

Utilities Performance Monitoring Unit (UPMU) current mandate:

- **Set & evaluate operational performance targets**
- **Develop capacities for the monitoring of the performance indicators**
- **Monitor compliance with standard Performance Indicators (PI's)**
- **Issue utilities performance monitoring reports**
- **Conduct technical inspections and investigations**
- **Conduct various workshops and roundtable discussions**
- **Contribute to develop internal working guidelines and procedures**

UPMU's future extended mandate as a regulator:

- **Review, approve, and accredit company business plans**
- **Conduct inspections and investigations**
- **Develop and apply incentives/penalties on service delivery**
- **Review and recommend tariffs**
- **Recommend subsidies**
- **Settle customer complaints and disputes between regulated entities**
- **Recommend updates and changes on laws, legislation and regulations**