

SARPA ADVANCED REVENUE PROTECTION COURSE: CONTENT



SARPA ADVANCED REVENUE PROTECTION COURSE

26 – 28 AUGUST 2019
BALMORAL LODGE, BELLVILLE, CAPE TOWN

SOUTHERN AFRICA REVENUE PROTECTION ASSOCIATION

For more information please visit sarpa.co.za

DAY 1: MONDAY, 26 AUGUST 2019

MODULE 1: INTRODUCTION

- 1.1 Objective of the course
- 1.2 Roadmap to becoming a Revenue Protection expert
- 1.3 Achievements versus lessons learned

MODULE 2: REVENUE LOSS REDUCTION STRATEGIES

- 2.1 Risk Assessment the Revenue Protection way
- 2.2 Innovative ideas to enhance your RLF Strategies
- 2.3 Examples of the different Revenue Loss Management Strategies
- 2.4 Opportunities and Best practices in Revenue Protection

MODULE 3: HUMAN RESOURCES

- 3.1 How to establish a Task Team or Revenue Protection Unit
- 3.2 Manpower structures and Job Descriptions
- 3.3 Guidelines to setting reachable targets

MODULE 4: REVENUE RECOVERY

- 4.1 Introduction
- 4.2 Fundamentals of the Revenue Recovery principle
- 4.3 Development of a Revenue Recovery Specialist
- 4.4 Understanding the importance of the "Rapid Response" processes

MODULE 5: DATA ANALYSIS

- 5.1 Introduction
- 5.2 Fundamentals of the RP Data Analysis principle
- 5.3 Integrating "Revenue Protection Data Analysis"

MODULE 6: MAXIMUM DEMAND METERING

- 6.1 Introduction
- 6.2 Purpose of carrying out periodic inspection of meters
- 6.3 Tools available to do effective auditing MD metering
- 6.4 Meter recertification process

PRACTICAL EXERCISE – Site visit to Meter Test Institute

DAY 2: TUESDAY, 27 AUGUST 2019

MODULE 7: INVESTIGATIVE PROCESSES

- 7.1 How to establish an effective investigation team

7.2	Overview of the most effective tamper investigation methods
7.3	Professional evidence gathering processes
7.4	Combatting the threat of Cyber Security
7.5	Understanding the threat of "Rogue meters"
MODULE 8: COURT PROCEDURES	
8.1	Overview of effective Court Procedures and "Role play exercise"
MODULE 9: STANDARDS FOR REVENUE PROTECTION	
9.1	Overview of the International guideline "IURPA Guideline V1"
9.2	Review of NRS 055, NRS 096 and NRS 101 Standards
9.3	International Cyber Security Standards and counter processes
MODULE 10: INTERNATIONAL CASE STUDIES	
10.1	Case Study: - Utility 1 Revenue Loss Project
10.2	Case Study: - Utility 2 Revenue Enhancement project
MODULE 11: INFRASTRUCTURE THEFT AND VANDALISM	
11.1	Analyzing the different aspects of the threat to Utilities
11.2	Best practices, legal guidelines, forums and policies
DAY 3: WEDNESDAY, 28 AUGUST 2019	
FIELD EXERCISE	
12.1	Interaction with City of Cape Town Revenue Protection Team and Metal Theft Unit for discussions on best practices and a field exercise
DEBRIEFING SESSION	
13.1	Discussion regarding the findings and actions to be taken on the way forward
CONCLUSION AND CLOSURE	