



**South African Revenue Protection Association
14th Annual Revenue Protection Convention**

July 2011 22 – 21

No More Excuses

Itzick Michaeli

Revenue Protection Manager

Israel Electric Corporation





Overview

- **Israel Electric Corporation (IEC) - Update**
- **IEC Meters in the field**
- **IEC Revenue Protection annual performance**
- **What is IEC main problem ?**
- **What is the solution to this problem ?**

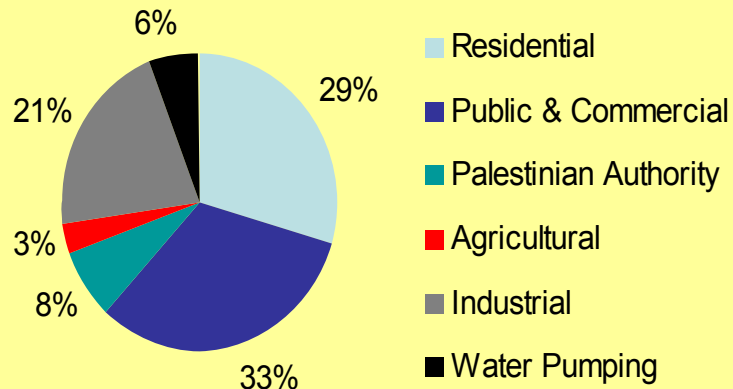





The Israel Electric Corporation Ltd.

- The Israel Electric Corporation (IEC) was established in 1923
- 99.85% owned by the state of Israel
- Generates, transmits and distributes substantially all the electricity in the State of Israel
- The largest infrastructure company in Israel with the one of the largest turnovers in the Israel's economy.

**2010 Customer Breakdown
By Electricity Sales**



★ Gas Turbine
 Thermal Power Plant

IEC's Operating Statistics

	2009	2010
Capacity (MW)	11,664	12,769
Peak Demand (MW)	9,900	10,950
Electricity Sales (GWh)	48,947	56,093
Population (Millions)	7.5	7.6
Customers (Millions)	2.5	2.5

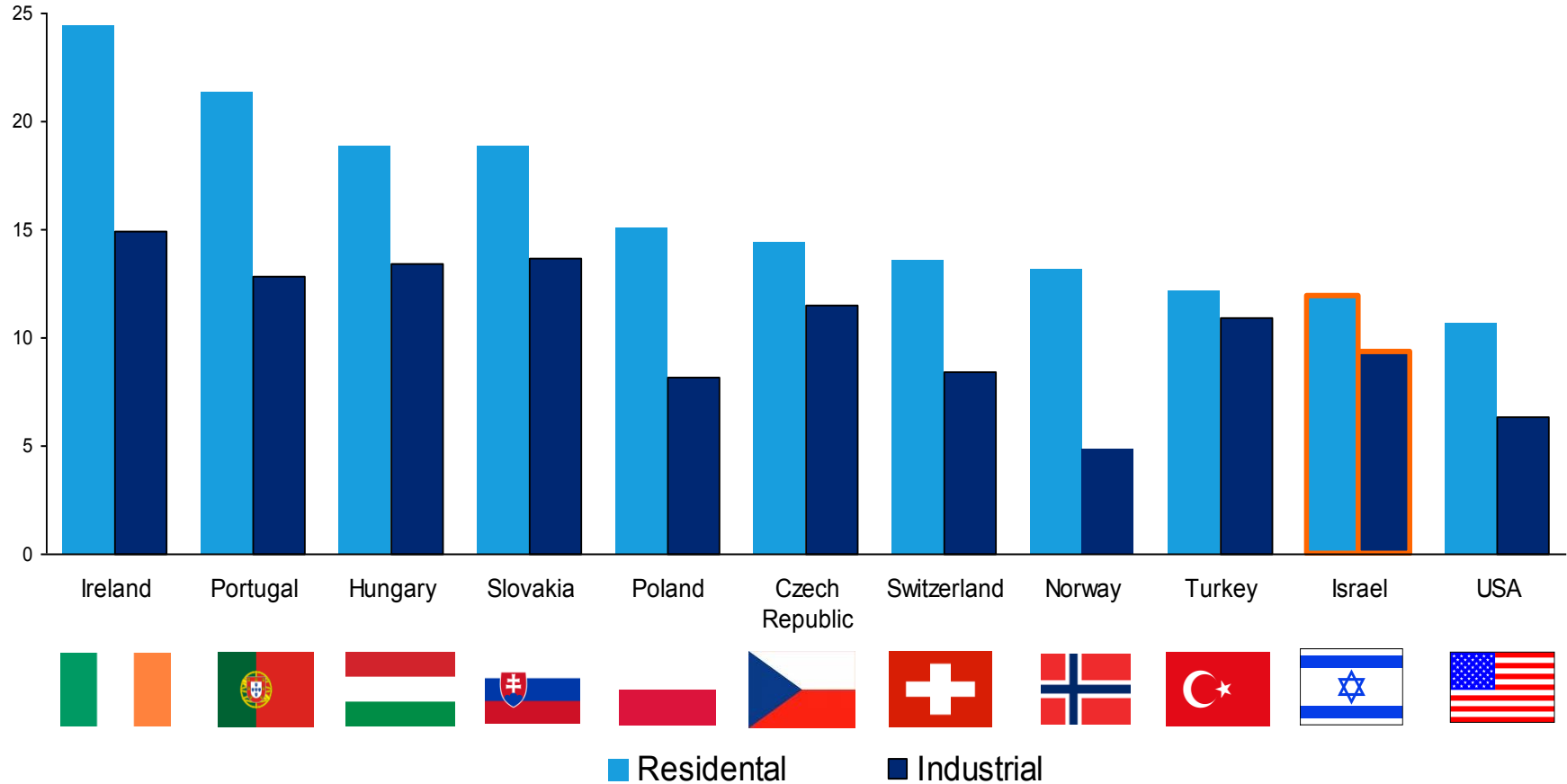
Relatively Low Rates of the



Comparative Electricity Rates

Israeli Market

U.S Cents/KWh (December 31, 2007)



Source: Energy Information Administration



Israel Electric

Electronic LV Meters installations

TOU meters ~ 55,000

Commercial & Domestic –
mandatory over 60K KWH

Pre - Pay Meters ~ 20,000

(Predicted annual
installations ~10,000)

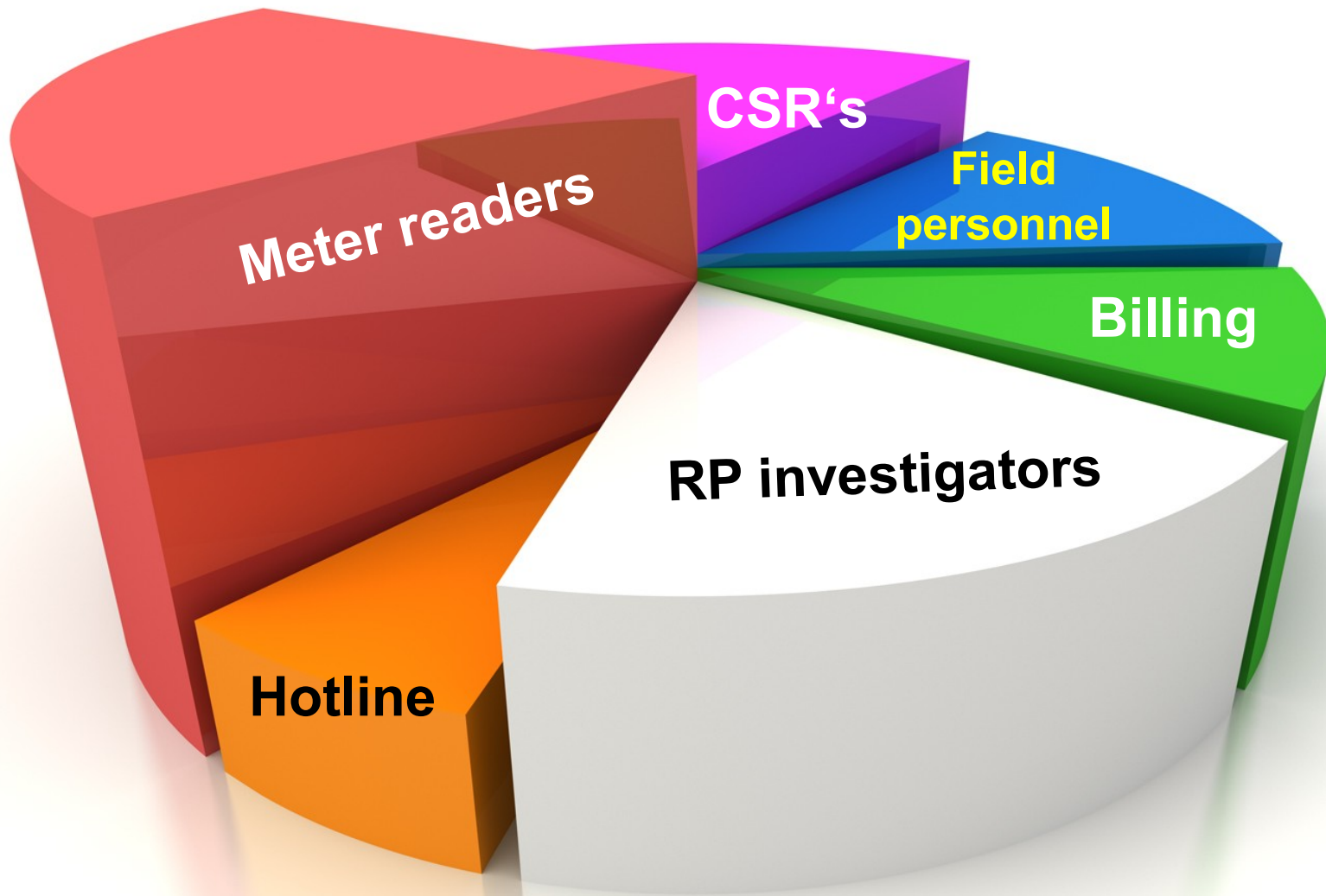


IEC Revenue Protection

Average Annual Performance



Theft Suspicions – information sources



What is our problem ?



**50,000,000
ZAR**



Scope of the Problem



5,000

50,000

2 %

There
Are
Many
More !!

Where lies our problem ?



Excuses

Excuses

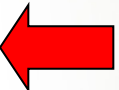
Excuses

Excuses

Excuses



10





Here lies our problem

**Unsatisfying volume
of suspicions of theft reports**





Here lies our problem

Some more excuses





FRS Field Report System



Where did the idea come from ?



Parking Inspectors



FRS
**Field Report
System**







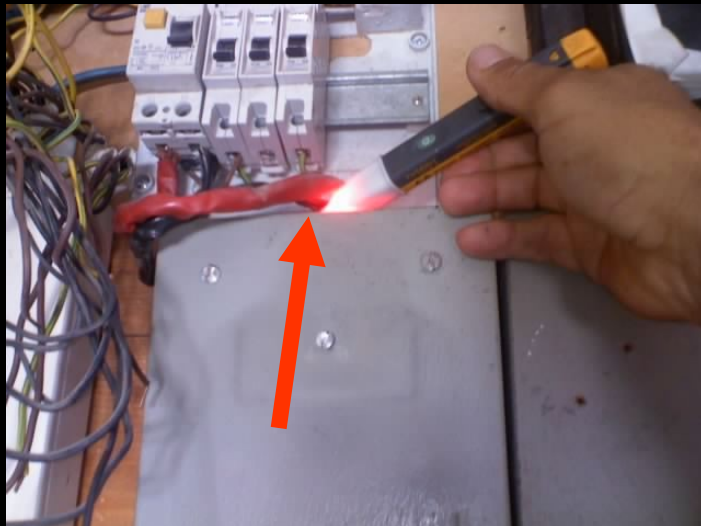
Implementing the FRS





Magnets





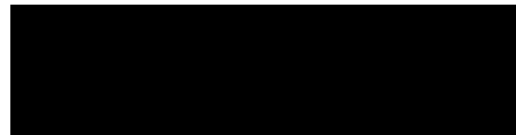
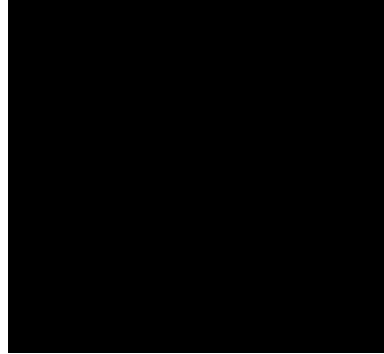


**Bypass
in a mock drain pipe**



**Bypass
inside the wall**

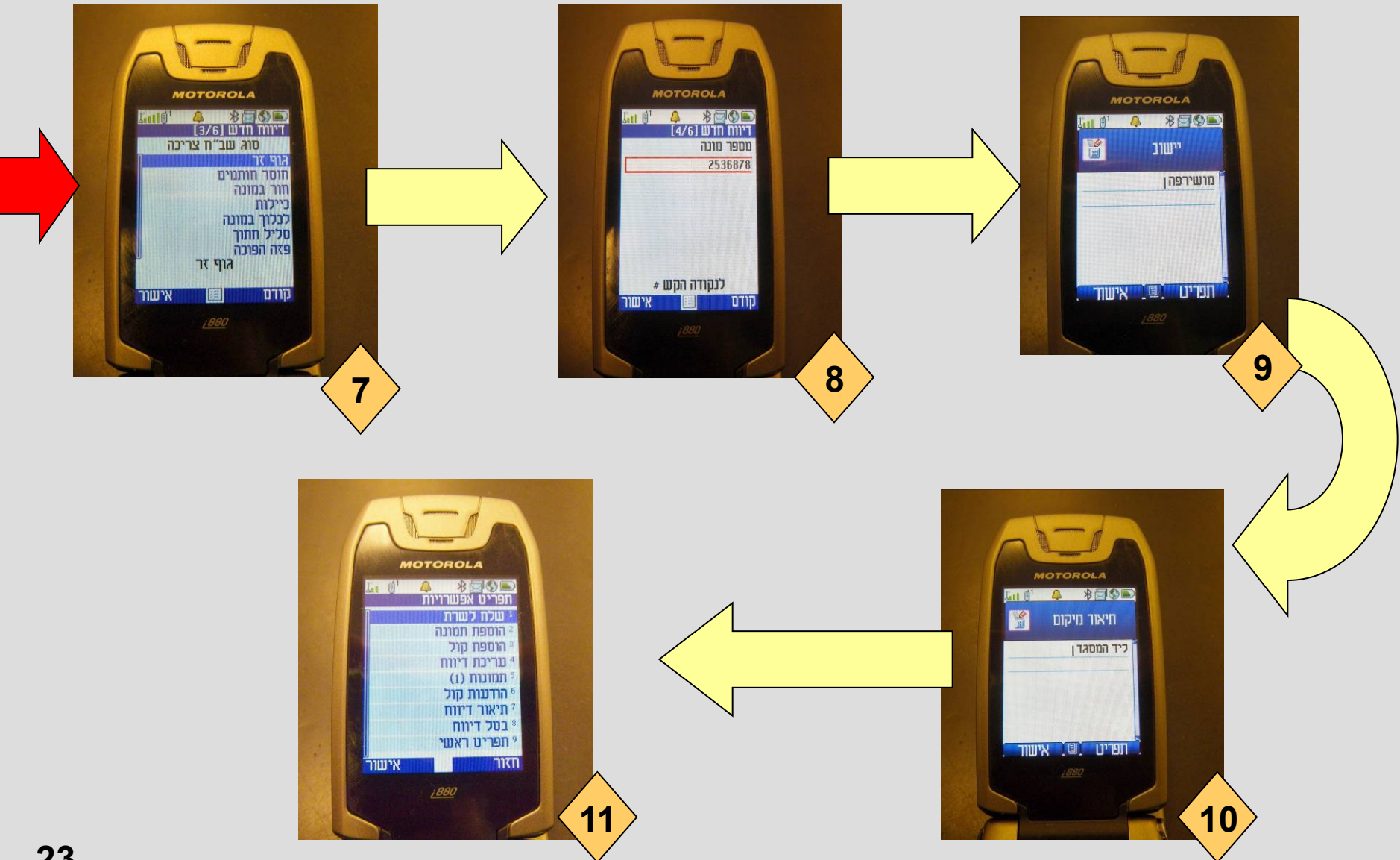
Damages to the utility property



How does the FRS work ?



How does the FRS work ?





[יציאה]

[עזרה]

ניהול מבנה אירגוני

ניהול משתמשים

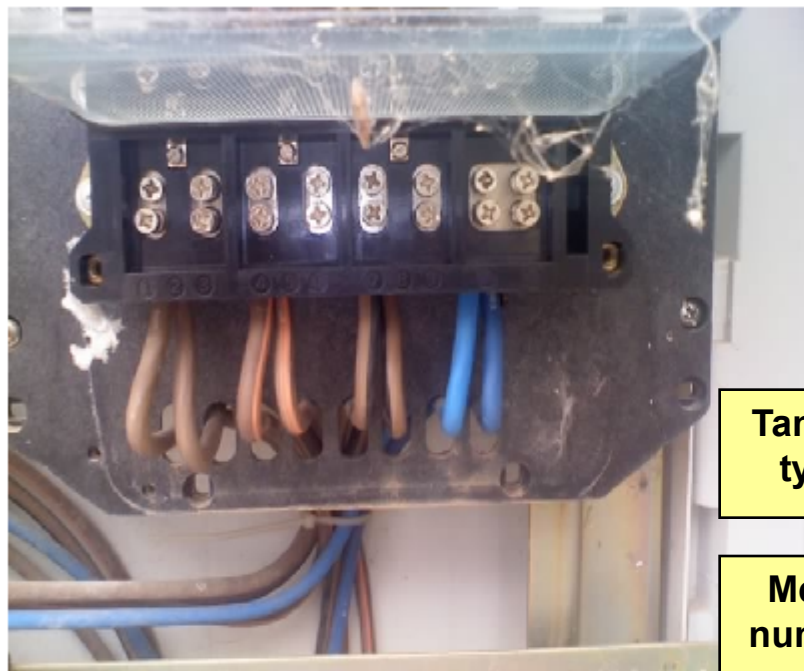
דיווחים

דיווחים פרטי דיווח

דיווח שב"ח חדש / פרטי דיווח

Reporter details

תמונות [2]



שם מדווח: יגאל ג'הסי
משתמש שטח: 25965
מס. עובד: 28629434
מחלקה: 343-02 - מזהה במערכת פנימית:
גביה - אזור
עפולה

13:42 18/05/2011: תאריך פתיחה:
13:44 18/05/2011: תאריך סגירה:
13:45 18/05/2011: תאריך קבלה:

שליחת דיווח: 1000&R=3545&H=AYQ5B

Tamper type

Meter number

Address/ Location

שם שדה	ערך שדה
סוג שב"ח	צריכה
סוג שב"ח צריכה	פאושל (מעקף)
מספר מונה	307240
תיאור מיקום	א.א. פחם
כתובת	עמוד 2221

13:43 18/05/2011 13:42 18/05/2011



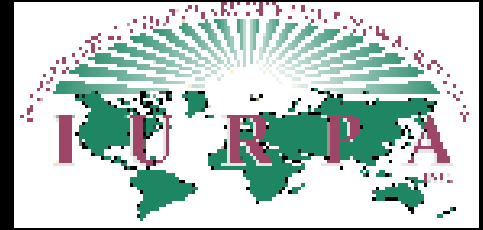
What comes next ?





Conclusion

- **Meter readers are the company eyes in the field**
- **Smart metering is not intended to prevent theft**
- **All utility employees must report irregularities**
- **The mobile smart phone is already a multi - purpose working tool, that can be used for reporting suspicions of theft**
- **No More Excuses for non-reporting !**



THANKS FOR YOUR
ATTENTION

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Questions ?

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Headquarters, Haifa