# SARPA 12<sup>TH</sup> ANNUAL CONFERENCE

Keynote address

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## 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.





 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





Satisfaction with the Service
Quality of Supply Issues (NRS 048)
Quality of Service Issues (NRS 047)
Effects of load shedding (supply side issues)





### **Affordability**

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





## **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

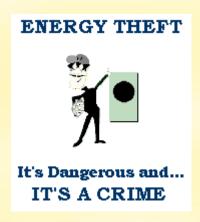


#### Implication for SARPA

Ensuring that utilities issue timely and accurate bills.









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