

COURSE OVERVIEW FM0633-3D
Advanced Commercial Tariff Design & Financial Modelling

Course Title

Advanced Commercial Tariff Design & Financial Modelling

Course Date/Venue

October 12-14, 2026/Glasshouse Meeting Room,
Grand Millennium Al Wahda Hotel, Abu Dhabi,
UAE

Course Reference

FM0633-3D

Course Duration/Credits

Three days/1.8 CEUs/18 PDHs

Course Description



This highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using the “MS Excel” application.



This course is designed to provide participants with a detailed and up-to-date overview of Advanced Commercial Tariff Design & Financial Modelling. It covers the role and importance of the utility industry, systems perspective and the role of energy markets in tariff design; the commercial tariff design, regulatory and economic principles, cost structures and revenue requirements; the demand analysis and forecasting, financial modelling fundamentals, tariff components and pricing structures; the data requirements and preparation, building tariff models and advanced financial modelling techniques; the customer segmentation and pricing strategy, elasticity and demand response; and the scenario planning and risk analysis.



During this interactive course, participants will learn the regulatory compliance in tariff design, tools and technology for modelling; the tariff optimization techniques, financial performance analysis, stakeholder impact analysis and integration with business strategy; establishing tariff governance frameworks and model validation and audit processes; and the documentation and version control as well as transparency and accountability.



Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an advanced knowledge on commercial tariff design and financial modelling
- Discuss the role and importance of the utility industry, systems perspective and the role of energy markets in tariff design
- Discuss commercial tariff design, regulatory and economic principles and cost structures and revenue requirements
- Apply demand analysis and forecasting, financial modelling fundamentals, tariff components and pricing structures
- Carryout data requirements and preparation, building tariff models and advanced financial modelling techniques
- Illustrate customer segmentation and pricing strategy, elasticity and demand response as well as scenario planning and risk analysis
- Recognize regulatory compliance in tariff design including tools and technology for modelling
- Apply tariff optimization techniques, financial performance analysis, stakeholder impact analysis and integration with business strategy
- Establish tariff governance frameworks and apply model validation and audit processes, documentation and version control as well as ensuring transparency and accountability

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of advanced commercial tariff design and financial modelling for financial analysts and senior financial modellers, corporate finance and FP&A professionals, investment analysts and bankers, pricing analysts and commercial managers, tariff design and regulatory professionals, revenue management specialists, strategy managers and business analysts, management consultants (pricing/financial strategy), finance managers, controllers and CFO-level professionals, senior accountants moving into strategic roles, credit analysts and project finance professionals, private equity and infrastructure investment specialists and other technical staff.

Course Fee.

US\$ 3,750 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Douglas Robinson, MBA, BSc (Honors), Dip, is currently the **President** of **DSR Consulting** and the **Professor** of **Business Studies Unit (BSU)** at **Durban Institute of Technology (DIT)**, where he is lecturing at **MBA level** in **Financial & Credit Risk Management**, **Advanced Commercial Analysis**, **Analyzing Financial Data**, **Commercial Management**, **Commercial Acumen**, **Commercial Negotiation Techniques**, **Financial Planning**, **Financial Management**, **Materials Inventory Management**, **Budgeting & Cost Control**, **Project Accounting**, **Effective Commercial Negotiation**, **Suppliers & Contractors Management**, **Suppliers Assessment & Performance Monitoring**, **Effective Purchasing & Supplier Selection**, **Developing & Working with Suppliers**, **Contractors & Service Level Agreement**, **Dealing with, Contract Risk Management**, **E&PD Contracts Policy**, **Risk Insurance**, **Contract Management Guidelines & Practices**, **Contracts Monitoring & Evaluation**, **Contracts & Suppliers Risk Identification**, **Contract Terms & Conditions**, **Contract Terminations**, **Advanced Suppliers & Contractors Management**, **Contractor Performance Evaluation**, **Claim Analysis & Dispute Resolution**, **Insurance Management**, **Budgeting & Forecasting**, **Budget Preparation & Control**, **Budget Planning & Monitoring**, **Leadership & Change Management**, **Project Procurement Management**, **Human Resources Management (HRM)**, **Presentation Skills**, **Negotiation Skills**, **Interpersonal Skills**, **Communication Skills**, **Collaboration Skills**, **Developing Effective Partnership**, **Project Gate System Procedures**, **Adaptability & Flexibility**, **Learning & Self Development**, **Industrial Relationships**, **Driving Performance**, **Performance Measurement**, **Performance Goal Implementation**, **Time Management Techniques**, **Organizing Daily Activities**, **Handling Difficulties & Pressure**, **Productivity & Feedback Management**, **Problem Solving & Decision Making**, **ISO 9001 Lead Auditor**, **Competency Based Training & Design Plan**, **Logistics & Supply Chain Management**, **Quality Management**, **Project Management**, **Contract Management**, **Operations Management**, **Procurement Management**, **Entrepreneurship and International Business**.

Mr. Robinson has over **40 years** of international experience in **Contract Management**, **Quality Management**, **ISO Standards**, **Logistics & Supply Chain Management**, **Procurement**, **Purchasing**, **Outsourcing Strategies**, **Project Management**, **Business Systems**, **Operations Management** and **Business Re-Organization**. Further, he is a **Registered Assessor** of **Quality Management**, **Logistics**, **Supply Chain Management**, **Procurement Strategies**, **Purchasing** and **Outsourcing**.

As a leader in the **Quality**, **Procurement** and **Logistics** fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in **Procurement**, **financial**, **sales**, **distribution**, **materials management** and **costing**.

During his long career life, Mr. Robinson worked for many **International companies** such as **Tiger Brands**, **Nestle's**, **Mondi Manufacturing**, **Mondi Forests**, **Masonite Africa Ltd.**, **Frame** etc. He worked as **General Manager**, **Quality Manager**, **Procurement Manager**, **Financial Manager**, **Contracts Manager**, **Logistics Manager**, **Logistics Superintendent**, **Project Manager**, **Purchasing Supervisor**, **SAP Facilitator**, etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in **Logistics & Supply Chain Management**, **Procurement**, **Purchasing**, **Outsourcing**, **Strategic planning**, **business wellness analysis**, **Contract management**, **Project Management**, **feasibility studies**, **financial analysis**, **cash-flow forecasting**, **Capital investment analysis**, **risk analysis**, **Business process analysis**, and **Quality Management Systems**.

Mr. Robinson has a **Master** degree in **Business Administration (MBA)** from the **University of Durban-Westville**, a **Bachelor** degree with **Honors** in **Business Management** and **Administration** and **Diplomas** in **Medical Technology**, **Marketing Management**, **Business Management** and **Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 12th of October 2026

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0900	Overview of Utility Industry from a Systems Perspective Role and Importance of the Utility Industry • Introduction to Organisational Value Chain and Utility Supply Chain: Energy, Water and Gas Supply Chains • Role of Tariffs in Supply Chains
0900 – 0930	Understanding Utilities from a Systems Perspective Introduction to Systems and Systems Thinking • Definition of a System, Characteristics, Elements and Components of a System • Language of Systems Thinking: Causal-Loop Diagrams, Stock and Flow Diagrams • Applying Systems Thinking to Utilities • Modelling Energy, Water and Gas Utility Systems Using Systems Language
0930 – 0945	Break
0945 – 1015	Overview of Energy Markets Role and Importance of Energy Markets, International and Local Energy Markets • Role of Energy Markets in Tariff Design
1015 – 1045	Introduction to Commercial Tariff Design Definition & Objectives of Tariff Design • Types of Tariffs (Fixed, Variable, Tiered, Time-Based) • Role in Revenue Generation & Cost Recovery • Industry Applications (Utilities, Telecom, Transport)
1045 – 1115	Regulatory & Economic Principles Cost-of-Service versus Market-Based Pricing • Regulatory Frameworks & Compliance Requirements • Economic Principles (Elasticity, Demand, Affordability) • Balancing Profitability & Social Impact • Actual Cost-of-Service Study



1115 – 1145	Cost Structures & Revenue Requirements <i>Fixed versus Variable Costs • Capital Expenditure (CAPEX) & Operational Expenditure (OPEX) • Revenue Requirement Calculations • Cost Allocation Methodologies</i>
1145 – 1215	Demand Analysis & Forecasting <i>Understanding Consumption Patterns • Customer Segmentation & Usage Profiles • Load Forecasting Techniques • Impact of Seasonality & Trends</i>
1215 – 1230	Break
1230 – 1300	Financial Modelling Fundamentals <i>Structure of Financial Models • 2023/2024 Actual Key Financial Statements Integration Using an Excel Worksheet • Assumptions & Drivers • Building Dynamic & Flexible Models</i>
1300 – 1330	Tariff Components & Pricing Structures <i>Fixed Charges, Usage Charges, & Surcharges • Tiered & Block Tariffs • Time-of-Use (TOU) Pricing • Incentives & Penalties</i>
1330 – 1400	Case Studies: Eskom Holdings SOC Ltd
1400 – 1420	Videos <i>Energy Markets • Generation Stacking • Conducting a Cost-of-Service Analysis</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	Lunch & End of Day One

Day 2: Tuesday, 13th of October 2026

0730 – 0830	Data Requirements & Preparation <i>Identifying Data Sources (Operational, Financial, Market) • Data Validation & Cleaning • Structuring Data for Modelling • Ensuring Data Accuracy & Reliability • Practical Exercise: Analyze a Real-Life Dataset of Electricity Consumption and the Effect of Tariffs on Consumption</i>
0830 – 0930	Building Tariff Models <i>Step-by-Step Tariff Model Development • Linking Cost Drivers to Pricing • Structuring Tariff Scenarios • Testing Model Assumptions</i>
0930 – 0945	Break
0945 – 1015	Advanced Financial Modelling Techniques <i>Discounted Cash Flow (DCF) Analysis • Net Present Value (NPV) & Internal Rate of Return (IRR) • Sensitivity Analysis • Scenario-Based Modelling • Practical Exercise: Calculate NPV and IRR for Two Capital Expenditure Projects and Make Recommendations on Which of the Projects is the Most Viable</i>
1015 – 1100	Customer Segmentation & Pricing Strategy <i>Segmenting Customers by Usage & Value • Designing Differentiated Tariffs • Cross-Subsidization Strategies • Impact on Revenue & Equity</i>
1100 – 1215	Elasticity & Demand Response <i>Price Elasticity of Demand • Modeling Customer Behavior Changes • Demand-Side Management Strategies • Evaluating Tariff Impacts on Consumption</i>

1215 – 1230	<i>Break</i>
1230 – 1315	Scenario Planning & Risk Analysis <i>Best-Case, Worst-Case, & Base Scenarios • Risk Identification & Mitigation • Stress Testing Financial Models • Evaluating Uncertainty & Volatility • Scenario Planning Model: Develop Best-Case, Worst-Case and Base Case Scenarios for Their Own Organisation</i>
1315 – 1400	Regulatory Compliance in Tariff Design <i>Aligning Tariffs with Regulatory Guidelines • Documentation & Justification of Tariffs • Stakeholder Consultation Processes • Managing Approvals & Revisions</i>
1400 – 1420	Case Studies: Eskom Holdings SOC Ltd (cont'd)
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day Two</i>

Day 3: Wednesday, 14th of October 2026

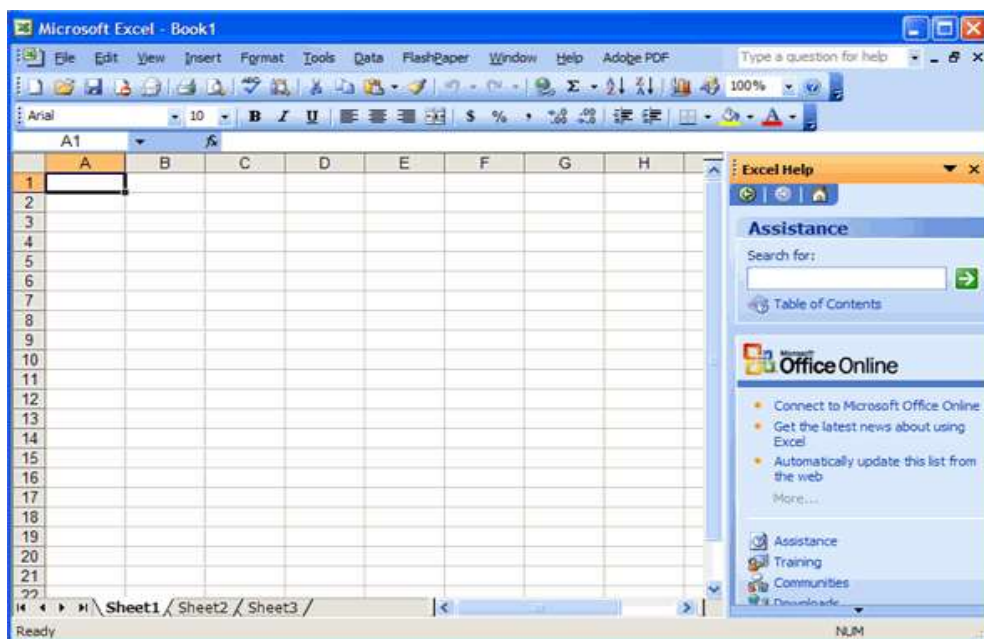
0730 – 0830	Tools & Technology for Modelling <i>Excel-Based Financial Modelling • Use of BI Tools for Analysis • Automation & Model Integration • Best Practices for Model Transparency</i>
0830 – 0900	Tariff Optimization Techniques <i>Balancing Cost Recovery & Affordability • Revenue Maximization Strategies • Efficiency Incentives • Continuous Tariff Refinement</i>
0900 – 0930	Financial Performance Analysis <i>Monitoring Revenue versus Projections • Variance Analysis • Profitability Assessment by Segment • Key Financial KPIs</i>
0930 – 0945	<i>Break</i>
0945 – 1015	Stakeholder Impact Analysis <i>Assessing Impact on Customers & Regulators • Managing Public Perception & Acceptance • Communicating Tariff Changes • Addressing Stakeholder Concerns</i>
1015 – 1100	Integration with Business Strategy <i>Aligning Tariffs with Organizational Goals • Supporting Investment Decisions • Linking Tariffs to Long-Term Planning • Competitive Positioning</i>
1100 – 1145	Governance & Best Practices <i>Establishing Tariff Governance Frameworks • Model Validation & Audit Processes • Documentation & Version Control • Ensuring Transparency & Accountability</i>
1145 – 1230	Case Studies & Practical Application <i>Eskom Holdings SOC Ltd (cont'd) • Real-World Tariff Design Examples • Hands-on Tariff Modelling Exercise • Group Discussions & Problem-Solving • Lessons Learned & Best Practices</i>
1230 – 1245	<i>Break</i>
1245 – 1300	Videos <i>Using AI and Business Intelligence Tools for Financial Modelling and Tariff Design</i>



1300 – 1345	Future Trends & Innovations <i>Smart Tariffs & Dynamic Pricing • Digital Transformation in Tariff Design • Integration with Smart Grids & IoT • Sustainability & Green Pricing Models</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Hands-on Practical Sessions)

Practical sessions will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using “MS-Excel” application.



MS-Excel

Course Coordinator

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