

Day One

Deputy Mayor – Counsellor Esme Edge

- Welcome to Knysna and highlighted the
- President Zuma praised good service delivery and clean audit operations 276 Munics
- Integrated Strategy ISTF implemented
- Planned prepaid meter project
- Proper water metering introduced in needy areas
- Strive to achieve objective of minimising losses in Knysna.

Louise Muller – IMFO President

- Social Dynamics- Growth in economy is slowing
 - Unemployment (needs to full-fill needs)
 - Debt Levels – 20 billion outstanding
 - Credit Control (Consumer Protection act)
 - Protection of personal act (cyber security)
 - SCOA - Get in CFO face to obtain figures

New Mandates - Pressures e.g. Public Transport subsidizing / Coastal Frameworks
- No standardizing of transport / No knowledge of marine issues

Conflicting Policies - Green economy / Tariffs / Free basic services

- Water saving strategies / DSM
- Electricity for all
- Need to balance needs / proactive approach
- Pressure within municipalities – Solar heater accreditation Programme
 - Response to Revenue coming down- Tariff
- Way forward - Consider business processes
 - Take notice of customers needs

Partner with the relevant stakeholders

Michael Rhode – SARPA President

- Problem statement – high losses crippling utilities
- What can we do - DONT WASTE
 - NERSA - 10% electricity losses is acceptable
 - Water / Electricity / Infrastructure theft Customer education, Technology
 - Data management / Legal aspects
- Internalizing RP – doing something to minimize losses
- Asset Management - the importance of this
 - 8% must be put away for maintenance
- Umeme in Uganda – Feedback re Revenue Protection project - 38% / 24% / 19%

Maboe Mphaka – Eskom

- African investment challenge- Investment vs Revenue
 - Electricity theft issues
 - Challenges remain
- Investors cautious
- We must work to secure the revenue
- Electricity theft – threat to revenue 23% losses Sub Saharan Africa - Eskom R4 billion
- Energy Losses Management Programme (ELP)
- Losses management Strategy recovered R100 million
- Stealing from Eskom is stealing from SA Community
- Education re “It is wrong” - Operation Khanyisa – We need a behaviour change
- 60% of money recovered are from LPU's

Patrick Simwinga - Zesco

- Understanding the causes of high revenue losses
 - Diesel power stations
 - System use
 - Aged metering technology
 - Builder's supply
- What is the major challenges
 - Poorly managed processes
 - Debt control
 - Socio-economic problems
 - Criminal acts (theft / corruption)
- How did we reduce losses
 - 5 Strategies
- Discussed different methods of theft
- Major Achievements – 99% metered
 - Revenue losses below 14%

Fred Fryer- Ekurhuleni Municipality

- Building blocks – constantly realign targets
- RP Plan must be underpinned – Energy balancing
- By-laws / Revenue Plan / Risk mitigation projects
- Revenue critical blocks Energy balance – Ekurhuleni secret
- Technical losses 6% and non technical 5%
- Showed how they annualise
- KPI - % Uploaded readings / non-purchase / illegal connections
- targets for depots
 - Key aspects to implement – demand meter maintenance / missing readings / sustainability
 - Key policies must be in place
 - Work flow of processes – put names to jobs to be done

Kenneth Samolapo and Tjotjopa Motaung

- Economic conditions
- Structure of revenue management – need focused approach
- Revenue Chain – lack of communication /weak understanding / lack of support
- Holistic approach – trying to move to prepaid meters
- Losses – AMR and remote metering / Enhancing billing procedures
- Legislative framework – should support the process

Kiba Kekane - EMS

- Audits – use students – sweeping audits
- Important how successful is the system
- Cloud based
- Achievements
- Electricity and water
- Make sure all aspect of cash flow is place
- Cut out middle man
- Look out for the “enemy within”.

Dough Bashford- Eskom

- How big is the problem
- What causes Losses and how do you identify it
- Simple strategies to lower risk
- Fundamentals of revenue recovery – calculations / treatment of consumers / Acts / Laws
- Ct
- Flow chart available on steps taken during investigation
- How to id tamper by checking the seal
- Revenue Recovery - BPP - LPU Data mining Analysis and Strategic plan
- Determine Root causes
- Training needed for lack of knowledge
- Showed graphics of possible tampers
- “We need to stop the rot”

Brig van der Walt and Gerhard Pretorius

- Overview of the effort made to combat metal thefts
- Highlighting the implementation of the new Second Hand Goods Act
- Challenges to implement
- Strategy to solve issues
- The importance of sharing information
- Flash unit tasks and deployment
- Problems with the current activities
- Need for Utility members to interact with the police
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Melony Paulsen – Knysna Municipality

- Ensure a service and sustainable manner
- Providing services

- Debt collection
- Giving Laws some teeth
- Adoption of a bylaw – Section 101 Municipal System Act
- Allow access
- Enforcement – Bylaws of Bye-laws?
- Crime prevention and revenue enhancement
- Munics not realise the potential to generate income
- Oversight by Councils over enforcement of by-laws
- Mostly reactive
- Mosselbay have many policies
- Tamper protection by-law very good
- Municipal court – dedicated prosecutor

Col Cliffie Carlinsky - SAPS

- Explained organized crime – South Africa gateway of crime
- Trillion dollar Industry
- Has a financial impact on all of us
- Forms strategic alliances
- Posing a serious treat to our national security
- Structures of organized crime
- History of organized crime
- Why in South Africa
- Never underestimate organized crime – it is dangerous

Wasim Dawood - Conlog

- How do we ensure the protection of revenue
- Looking for solutions
- Integrating and looking at holistic solutions
- Market challenges – Opportunities
- Benefits for the Utility - how can you get back your arrears
- Offer scalable solutions
- Digitize everything
- The importance of data management

Willem Herbst – Optron

- Before trading in devices – but do that work
- Can you see what your system can do
- Data Capturing – Organize
- Set up a project Set “drop downs” / proximity parameters
- If-then-else Work flow – hide field / on condition / complex
- Innovative meter reading processes.
- Easy and the right questions

Ilario Tito – Enel

- Analytics to support revenue protection activities
- Process engineering
- Clear innovations
- Learn data is not enough alone

- Need to empower officials to improve information and understand it
- Main feature energy balancing / load profile
- System and tools to support revenue protection
- SHAPE business analytics platform – analyse data been able to learn behaviour
- Identify fraud - through load profile – classification model
- Continuously improve and be innovate

Nathi – Zimele technologies

- Integration value add ;- Protection of revenue
- Solution to problems
- Process and architecture
- Meter to cash value chain – ideal meter reading system
- Integration between metering reading and billing systems
- Strategy formulation – clear roadmap
- Define clear strategy
- Look at end to end solutions