



SUMMARY OF THE SARPA 2023 CONVENTION PRESENTATIONS

Keynote speaker: Mr. Zamo Gwalo – SALGA

Mr. Gwalo began by highlighting challenges regarding service delivery and revenue losses in municipalities. He pointed out that "non-payment" creates gaps in service delivery, leading to adverse results in healthcare and infrastructure maintenance. The need for effective interaction with consumers is crucial for municipalities to consider. He suggested the following:

- There is a need for partnerships, especially in the finance sector and government departments.
- Emphasized the importance of community awareness programs and regular consumer interactions.
- Successful introduction of new technology requires a strong partnership between the private sector and government, with pilot projects.
- Online payments, smart metering, and data analysis are valuable solutions to ensure effective control of service distribution by municipalities.
- The "Electricity for All campaign" had a negative impact, as it justified non-payment.
- Government should provide support and organize sensitization and education campaigns.
- Forming partnerships with SAPS, NPA, and other stakeholders is also crucial.

Panel discussion - Establishment of Strategic Crime Prevention Alliances – Rens Bindeman (SARPA), Louis Muller (Cigfaro), Lerato Phasha (SALGA), Manju Naidoo (Ethekwini Municipality)

The panel discussion aimed to address the challenge of forming strategic crime prevention partnerships. Mr. Bindeman highlighted the goal, and each panel member discussed best practices. The discussions covered:

- The significance of forming various alliances.
- Addressing the "silo effect" within municipalities.
- Forming partnerships between SARPA, SALGA, CIGFARO, Treasury, and Justice Departments to combat crime and revenue losses.
- Establishing a Task Team to synchronize loss reduction efforts and create an action plan.
- Highlighted lack of understanding in revenue protection processes and technical issues.
- Importance of knowing when to investigate and prosecute cases.
- Need for sensitizing interactions in financial and legal departments.
- Partnerships between Utilities, Police, Prosecuting Authority, and Communities are crucial.

Revenue Protection in the United Kingdom - Gavin Straughan (UKRPA)

Mr. Straughan updated on Revenue Protection processes in the UK, highlighting challenges due to covert tampering, cost-of-living crisis, and the "freeman of the land" concept. Points covered:

- Tampering during covert increased by 400% (£1.4 billion).
- Impact of living cost crisis on inflation and energy prices.
- Challenges with revenue losses due to landlords.
- Training Housing Associations and Charities to reduce losses.
- Introduction of the "Friend and Foe" social media campaign.
- Identifying and isolating "vulnerable people."
- Need for police assistance and challenges in property access.

Professionalization – Mr. Jean Venter (Secretariat)

Mr. Venter explained SARPA's Professionalization process to improve operational excellence in Revenue Protection. Key points included:

- Goal: Enhance operational excellence, risk mitigation, and ethical standards.
- Quality assurance processes and hiring a professional team.
- Levels of expertise: Primary, Intermediate, Senior, and Master categories.
- Consensus to proceed with the Professionalization project.

TID Rollover Best Practice – Mr. Chris Gower

Mr. Gower discussed the TID rollover project and the shift to smart meters in BCMM. Topics included:

- Stakeholder involvement, web page integration, USSD platform.
- Customer self-training program.
- Challenges with new vending contact due to "Legal Challenge curve ball."
- Current project status and impact on electricity losses.
- Strategies to market self-vending, address issues, and implement contracts.

Cost of Supply Best Practice - Kenneth Silelato (Sol Plaatje Municipality)

Mr. Silelato discussed Sol Plaatje Municipality's COS Study, electricity tariffs, and stakeholder feedback. Topics included:

- Balancing social equity, economic growth, and environmental goals.
- Differences between "right and duty" and stakeholder involvement.
- Impact of tariff changes on prepaid systems.
- Revised Cost of Supply Study in 2021, aligning to legislative requirements.

Sponsor Presentations (Conlog) and (STS Association)

Panel Discussion – Revenue Impact of Small-Scale Embedded Generation - Belinda Dawson (SARPA), Chris Gower (Buffalo City), Ruan Coetzee (Bravo Scan), Sinawo Sigalelana (Sustainable Energy Africa)

Discussion focused on SSEG's impact on revenue, utility systems, and legal compliance. Key points:

- Addressing Revenue Protection risks, SSEG impact, and bylaws.
- "Hidden power" of Municipalities to address issues.
- Responsibilities of electricity suppliers, legal risks, and compliance.
- SSEG as a national priority, clear programs, and compliance.
- Defining illegal installations and mitigating risks.

Coordinated Effort to Recover Lost Revenue – Doug Bashford (Eskom)

Mr. Bashford explained revenue recovery processes, focusing on meters, customer liability, and revenue assurance. Points included:

- Meters as cash registers, non-technical losses estimation.
- Revenue recovery's cause and customer liability.
- Revenue assurance for risk management.
- Criminal actions, internal actions, and Prescription Act.

Investigation of Infrastructure Related Crimes – Mrs. Steph Brand and Mr. Roy Robertson (CPI)

The presentation highlighted threats in cable theft and essential infrastructure crimes. Key points:

- Understanding non-ferrous metal theft syndicates and challenges.
- Need for proactive measures against syndicates.
- Importance of internal involvement awareness.
- Case studies, combating crime syndicates, and focusing on consequences.

The Deleterious Effects of Broken Neutrals in Residential Supplies – Quentin Louw

Mr. Louw discussed the hazards of broken neutrals due to poor installations and infrastructure theft. Key points:

- Hazards of broken neutrals on health and safety.
- Causes of broken neutrals and related hazards.
- Broken neutral safety device solution.

Managing Electricity Availability Constraints - Desigan Govender (Conlog)

Mr. Govender explained managing electricity availability and introducing smart solutions. Topics included:

- Traditional load shedding and variable tariffs.
- Smart load shedding, load limiting, and consumption awareness.
- Requirements for effective smart solutions.

Smart Security Seals for Theft and Tampering of Infrastructure – Nevashnee Ramparsad (Smartee)

Mrs. Ramparsad discussed the challenges of cable theft and the potential of IoT. Points covered:

- Challenges of cable theft and infrastructure vandalism.
- IoT's potential for asset monitoring and solutions.
- Introduction of a smart security seal.
- Machine learning and cloud-based backup.