Revenue Protection Advisory Committee

17 TH SEPT 2015

VIC FALLS - ZIMBABWE

What do we want to achieve

◦ **To see a reduction in distribution losses in all PIESA member utilities**

◦ **Note: Reports show that the Regions has still high losses**

OUR PLAN - RECAP

Sharing best practices/solutions recorded on shared repository - Dropbox (link to PIESA webpage)

Engage with utility representatives via internet to discuss important issues – Webinar

Recording members information on revenue losses/set benchmarks/pool of solutions/ monitor trends/Dashboard

OUR PLAN - RECAP

Research reports – Identify common approaches which could be adopted to minimize losses and do research in order to compile reports

Revenue Loss Models – Develop models that can be used to guide utilities how to develop processes and utilise assets and manpower

Communication Plan - Implementation guide to success/Pocket Guidelines/Action plans/SWOT analysis/how to facilitate change/ways to engage the regulator/Identify new partners/providing accessibility to the website link/ways to engage the customers

OUR PLAN - RECAP

Identify most appropriate technology and processes to use: Standards

Benchmarking opportunities – Identify utilities that are performing better in revenue protection and share information with them on their successes

EMERGING ISSUES- NEEDS

◦ Growing need for an MD prepaid
◦ Standard for Smart Meters

Decided to take lead in the MD prepaid

STREAM LINE ISSUES ON THE MD PREPAID

We will hold a Webinar on the issue

Coordinators have been appointed

Experts from each Utility to be identified by 30 Sept.

Affiliate member solution providers to participate

Issues sent to Coordinators between 6-10 Oct

Webinar to be held between 26-30 Oct

EXPECTED OUTCOME

Key Issues that need to be incorporated

An agreed profile on the way forward on what can practically be achieved

This will be reported to the Advisory Group for further scrutiny

A report will then be issued to the Board.

Thanks For your Attention