



## MEDIA RELEASE

### **Pacific power utilities benchmarking report released**

**Majuro, Mon, 13<sup>th</sup> July 2015** – The latest in a series of performance benchmarking reports is released today during the annual conference of the Pacific Power Association (PPA). Since 2011 PPA, the Pacific Region Infrastructure Facility (PRIF) and the Secretariat of the Pacific Community have been working in partnership to support performance benchmarking among 25 electric power utilities in 20 countries and territories in the Pacific. The report is the fourth in a series since benchmarking commenced in 2000.

Andrew Daka, PPA Secretariat Executive Director, said “Benchmarking is a valuable instrument for monitoring performance improvement in a utility over time as well as the performance between similar organisations and between regions. It provides us with a better understanding of performance gaps across the Pacific, and supports improved decision-making within power utilities and increased efficiency and service delivery”.

This report presents results based on data collected for the 2012 fiscal year for each participating utility. It includes the results of 46 Key Performance Indicators plotted against the previous two years of data to show trends and also contains some governance and gender data.

Mr Daka added, “In this round, financial data has been fully disclosed following agreement between the utilities at the PPA Annual Conference in 2014. This enhances the usefulness of the financial data, allowing utilities to engage in dialogue regarding their respective commercial results and how this may be related to improvements in the indicators being monitored as part of the benchmarking exercise”.

Also presented during the conference is a booklet ‘*Benchmarking changes business*’, a collection of case stories from power utility staff, published by PRIF and PPA. Each story is a personal reflection on the value and benefits of performance benchmarking for improving business decision-making and increased efficiency.

#### **Key findings**

The data in the report covers areas such as power generation, transmission, distribution, power interruptions, financial results, human resources and safety issues. Over the last few years, the results for performance indicators related to load factor, capacity factor, specific fuel oil consumption and operating ratio have remained fairly stable. Improvements are particularly being achieved in availability factor values, lube oil consumption and management of outages. Issues utilities continue to work on concern the quality of the data collection and the process for developing and implementing improvement strategies and plans. The operation and maintenance of generators and plant equipment is also critical.

Regional comparisons can be helpful for highlighting issues and prioritising action. In this report, comparison has been made with two regions that hold some similarity to the PPA utilities; the Caribbean Electric Utility Services Corporation (CARILEC) and Network of Experts of Small Island System Managers (NESIS), a network of European utilities. Of these CARILEC bears the most useful comparison. The results show that CARILEC leads the Pacific in most indicators; however, the margin in many cases is not large and further investigation of how the CARILEC region has attained their results could prove helpful to the Pacific.

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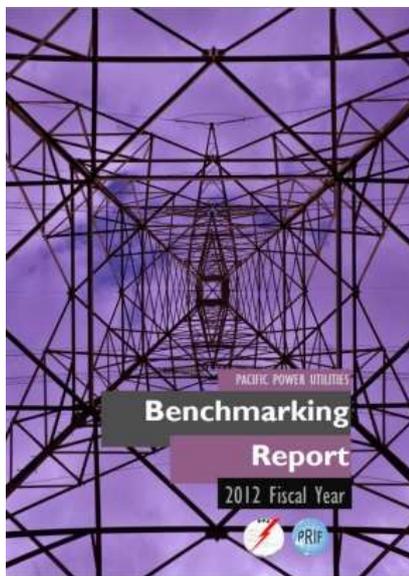
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To download *Power Benchmarking Report (2012 Fiscal Year)*, visit: <http://bit.ly/1RIDQW2>



To download *Benchmarking Changes Business*, visit: <http://bit.ly/1FREIKQ>

