

REVENUE PROTECTION ADVANCE COURSE



COURSE OBJECTIVE

The objective of this course is to provide those revenue protection professionals who have already completed the other levels of training or have been serving in a senior position, with the relevant specialized skills and information to enable such individuals to analyze, plan and develop their own departmental structures, task teams and processes. This course can therefore be seen as the first step in becoming a Revenue Protection expert and to enable such participants with the skills and knowledge to effectively minimize revenue losses within a Utility.

MODULE 1 - INTRODUCTION AND COURSE OBJECTIVES

This module provides an overview of the most important aspects of the Revenue Protection concept and highlights the processes of learning from your mistakes and subsequently becoming a Revenue Protection expert

MODULE 2 – REVENUE LOSS REDUCTION

This module explains issues like risk assessment, enhancing strategies, taking opportunities, establishing a task team, deployment of resources and setting them reachable targets as well as a field exercise with a Task Team.

MODULE 3 – REVENUE RECOVERY

This module focuses on how to understand the fundamentals of specialist positions like revenue recovery, data analysis and rapid response as well as explores the impact that these professionals could have on recovering losses

MODULE 4 – MAXIMUM DEMAND METERING

This module focuses on *the* purpose of carrying out periodic auditing on different types of meters, the constraints to do effective MD meter inspections, the value of regular refreshment courses in this regard and an excursion to a lab where an expert will provide feedback on the different laboratory practices.

MODULE 5 – STANDARDS AND LAWS

This module focuses on the NRS 055 and 101 standards, Cyber security Standards, IURPA guideline VI as well as the different Laws, Bylaws and Procedures that deal with issues like fraud and corruption.

MODULE 6 – COURT PROCEDURES

This practical module focuses on participants taking part in a mock court case and thereby learning all the legal aspects of preparing a case for trial, giving evidence in court and obtaining a successful prosecution.

MODULE 7 – CASE STUDIES

This module focuses on participants analysing processes and outcomes of two prominent revenue protection projects in other parts of the world, in order to determine what processes could be classified as best practises and what actions should be avoided.

WHO SHOULD ATTEND?

- 1) Revenue Protection Managers and Supervisors
- 2) Credit Control / Revenue Managers and Supervisors
- 3) Law Enforcement Commanders
- 4) Legal Advisors
- 5) Service Department Managers (Electricity / Water)
- 6) Data Analysis Specialists

DURATION OF COURSE

- 1) Normal training – 3 days (includes two practical excursions)
- 2) Virtual training – 5 days of 3 hours per day