REVENUE PROTECTION BASIC COURSE

COURSE OBJECTIVE

The objective of this course to provide participants with the basic knowledge regarding Revenue Protection processes like meter auditing, tamper detection, remedial actions and data management, to enable them to perform operational processes in order to effectively minimize revenue losses in their working environment

CONTENTS

1. *MODULE 1 - INTRODUCTION AND COURSE OBJECTIVES*

This module focuses on the historical overview of the Revenue Protection concept, How to establishing a Revenue Loss Forum, the basic operational processes and the different Revenue Loss Phases

2. *MODULE 2 - REVENUE PROTECTION PROCESSES*

This module focuses on the different Auditing Processes, understanding the auditing documents, remedial actions, replacing of meters and the correct way of data management

3. *MODULE 3 – TAMPER DETECTION AND INVESTIGATION PROCESSES*

This module highlights proactive tamper prevention measures
Tampering detection process and investigation methods

4. *MODULE 4 - STANDARDS, POLICIES, GUIDELINES AND LAWS*

This module focuses on the Laws, Bylaws, Standards, Guidelines and Procedures

5. *BEST PRACTISES AND NEW TECHNOLOGY*

This module highlights some best practices and new technology that could be utilized in order to minimize losses.

WHO SHOULD ATTEND

1) Revenue Protection Supervisors
2) Revenue Protection operators / technicians
3) Revenue Protection auditors
4) Maintenance Technicians (electricity and water)
5) Law Enforcement Officials
6) Customer Data officials
7) Credit Control officials

DURATION OF COURSE

1) 1 day workshop (1 day)
2) 2 day course (1 day theoretical and one day practical)