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Nota di contenuto	Front Cover -- Title Page -- Copyright Page -- Contents -- Acknowledgments -- About the Authors -- Abbreviations -- Overview -- Message 1: Even in regions such as LAC, where reform has led to sector performance improvements in electricity distribution, water and sanitation, and fixed telecommunications, there is still much room for improvement -- Message 2: Both the government (as regulator and service provider) and the private sector (as service provider) can play active roles in improving sector performance -- Message 3: Improving sector performance requires a holistic approach that is tailored to specific circumstances -- Moving Forward -- Notes -- References -- Chapter 1 Introduction -- Analytical Framework and Scope -- Notes --

References -- Chapter 2 Benchmarking Utility Performance -- Why Benchmark Infrastructure Sectors? -- Do Utilities with Private Sector Participation Outperform Public Utilities? -- Conclusions -- Notes -- References -- Chapter 3 Understanding the Impact of Private Sector Participation on the Performance of Utilities -- Impact of Private Sector Participation on Electricity Distribution -- Impact of Private Sector Participation on Water and Sewerage -- Impact of Private Sector Participation on Fixed-Line Telecommunications -- Impact of Contract Design -- Conclusions -- Notes -- References -- Chapter 4 Regulatory Institutional Design and Sector Performance -- Benchmarking -- Factors Accounting for Differences in Governance -- Regulatory Governance and Sector Performance -- Principal Components of the Governance of Regulatory Agencies -- Conclusions -- Notes -- References -- Chapter 5 Corporate Governance of State-Owned Enterprises -- Methodology and Framework of Analysis -- Results of Corporate Governance Benchmarking -- Corporate Governance and Performance -- Conclusion -- Notes -- References.

Chapter 6 Other Determinants of Sector Performance -- Corruption -- Cost Recovery -- Role of Civil Society -- Contract Arrangements -- Private Sector Participation and Renegotiation -- Private Sector Participation and Reputation -- Economies of Scope, Scale, and Density -- Competition in the Telecommunication Sector -- Conclusion -- Notes -- References -- Chapter 7 Conclusions -- Note -- Appendix A Empirical Approach -- References -- Appendix B Data Sets -- Performance Indicators Data Set -- LAC Electricity Distribution Benchmarking Database -- LAC Water and Sanitation Benchmarking Database -- ITU World Telecommunication/ICT Indicators Database -- Contract and Regulatory Characteristics Data Set -- Regulatory Governance -- Corporate Governance of State-Owned Enterprises -- Notes -- References -- Appendix C Benchmarking Analysis -- Electricity Distribution -- Water and Sanitation Sector -- Telecommunications Sector -- Public versus Private Benchmarking Assessment -- Appendix D Detailed Results of the Empirical Analysis -- Reference -- Appendix E Dimensions of Regulatory Governance -- Appendix F Regulatory Governance and Performance -- Appendix G Corporate Governance and Performance -- Box -- Figures -- Tables -- Back Cover.

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## Sommario/riassunto

This book provides insights into infrastructure sector performance by focusing on the links between key indicators for utilities, and changes in ownership, regulatory agency governance, and corporate governance, among other dimensions. By linking inputs and outputs over the last 15 years, the analysis is able to uncover key determinants that have impacted performance and address why the effects of such dimensions resulted in significant changes in the performance of infrastructure service provision.

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