Best Practices in Revenue Protection
Metering, Billing & Loss Reduction
A 5-day Intensive Seminar for Power Distribution Utilities

30 Aug - 03 Sep 2020, Dubai
Introduction

This GLOMACS Revenue Protection training seminar has been developed as a comprehensive and interactive course on reducing non-technical losses in the electricity and water metering businesses. Exploring the benefits of having robust processes to identify and sustain the reduction of non-technical losses through analysing data, physically identifying and making the metering secure, and training people to recover the financial losses.

Course attendees will receive a thorough grounding of why revenue protection is a useful financial solution to revenue leakage. Looking at best practices in locating energy theft in traditional meters and the security issues of those meters, and also understanding the difference smart metering will add to revenue protection, by utilising data and analysing enhanced security measures within the meter to determine if electricity / water is being stolen. To understand how regulation, legislation and license conditions can be a contributing factor to how revenue leakage can be reduced.

Case studies will support the theories to make the learnings very practical for application to the attendees’ own businesses and organisations. Many of the principles that are established in the course will be applicable to stakeholder / consumer engagement at large, and not just in the context of smart metering, therefore delegates might consider attending even if they are not already directly involved in smart metering.

This GLOMACS training seminar will highlight:

- What constitutes Electricity and Water non-technical losses?
- The Dangers of Unsafe Metering
- How to Identify Theft of Electricity and Water?
- Promote Best Practices to Reduce Revenue Leakage
- Understanding the Benefits of Smart Metering
- Utilising Regulation, Legalisation and Licence Conditions
- Revenue Protection Training

Objectives

At the end of this GLOMACS training seminar, you will learn to:

- Understand the issue of non-technical losses
- Learn how to analyse data
- Understand the danger of energy theft
- Learn investigation best practices
- Design robust processes within your business
- Develop and apply best practices

Training Methodology

In this GLOMACS Revenue Protection training seminar, goals of each participant are discussed to ensure their needs are fulfilled, as far as possible. Formal delivery, group work, short videos and case studies are used throughout the week. Questions are encouraged throughout, particularly at the daily wrap-up sessions. This provides opportunities for participants to discuss specific issues and, if possible, find appropriate solutions. General discussions are employed to highlight particular points and to illustrate particular conditions.

Organisational Impact

This GLOMACS training seminar will allow delegates to interact and gain shared experiences of others along with:

- Understand the cost of non-technical losses
- Understand safety issues
- Analyse data to identify issues
- Develop skills and knowledge to implement effective revenue protection processes
- Build strategic partnerships with key stakeholders

Personal Impact

On successful completion of this GLOMACS training programme, delegates will be able to understand:

- An understanding of non-technical losses
- Implications of unsafe activities
- Analyse data and react on issues found
- Develop skills and knowledge to implement effective revenue protection processes
- Develop a sound understanding of regulation, legislation and license conditions
- Build strategic partnerships with key stakeholders

Who Should Attend?

This GLOMACS Revenue Protection training course is suitable to a wide range of industry professionals who are seeking to gain a strategic overview of the concepts and methodologies, alongside practical tips and advice for planning and developing a Revenue Protection solution, including:

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

DAY 1

Introduction to Non-Technical Losses

- Pre-course Assessment
- Goals and Discussion
- Understanding of Non-Technical Losses
- Definition of Energy Theft
- Revenue Protection in the UK / Worldwide
- Regulation / Legislation
- Supplier Licence Conditions
- Theft Risk Assessment Scheme (TRAS)

DAY 2

Traditional & Smart Metering

- Review of Day 1
- Traditional Meters & Security
- Methods of Tradition Metering Theft
- Smart Meters
- Smart Meter Installation Rollout in Great Britain
- Worldwide Case Studies / Lessons Learnt
- Smart Meter Revenue Protection
- Meter Tamper Alerts

DAY 3

Building a Revenue Protection Function

- Review of Day 2
- Benefits of Revenue Protection
- Setting up a Revenue Protection Team
- Back-office Processes
- Field Activity Processes
- Internal Department Interaction
- Case Studies

DAY 4

Revenue Protection Training

- Review of Day 3
- Analysing Data
- Raising Reactive Visits
- Revenue Protection Officers
- Metering Knowledge
- Regulation, Legislation, Licence Conditions
- Customer Interaction

DAY 5

Strategic Partnerships

- Review of Day 4
- Building Effective Partnerships
- Promoting Awareness
- UK Revenue Protection Association
- International Utility Revenue Protection Association
- Post-course Assessment

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REGISTRATION DETAILS

LAST NAME:________________________________________
FIRST NAME:_______________________________________
DESIGNATION:_____________________________________
COMPANY: ________________________________________
ADDRESS: ________________________________________
__________________________________________________
CITY:______________________________________________
COUNTRY: ________________________________________
TELEPHONE:______________________________________
MOBILE: __________________________________________
FAX:________________________________________________
EMAIL:_____________________________________________

AUTHORISATION DETAILS

AUTHORISED BY:___________________________________
__________________________________________________
DESIGNATION:_____________________________________
COMPANY: ________________________________________
ADDRESS: ________________________________________
__________________________________________________
CITY:______________________________________________
COUNTRY: ________________________________________
TELEPHONE:______________________________________
MOBILE: __________________________________________
FAX:________________________________________________
EMAIL:_____________________________________________

PAYMENT DETAILS

☐ Please invoice my company
☐ Cheque payable to GLOMACS
☐ Please invoice me

CERTIFICATION

Successful participants will receive GLOMACS’ Certificate of Completion

4 WAYS TO REGISTER

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TERMS AND CONDITIONS

• Fees – Each fee is inclusive of Documentation, Lunch and refreshments served during the entire seminar.
• Mode of Payment – The delegate has the option to pay the course fee directly or request to send an invoice to his/her company/sponsor. Credit card and cheque payments are both acceptable.
• Cancellation / Substitution – Request for seminar cancellation must be made in writing & received three (3) weeks prior to the seminar date. A US$ 250.00 processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.
• Hotel Accommodation – is not included in the course fee. A reduced corporate rate and a limited number of rooms may be available for attendees wishing to stay at the hotel venue. Requests for hotel reservations should be made at least three (3) weeks prior to the commencement of the seminar. All hotel accommodation is strictly subject to availability and terms and conditions imposed by the hotel will apply.
• Attendance Certificate – a certificate of attendance will only be awarded to those delegates who successfully completed/attended the entire seminar including the awarding of applicable Continuing Professional Education Units/Hours.
• Force Majeure – any circumstances beyond the control of the Company may necessitate postponement, change of seminar venue or substitution of assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.
• Fair Access / Equal Opportunities – In the provision of its services as a world-class Training Provider, the Company is committed to provide fair access/equal opportunities throughout the delivery of its courses and assessment leading to the completion of training seminars, or 3rd party qualifications/certifications.

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