

REVENUE PROTECTION PROCEDURES AND CODE OF PRACTICE (NRS 055 TO BE ADOPTED BY PIESA)

Note

Some of the practices in NRS 055 have been dealt with in PIESA but were not documented in a COP format. I have made comments to some of these in the table below and you may also add some items that we may have to add.

No	Item	Description	NRS Revenue protection standards	Objective	PIESA code of Practice	PIESA Input from PIESA
1	Meter Audits	How & When to Audit, procedures and reports	4.3.2	Detect tampered / by passed meters Deter tampering and by passing Identify fault / malfunction meters	No available	20/80 % rule
2	Meter Control & Meter Movements	Tracking of meters and setting up of meter data base	4.3.3	Track and trace meter location and movements	Not Available	PIESA recommends use of GIS

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3	Meter	Ensure correct	4.3.4	Minimise losses due	Not available	Procedures not set for

	Installations and Commissioning	installation Do not allow for legal by passing by the utility		to wrong wiring and meter installation by utility staff		PIESA – the following were noted <ul style="list-style-type: none"> ▪ Meter record if meters in reverse ▪ Meters give a warning if not meter properly ▪ Supervisors to sample and inspect some installations
4	Meter Inspections	Procedures , Access to customer installations and standard reports	4.3.5	Detect tampered / by passed meters Deter tampering and by passing Identify fault / malfunction meters	No available	

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5	Meter Identification , Testing and Calibration	Acceptable colour code, industrial standards ,	4.3.6	Ensure meter accuracy	Not Available	
6	Meter Replacement and Sealing	Dealing with faulty meters and Proper sealing	4.3.7	Dealing with faulty meters and ensuring proper sealing	Not available	Replace old meters Introduce digital meters
7	Investigating	Procedure	4.3.8		Not available	

	tampering and Fraud					
8	Billing and Credit Control	Procedures and Controls	4.3.9	Minimise losses due to in accurate billing and fraud	Not available	Piesa recommends Use of Handheld meter reading units Use of Remote metering for large Customer
9 & 10	Disconnecting and Reconnecting supply	Procedures and legal requirement for disconnecting and reconnecting	4.3.10 -11		Not available	Piesa Recommendations Utility legal requirements will apply

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11	Use of Contractors	Procedures	4.3.13	Reduce losses resulting from the use of contractors in meter installation works	No available	Not discussed in PIEASA
12	Legal framework	Review laws and by laws from time to time	4.3.14	Reduce Losses by putting measures that would deter future offenders		<ul style="list-style-type: none"> ▪ Stiff penalties ▪ List offenders in the press ▪ Publish stories of offenders
13	Community Education	Civic education as to why customers must pay their electricity etc	4.5.4	Involve the community in appreciating the need to pay	Not Available	Promote Civic education, focus on benefits , tariff issues and DSM. Less militant approach to loss

						reduction Cultivate the spirit of friendship and get informers on board
14	Meter estimates	When and how to carry out estimates	Not available			
15	Delayed Billing	How to speed up billing	Not available			<ul style="list-style-type: none"> ▪ Subcontract meter readings ▪ Use handheld units ▪ Use prepayment – no meter reading and billing

No	Item	Description	NRS Revenue protection standards	Objective	PIESA code of Practice	PIESA Input from PIEASA
16	Unbilled customers	Procedures to identifying such customers	Not available	Minimise losses from unbilled customers		Intensify prepayment meters
17	Meter estimates	When and how to carry out estimates	Not available			
18	Delayed Billing	How to speed up billing	Not available			Subcontract meter readings Use handheld units Use prepayment – no meter reading and billing
19	Unbilled Customers	How to identify such customers				