

SARPA CONVENTION PROGRAMME 2012

SARPA CONVENTION 2012 Effective Revenue Recovery Solutions 12 - 13 July 2012 HOSTED BY DRAKENSTEIN MUNICIPALITY



THURSDAY, 12 JULY 2012

Time	Title	Speaker	Content
09h00	Welcome	William Olivier, SARPA President	
09h15	Welcome from the Host	Mayoress Adv. Gesie van Deventer	
09h30	Keynote Address	Chris Hart, Chief Strategist – Investment Solutions	
10h15	Announcement	William Olivier, SARPA President	
10h25	Refreshments		
10h55	The advantages of utilizing an advance processing solution to conduct supply arrears disconnections	Nathi Nkwanyana, eThekweni Municipality Laven Pillay, Xcallibre Digital Pen Solutions	eThekweni Municipality determined that customers are struggling to pay for their consolidated accounts and that this has resulted in a huge increase in the number of arrears disconnections. As it is important to disconnect customers timeously and according to the Credit Control policy, eThekweni Electricity introduced a highly evolved Digital Pen and Paper Technology in order to effectively & efficiently manage these disconnections.
11h25	Report back on the Revenue Recovery project	Michael Rhode and Paul de Vries, Drakenstein Municipality	Report on the Revenue Recovery Pilot Project Case study way not to go
11h55	Mitigation of theft and corruption in an unstable social political context	Marius Loggenberg, SPASA	We will not solve the onslaught of the steal industry on the water and electricity utilities unless we mitigate the indigent and fraud problems facing our country. Although theft of electricity and water is often placed at the door of the poor, large scale theft is mostly at the door of corrupt officials
12h25	Energy Losses Management and Operation Khanyisa – One year later	Maboe Maphaka, Eskom	The purpose of the presentation is to provide an update of Eskom's Energy Losses Management Programme and its Social Marketing Campaign, namely Operation Khanyisa
12h55	Lunch		
14h00	Revenue Enhancement & Debt Collection - IMFO	Brian Young, IMFO	Revenue Enhancement & Debt Collection Strategies to Improve Municipal Cash Flow and Service Delivery
14h30	Isreal Electric Effort To Effectively Recover Lost Revenue	Itzick Michaeli, Isreal Electric Corporation	The constant hike of electricity prices is pushing more and more customers, to look for Illegal ways to lower their electricity bills. The old electro-mechanical meters are gradually being replaced by new electronic meters, forcing customers to bypass them and causing us to double our

			efforts in order to expose the theft
15h00	Mobile Technology for Infield Data Collections and electronic works orders	JH Götze, Motla Engineering	The presentation will detail the latest mobile technology developed by Motla Engineering in conjunction with AMR System
15h30	Refreshments		
16h00	The Trap of Yo-Yo Revenue Management	Adv. Andre Maas, Debt manager	Problem of Yo-Yo Revenue Management Introducing Basket of Revenue Management Comparison of Methods
16h30	Business Intelligence Solutions towards effective Revenue Assurance	Erik Saayman, Itron	The paper will look at the key potential that may be realised from Business Intelligence Solutions by incorporating the advantages offered by the new generation smart meters, GIS information and energy balancing techniques into a centralised online solution specifically designed towards revenue assurance.
17h00	Day Closure		
19h00	Civic Reception, Wellington City Hall		

FRIDAY, 13 JULY 2012

08h00	Registration and Refreshments		
08h30	Make every employee the eyes and ears of the revenue protection department	John Kabalin, Touchwork	There are various ways of addressing the problem of revenue protection and theft, but at the end of the day, it's sometimes the simple ideas that can have the biggest effect.
09h00	Revenue Enhancement through Data Management and Data Cleansing	Dewald Smith IPES-Utility Management Services	This presentation looks at the concept of Revenue Enhancement through effective Data Management and Data Cleansing, in order to determine if the correct meter is installed at each customer premises
09h30	Low voltage smart grid enabled near real time energy balancing as a tool for detecting and managing energy losses	Jan Olwagen, Util Labs	Revenue protection is a social engineering and policing field but technology, especially information technology, can play an important role in helping the revenue protection team, by allowing easier management of energy losses and by giving tools to quantify the impact of social engineering exercises such as mass media campaigns to create social awareness of the responsibility of the consumer
10h00	Smart Metering and 3 rd Generation Load Management Solutions	Harold Hayes, Landis + Gyr	This presentation looks at the latest smart metering and 3 rd generation load management solutions available with lessons learnt from the implementation of smart metering solutions in South Africa
10h30	Refreshments		
11h00	Water Management in South Africa: Are we headed towards a crisis?	Tony Coetzer, Integrity Control Systems	The paper covers a number of challenges SA currently faces, and consequences if not adequately addressed. Challenges range from water delivery, revenue collection, quality of water, water treatment and obligation of government and citizens, moral and others
11h30	Department of Water Affairs'	Solly Selowa,	The DWA is continually evolving and improving its

	Water services regulatory approach: Measuring sustainability of Water Services Institutions	Department of Water Affairs	approach to water services regulation. The most recent move is away from compliance monitoring - via the Regulatory Performance Measurement System - to a combination of performance incentives with integrated risk assessment
12h00	Successes of water Demand Management in the Drakenstein Area	Andre Kowalewski, Drakenstien Municipality	The implementation of a Water Demand Management Strategy in the Drakenstein Municipality and specially Paarl has been extremely successful and has reduced the water demand of the towns significantly. The overall percentage of non-revenue water was reduced from 33% in 1998 to 11.2% in 2011. The water demand for Paarl in 2010 had been back to the level as in 1986.
12h30	Legislation, Regulation and Law Enforcement	Innocent Mashtja, Department of Water Affairs: compliance Monitoring and Enforcement	What is compliance? What is Monitoring and enforcement from the environmental perspective? Sections in the National water act and the South African Constitution which guide the water. Enforcement which sections are applicable to NWA. Where are we now in relation to enforcement?
13h00	Harnessing Municipal strategic self assessment to aid Municipal Management regarding effective water services Revenue Recovery	Alistair Wensley, Department of Water Affairs	The detailed analysis of Municipal Strategic Self Assessment data to determine correlations and trends amongst vulnerability indicators in order to improve water service delivery, specifically focusing on illegal connections and non-revenue water challenges
13h30	Illegal prepaid electricity vending challenges in South Africa	Maboe Maphaka, Eskom	Eskom and the Municipalities are losing millions of Rands through illegal vending of prepaid electricity. The so-called "Ghost Vendors" continue to entice customers to buy electricity from them by offering what they call "cheap electricity". Unfortunately with the increase in electricity tariffs, these illegal vending business enterprises have become more lucrative.
14h00	Members Forum and Closure		
14h30	Light Lunch		