

SOUTHERN AFRICA REVENUE PROTECTION ASSOCIATION

21st
Annual Convention
2017

20 Years
of Sharing Revenue
Protection Knowledge

SARPA CONVENTION PROGRAMME 2017

THURSDAY, 24 AUGUST 2017

Time	Title	Speaker
09h30	Welcome	Nzimeni Mgoqi SARPA President
10h00	Welcome from the host	Eskom Representative
10h20	Keynote address	COGTA Representative
11h00	Refreshments	
REVENUE PROTECTION DEVELOPMENTS		
11h30	Revenue Protection in the USA An International perspective on how the concept of Revenue Protection has developed in the United States of America since its inception. It will also explore the efforts by revenue protection specialist to minimize losses by implementing the different metering applications, as well as the investigation and prosecution of electricity theft cases.	George Balsamo Finance Director IURPA
12h30	Development of Revenue Protection In the Electricity Supply Corporation Of Malawi (ESCOM) The Electricity Supply Corporation of Malawi (ESCOM) since its establishment has faced many challenges regarding the rising losses which are mostly non-technical in nature. In 2011, the losses reached as high as 26%. This presentation focuses on measures put in place to reduce the losses to 16% by the end of year 2017	Lytton Moyo Eskom Malawi
13h00	Exploring the means to implement surcharges by municipalities Due to growing challenges and widening gaps in how municipalities manage their debt collection in order to enhance their revenue, SALGA explored Surcharges as a means of encouraging municipal debt repayment by its customers. This study also looks at other administrative and infrastructural challenges which contribute towards the inability for municipalities to have fully fledged systems that collect monies	Bathandwa Vazi SALGA
13h30	Lunch	
MITIGATING RISKS AND THREATS		
14h30	Maximum Demand Prepayment metering project This case study in Uganda focuses on a time of use, prepayment MD metering technology and smart enclosures, which have been successfully deployed on Government premises. The technology has brought about change in the customers' energy usage behaviour, as there has been a shift of their loads to the off-peak period and hence imposing less stress on the transformers during the peak period. The Government has also provided higher budgetary allocations to the entities that ran out of credit after the retrofits.	Mrs Victoria Namubiru Umeme
15h00	Mitigation on the pilferage of valuable scrap material Case study in the modern Utility environment regarding the risk Service Providers have regarding the pilferage of assets or part of it that has a second hand value. The need to invest in certain guidelines and Business Processes like a Recovery Policy, Disposal Policy, Asset Management Plan, as well as the investigation processes and audit gaps will be highlighted.	Anton Nel Eskom
15h30	Refreshments	
16h00	The threat of Cyber Security in the modern day Utility	Panel Discussion
19h00	Civic Reception	



FRIDAY, 25 AUGUST 2017

08h30	Registration and Refreshments	
REVENUE PROTECTION CHALLENGES		
09h00	<p>Resolving energy and revenue loss challenges</p> <p>Many utilities and municipalities are working hard trying to resolve the energy and revenue loss challenge with very limited and unsatisfactory results, or at best achieving some results at the beginning, but these are not sustainable, for a variety of reasons.</p> <p>Secondary cities losses can be as high as 40% and Metros losses are on average around 10% of the electricity they purchase. These losses unfortunately represent significant financial burden to the loyal paying customers or loss of revenue, which Utilities desperately need for the provision/extension of services to other deserving customers.</p>	<p>Maboe Mphaka MSC Holdings</p>
09h30	<p>Using Crowd Sourcing for early identification of Issues</p> <p>Service Delivery, or rather the lack of it, is such a frequent topic in South Africa that people start ignoring it. The closer we get to a real democracy and the more people paying taxes, the more people will start demanding proper service delivery from government.</p> <p>It is a known fact that most problems are much easier and less costly to solve if you could identify them early enough. Why not use the same people who are demanding service to help you identify problems early enough.</p> <p>Almost every man and his dog today owns a smart phone. Smart phones are the ideal tool to be able to report service delivery issues when they start, not when they become a crisis. This can also enable the enterprise to provide focused feedback to the individual who report the problem to keep him informed. An informed customer is a happy customer.</p>	<p>Wilhelm Herbst OPTRON</p>
10h00	<p>Holistic challenges of vending processes</p> <p>This presentation focuses on the holistic approach with regard to vending processes plus vending thereof. It also deals with integration between these processes and Revenue Protection processes</p>	<p>Bertus Steenkamp Utility world</p>
10h30	<p>Ghost Busters</p> <p>A bottom up approach to counter the challenges of the elimination of ghost vending (The practice of illegally dispensing credit tokens to consumers).</p> <p>The permanent elimination of ghost vending requires that meters become “on-line” and that specific instances of ghost vending are detected and then eliminated via key change tokens and/or service suspension. Replacement of existing meters is impractical and not economically viable.</p>	<p>Richard Stone Kopani Utility Services</p>
11h00	Refreshments	
NEW TECHNOLOGY SOLUTIONS		
11h30	<p>Changing the perspectives that smart metering alone will resolve municipal problems</p> <p>The paper explores the shortcomings from the traditional smart metering mind set to a holistic revenue and asset management solution through a centralized platform. It is emphasized that smart metering is a subcomponent of revenue management which is in turn a subcomponent of a smart platform.</p> <p>The smart platform adopted by municipalities should address aspects of asset management, GIS, customer interface, by-laws and tariffs, invoicing, municipal budgeting tools etc. The compressive nature of the smart platform is presented with an easy to grasp roll-out process to address current and future municipal needs to ensure sustainability.</p>	<p>Tshepo Seiphethlo Remote Metering Solutions</p>
12h00	<p>Advanced Revenue Program for Large Power Users</p> <p>This presentation focuses on how to maximize revenue from Large Power Users, by implementing a Smart Meter AMI program. It explains what the benefit is of introducing prepaid metering with the Bulk and LPU C&D consumers. It further highlights how a Utility introduces complex electricity tariffs into a LPU prepaid system.</p> <p>Furthermore, the paper looks at how a Utility manages the transition from “post-paid” to “prepaid” using a “Smart Metering AMI Advanced Revenue Program” and how it manages the disconnections and reconnections</p>	<p>Martin Kuhlmann Siemens</p>
12h30	<p>Training session - Civilian response during urban terror attacks</p> <p>In the current international environment any grouping of individuals or Service Provider staff members could become the focus of terror groups or enraged individuals. During this session we will focus on well-known incidents and share learnings from mistakes that were made and best practices that have been developed in order to save lives.</p>	<p>Rens Bindeman SARPA</p>
13h00	Members Forum and Closure	
13h30	Light Lunch	



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