

SARPA CONVENTION PROGRAMME 2013

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**Effective revenue protection:
a critical success factor for utilities**

11–12 July 2013

Hosted by Mossel Bay Municipality



THURSDAY, 11 JULY 2013

Time	Title	Speaker
09h00	Welcome	William Olivier - SARPA President
09h25	Welcome from the Host	Ms Marie Ferreira - Mayor of Mosselbay
09h45	Keynote Address	Dr Michelle Gratz - Municipal Manager Mosselbay Municipality
10h30	Refreshments	
FINDING SOLUTIONS		
11h00	<p><u>The Work of the UKRPA and Revenue Protection in the UK</u> The UKRPA evolved from electricity suppliers sharing best practices in electricity theft, philosophy, strategy and engagement with the UK government. Revenue Protection in the UK is changing how it works, with the UK government setting targets to keep costs down for their customers and the roll-out of SMART metering.</p>	Mike Wilkinson - Vice Chairman, United Kingdom Revenue Protection Association (UKRPA)
11h30	<p><u>Combined Forces with the Police to Gear up Israel Electric Revenue Protection Efforts</u> The creation of the new investigation and intelligence unit, as part of the security unit of IEC, has resulted in several cases of large scale power theft been uncovered, which in some cases involved utility employees. This has resulted in more assistance from police concerning electrical infrastructure vandalism and exposed a few fraud cases at the company offices.</p>	Itzick Michaeli - Isreal Electric Corporation
12h00	<p><u>Panel Discussion - It is Time for Change!</u> The industry is at a crossroad. Municipalities and utilities are under pressure to perform while consumers are marching in the streets. How do we improve service delivery, reduce risk and ensure governance in the electricity and water service delivery industries?</p>	Marius Loggenberg - SPASA Chris Gower – Buffalo City Maboe Maphaka – Eskom Facilitated by Rens Bindeman
13h00	Lunch	
REVENUE AND DATA MANAGEMENT		
14h00	<p><u>Revenue Loss – How Big is the Problem?</u> An explanation on how simple strategies can lower risk and details of how conventional meters are tampered with and how to timeously identify tampers and ensure effective criminal processes are implemented.</p>	Doug Bashford - Eskom

14h30	<u>Data Optimisation for Effective Revenue Management</u> The basis of municipal billing integrity is the quality of the customer, meter and service data in the system. Many municipalities have a continuous problem with this, so this presentation will provide a solution on how to integrate municipal data with external data sources, purify data to improve revenue collection, reduce debt and improve the credibility of the municipality.	Paul Smith - Kagiso Trust Consultancy
15h00	<u>Energy Loss Management Solution Used to Improve Revenue Protection Management practice</u> A useful case study of a revenue management project where smart technologies are used together with "Data Management" to identify and focus on losses in network in a residential consumer base.	Imraan Mohamed - Marketing Manager Itron
15h30	Refreshments	
16h00	<u>Revenue Management & Debt Collection Practices and Structures – 7 Tips to Financial Competence</u> The paper will include an overview of the challenges experienced by South African municipalities, data management & data security, the municipality value chain solution and technology that could assist with improving revenue management and debt collection.	Andre Du Toit - MBD Credit Solutions
16h30	<u>Illegal Connections and Tampering Offences in the City of Tshwane</u> In the City of Tshwane there is a problem of customers and community connecting electricity illegally to the network and consuming energy free of charge. All these acts result in the City Of Tshwane incurring high revenue losses because of the fact that there is a reduction of metering or sometimes no metering at all.	Colleen Tshikomba - Tshwane Municipality
17h00	Day Closure	
19h00	Civic Reception	

FRIDAY, 12 JULY 2013

08h00	Registration and Refreshments	
NON FERROUS METAL THEFT – COMBATting TECHNIQUES		
08h30	<u>Combating Non-Ferrous Losses on a National Level</u> An overview of the strategy of the National Non-Ferrous Crime Combating Committee and its efforts to bring the necessary role players together to share information and find solutions against this huge threat that is causing billions of Rands of losses each year.	Col Gerhard Pretorius - South African Police Services
09h00	<u>Cable Theft - The Telkom Experience</u> With its widely spread network, Telkom is a prime target for the theft of copper cable and other infrastructure. This presentation shows the impact of theft on the company as well as the knock-on effect on the economy. The measures that Telkom has at its disposal are then presented.	John V. Smith, Executive: NFS - Cable Network Services, Telkom Wayne Louis – Telkom Security

09h45	<u>Network Equipment Crime - The Eskom Experience</u> A brief summary of the Eskom strategy to minimize losses, statistics regarding the losses incurred and which infrastructure is being targeted, also the results obtained as well as Industry & SADC cooperation in this regard.	Leon van den Berg - Eskom
10h30	Refreshments	
11h00	<u>SARPA STRATEGY</u> A short discussion regarding the SARPA Strategy	William Olivier – SARPA President
TECHNOLOGICAL SOLUTIONS		
11h30	<u>Smart Meters – What’s the Deal?</u> What is a smart meter? Is there a need for smart meters, what benefit does it bring, what is the international experience, smart meters and smart grids, what does the law say, etc.	Michael J Rhode - Drakenstein Municipality
12h00	<u>Case Study of the Mogale City Pre-Paid Water Meter Installation Project in an Affluent Secure Estate</u>	Leon Vermaak - UMS
12h30	<u>Automated Metering Information Systems</u> An overview of an innovative geographical meter management (GMM) software and technology system that manages all metering-related data in the metro of Mangaung. The system includes a 3-tier process that involves verification of each meter reading, tracking of historical usage patterns and ensuring each meter reader’s daily performance.	Maxwell Mkhwane - Jager Technologies Pty Ltd
13h00	<u>Water Conservation Demand Management</u> This paper will highlight the problems identified in the water supply system in South Africa and what is being done to effectively and timeously rectify such issues to prevent further losses to service providers in South Africa.	Martin Labuschagne – Department of Water Affairs Eastern Cape
13h30	<u>Put a Clamp on Power Loss and Protect Your Revenue</u> An overview of a complete solution for identifying and measuring power losses through sophisticated portable amperage monitors, secure wireless communications and a suite of software applications designed to identify and measure power loss from sophisticated diversions of the meter identify, meter malfunctions and installation problems.	Des Parker / Dale Heger - Bothongo
14h00	Members Forum and Closure	
14h30	Light Lunch	

