

Revenue Protection and Essential Infrastructure Security in Electricity Utilities

2nd to 6th June 2025, Uganda

Ordinary Course Fee: Euro 1000,-
ICH Members' Course Fee: Euro 900,-

Application Deadline: 20th April 2025

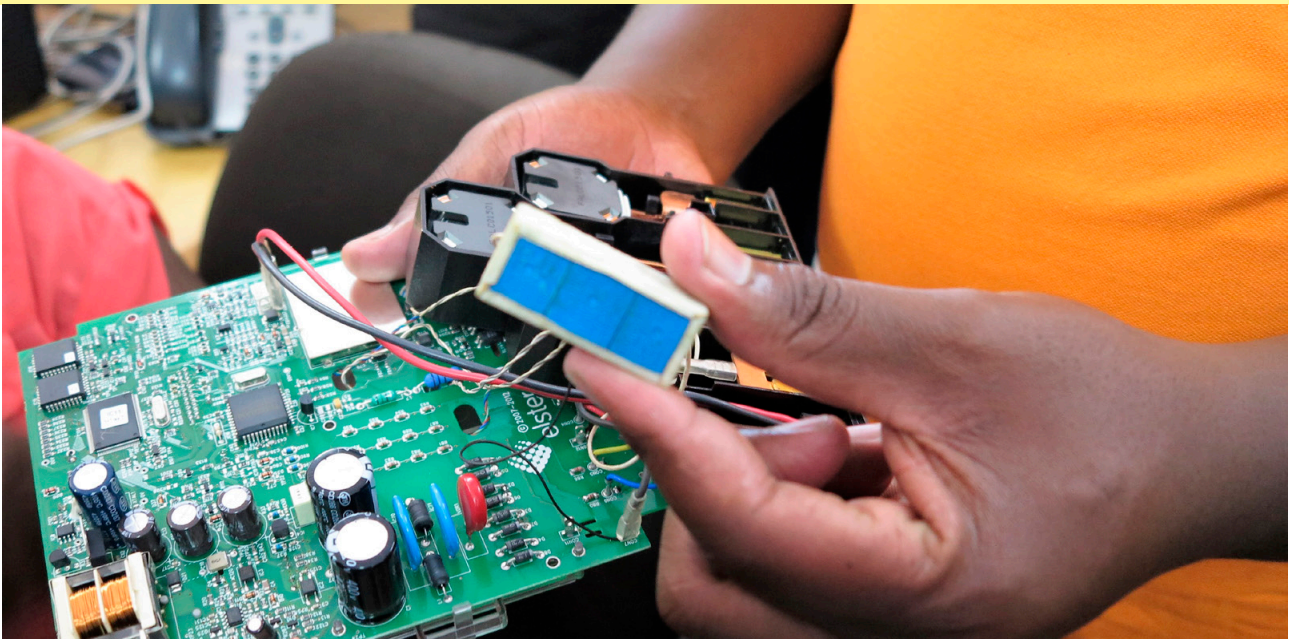
*Women are
encouraged
to apply.*



COURSE OVERVIEW

This course has been developed as a comprehensive and interactive learning experience on reducing revenue losses and enhancing infrastructure security in electricity utilities through application of best practices and implementing appropriate sector policy reforms to significantly change the narrative on customer experience.

Course participants will get a thorough appreciation of why revenue protection is a useful financial solution to curb revenue losses. In addition, participants will appreciate how security of essential electricity infrastructure, and application of industry best practices, 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.



OBJECTIVES

On successful completion of the course, participants will be able to:

1. Analyze the impact of technology and cyber-attacks on energy sector essential infrastructure and implement effective protection strategies for energy infrastructure security;
2. Leverage integration of legacy systems with emerging technologies in electricity utilities;
3. Leverage demand side management and integration of decentralized energy resources;
4. Adopt appropriate strategic management and consequence management practices in electricity utilities;
5. Apply data analytics and artificial intelligence to enhance service delivery and revenue protection in electricity utilities;
6. Implement detection strategies to curb hardware-based and software-based energy theft in electricity utilities; and
7. Enhance customer experience in electricity utilities.

TOPICS

The course is presented in a modular format, intended to maximize building capacity for effective revenue protection management and infrastructure security in a fast-changing environment. 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.

- Introduction to Revenue Protection in Electricity Utilities
- Analysis of Impact of Technology and Cyber-attacks on Energy Sector Essential Infrastructure and Implementation of Effective Protection Strategies for Energy Infrastructure Security in Electricity Utilities
- Integration of Legacy Systems with Emerging Technologies in Electricity Utilities
- Demand Side Management and Integration of Decentralized Energy Resources in Electricity Utilities



- Customer Experience in Electricity Utilities
- Impact of Electricity Sector Reforms: A Case of Uganda's Electricity Sector Reforms for Enhancing Infrastructure Reliability and Utility Management

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 staff, Data Management staff, Revenue Recovery staff, Business Analysts, Security staff, Customer Service staff, Accounting staff, Legal staff, Operations & Maintenance staff and Revenue Collection staff.

SPECIFICS OF THE COURSE

All lecturers and resource persons are well-known specialists within their field, and they have extensive international and regional experience. Attending the courses is an opportunity to discuss and learn about current energy sector issues related to Hydropower and other renewables together with professionals from the continent and abroad.

- Application of Data Analytics and Artificial Intelligence to Enhance Service Delivery and Revenue Protection in Electricity Utilities.
- Strategic Management and Consequence Management in Electricity Utilities
- Energy Theft Detection in Electricity Utilities: Solutions to Hardware-Based and Software-Based Thefts.



Participants are encouraged to bring along information that can be shared about pending energy and hydropower issues of your interest.

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 our courses. Notice of admission will be given shortly after the application closing date.
- Basic computer skills and internet access are imperative. Applicants **MUST** diligently complete the application form before submission.
- Applicants should have knowledge of the fundamentals of revenue protection and metering.

The application form can be accessed at the ICH website – www.ich.no

Please ensure your completed application is received no later than the given deadline.

Notice of admission will be given shortly after the application closing date. ICH reserves the right to accept or reject any applicant based on their qualifications and experience.



COURSE FEE

The course fee includes lectures, materials, accommodation and meals (Breakfasts, tea breaks, lunches and 3 dinners). There is a reduced fee for ICH members. Travel expenses are not included. A limited number of sponsored seats are available for participants from countries prioritized by NORAD (Norwegian Agency for Development Cooperation). Those who would like a guaranteed seat on the course should secure their own funding.

MORE INFORMATION

Information on other courses can also be found on our website: www.ich.no

CONTACT

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