

Yankeegas/Moldovagaz

Transitioning to a Market Economy



After the initial advisory mission, Yankee Gas and Moldovagaz sign a cooperative agreement effectively beginning the partnership between their companies



To assist Moldovagaz managers in acquiring the skills needed to manage a utility in a market economy, Yankee Gas conducts a seminar in Chisinau to review basic management tasks including, human resources, finance, customer service, contracts and rate making

With the support of Yankee Gas, Moldovagaz:

- Created a manual of procurement procedures;
- Developed a meter database;
- Reorganized its corporate structure;
- Created an informational brochure on Moldovagaz; and
- Established a computerized customer service center

