



# **Metering Services Providers (MSP) Performance Obligations and Monitoring Training**

## **Course Syllabus**

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## INTRODUCTION: WESM UNIVERSITY



### Training TWG

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### Training Section Corporate Planning & Communications (CPC)

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### Learning Management & Capacity Development (LMCD) Enforcement & Compliance Office (ECO)

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The Learning Management and Capacity Development (LMCD) Division (formerly the Knowledge Management and Development (KMD) Division) of the Enforcement and Compliance Office (ECO) carries on the tasks and activities initiated by the Training Section of the Corporate Planning and Communications (CPC) in 2022.

Intrinsically, the LMCD's main function is to organize, manage, and conduct trainings and other related capacity development endeavors, such as awareness and information drives to promote learning among the Wholesale Electricity Spot Market (WESM) stakeholders on matters concerning market governance, rules, and developments in the market for better understanding and appreciation of the WESM. Relevant market updates that have a significant impact on market governance will also form part of the training campaign.

WESM University is LMCD's brand for easier recall while clearly promoting a learning and capacity development environment for stakeholders, and sometimes other interested parties, of the Philippine power bourse.

Trainings are typically conducted once every month, between January and October each year.

## COURSE INFORMATION

Course Title	:	MSP Performance Obligations and Monitoring
Level	:	Basic
Requirement	:	No prerequisite
Course Credit	:	Two (2) credit units for the WCO Certification Program
Duration	:	Two (2) hours
Training Type	:	Regular Training
Training Fees	:	None

## COURSE DESCRIPTION

The course intends to provide the relevant metering procedures, policies, and standards for Metering Services Providers (MSP) including monitoring of its performance based on the Metering Standards and Procedures Manual.

## TARGET AUDIENCE

Metering Services Providers



## LEARNING OBJECTIVES

1. Understand the obligations of MSPs under the WESM Rules and relevant Market Manuals
2. Identify the performance indicators and performance measures as basis for the calculation of the MSP Performance Rating
3. Be aware of the passing score and timelines of release/publication of the MSP Performance Rating

## COURSE OUTLINE

Course Title	Coverage	Description	Duration
MSP Performance Obligations and Monitoring	<ul style="list-style-type: none"><li>• Overview of MSP Obligations</li><li>• Performance Measures<ul style="list-style-type: none"><li>○ Service Delivery</li><li>○ Customer Satisfaction</li></ul></li><li>• Performance Standards</li><li>• Passing Percentage</li><li>• Performance Rating<ul style="list-style-type: none"><li>○ Monthly Performance Rating</li><li>○ Semi-Annual Customer Satisfaction Rating</li><li>○ Annual Performance Rating</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Enumerates the obligations of the MSPs</li><li>• Provides procedures in rating the performance of MSPs<ul style="list-style-type: none"><li>○ Describes the delivery and integrity of meter data and timeliness in the resolution of meter trouble report</li><li>○ Measures service satisfaction provided by the MSP</li></ul></li><li>• Sets the criteria in determining the performance of MSPs</li><li>• Outlines the passing score for the annual MSP rating</li><li>• Provides the timelines of release and coverage of MSP performance ratings</li></ul>	2 hours

## COURSE MATERIALS

Training-related materials are released within five (5) business days from the date of the course completion. These typically include the following:

- Certificate of Attendance
- Presentation deck
- Training Highlights
- Course Completion Cards for the WCO Certification Program enrollees

## REGISTRATION GUIDELINES

- Registration forms or Training Course Enrollment Forms for trainings will be released at least 14 days before the scheduled training date.
- Each training participant should accomplish one (1) registration form.
- To register for this basic training course, please click on the training course enrollment form: [MSP Performance Obligations and Monitoring](#).



For more information, send an email to:  
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