

Non-Technical Losses Reduction (NTLR) Work Group Report

18th October 2012

Ekurhuleni

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Office Bearers

- Convenor M Chiphwanya
- Deputy L. Chisina
- Secretary R. Bindeman

TERMS OF REFERENCES

- Establish standards to reduce non technical losses and improve revenue recovery.
- Share experience among members.
- Make use of resources and manufacturers within the PIESA region
- Promote relevant research
- Promote the Demand Side Management

WG ACTION PLAN

- Reviewed and modified whereby four key actions have been identified: -
 1. Training (on Meter Tampering / sealing / utility policies etc.)
 2. Demand Side Management (DSM)
 3. Smart Metering solutions
 4. Identification of non-technical losses

Training

It has been identified that **continuous training and workshops** is a critical component in reducing the Non Technical Losses.

PIESA needs to play a key role in consolidating training and workshops within the region.

Without this formal process i.e. organised training events whereby utilities are invited, utilities will not be able to get staff trained adequately.

Internal training has happened, but it has not been affective.

Proposal of Training / Workshops

- **Revenue protection (Meter Sealing, meter inspection, testing, tampering etc.). It is planned for April 2013.**
- Additional prepayment courses
- Prepayment vending, third party options, best practices etc.
- Smart metering solutions workshops (what is smart and what standards need to be applied)

Prepayment Training

- On-going “One session completed” with very positive feedback
- DVDs for members are available on request
- Utilities to nominate permanent members.
- More courses required possibly one course per year

METER SEALING ACTION PLAN

ACTION	WHO	BY WHEN
Send members questionnaire	ICS	22-Oct-12
Circulate members NRS 096	ICS	22-Oct-12
Complete questionnaire	WG members	18-Jan-13
Summarise feedback	ICS	04-Mar-13
Draft sealing policy	SARPA	04-Mar-13
Present sealing strategies (Kafue)	WG members	April 13
Sealing workshop	ICS	April 13

Demand Side Management

- Utilities' strategy to response to system demand, and to defer tying investment to generation for addressing the peak demand.

Workshop items	Descriptions	Action Items
CFL retrofitting	Most utilities have have planned the repalcment bulbs with CFLs.	White Paper, on the successes and learning's
TOU implementation	TOU implementation: All utilities are approaching this solution as per their local regulatory requirements and environment. With the focus on Large Power Users (LPU)	White Paper, on the successes and learnings
Power Factor Correction	Power Factor Correction: All utilities are engaging customers to correct their power factors and thus relieve the system of unnecessary extra currents for their loads.	Workshop on the successes and learnings
Installation of Solar Geysers	Installation of Solar Geysers: All utilities are encouraging their customers to adopt solar geysers in place of the conventional water heaters.	Workshop on the successes and learning's

Impact of smart metering on Revenue Loss Reduction processes

Adapt generic procedures to address these issues	Draft to be forwarded to members	Jan-13
	Completed procedures to be incorporated in NRS 055	Circulate Oct - 12
	Procedures to be utilized in future training processes	
Conduct a study regarding the impact of Cyber Security on Utilities after installing smart metering systems	Submit a draft report by February 2013 to Work group members	Feb 2013
	Presentation of Final report at the Work group meeting in May 2013	May 2013
Provide guidance regarding how to identify smart meters and systems that will effectively deal with Revenue Loss issues.		

Identification of non-technical losses

Workshop items	Descriptions	Action Items
Implement a pilot project to quantify both energy and revenue losses	Determine best practices for minimizing distribution and revenue losses. Identify best site for pilot project. Site should have a variety of customers.	SARPA to prepare a summary paper and present during the May 2013 meeting Ethekewini, Tanesco, Uganda and Zesco currently running project, feedback every two months to SARPA

Thanks For your Attention