

REVENUE PROTECTION **SENSITIZING COURSE**



COURSE OBJECTIVES

The objective of this course is to provide participants who are not directly linked to operational processes an overview of the bigger picture of the Revenue Protection concept. This will enable them to assist operational staff to minimize revenue losses within their utility by supporting their efforts and motivating them to implement best practices.

1) MODULE 1 – IMPACT OF REVENUE PROTECTION PROCESSES

This module highlights the different Revenue Protection Phases, a Plan to “Crime Proof” your utility and the “Risk Assessment Toolkit”

2) MODULE 2 – ESTABLISH A REVENUE PROTECTION STRATEGY

This module focuses on how to develop Revenue Loss Strategies and all the different Revenue Protection Policies, Standards and Guidelines as well as the value of Awareness Training and how to detect and deal with tampers and illegal connections and analyse a Best Practice Case Study.

WHO SHOULD ATTEND

- 1) Executive Members
- 2) Regional Directors / Managers
- 3) Financial Managers
- 4) Marketing / Communication Managers
- 5) Corporate Services Managers
- 6) Customer Services Managers

DURATION OF COURSE

- 1) 4 hour workshop
- 2) 1 day course (1 day theoretical)