hours.

FIELD™ is a tool developed by the **Turin School of Local Regulation** to help local decision-makers to tackle local governance with a **richer information basis**, to **strengthen awareness** in public and private choices and to **increase effectiveness** of local policies and projects by setting the right scenario and **asking the right questions** before policies and programs are outlined. FIELD stands for "**Framework of Incentives, information Endowment and exchange for Local Decision-making**". Know more at: <http://turinschool.eu/FIELD>



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ADMISSIONS

Application Process

Please visit www.turinschool.eu/eep for complete admission requirements and to apply online. Applications and full payment of the fee is requested within the 25th of September 2015. Since qualified candidates are admitted on a rolling, space-available basis, early application is encouraged.

Admission Requirements

Admission is selective and based on professional achievement and responsibility. No formal educational requirements apply, but proficiency in written and spoken English is essential.

Programme Fee

The fee includes course tuition, case materials, 3-night accommodation, breakfasts, two lunches and one social dinner, coffee breaks and shuttle to/from Milan Malpensa Airport. Instructions on the payment and on cancellation clauses will be sent to participants at the time of application.

Cancellation Clause

The course will take place as scheduled if a minimum number of participants is reached. In case of cancellation of the session due to a lower number of registered participants, already registered applicants will be totally refunded.

[Contact us](#) to know more about fees and application process. [Special rates](#) for early bird registrations!

COURSE VENUE AND ACCOMMODATION

The Course will take place at the [Hotel Calissano](#) in Alba (Italy), located near the central Piazza Savona, one of the most beautiful square in Piedmont. Every participant will enjoy elegant room with double bed and free wi-fi.

Alba is situated in the vineyard landscape of Langhe-Roero and Monferrato, World Heritage Site since 2014. The course will take place during the renowned [Alba White Truffle Fair](#): participants will appreciate its specialties during the social dinner.



THE ORGANIZERS

This course is organized by the



The **Turin School of Local Regulation (TSLR)** is a network school with a specific mission: focusing on local aspects of regulation and governance of public services and bridging the gap between the academic research and the local decision-makers.

The TSLR was officially launched by Foundation for the Environment in 2012 to capitalize a 15-year experience on training and capacity building on regulation of local public services. The School adopts a policy-oriented approach, with the aim of spreading the culture and instruments of regulation and regulatory reform at local level.

In terms of topics and sectors covered, the TSLR focuses on different aspects connected to local regulation (like investment decisions, procurement, tariff setting, asset management and distributional aspects) and on different sectors, namely energy distribution, urban waste and water cycle, local public transport, green areas and sport facilities., local welfare policies

<http://turinschool.eu>

SECRETARIAT

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CATALOGUE 2015

Discover the other executive courses scheduled in 2015:

Regulation of public services: national and local perspectives

Dubrovnik, Croatia | 9-13 March 2015

Project finance and regulation of local services and infrastructures: a challenging relationship?

Turin, Italy | 29 June – 1 July 2015

Local regulation and tourism

Venice, Italy | 13-15 July 2015

Playing the game with better cards:

Actors, incentives and information in local policies

Turin, Italy | 12-13 October 2015

Regulation, infrastructures and local services in Islamic context

Turin, Italy | 21-22 October 2015

To pay or not to pay? *Management of arrears for local public service providers*

Alba, Italy | 4-5 November 2015

Economic regulation of district heating service: multi-level regulatory tasks, competition and public interest

Turin, Italy | 30 November - 2 December 2015

Competition policy and local regulation : Clash, coexistence and cooperation

Italy | Spring 2016

To know more, visit the webpage of our Executive Education Programme:

<http://turinschool.eu/eep>

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