

## THURSDAY 17 JULY 2008

Time	Title	Speaker	Contents
09:00	Welcome	Dirk Byker, President of SARPA	
09:15	Welcome from the Host City	Tshwane Municipality	
09:30	<b>Keynote Address</b> 1. Sandile Maphumulo, Head of Electricity, eThekweni & President of AMEU		
10:15	<b>REFRESHMENTS</b>		
10:30	<b>2. The impact of electricity theft and non-payment on the generation capacity crisis in South Africa</b>	Chris Yelland, Managing Editor, EE Publishers	The impact of electricity theft and non-payment in South Africa on the national electricity demand is about 3600 MW, which is equivalent to the output of a major coal-fired power station.
11:00	<b>3. The ongoing struggle with electricity theft in Israel</b>	Itzick Michaeli, Revenue Protection Manager, Israel Electric Corporation	Update on their Israel's Revenue Protection progress and new operations.
<b>Finance</b>			
11:30	<b>4. Getting your House in Order</b>	Andile Dyakala, Tshwane	Revenue Management: A Perspective from City of Tshwane
12:00	<b>5. Technology for Revenue Management – PSU International Experience</b>	Yasmin Coovadia, PSU International	PSU has a proven track record for showing results on Revenue Management projects in SA. The PSU methodology is complemented by smart technology that is able to produce quality assured results that generally cost less than more traditional methods and also take less time.
<b>Non Ferrous Theft</b>			
12:30	<b>6. Turnaround Strategy in the fight against non-ferrous crime</b>	Adv. Simi Pillay-van Graan, Business Against Crime	A brief synopsis of the new strategy that is currently being implemented by the Non-Ferrous Crime Theft Combating Committee. This will focus on the benefits of high level stakeholder participation (government and private sector), strategically aligned governance structure, and targeting the export market.
13:00	<b>LUNCH</b>		
<b>Case Studies</b>			
14:00	<b>7. Recognising tampers or illegal connections – Case study Edendale/Imbali Pietermaritzburg - KZN Split meter pilot</b>	Ravi Reddy, Eskom Distribution Eastern Region	Presentation of a case study of the solution and results of the split meter technology piloted within the Edendale-Imbali townships on 2000 customers' meters.
14:30	<b>8. Case Study: Revenue Management</b>	Armant Steenkamp, City of Johannesburg	The reduction of debt at the City of Johannesburg.
15:00	<b>9. The Development and Execution of Asset Forfeiture as a Mechanism to Recover</b>	Johannes Weapond, South African Social Security Agency	Asset forfeiture consist of a criminal and civil wing which processes is based on a link

	<b>Proceeds of Crime</b>		between act/crime and the profit of the act/crime scientific specific the "cause and effect".
15:30	<b>REFRESHMENTS</b>		
<b>Quality</b>			
15:45 <b>10.</b>	<b>Curbing Non-Technical Electricity losses in a Domestic Prepayment Environment</b>	DE Cloete, City of uMhlathuze	This paper proposes a solution to a worldwide tendency, that of increasing non-technical losses, especially amongst Residential Customers. To identify the transgressors and to have the proven right to render an account for that consumption.
16:15 <b>11.</b>	<b>Stop Energy Theft – Getting the Basics Right</b>	Claudia Coetzer, Integrity Control Systems (Pty) Ltd	The severity of energy theft has been acutely highlighted by the prevailing energy crisis. Meter equipment tampering MUST be stopped or at least deterred. Simple, basic steps contribute to getting this right. Industry feedback will be shared highlighting the successes individuals have attained by implementing uniquely numbered seals as part of a proactive revenue protection strategy, and various control models will be assessed.
16:45 <b>12.</b>	<b>The impact on city council's and municipalities with the Eskom forced interruptions / loadshedding.</b>	William Olivier, Polokwane Municipality	The losses and problems as a City Council. Losses by different electricity customer groups and how we try to manage loadshedding, whilst trying to get a fair deal from Eskom, Government, DME, NERSA, etc.
17:15	<b>DAY CLOSURE</b>		
19:00	<b>Welcoming Reception</b> Hosted by the City of Tshwane		

## FRIDAY 18 JULY 2008

<b>Metering Development</b>			
08:00 <b>13.</b>	<b>An Alexandra Case Study: Smart metering can enhance revenue collection</b>	Themba Daniel Mabuya, Saab Grinpal	How Johannesburg's City Power improved revenue by switching from STS metering to Grinpal's smart metering.
08:30 <b>14.</b>	<b>Meter management, the key to effective revenue protection.</b>	Kobus van den Berg, Manguang	This presentation will explore methods and processes to manage an electrical metering system to minimize losses.
09:00 <b>15.</b>	<b>Getting our house in order: A paper on the implementation of Automated Meter reading at City of Tshwane</b>	Vincent B. Baloyi, City of Tshwane	Changing the current operations system; Monitoring and evaluating the changes control; Implementing of BPL enabled AMR meters. A conclusion of the effectiveness of getting our house in order.

09:30 <b>16.</b>	<b>Load shedding, our viable solution</b>	Gary Moor, Conlog	Conlog has come up with a viable solution to assist in reducing power cuts caused by load shedding.
10:00	<b>REFRESHMENTS</b>		
	<b>Lessons Learnt</b>		
10:30 <b>17.</b>	<b>Operation Gcin'amanzi in Soweto</b>	Randhir Singh, Johannesburg Water	Overview and progress of the strategic turn around strategy adopted by Johannesburg Water in the form of Operation Gcin'amanzi in Soweto.
11:00 <b>18.</b>	<b>eThekweni Electricity getting their House in order</b>	Nathi Nkwanyana & Bongani Mbuyisa, eThekweni Metro	The retrofitting and use of prepayment metering system to enhance revenue collection and The audit of measurement and metering equipment.
11:30 <b>19.</b>	<b>Crime Fighting is not a Competitive Issue</b>	Dr Janette Minnaar-van Veijeren, Associate, Ethics Institute of South Africa & Rens Bindeman, Revenue Investigations	An insight into the formulation of an effective crime fighting unit and identification of the threats and the opportunities facing such a team. Practical integrated suggestions that can be implemented within a Service Provider in order to minimize losses.
12:40 <b>20.</b>	<b>The importance of an integrated credit control and debt collection system for holistic municipal Revenue Management</b>	Hercules Dreyer, ZMS Management Solutions	This paper emphasises the importance of implementing a complete and integrated system to control all aspects of revenue management. This include telephone calls, electricity cuts, water restrictions, making and monitoring of arrangements, handling queries and complaints, indigent management including the legal processes that can be followed by a municipality, including summonses and judgements.
13:10	<b>“Putting all your Revenue Protection eggs in one basket” How do we get all the role-players to focus on one goal?</b>	Dr Janette Minnaar-van Veijeren, Associate, Ethics Institute of South Africa  Rens Bindeman, Revenue Investigations  Adv. Simi van Graan, Business Against Crime  Chris Gower, Buffalo City	Panel Discussion
13:40	<b>Members Forum &amp; Closure</b>		
14:00	<b>LIGHT LUNCH</b>		