

# SARPA CONVENTION PROGRAMME

THURSDAY 29 JULY 2010

Time	Title	Speaker	Contents
09:00	Welcome	Malesele Lelaka, President of SARPA	
09:15	Welcome from the Host City	Lawrence Boya, Executive Director: Infrastructure and Services Department, City of Johannesburg	
09:30	<b>Keynote Address</b> Silas M. Zimu, Managing Director, City Power Johannesburg		
10:15	<b>REFRESHMENTS</b>		
10:45	<b>SARPA's Roadmap to guiding African utilities to reduce revenue losses</b>	Rens Bindeman, SARPA Technical Advisor	An overview of the newly revised "Revenue Protection Guideline" (NRS 055) and the SARPA "Revenue Recovery Strategy", which will be used as tools to assist Utilities that are experiencing large non technical losses.
11:15	<b>Beyond MYPD (2) 2009 – SAIEE Perspective</b>	Du Toit Grobler, SAIEE	The SAIEE took part in MYPD (2) 2009 from 45% to 35% NERSA approved 25%. What is the impact and what happened to numerous related issues that were tabled: IRP (2) 2010 etc.
11:45	<b>Revenue Protection problems and initiatives at Buffalo City Municipality</b>	Chris Gower, Buffalo City Municipality	Revenue Protection problems and initiatives at Buffalo City Municipality. A proposed unique approach to target people who contravene the promulgated Electricity Bylaws by making use of a proposed fines list, which will cover the entire content of the relevant Bylaws.
12:15	<b>Overview of the Energy Losses Social Marketing Campaign to reduce Energy</b>	Maboe Maphaka, Eskom	At the outset, the paper introduces the concept of social marketing, before setting out the key objectives, scope and methodology of the ELP Social Marketing Campaign (ELP SCM). The campaign structure is presented and the four sub-campaigns are introduced. These sub-campaigns will be presented as standalone papers.
12:45	<b>LUNCH</b>		
13:45	<b>Service Delivery and Revenue Protection Improvement achieved through the Development of Remote Access Terminals</b>	Roland Hill, Landis & Gyr	The characteristics and capabilities of a remote access terminal will be described with reference to the service delivery and revenue protection improvements achieved in Tshwane and Ekurhuleni. Recommendations and guidelines for the inter-operability and coexistence of such systems will be given.
14:15	<b>City Power Revenue Protection</b>	Malope Ramagaga, City Power Johannesburg	Where City Power has come from, what they have done and where they are in terms of revenue protection.
14:45	<b>Copper Theft Prevention: An analysis of current strategies in place to address this scourge</b>	Neil Arendse, City of Cape Town	A strategic assessment of the nature and extent of copper theft in a Utility and the impact it has on the primary as well as the secondary stakeholders. The importance of the effective implementation of policies and strategies will also be highlighted, as well as the patterns and trends identified. The focus will also be on international practices in developed and underdeveloped countries, followed

			by some recommendations to minimise these losses.
15:15	<b>REFRESHMENTS</b>		
15:45	<b>Revenue Protection as part of Utility Financial Sustainability</b>	Louis Fourie, Netgroup	Revenue Protection as an integral part of a holistic approach to achieve utility financial sustainability. The Paper will introduce the definition of a losses value chain, the quantification of losses, and an integrated approach required to minimise losses. This will be viewed holistically for a utility and what efforts management should make to improve the business economics of the electricity utility. The authors will draw on experience and benchmark in research undertaken for utilities abroad and elsewhere in Africa.
16:15	<b>Revenue Management and Enhancement. A methodology to enhance revenue and ensure that strategic decisions are taken to protect revenue by thinking out of the box</b>	Miyelani Holeni, Ekurhuleni Metro	A case study of the Revenue Management and Enhancement Programme undertaken by Ekurhuleni Metro, what we have considered and what is our vision. We have taken bold steps to run a comprehensive programme focused on revenue, however we have discovered that revenue has provided a burning platform for us to re-engineer our processes and adopt a new operating model to ensure that that will not only enhance revenue but continue to protect revenue.
16:45	<b>DAY CLOSURE</b>		
19:00	<b>Civic Reception, Gallagher Estate</b>		

## FRIDAY 30 JULY 2010

08:00	<b>REGISTRATION AND REFRESHMENTS</b>		
08:30	<b>Amnesty and Reporting Line Campaign</b>	Mpumelelo Mnyani, Eskom	The Amnesty and Reporting line campaign of the ELP SMC is presented in details. The guiding principle and definition of amnesty is covered. Core to the success of the program is an effective reporting line and the programs initiative in this regard is covered. The resources, process and back office required to implement amnesty and to respond to the tips from the reporting line is presented in brief.
09:00	<b>SubMetering – Have we created a monster?</b>	Neal Douglass, Power Measurement	SubMetering is the purchasing of electricity by a vendor and then the selling on of this electricity to end-users. This is a commercially well understood and documented that buyers buying in bulk are cheaper to sell too and therefore pay less for their goods. i.e. buying at wholesale prices (Bulk) and selling at retail prices (End Users). In the Electricity Industry this is no longer true because of the

			subsidization of the end user's mandated tariff. What do we do about the thousands of existing end users been supplied by the SubMetering vendors?
09:30	<b>Theft and Vandalism</b>	Silas M. Zimu, City Power Johannesburg	A City Power perspective.
10:00	<b>An Integrated Approach into Revenue Management</b>	Xolisa Vuza, Conlog	A case study describing current approaches to Revenue Management, the potential shortfalls and the recommended approaches.
10:30	<b>REFRESHMENTS</b>		
11:00	<b>Revenue Loss Statistics</b>	Deon Louw, EDI Holdings	Statistical Deductions made from the analysis of ring-fencing data received from exercises performed by EDI Holdings on 36 municipalities. Specific emphasis placed on Revenue Loss Statistics received.
11:30	<b>Meter and Billing Auditing of Bulk Customers in a Metro Municipality</b>	Kobus van den Berg, Netgroup	Industrial and commercial customers represent a major proportion of any utility income. The paper describes the processes followed to investigate and recover revenue due to a Metro Municipality as a result of billing errors, metering errors and process problems with bulk customers.
12:00	<b>Quantifying the Benefit of Rectifying an Energy Loss Situation</b>	Sonia George, Eskom	For any utility, rectifying energy loss situations is central to bringing down the total energy losses and increasing the organization's revenue. This paper takes a look at a methodology to quantify the monetary benefit of correcting energy loss situations.
12:30	<b>Expecting the Unexpected – Cost Savings and Expense Recovery Services on Utilities</b>	Rory van der Merwe, Expectra Audits Pty	A financial audit protocol to maximize efficiencies and effectiveness for utilities expenditure monitoring, evaluation and corrective action.
13:00	<b>An interactive discussion: SARPA's Roadmap to guiding African utilities to reduce revenue losses</b>	Rens Bindeman, SARPA Technical Advisor	An interactive discussion session where the goals of the new NRS 055 Guideline and "Revenue Recovery Processes" will be explained and members will be given a chance to propose how this processes can be mapped into the Utilities procedures and legal frameworks.
13:30	<b><u>Members Forum &amp; Closure</u></b>		
14:00	<b>LIGHT LUNCH</b>		