

SARPA ADVANCED REVENUE PROTECTION COURSE: CONTENT



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21 – 23 October 2019

BALMORAL LODGE, BELLVILLE, CAPE TOWN

SOUTHERN AFRICA REVENUE PROTECTION ASSOCIATION

For more information please visit sarpa.co.za

DAY 1: MONDAY, 21 OCTOBER 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, 22 OCTOBER 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, 23 OCTOBER**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