

TRAINING WORKSHOP

“Revenue Protection and Smart Metering”

24-28 October 2022 in Phnom Penh, Cambodia

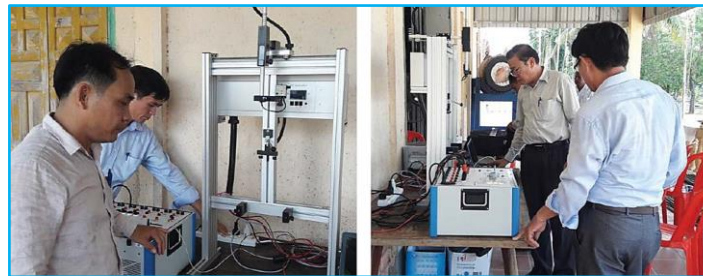


BACKGROUND

Poor financial health of the electricity distribution companies has greatly been affecting their performance. Some of the critical factors for the present state of these utilities include; the high levels of non-technical losses and vandalism of electricity infrastructure. Energy theft and vandalism on utility infrastructure are more common than most think. Both vices cost utilities billions of dollars every year the world over. It is therefore a strategic imperative that utilities establish revenue protection programs as well as measures to curb vandalism. For a utility to plan for financial sustainability, it must understand the relationship between all the activities that affect its bottom line by evaluating all the factors influencing its revenues, and set appropriate targets. This training course has therefore been developed as a comprehensive and interactive course on reducing revenue leakages and infrastructure crimes in electricity utilities.

COURSE DESCRIPTION

Course participants will get a thorough understanding of why Revenue Protection is a useful financial solution to revenue leakage. Looking at best practices in locating revenue losses in the electricity value chain, and also understanding the difference smart metering has added to revenue protection, by utilizing data and analyzing enhanced security measures within the meter to determine if electricity is being stolen. In addition, participants will get to understand how security of critical electricity infrastructure can be a contributing factor in reducing losses. Case studies will support the theories to make the learnings very practical for application to the participants' own utilities.



COURSE OBJECTIVES

On successful completion of this training programme, participants will be able to:

- Understand the role of Senior Management in Revenue Protection
- Identify revenue leakages in the value chain
- Develop skills and knowledge to implement effective revenue protection processes
- Develop a sound understanding of policies, regulation and legislation

- Build strategic partnerships with key stakeholders
- Understand the difference smart metering will add to Revenue Protection by utilizing data analysis and react to issues found
- Understand what energy balancing is and why it's important in Loss Reduction?
- Measure and report distribution losses appropriately
- Identify and analyze threats and vulnerabilities of critical electricity infrastructure
- Deal with challenges that are shaping the security needs of the grid – Physical/Cyber Threats and Vulnerabilities
- Conduct theft and fraud investigations using best practices



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LEARNING GOALS:

At the end of the workshop, participants will be able to measure and report distribution losses appropriately, apply correct data analytics to effectively reduce losses, design robust processes for revenue management within their business and adopt proven strategies for revenue management best practices within their business.

MAIN TOPICS:

Focus on Metering, Energy Audit and Prevention of Vandalism

- Introduction to Revenue Protection
- Policy, Regulation and Legislation in Revenue Protection
- Stakeholder Engagement
- Revenue protection and Metering
- Revenue Cycle Management
- Customer Experience
- Smart Metering
- Meter Lifecycle Management
- Infrastructure security & Vandalism

TRAINING METHODOLOGY

In this training course, goals of each participant will be discussed to ensure their needs are fulfilled, as far as possible. Formal delivery, group work, short videos and case studies will be used. General discussions will also be employed to highlight particular points and to illustrate particular conditions.



TARGET GROUP

This course is designed for professionals involved in day-to-day operations involving processes that impact revenue losses and are seeking to gain a strategic overview of the concepts of Revenue Protection and Infrastructure security, alongside practical tips and advice for planning and developing Revenue Protection solutions.

They include:

- Revenue Protection staff
- Metering personnel
- Business Analysts
- Security personnel
- Customer Service staff
- Accounting staff

ADMISSION REQUIREMENTS

- A minimum of about 5 years of working experience is required.
- Applicants should hold an applicable degree or possess relevant background knowledge
- Proficiency in English is compulsory for all the courses. Notice of admission will be given shortly after the application closing date.

TIME AND VENUE

The workshop will start on Monday, 24 October and end on Friday 28 October 2022 in Phnom Penh. It will be held at EDC Headquarter.

