

**Introduction:**

Revenue Protection is the practice of any steps taken to detect, prevent, minimize, eliminate and recover the loss of revenue due to tampering, faulty workmanship and other causes. This code of practice covers the best practices in the field for electricity utilities. It can also be successfully applied by other utilities where applicable.

**Requirements:**

Revenue protection is best undertaken by specialized staff within the suppliers own organization, or it may be contracted out partially or wholly to another contractor or organization.

Revenue protection is an on going process, and not a vigorous one-time action. Process procedures and resources for revenue protection must be set up on a permanent basis. Revenue protection must have a good working relationship with the Finance Department and the metering department.

**Establishing a RP division:**

The realization that something is sapping the revenue of a utility is usually noticed by the Finance department first. They are at loss when trying to do something about it.

Technical departments usually have a complacency and indifference to the finance department's problems. When confronted with glaring examples of faulty metering, denial and even anger may ensue.

**Revenue loss forums:**

Representatives of all involved departments – usually Finance, Electrical and Water, should establish a Revenue loss forum and meet regularly to analyse revenue loss issues. When confronted with the facts of revenue loss, disbelief should give way to acceptance, that action must be taken and sustained.

The RLF's should in time be replaced by a Revenue Protection manager with core staff. The activities will grow and personnel will have to be added.

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### **Audit Processes:**

The audit process, undertaken by various levels of staff will do the following:

- Inspect metering to establish metering integrity.
- Meter reading integrity
- Consumption
- Billing and vending
- Tariffs (correct one applied?)
- Township development
- Internal processes (sealing, updating of database within laid down time *NRS057* after meter placement/replacement)
- Use of check meters (zone meters) to highlight illegal connections.

### **Meter Installation Inspection:**

After the meter installer has left the site, it could take years to discover erroneous installations. It is therefore mandatory that every meter installation is inspected by an electrical inspector.

Poor job control leads to corruption of data and loss of issued meters.

### **Investigation of Tampering and Fraud:**

The object of tampering is to reduce cost to the customer. It is by nature fraudulent. It is combated by using deterrents such as sealing. Broken seals are usually an indication that tampering has taken place.

Regular inspections of installations or other suitable means of detecting tampering (i.e. sudden drop in registered consumption, load factor analysis) are required.

Evidence must be collected to enable successful prosecution. Correct procedure must be followed i.e. mark and store equipment, take photographs, compile statements. The actions are usually best left to specialist operators.

### **Conclusion:**

Revenue Protection is an ongoing process by dedicated people. *NRS055* is a document compiled and revised by a work group of such dedicated people. It forms a basis for any intended RP activity.

If you require help with establishing your own RP division, SARPA will be obliged to help.