

REVENUE PROTECTION SENSITIZING WORKSHOP



COURSE OBJECTIVE

The objective of the workshop is to provide participants who are not linked to Revenue Protection operational processes an overview of the bigger picture of the concept and to enable them to assist operational staff to minimizing revenue losses within their Utility by supporting their efforts and motivating them to implement best practices.

1) CONCEPT OF REVENUE PROTECTION

As an introduction to the revenue protection concept all the proactive as well as reactive operational processes are highlighted

2) REVENUE PROTECTION PHASES

In order to understand the Utilities position with relation to the implementation of the different Revenue Protection processes, one need to analyse it according to the traditional “Revenue Protection Phases”

3) ESTABLISH A REVENUE PROTECTION STRATEGY

We focus on how to develop, a Revenue Protection Strategy and a Revenue Loss Management Forum which will assist to effectively introduce all the different Revenue Protection Policies, Standards and Processes.

4) CRIME PROOFING YOUR UTILITY

Every modern-day Utility faces certain threats that negatively impacts on its revenue. In order to counter such issues, certain policies and processes should be put in place. We highlight this and provide a 10-point plan in this regard.

5) BEST PRACTICES

We highlight the different Revenue Protection best practices which would assist in planning the way ahead for the utility

WHO SHOULD ATTEND?

- 1) Executive Members
- 2) Regional Directors
- 3) Financial Managers
- 4) Marketing / Communication Managers
- 5) Corporate Services Managers
- 6) Customer Services Managers
- 7) Legal Experts

DURATION OF WORKSHOP

- 1) 2 - 4 hours