

## THURSDAY 19 JULY 2007

Time	Title	Speaker	Contents
09:00	Welcome	Naas du Preez, President of SARPA	
09:15	Welcome from the Host City		
09:30	<b>Keynote Address</b>		
10:15	<b>REFRESHMENTS</b>		
10:30	<b>Legal</b>		
10:30	<b>Relationships between the Work Environment and Ethical Behavior of Employees.</b>	Dr Janette Minnaar-van Veijeren, I-Value Risk Management	Does it matter whether I like my boss? Does employee dishonesty cause a real loss of revenue? Ethics and white-collar crime: employee dishonesty, corruption, legislation, fraud prevention.
11:00	<b>The Combat Against Copper and Aluminum Theft</b>	Lorinda Nell , Business Against Crime & NFTCC	The NFTCC is a structure through which industry and several government departments have joined forces to address the issue of non ferrous metal theft.
11:30	<b>The Role of Corporate Investigation in the Increase of Revenue</b>	Collen Weapond , City Power	Corporate investigation is responsible for criminal, civil, disciplinary as well as administrative functions within a company. The processes and functions involve complex legal, labour as well as specialized forensic investigation skills.
12:00	<b>Revenue Management and Revenue Protection Issues that are Covered in the Draft Standard Electricity Supply Bylaws</b>	Neil Ballantyne, City of Cape Town-Electricity	The revenue management and revenue protection issues that are covered in the draft Standard Electricity Supply Bylaws being developed for use in the RED environment.
12:30	<b>Legal Panel</b>	Facilitated by Rens Bindeman	
13:00	Lunch		
	<b><u>Lessons Learnt and Success Stories</u></b>		
14:00	<b>Apparent Loss intervention in EThekwini Municipality</b>	Simon Scruton , EThekwini Water and Sanitation	This paper discusses in depth the many interventions that eThekwini Water is busy with to reduce the apparent losses that are present in the system and detail is given on how R50m pa has been saved so far
14:30	<b>Revenue Protection In Industrial and Large Installations In Kenya</b>	Ezra Kamau Ndenderu, Kenya Power and Lighting Company Ltd.	The Paper details the campaigns and activities that are now conducted in Industrial and Large Commercial Installations in Kenya in order to detect and prevent electricity loss and theft in these institutions.
15:00	Refreshments		
15:15	<b>Comparative results in the reduction of Non-revenue Water Consumption Using Various Technology Solutions</b>	Graeme Tuck, USC Metering	Using Data from a case study performance by authorities in Winterveldt, data will be presented comparing the efficacy of various devices in reducing overall water demand. Devices tested include Security Lockers, manual restrictors, trickle flow restrictors and electronic

			water dispensers.
15:45	<b>Customer Audit &amp; Data Cleanup Project</b>	Sam Herman, Ekurhuleni Metropolitan Municipality	To inform the convention of the pros of cons of such a project and to inform them regarding the lessons
16:15	<b>DAY CLOSURE</b>		
19:00	<b>Civic Reception</b> Hosted by the Mayor of George, Aldeman Bazil Petrus		

## FRIDAY 20 JULY 2007

<b>Metering Development</b>			
08:00	<b>Prepayment Metering vs Conventional Metering</b>	Robert Mallinson, Newcastle Municipality	Prepayment metering has come to stay, however, the question can be asked: is prepayment metering the solution in all cases and is it cost effective?
08:30	<b>Point of Delivery (PoD) Measurement and Analysis as a Method of Revenue Protection</b>	Johann Groenewald, Actaris	Knowing what happens at the point of distribution (POD), where the meter is installed, could provide revenue protection managers with an insight to consumer behavior. Measurement and analysis of consumption, peak demand, incidents such as power down and power up could be indicative of possible fraud at the installation.
09:00	<b>Implementing a Smart Metering System in South Africa</b>	Edison Makwarela , Eskom	A general overview and world trends on Smart Metering. The need and importance of Smart Metering and aspects to be considered when implementing Smart Metering. The impact on Utilities and customers. Justifying a Smart Metering Project and the latest technology developments.
09:30	<b>Metering Panel</b>	Facilitated by Peter Fowles	
10:00	Refreshments		
<b>Efficiency</b>			
10:15	<b>NRS 055 : Code of practice for Revenue Protection</b>	Dirk Byker, Tshwane Municipality & SARPA President Elect	The code of practice was prepared on behalf of the Electricity Suppliers Liaison Committee (ESLC) to establish and promote uniform best practices for RP by electricity utilities and their contractors.
10:45	<b>Customer Stratification as a means for Targeted Audits</b>	Maboe Maphaka & Wim Terblanche, Eskom / EON Consulting	The Customer Stratification methods looks at the proactive identification of potential energy loss customers. The adopted approach involves segmenting the customer base by making use of customer characteristics that drive consumption.
11:15	<b>Marrying Theory, Technology and Proactive Management to Improve Revenue (Turning Revenue Management Initiative into Rands and Cents)</b>	Keith Galatis , Utility Design Services	There are many approaches to combating revenue losses. Each approach requires technology, management focus and scarce financial resources. How can a utility ensure that a particular approach will

			have the desire improvements? A strategic approach to revenue improvement, what to focus on, how to plan and what to measure.
11:45	<b>The impact of inaccurate process variables on the Energy Balancing process</b>	Maboe Maphaka, Eskom	There are a number of variables affecting the accuracy of reported Energy Losses, which positively or negatively affect the interventions that Revenue Protection departments can use to manage losses to acceptable levels. This paper will address the salient points of these factors and how utilities can use the lessons learnt from this project to better manage their Energy Losses and hence improve their financial performance.
12:15	<b>Using International Benchmarking &amp; Best Practices as a means of enhancing revenue loss management</b>	Nigel Waters , EDI Holdings	The International utility benchmarking programmes and International revenue protection challenges. The International norms, standards and best practices. The application in the South African context and the way forward.
12:45	<b>Efficiency in our Revenue Protection Initiative</b>	Neal Douglass , Power Measurement & Distribution	Various Measurement protection initiatives are utilised by municipalities but often the problem is to quantify the results and further actions to be taken. i.e. where does the municipalities spend their limited resources (staff, time and money) for the best return on investment – Most bang for their buck.
13:15	<b>Members Forum &amp; Closure</b>		
13:45	Light Lunch		

## **ACCOMMODATION IN AND AROUND GEORGE**

Accommodation indicated by \* are the official hotels/guesthouse of the SARPA Convention

<u>Hotel</u>	<u>Telephone Number</u>	<u>Rates</u>
* Fancourt	(044) 804 0010	R1300 per person (incl breakfast)
* King George Protea Hotel	(044) 874 7659	R642 per night (incl breakfast) R764 per night – double room
* Protea Hotel Landmark Lodge	(044) 874 7659	R642 per night (incl breakfast) R764 per night – double room
* Town Lodge George	(044) 803 4000	R495 per night R600 per night – double room R62 for breakfast
Far Hills	(044) 889 0000	R695 per night (incl breakfast) R1025 per night – double room
* Oakhurst	(044) 874 7130	R450 per night R545 per night – double room R55 for breakfast
* French Lodge	(044) 874 0345	R499 per night (incl breakfast)

		R599 per night – double room
Gateway Lodge	(044) 889 0067	R210 per night R250 per person sharing R10 for breakfast
Protea Hotel Wilderness Resort	(044) 877 1110	R610 per night (incl breakfast) R840 per night – double room
Hawthorndene Country Inn	(044) 874 4160	R425 per night (incl breakfast) R295 per person sharing
* George's Lodge	(044) 874 6549	R320 per night (Incl breakfast) R420 per night - double
Wilderness Beach Hotel	(044) 877 1104	R490 per night (incl breakfast) R600 per night – double room
<b><u>Guest Houses</u></b>	<b><u>Telephone Number</u></b>	<b><u>Rates</u></b>
Romesleigh House	(044) 874 1641	R450 per night (incl breakfast) R750 per night – double room
St Moritz Guest House	(044) 874 5993	R350 per night (incl breakfast) R500 per night - double room
Villa Brigitte	(044) 874 3902	R315 per night (incl breakfast) R250 per person sharing
Whispering Oaks Guest House	(044) 873 6604	R350 per night (incl breakfast) R580 per night – double room
Acorn Guesthouse	(044) 874 0474	R500 per night (incl breakfast) R300 per person sharing
Clearview Guesthouse	(044) 877 1249	R300 per night (incl breakfast) R350 per person sharing
Hilltop Country Lodge	(044) 889 0142	R810 per night (incl breakfast) R540 per person sharing
Malvern Manor	(044) 870 8788	R500 per night (incl breakfast) R450 per person sharing
Makani Guesthouse & Resort	(044) 889 0389	R240 per night (incl breakfast) R400 per night – double room
Moontide	(044) 877 0361	Ranges from R620 to R860
No. 10 Caledon Street	(044) 873 4983	R365 per night (incl breakfast) R550 per night – double room
The Pink Lodge on the Beach	(044) 877 0263	Ranges from R550 to R650

**More accommodation available on the SARPA Website**

A map of George, the convention venue and accommodation can be found on the SARPA website – go to [www.sarpa.co.za](http://www.sarpa.co.za)



# REGISTRATION FORM

SARPA 11<sup>TH</sup> ANNUAL CONFERENCE

Fancourt

George

19 - 20 JULY 2007

## REGISTRATION NOTES:

Please fax the registration form to (011) 789-1385 and mail a copy of your registration form with your cheque to: P O Box 868, Ferndale, 2160.

Cheque to be made out to the South African Revenue Protection Association.

Alternatively, your registration fee can be deposited to:

ABSA Bank: Randburg Branch

Bank Code: 632005

Account Number: 90 8869 9230

Please complete the following details for all deposits or bank transfers

Branch where deposit was made:	
Deposit Date:	
Amount of the Deposit:	
Reference on Deposit Slip:	

Organisation: \_\_\_\_\_

Postal  
Address: \_\_\_\_\_

Contact Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Delegates Registered:

Title	First Name	Surname	Cell Number	Email

Special Dietary Requirements: (Halaal, Kosher, Vegetarian, etc)


Registration Fee:

Membership	Paid by 30 June 2007	Paid after 30 June 2007
Member	R1 700.00	R2 000.00
Non-Member	R2 300.00	R2 600.00

Any employee or councillor from a member organisation registers at the Member Rate.  
Only paid up delegates will be registered.

**SARPA**

**Tel: (011) 789 1384**

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