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COURSE BROCHURE

Advanced Utility Operations Leadership and Service Performance Training Course

15 – 26 March 2027
Madrid

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Registered in the United Kingdom and Saudi Arabia

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Utility Operations Leadership and Service Performance is a 2-week training course for utility managers moving into senior roles who run electricity and water networks day to day, and it ends with a Utility Service Performance Improvement Plan. Customers, regulators and boards now judge utilities on reliability, responsiveness and fair treatment, so operational leadership has become a visible test of every licence holder. The course is delivered by Jupiter Prime Training.

Why Utility Operations Leadership and Service Performance Matters Now

Three pressures meet in the operating heart of a utility. Customers expect fast restoration, accurate bills and clear updates through every channel. Regulators publish interruption indices, complaint volumes and service standards, and attach penalties or rewards to them. Ageing assets and a retiring technical workforce make each fault harder to fix first time. Handled well, these pressures protect trust and licence standing; handled badly, they bring repeat outages and corrective orders. The course rests on recognised reliability indices, asset health indexing and structured root cause methods, applied to both power and water networks.

Who Gains Most from Utility Operations Leadership and Service Performance

- Heads of network operations accountable for reliability, outage restoration and control room performance
- Customer service leaders responsible for contact centres, complaints and billing accuracy
- Maintenance and asset managers who decide which equipment is inspected, repaired or replaced
- Field service managers running crews, contractors and work scheduling across regions
- Performance and regulatory reporting managers who own service scorecards and licence returns

Operations directorates gain most when network, field and customer leaders attend together and agree one scorecard across their functions.

Utility Operations Leadership and Service Performance Capabilities

Participants leave able to connect what happens on a feeder, a water main or a customer call to the service measures their utility is judged on.

- Design a service scorecard that cascades interruption, complaint and response targets to crews — operations directors
- Assess asset condition and criticality to rank maintenance interventions — maintenance planning boards
- Apply fault restoration and major incident escalation sequences — control room and emergency leads
- Calculate technical, non-technical and water losses and assign owners — revenue assurance managers
- Build daily huddle and supervisor routines that sustain field accountability — frontline managers
- Communicate a costed service improvement case to senior leadership — executive committees

Key Utility Operations Leadership and Service Performance Terms

- Interruption frequency index — the average number of supply interruptions each customer experiences over a reporting period.
- Interruption duration index — the average total minutes of lost supply per customer, used to judge restoration speed.
- Asset health index — a score combining age, condition and test results to show how close equipment is to failure.
- Non-revenue water — water put into the network that is never billed, through leakage, theft or metering error.
- First-time fix rate — the share of field jobs completed on the first visit without a return trip.
- Customer service standard — a defined service promise to customers that triggers a set payment when missed.

Utility Operations Leadership and Service Performance Day by Day

Day 1: Operating Context of Network Utilities

- Service Obligations of Electricity and Water Networks — Defining What Customers Are Owed
- Licence Conditions and Performance Reporting Duties — Shaping Daily Operating Priorities
- Operating Model Mapping Across Field, Control and Contact Centre — Clarifying Accountabilities
- Stakeholder Map of Customers, Regulators and Contractors — Setting Engagement Routines
- Baseline Service Performance Scan — Locating the Largest Operational Gaps

Day 2: Service Level Design and Measurement

- Supply Interruption Indices for Frequency and Duration — Targeting Network Reliability
- Water Supply Continuity and Pressure Measures — Protecting Household Service Quality
- Customer Service Standards and Compensation Triggers — Limiting Customer Detriment
- Service Level Agreement Hierarchy From Board to Crew — Cascading Targets Consistently
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Performance Scorecard With Leading and Lagging Measures — Steering Weekly Operations

Day 3: Asset Condition and Maintenance Regimes

- Asset Register Quality and Hierarchy Rules — Trusting Condition Information
- Asset Health Indexing for Transformers, Cables and Pumps — Ranking Intervention Needs
- Preventive, Predictive and Run-to-Failure Choices — Matching Strategy to Criticality
- Criticality Scoring of Network Assets — Focusing Scarce Maintenance Crews
- Maintenance Backlog Profiling — Deciding What Waits and What Cannot

Day 4: Field Operations and Work Scheduling

- Work Order Lifecycle From Request to Closure — Shortening Job Cycle Times
- Crew Scheduling and Dispatch Rules — Balancing Planned and Reactive Work
- Mobile Workforce Data Capture — Improving First-Time Fix Rates
- Contractor Performance Measures and Interfaces — Holding Partners to Service Levels
- Planned Outage Notification Routines — Reducing Avoidable Customer Complaints

Day 5: Network Control and Fault Response

- Control Room Roles and Shift Handover Protocols — Keeping Situational Awareness Intact
- Fault Location, Isolation and Restoration Sequences — Cutting Customer Minutes Lost
- Burst Main and Leak Response Playbooks — Containing Water Losses Quickly
- Severe Weather and Major Incident Escalation Levels — Mobilising Resources in Time
- Post-Event Restoration Reviews — Turning Incidents Into Network Learning

Day 6: Customer Operations and Experience

- Customer Journey Mapping for Connections and Faults — Removing Friction Points
- Contact Centre Demand and Channel Mix — Staffing for Peak Call Volumes
- Complaint Root Cause Coding — Fixing Upstream Process Failures
- Vulnerable Customer Registers and Priority Services — Protecting Those Most Exposed
- Billing Accuracy and Meter Reading Controls — Preventing Disputes Before They Arise

Day 7: Loss Reduction and Revenue Assurance

- Technical and Non-Technical Loss Breakdown — Prioritising Field Investigations
- Water Balance and Non-Revenue Water Audit — Targeting Leakage and Metering Errors
- Smart Meter Data Analytics for Anomalies — Detecting Tampering and Faulty Meters
- Collection Performance and Arrears Segmentation — Choosing Fair Recovery Routes
- Loss Reduction Action Tracker — Assigning Owners and Verification Steps

Day 8: Leading Operational Teams

- Frontline Supervisor Capability Matrix — Closing Skill Gaps in Crews
- Safety Leadership Walks and Near-Miss Reporting — Strengthening Field Safety Culture
- Daily Performance Huddles and Visual Boards — Building Shift-Level Accountability
- Knowledge Retention for Ageing Technical Workforce — Protecting Critical Know-How
- Performance Conversations With Operations Managers — Linking Targets to Behaviour

Day 9: Continuous Improvement in Service Delivery

- Process Mapping of High-Volume Field Activities — Removing Non-Value Steps
- Root Cause Analysis With Fishbone and Five Whys — Stopping Repeat Failures
- Benchmarking Against Peer Utilities — Setting Credible Stretch Targets
- Operational Risk Register for Service Failures — Ranking Mitigation Effort
- Change Readiness Assessment for Operating Teams — Sequencing Improvements Realistically

Day 10: Practising the Utility Service Performance Improvement Plan

- Service Level Gap Diagnosis From Day Two Scorecard — Selecting Priority Measures
- Asset and Field Interventions Drawn From Days Three and Four — Sequencing Actions
- Customer and Loss Initiatives From Days Six and Seven — Quantifying Service Benefits
- Team Roles and Huddle Routines From Day Eight — Assigning Delivery Owners
- Utility Service Performance Improvement Plan — Presenting to Senior Leadership

Applying Utility Operations Leadership and Service Performance After the Course

- Run a baseline review of interruption, complaint and first-time fix measures and agree a revised scorecard with network and customer leads.
- Lead a root cause session on the highest-volume complaint category and track the resulting field and billing fixes for a month.

Utility Operations Leadership and Service Performance Questions FAQ

What is Utility Operations Leadership and Service Performance and why does it matter now?

It is the discipline of running a utility's networks, field crews and customer operations to agreed service levels. It matters now because customers and regulators track reliability and complaints closely, while ageing assets and workforce turnover make consistent service harder to sustain.

Which roles gain most from Utility Operations Leadership and Service Performance training?

Managers stepping into senior operations roles gain most. That includes heads of network operations, customer service leaders, maintenance managers, field service managers and performance reporting leads in electricity and water utilities.

How does Utility Operations Leadership and Service Performance differ from a utility strategy course?

It focuses on running the utility day to day rather than setting corporate direction. You work on service levels, asset maintenance, fault response and customer operations, leaving investment strategy, corporate finance and long-term energy policy to other courses.

What do you bring back from Utility Operations Leadership and Service Performance training?

You bring back a service improvement plan for your own utility. It links scorecard gaps to asset, field, customer and loss reduction actions, with owners and team routines ready to present to senior leadership.

Utility Operations Leadership and Service Performance: The Way Forward

The Utility Service Performance Improvement Plan first informs which service measures receive crew time and maintenance budget in the next operating cycle. Operations directors, customer service heads and maintenance planners use it to align their weekly routines. After its first quarter in use, revisit the balance between reactive and planned work, since that ratio shapes most other service results.