

SARPA 12TH ANNUAL CONFERENCE

Keynote address

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CSIR Convention Centre

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The Association of Municipal Electricity Undertakings (Southern Africa)



History of SARPA

- It is important to note that SARPA was founded in 1997, by the **Association of Municipal Electricity Undertakings (Southern Africa)**, Eskom and the Institute of Municipal Finance Officers to promote the exchange of information and finding of solutions in the field of protecting the income and assets of utilities against pilfering, misallocation and misappropriation.



The Association of Municipal Electricity Undertakings (Southern Africa)



- Given the challenges we are facing in the Electricity Supply Industry (ESI), hefty increases in electricity tariffs, and the economic climate facing the country, you could not have chosen a more appropriate topic, "**Getting our house in order!**".



Factors Influencing Payment Levels

- Satisfaction with the service
- Affordability



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Satisfaction with the Service

Quality of Supply Issues (NRS 048)

Quality of Service Issues (NRS 047)

Effects of load shedding (supply side issues)



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Affordability

- Inflation
- Interest rate increase
- Rising fuel costs
- Rising food costs
- Hefty electricity tariff increases



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Industry Challenges

- The supply side challenges that has faced the country since October 2007 has turned the life of engineers upside down. More time is spent managing supply side issues ranging from the preparation of load shedding schedules, responding to customer queries and managing equity treatment of customer politics



Implication for SARPA

- Ensuring that utilities issue timely and accurate bills.



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ENERGY THEFT



**It's Dangerous and...
IT'S A CRIME**



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