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STRENGTHENING UTILITIES AND PROMOTING ENERGY REFORM (SUPER)

USAID SUPER supports country partners to improve their energy sector management and performance.

Sustained access to reliable grid-connected electricity is essential for countries in achieving broad economic and social development goals. However, electric utilities in many developing countries must deal with a range of inefficiencies and operational challenges, often rely on outdated systems and technologies, and are unable to recover costs, properly maintain assets, or reinvest in new infrastructure. Many countries lack a supportive legal and regulatory environment to enable better commercial and technical outcomes in the power sector. Without effective reforms, persistent obstacles may prevent countries from reaching objectives associated with connecting new customers to the grid or economically installing new sources of generation, hindering economic growth and poverty reduction.

DEMAND

Emerging market and developing economies (EMDEs) together account for around 60% of global final energy demand.



INVESTMENTS

Since 2020, governments have invested around USD 1 trillion for energy efficiency-related activities.



HOW SUPER CAN HELP

The Strengthening Utilities and Promoting Energy Reform (SUPER) Task Order enables USAID to quickly deploy specialized technical assistance to support host country counterparts in identifying and addressing a range of power sector reform challenges. Managed through [USAID's Bureau for Resilience, Environment, and Food Security \(REFS\)](#), SUPER works hand-in-hand with partner country utilities and other energy sector entities to increase electricity access, decrease technical and commercial losses, enhance human capital and operational practices, and explore new models for private sector engagement. SUPER's flexible approach to Work Assignment (WA) development engages with USAID Missions and Operating Units to provide tailored assistance for short-term interventions to meet priorities of host country stakeholders.

ILLUSTRATIVE SERVICES AVAILABLE THROUGH SUPER



Identifying and Advancing Sector Reform

Developing sector assessments, strategies, plans and roadmaps to diagnose key issues and challenges, such as an analysis of the Iraqi energy sector and regulatory environment.

Hosting workshops and forums with stakeholders about energy reform issues to promote understanding and coordinate consensus.



Designing Strong Legal and Regulatory Frameworks

Deploying national frameworks like the Joint Non-Technical Losses Policy Concept Note and subsequent House Wiring Initiative in Jamaica, which aim to reduce electricity theft and streamline policy effectiveness.

Analyzing the national power sector in Iraq to provide recommendations that will help modernize its energy system and increase private sector investment.



Building High-Performing Utilities

Enhancing utility capacity and operations through the provision of targeted technical assistance, such as developing and improving [organizational cybersecurity and digitalization in the Caribbean and Central America](#).

Improving utility financial modeling, tariff analysis, and customer regularization and metering, demonstrated through the success of the Jamaica House Wiring Initiative.



Undertaking Cross-cutting Sector Reform Activities

Applying a gender equality and environmental and social inclusion lens to energy sector services and operations.

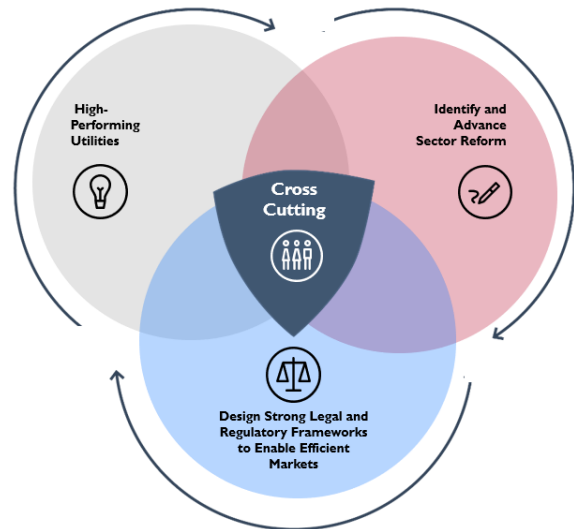
Training and technical assistance for counterparts on new approaches, technologies, and operational models for accessing alternative, sustainable financing and facilitating private sector engagement.

Publishing leading practice reports, materials, and media on sector reform issues such as enabling environments and non-technical losses.

More information on SUPER's accomplishments can be found below.

ENGAGING WITH SUPER

The SUPER Task Order runs through September 2025 and has a ceiling of \$12.8 million. SUPER offers services including strategies and tools for reducing technical and non-technical losses; enhancing cybersecurity through assessments, policy development, and process and governance improvements; and toolkits for accessing alternative sources of [climate finance](#). SUPER is funded through REFS and through buy-ins by USAID Missions for in-country Work Assignments. More information is available on the [USAID SUPER website](#).



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HIGHLIGHTING SUPER'S ACCOMPLISHMENTS

<p>WA #2: JAMAICA – NON-TECHNICAL LOSS (NTL) STAKEHOLDER SUPPORT</p> <p>This WA supported the implementation of loss reduction activities identified by the Jamaican Public Service Company, Ltd. (JPS) by defining stakeholders’ roles and responsibilities and developing and implementing a pilot.</p> <ul style="list-style-type: none"> • Developed a unified policy approach to non-technical loss (NTL) reduction, which represented the views of key stakeholders in Jamaica’s power sector. Convened six formal meetings of the full NTL Stakeholder Working Group, which resulted in the development of a non-technical loss reduction plan and design of a pilot house wiring initiative. • Delivered a strategic coordination workshop in Kingston, Jamaica that brought stakeholders together to prioritize the NTL policy initiatives and develop initial scopes of work for the priorities. • Facilitated several NTL working groups (WGs) to scope the initiative related to house wiring. The SUPER team also scoped and finalized WA #7 (Jamaica NTL Stakeholder Support, Phase 2), offering support to the Stakeholder WGs to identify and develop a house wiring initiative, drive consensus on loss reduction responsibilities, and develop a policy statement pertaining to formalizing sector roles. 	<p>WA #3: IRAQ ENERGY SECTOR ASSESSMENT</p> <p>This WA examined the current state of the energy sector of Federal Iraq and the Iraqi Kurdistan Region (IKR) by identifying opportunities and obstacles for potential USAID programming support.</p> <ul style="list-style-type: none"> • Delivered an Energy Sector Assessment of Federal Iraq and IKR, providing an analysis of the Iraqi energy sector’s installed base, regulatory environment, and institutions that will allow USAID to incorporate the recommendations to design future USAID programs in Federal Iraq/IKR. • Conducted stakeholder interviews with representatives from civil society, think tanks, the private sector, USG institutions, and Iraqi/IKR government agencies. • Made recommendations aligned to five focus areas of potential investment: renewable energy, opportunities for energy efficiency, private sector engagement, loss reduction, and mitigating the impact of the electricity sector on the environment. • At the request of the U.S. Ambassador to Iraq, the SUPER team conducted an additional Final Assessment Briefing for the USAID Iraq Mission and the U.S. Embassy in Iraq.
<p>WA #4: UTILITY CYBERSECURITY AND DIGITALIZATION IN THE CARIBBEAN</p> <p>This WA supports power sector cyber resilience in the Caribbean to combat the growing threat of cyberattacks.</p> <ul style="list-style-type: none"> • Grew and matured cybersecurity programs at power utilities, regulators, and computer security incident response teams (CSIRTs) through workshops, policy development, regional coordination, and strategic planning. SUPER’s support includes a cybersecurity assessment, subsequent technical assistance, and the development of an action plan for each partner. • Built the capacity of utility and regulator counterparts to improve their cybersecurity posture and maturity levels based on leading practices from the Department of Energy’s Cybersecurity Capability Maturity Model (C2M2) Framework. • Hosted a two-day Caribbean Energy Sector Cybersecurity Forum in May 2023, reaching over 218 unique participants from 51 countries across 11 panels, events, and demonstrations focused on enhancing power sector cybersecurity. The SUPER team also partnered with the National Renewable Energy Laboratory (NREL) to host a webinar series. Both events built the capacity of participants to improve cybersecurity readiness in the region. 	<p>WA #10: UTILITY FINANCE BUILDING BLOCKS</p> <p>This WA developed resources and guidance to identify opportunities and concrete actions for electric utilities to access or increase the flow of finance from the private sector or other alternative sources.</p> <ul style="list-style-type: none"> • Provided recommendations to build the capacity of utilities to improve their bankability and creditworthiness to meet alternative finance criteria. This WA built upon a previous activity focused on climate finance to develop additional materials and emphasize private sector finance. • Developed a Utility Finance Building Blocks issue brief and questions guide which USAID staff, implementing partners, and utilities can use as resources to attract alternative finance. The issue brief outlines three categories of specific activities electric utilities could undertake to create a favorable investment environment for alternative finance, and includes country examples for each activity in practice. • Drafted a white paper which discusses power sector investment requirements, historical investment trends, electric utility budgeting and planning processes, and the internal and external factors which inhibit the flow of finance to utilities, and evaluates three case studies.