

Curbing Non-Technical Electricity Losses in a Domestic Prepayment Environment.

Presented by



Dennis Cloete

uMhlathuze Electricity : Retail

(Marketing, Customer Services, Sales & Revenue Protection)



City of Tshwane

SARPA Convention

17 July 2008

1. Introduction

- *Industry worldwide – theft of electricity*
- *Curbing of Non-technical losses*

2. Dilemma

- *Prepayment Metering – Ultimate solution ?*
- *Credit / Conventional Metering*



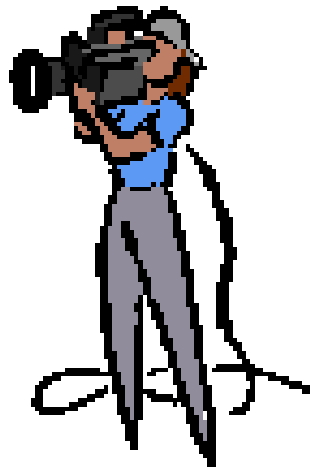
versus



or



Check Meter Principle DVD / Video



3. *The Solution*

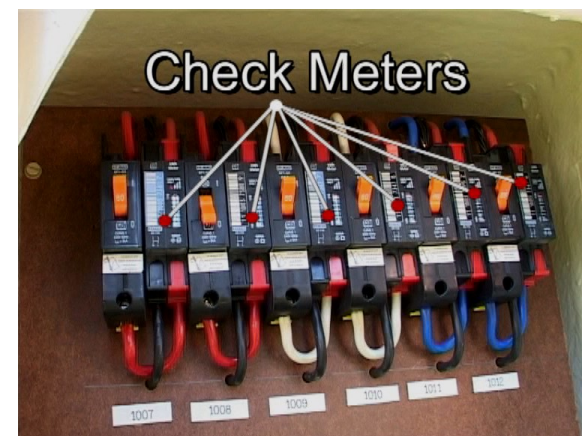
The Check Meter Principle

Inside the House



Prepayment metering
versus
Check metering

In the Kiosk



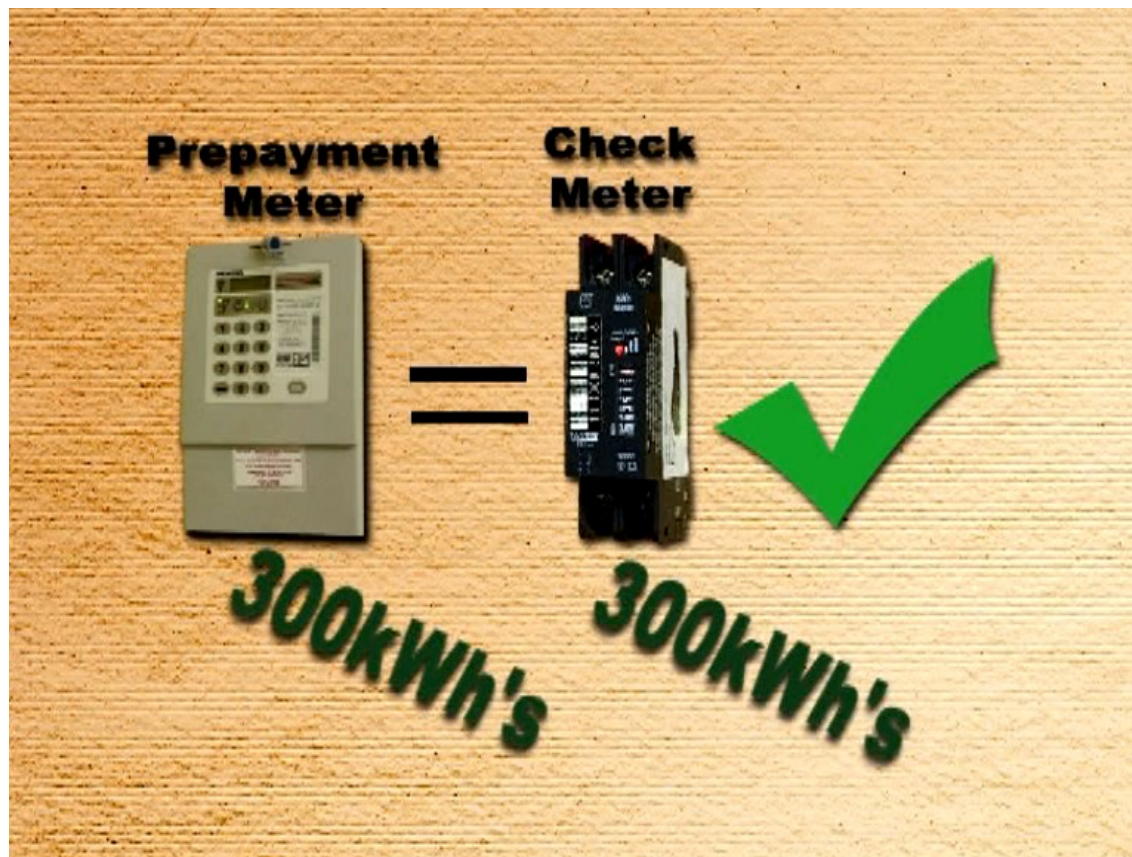
4. *Revenue Protection Administration*

- *Electronic Auditing done in an Office Environment*
- *Newly developed “**E**lectricity **C**onsumption **A**nalysis” **ECA** Software program doing 85 % of the auditing.*
- *Phase III – Enhancement to finalise development.*



The Check Meter Principle

Confirmation of consumption



Physical evidence is confined to the two metering systems and has legally been tested

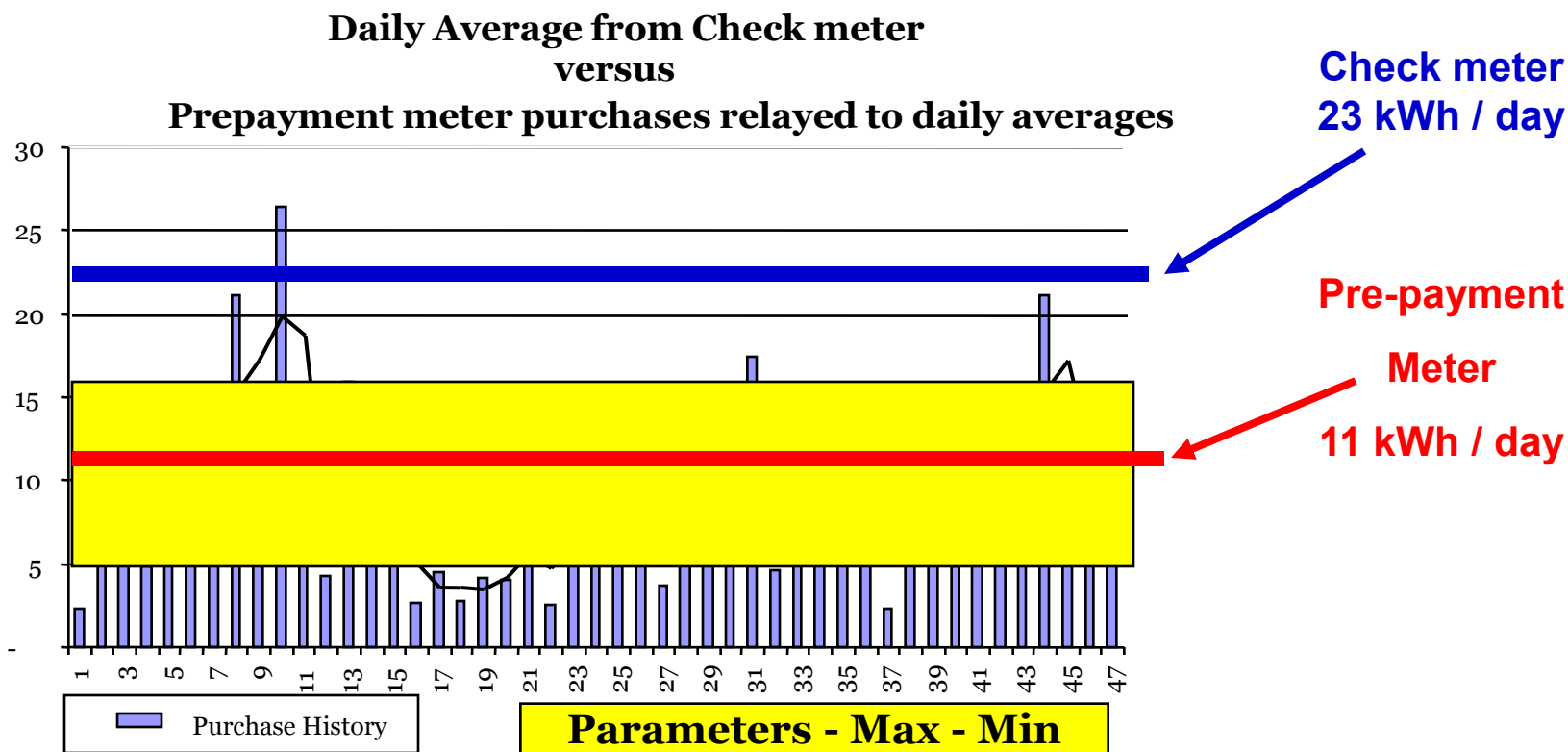
Evidence

Discrepancy confirmed → Tampering

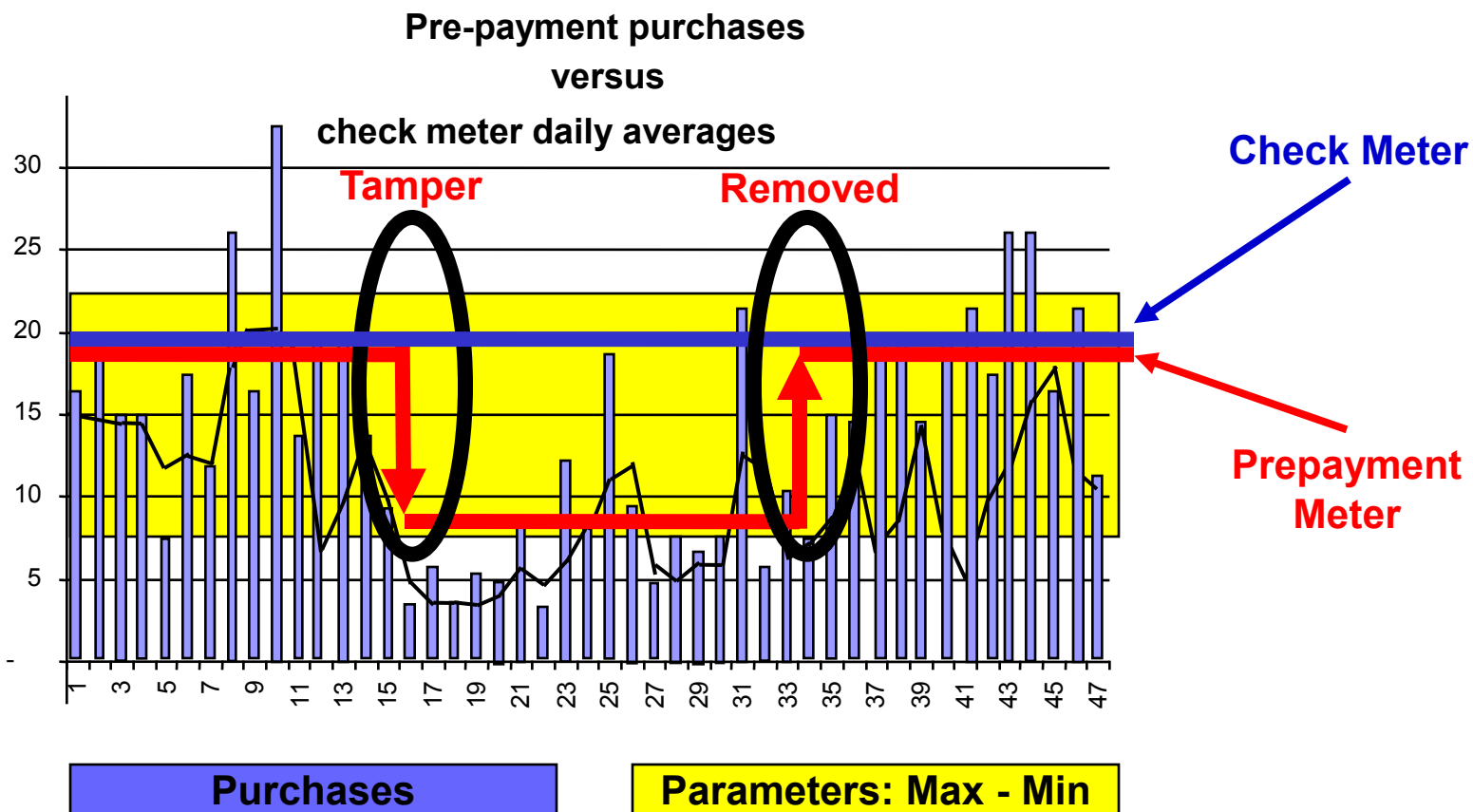


Physical tampered evidence, illegal wiring, is no longer required, as it is verified by both meters

Purchase pattern versus Check Meter consumption



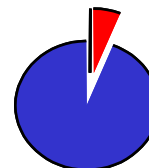
Removal of Tamper (Illegal wiring)



5. *Historical Audit Sweeps*

**Sweep audit of a 1 000 houses in one area,
resulted in only 10 cases**

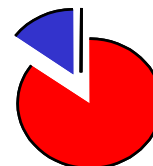
1%



(Sweep audits by other utilities have a success rate of 0.3%)

Check -metering project average success rate

85%



6. *The Check Meter Principle is sound and effective*

- *4,600 Properties identified*



- *Billed over R10m*
- *Recouped – over R8,5m*



- *Financial implications - R395 per meter, including installation costs*



7. *Technical Controls*

- *Unique seals*
- *Sealing both meters*
(Prepayment & Check Meters)
- *Installation sheets*
(Meter numbers, Seal numbers,
Labeling (Property v Meter)
- *Audit sheets – legal document*
- *Feedback into ECA Software*



8. *Educate the Customer*

- *No Secret*
- *No Amnesty*
- *Ward Meetings*
- *Newsletters*
- *Video System*



9. *Accolades & Acknowledgements*

- *National eTa Award – Eskom
Residential Category)*
- *SARPA – South African Revenue
Protection Association*
- *AMEU – Association for Municipal
Electricity Undertakings*
- *International : AURPA - Australia*



Any



questions ?

Richards Bay • Empangeni

***Popular sporting events venue, with coastal dunes
and wetland areas to be enjoyed all year round***

A pivotal growth centre offering phenomenal investment opportunities

***Excellent industrial and transport infrastructure,
with comprehensive commercial and social amenities***

Undisputed home of pioneering industry



Thank you



The End