

The Art of Revenue Protection: Metering , Billing & Loss Reduction

21 – 25 March 2027
Johannesburg

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The Art of Revenue Protection: Metering , Billing & Loss Reduction

Ref: 36274_20659 **Date:** 21 – 25 March 2027 **Location:** Johannesburg **Fees:** 4500 Euro

Course Overview:

This Revenue Protection training course offers a complete and interactive learning experience designed to reduce non-technical losses in the electricity and water metering sectors. Attendees will gain a deep understanding of Revenue Protection, Metering and Billing Loss Reduction, and Non-Technical Loss Reduction. The course explores effective Utility Revenue Protection Strategies, focusing on Electricity and Water Theft Prevention and Energy Theft Detection. Participants will learn how to implement Smart Metering Revenue Protection and utilize Metering Security Measures to safeguard assets. The course also delves into Utility Regulation and Legislation, providing insights into compliance and governance. Through real-world Revenue Protection Case Studies, attendees will understand the practical applications of these concepts. Utility Data Analysis for Revenue Protection will be a key focus, enabling participants to identify and address revenue leakage. This course also emphasizes building strategic partnerships and fostering Utility Consumer Engagement to enhance overall revenue protection efforts.

Target Audience:

- Smart Meter Project Managers
- Smart Meter Deployment Coordinators
- Business Analysts
- Meter Asset Coordinators
- Operational Field Managers
- Electrical / Water Engineers
- Water Supervisors

Targeted Organizational Departments:

- Utility Operations
- Billing and Revenue Management
- Regulatory Compliance
- Customer Service
- Field Operations

Targeted Industries:

- Energy and Utilities
- Water Management
- Municipal Services
- Regulatory Bodies

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Course Offerings:

By the end of this course, participants will be able to:

- Understand and address non-technical losses
- Analyse utility data to detect revenue leakage
- Implement effective Revenue Protection processes
- Prevent electricity and water theft through advanced metering security
- Comply with regulatory requirements and enhance revenue protection strategies

Training Methodology:

This course employs a mix of formal delivery, group work, case studies, and interactive sessions to ensure a complete learning experience. Participants will engage in practical exercises to apply Revenue Protection strategies and Metering Security Measures. Daily wrap-up sessions encourage questions and discussions, fostering a collaborative learning environment. Utilizing various teaching methods ensures that attendees gain both theoretical knowledge and practical skills in Utility Revenue Protection.

Course Toolbox:

- complete workbooks and manuals
- Reading materials on Utility Regulation and Legislation
- Online resources and case study databases
- Checklists and templates for Revenue Protection processes

Course Agenda:

Day 1: Fundamentals of Revenue Protection and Non-Technical Losses

- **Topic 1:** Course Introduction and Objectives
- **Topic 2:** Understanding Non-Technical Losses
- **Topic 3:** Identifying Energy and Water Theft
- **Topic 4:** Revenue Protection Practices in the UK and Worldwide
- **Topic 5:** Regulatory Frameworks and Supplier Licence Conditions
- **Topic 6:** Theft Risk Assessment Scheme TRAS
- **Reflection & Review:** Discuss the day's learnings and address any questions or concerns.

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Day 2: Advanced Metering Technologies and Security

- **Topic 1:** Traditional Metering Systems and Their Security Challenges
- **Topic 2:** Methods of Traditional Metering Theft and Prevention
- **Topic 3:** Introduction to Smart Meters and Their Benefits
- **Topic 4:** Smart Meter Installation Rollout: Case Studies and Lessons Learnt
- **Topic 5:** Smart Meter Revenue Protection Strategies
- **Topic 6:** Utilizing Meter Tamper Alerts for Theft Detection
- **Reflection & Review:** Reflect on the day's topics and discuss practical applications.

Day 3: Developing and Implementing a Revenue Protection Function

- **Topic 1:** The Strategic Importance of Revenue Protection
- **Topic 2:** Setting Up and Structuring a Revenue Protection Team
- **Topic 3:** Designing Effective Back-Office Processes
- **Topic 4:** Optimizing Field Activity Processes
- **Topic 5:** Enhancing Internal Department Collaboration
- **Topic 6:** Best Practices for Implementing Revenue Protection Processes
- **Reflection & Review:** Review and reflect on building a successful revenue protection function.

Day 4: Data Analysis, and Regulatory Compliance

- **Topic 1:** Analyzing Utility Data for Revenue Protection Insights
- **Topic 2:** Conducting Reactive Visits and Investigations
- **Topic 3:** Roles and Responsibilities of Revenue Protection Officers
- **Topic 4:** complete Metering Knowledge for Officers
- **Topic 5:** Navigating Regulation, Legislation, and Licence Conditions
- **Topic 6:** Effective Customer Interaction Techniques
- **Reflection & Review:** Reflect on main methods and their effectiveness.

Day 5: Strategic Partnerships and Promoting Awareness

- **Topic 1:** Building and Sustaining Strategic Partnerships
- **Topic 2:** Promoting Awareness and Best Practices in Revenue Protection
- **Topic 3:** Involvement with UK Revenue Protection Association
- **Topic 4:** Engaging with International Utility Revenue Protection Associations
- **Topic 5:** Strategies for Utility Consumer Engagement
- **Topic 6:** Leveraging Regulation and Legislation for Revenue Protection
- **Reflection & Review:** Final review and reflection on strategic partnerships and awareness.

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How This Course is Different from Other Revenue Protection Courses:

The course stands out due to its complete approach, blending theoretical insights with practical applications. Unlike other courses, it emphasizes both Traditional and Smart Metering Revenue Protection, offering advanced strategies for Electricity and Water Theft Prevention. The course includes in-depth Utility Data Analysis for Revenue Protection and provides actionable steps for implementing Metering Security Measures. Real-world case studies from various regions highlight best practices and innovative solutions. This course also uniquely focuses on building strategic partnerships and fostering Utility Consumer Engagement, ensuring a holistic approach to revenue protection.