



# Course Description:

- This Revenue Protection training course 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 analyzing data, physically identifying and making the metering secure, and training people to recover 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 understanding the difference smart metering will add to revenue protection, by utilizing data and analyzing 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 organizations. 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.



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## The Training Course will highlight:

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- 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
- Utilizing Regulation, Legalization and License Conditions
- Revenue Protection Training

# Course objectives:

## At the end of course you will learn to:

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

# Training methods:

- In this Revenue Protection training course, the 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 points and to illustrate conditions.

## ORGANISATIONAL IMPACT

- **This training course will allow delegates to interact and gain shared experiences of others along with:**
  - Understand the cost of non-technical losses.
  - Understand safety issues.
  - Analyze data to identify issues.
  - Develop skills and knowledge to implement effective revenue protection processes.
- Build strategic partnerships with key stakeholders.



# Training methods:

## PERSONAL IMPACT

**On successful completion of this training course, delegates will be able to understand:**

- An understanding of non-technical losses
- Implications of unsafe activities
- Analyze data and react to 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 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



# Course outline

## **DAY 1**

### **Introduction to Non-Technical Losses**

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

## **DAY 2**

### **Traditional & Smart Metering**

- 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

# Course outline

## **DAY 3**

### **Building a Revenue Protection Function**

- Benefits of Revenue Protection
- Setting up a Revenue Protection Team
- Back-office Processes
- Field Activity Processes
- Internal Department Interaction

## **DAY 4**

### **Revenue Protection Training**

- Analyzing Data
- Raising Reactive Visits
- Revenue Protection Officers
- Metering Knowledge
- Regulation, Legislation, License Conditions
- Customer Interaction

# Course outline

## **DAY 5**

### **Strategic Partnerships**

- Building Effective Partnerships
- Promoting Awareness
- UK Revenue Protection Association
- International Utility Revenue Protection Association