

Pakistan Power Distribution Program ^[1]





[2]

USEA implemented the Utility Exchange Program component of USAID's Power Distribution Program (PDP) in Pakistan. PDP is a five-year project aimed at working with government-owned electric power distribution companies in Pakistan to improve their performance in the areas of loss reduction, revenue collection and customer service. USEA's utility exchanges enable U.S. and third-country utilities to share practical information, real-world case studies and best practices with their counterparts in Pakistan.

In 2013, USEA brought Pakistan delegations to Australia, Malaysia, the Philippines, Thailand, the United Arab Emirates and the U.S., to meet with their counterparts. Topics included best practices for distribution utilities in training, engineering and planning, communications and customer service, financial operations and utility regulation.

Files:

Attachment	Size
 1 - Customer Service, Commercial and Financial Management, Turkey^[3]	1020.2 KB
 2 - Reducing losses and Improving Service, South Africa^[4]	1.09 MB

Attachment	Size
 3 - Human Resources and Employee Training - U.S. ^[5]	380.23 KB
 4 - Safety, Australia ^[6]	1.01 MB
 5 - Distribution System Engineering, Design and Operations, U.S. ^[7]	621.88 KB
 6 - Customer Service and Commercial Operations, U.A.E. ^[8]	802.35 KB
 7 - Safety and Training, Australia ^[9]	784.12 KB
 8 - Customer Service, U.A.E. ^[10]	1.47 MB
 9 - Financial Operations and Internal Auditing, Thailand ^[11]	825.29 KB
 10 - Distribution System Engineering and Planning, Malaysia ^[12]	1.26 MB
 12 - Utility Regulation Best Practices, U.S. ^[13]	1.08 MB
 13 - Utility Regulation Best Practices ^[14]	1019.07 KB

[? Back to top](#)

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Links:

- [1] <https://www.usea.org/content/pakistan-power-distribution-program>
- [2] <https://www.usea.org/sites/default/files/styles/full-size-scale-800/public/page-images/P8100148.JPG?itok=rjx3uyKX>
- [3] https://www.usea.org/sites/default/files/page_files/1_Turkey.pdf
- [4] https://www.usea.org/sites/default/files/page_files/2_South%20Africa.pdf
- [5] https://www.usea.org/sites/default/files/page_files/3_U.S..pdf
- [6] https://www.usea.org/sites/default/files/page_files/4_Australia.pdf
- [7] https://www.usea.org/sites/default/files/page_files/5_U.S..pdf
- [8] https://www.usea.org/sites/default/files/page_files/6_UAE.pdf
- [9] https://www.usea.org/sites/default/files/page_files/7_Australia.pdf
- [10] https://www.usea.org/sites/default/files/page_files/8_UAE.pdf
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- [12] https://www.usea.org/sites/default/files/page_files/10_Malaysia.pdf
- [13] https://www.usea.org/sites/default/files/page_files/12_U.S..pdf
- [14] https://www.usea.org/sites/default/files/page_files/13_U.S..pdf