



# Non Technical Revenue Loss Reduction - Working Group

**31<sup>st</sup> August 2011**

**Crossroads Hotel - Lilongwe**

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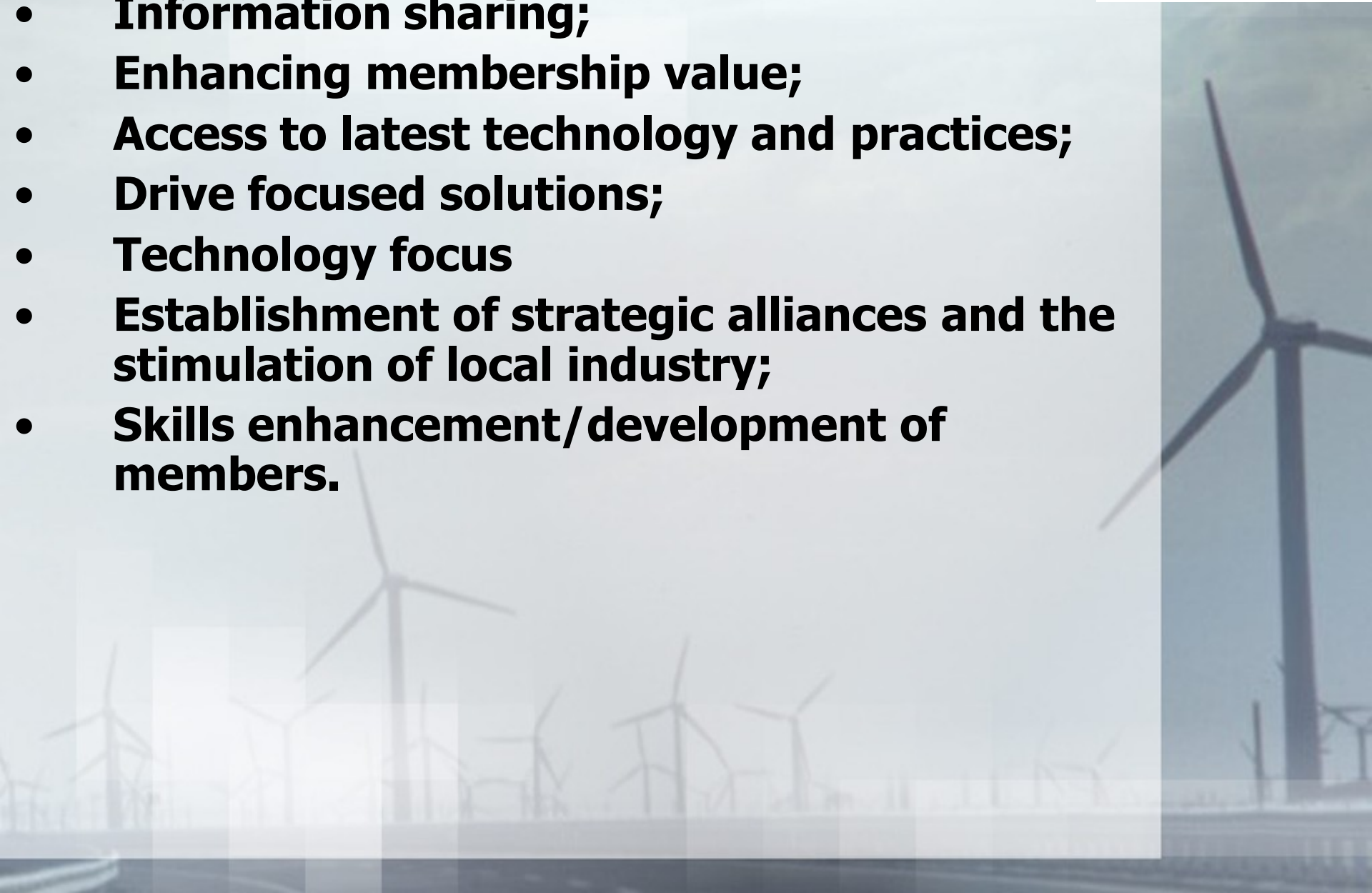
- **PIESA Key drivers**
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# PIESA KEY DRIVERS - Internal

- **Provision of access to electricity ( *grid and non-grid, all customer types, urban and rural* )**
- **Development of local industries as suppliers to the local EDI**
- **Optimized cost of connections**
- **Improved business efficiency**
- **Focus on regional capacity and skills building**
- **Strategies to take account of the shortage of generating capacity**
- **Access to finance for development**

# PIESA KEY DRIVERS - External

- **Information sharing;**
- **Enhancing membership value;**
- **Access to latest technology and practices;**
- **Drive focused solutions;**
- **Technology focus**
- **Establishment of strategic alliances and the stimulation of local industry;**
- **Skills enhancement/development of members.**



# NTLR Overall Objective

- **Enhancing the financial viability of PIESA Distribution Industry through reduction of non technical revenue losses by setting acceptable standards, procedures and projects**



- **Establish standards/procedures /projects to reduce non technical losses and improve revenue recovery.**
- **Develop Mechanism of capturing & Sharing experience among members.**
- **Encourage use of resources and manufacturers within the PIESA region**
- **Promote relevant research**



## Specific Objectives- cont

- **Optimise regional equipment specifications and codes of practice**
- **Promote transfer of technology and skills among members**
- **Facilitate flexibility and adaptability to the needs of a changing environment.**
- **Promote Demand Side Management**

# Key Focus Areas- contd

- **Faulty meters**
  - **Set standards to deal with Zero/low consumption caused by faulty meters**
  - **Set meter reading auditing procedures.**
  - **Set standards for new meters, meter performance monitoring processes.**
- **Wrong Connections**
  - **Setting quality standards for meter connections**
- **Tampered Meters and by passing**
  - **Planned auditing procedures**
  - **Explore Meter tamper proofing methods**
  - **Separate metering set up from consumer installations especially MD customer.**
  - **Introduce and intensify civic education as to why the customer should pay for the service.**





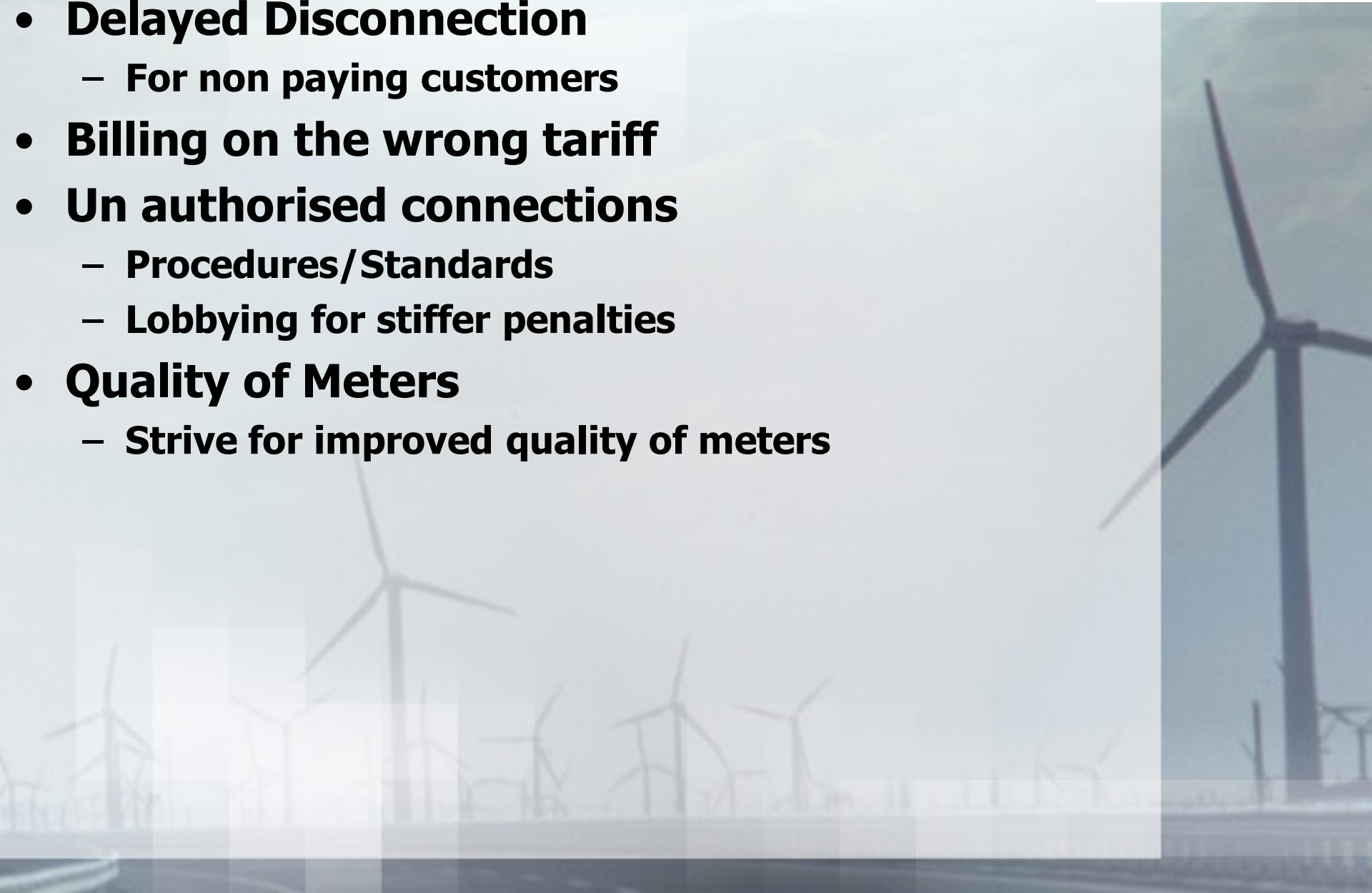
# Key Focus Areas-Cont

- **Introduction of Prepayment / Meters**
  - **Setting regional standards on prepayment**
  - **Vending stations to be audited frequently.**
  - **Intensify physical checks to locate customers not on low consumption report (buying units for a by passed meter )**
- **Delayed Billing**
  - **Set up standards / practices / procedures that reduces delayed billing**
  - **Introduce intelligent billing that will pick up all un –billed customers.**
- **unbilled customers**
  - **Set up standards / practices / procedures that will reduce cases of un billed customers**
  - **Introduce door to door delivery service for bills. (Easy to identify premises that do not receive bills).**
  - **Verify if all dormant customers / accounts in the billing system are not supplied**
- **Wrong meter reading**
  - **Set up standards / practices / procedures that will reduce wrong meter readings.**
  - **Promote quality training for meter reader**
  - **Promote the use of new reading technologies.**



# Key Focus Areas-contd

- **Delayed Disconnection**
  - For non paying customers
- **Billing on the wrong tariff**
- **Un authorised connections**
  - Procedures/Standards
  - Lobbying for stiffer penalties
- **Quality of Meters**
  - Strive for improved quality of meters



# Recent Achievements

- **Conducted Trainings in:**
  - **Revenue Protection**
  - **Prepaid Meter Training**



# Training / Pilot Projects

- **Revenue Recovery & Protection**
  - **Emphasis has been on lost units**
  - **Need to protect & recover**
- **Demand Side Management (project)**
  - **Power Capacity deficit is major problem**
  - **Many projects done/to be done**
  - **Many challenges still are outstanding**
    - **Disposal issues (Environmental & healthy)**
    - **System impact (harmonics/power factor etc)**





# Thanks For your Attention