

Combating Utilities Fraud, Theft and Revenue Protection

17th – 19th July 2017 – Kuala Lumpur, Malaysia

COLLABORATIVE PREVENTION OF FRAUD and THEFT

**Electronics Take Home
material:**

**NRS 055 newest version 3, NRS 101/
059, NRS 096, NRS080 and NRS 057**

“

Fantastic! Lesson taught are truly geared towards producing a CHAMPION. Thanks alot”
Visayan Electric company

“

Interesting.”
Sarawak Energy

Rens Achievements:

“Ghana Electricity company saved over several hundred thousand dollars per annum after losses dropped from 26% to 23%.”

“Bringing down the losses of a electricity distribution company from 29% to 4% by utilizing fraud and revenue assurance management.”

“Establish the “copperheads” (copper theft unit) in the city of cape Town, which reduced losses in the Metro from 22 million to R 500 per year.”

“Appointed consulted of a south Africa Municipality. Interaction with consumers, technical staff and political leadership resulted in the removal of all tampers and fixing of the damaged infrastructure. Bring down loss to 0%.”

“Set up special task force in cape town to fight non-ferrous theft. Decreased per annum losses from over 2.2 million USD to less than 50K USD.”

In collaboration:

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TECHNICAL CONSULTANCY FOR OIL & GAS INDUSTRY

Research found & Survey Report:

- √ Major electric utilities company in Asia - Uncovers New Meter Tampering Method in Market with its electronic digital meters.
- √ Business food chain group fined for tampering with gas meter.
- √ Major Water Company loses over 400,000 from water theft and 2.7 Million Water theft by a factory.
- √ From 8,871 and 9,350 cases of meter installation tampering detected in 2009 and 2010, the figure in 2011 shot up to 24,659 cases" – A Major electric utilities company in Asia.

Program Overview

Energy theft remain one of the most problematic and critical issue for companies of all sizes the energy and utilities industry worldwide. In this volatile industry where commodity demand and prices are always fluctuating and limited, ensuring minimal revenue loss and theft incidents are critical.

Fraudsters are always looking for new and innovative way to commit fraud. Revenue assurance department play an important role in beefing up their games combating theft and meter tampering. It's extremely important to understand different elements and the latest development in theft management and meter tampering so as to safeguard your organization interest.

Together with leading international expert in fraud and theft management, Rens Bindeman you will learn how to plan, prepare and execute an effective fraud and revenue loss system. This 3 days course will enlighten the participant regarding the different risks related to revenue losses in Utilities and the negative impact such losses have on the company, as well as the processes, procedures and best practices that have been developed worldwide in order to counter issues like theft, fraud, tampering and infrastructure theft, as well as the policies and standards that are currently available to assist with the development a clear roadmap on how to successfully minimize revenue losses.

On the tampering section, there will be a focus on "big fish" first such as commercial and industrial customer. The meters "MD meters" (Maximum demand meters) or the consumers "LPU" (Large Power users). We will also focus on the concept of "meter recertification" with regard to such meters as a method of preventing tampering.

Other topics delegates should take note:

- Revenue Protection Revenue Recovery Processes
- MD meter recertification
- Infrastructure theft and vandalism
- Cyber Security
- New Revenue Protection Technology
- Procedures on collecting of evidence and giving evidence in court
- Development of Laws, Policies, Standards, Guidelines and processes

Facilitated discussion and hand-out exercises will allow you to share you challenges and opinions. Delegates can immediately apply the knowledge gained from the workshop to start improve and analyze their tampering and revenue loss management plan.

Electronics Take Home material:

Participant will received a take home material on the form of electronics download.

The NRS 055 newest version 3 and other guidelines like (NRS 101/ 059)(infrastructure/copper theft) cable marking standard, sealing standard (NRS 096) as well as Standards on how to calculate losses (NRS080) and the metering standard (NRS 057).

Attend this to Master:

- Have the "bigger picture" of what the concept of Revenue Protection entails and how it is implemented in the rest of the world
- Analyze actual proven techniques of tampering and Revenue Loss management, as utilized by companies across the world.
- Learn how to develop a powerful fraud & theft strategy.
- Update your theft detection and investigation processes and ensuring sustainability.
- Be able to successfully analyse all the risks related to revenue loss issues within their Utility and know how to suggest effective counter measures
- Establish a Revenue Loss Forum and Chair it and plan a Revenue Protection Task team.
- Focus on how to handle "big fish" such as commercial and industrial customer.
- Gain the latest insight and uncover new fraud & theft method in the market.
- Understand the concepts of "Infrastructure theft" and "meter tampering" and know how to successfully counter such threats
- Know how to develop or implement policies, procedures and standards that will successfully address such issues
- Know how to successfully liaise with all the different role-players and be able to develop and run awareness campaigns
- Benchmark your revenue loss management and tampering with other continents and international standards.
- Be able to immediately on their return to their offices, implement world renowned "best practices" and processes.

PRACTICAL INVOLVEMENT (CLASS EXERCISES)

- PAPER EXERCISE - How to measure your Utilities effectiveness in combatting losses?
- GROUP EXERCISE - Short presentation by members of each Utility of their best practice.
- ROLE PLAY EXERCISE - Disruptive exercise at a second hand scrap dealer
- PRACTICAL EXERCISE - Tamper Detection exercise
- ROLE PLAY EXERCISE - Giving evidence in court
- ROLE PLAY EXERCISE - Revenue Loss Forum
- SHARING EXERCISE - Sharing of own documents between each other

The trainer will share photographic and multi-media on the case studies through-out the course:

Loss reduction best practice

- Pilot site on how to reduce losses to lowest level possible
- 60 000 consumers involved
- Auditing of meters to identify revenue loss issues (different models tried out)
- Replacement and upgrade of metering and other equipment
- Quality standard (ISO 9001) developed for revenue protection processes
- Data annalistic / rapid response and investigation process developed
- Losses reduced from 29% to 4%
- Rated best RP project in Africa at the time.

Reduction of extremely high tamper rate best practice

- Implementation of best practises in Education of Consumers and liaison with other role players
- Pilot exercise re the changing of cultures and finding solutions for very difficult problems
- Learning that ever problem has an answer
- Learned that consumers don't like to be seen as "thieves"
- Established that losses could be brought down to virtually zero in small ring-fenced areas
- Established that Community and Political Leaders play a big role in swinging of dangerous issues.
- Tested some "revenue protection special techniques" with big success.

Establishment of a Task Team to counter infrastructure theft best practice

- Learned how to develop such a plan and get the plan accepted by Senior Management and Politicians
- Learn about how to recruit manpower, train them up and align them with existing Law Enforcement entities
- Developed guidelines to ensure apprehension of culprits, gathering of evidence and giving evidence in court
- Ensure successful prosecution.
- Development of an unique technique to interact with the media and get the focus of all citizens of the country on this problem
- Brought losses down from R 6 million down to R 500 thousand in one year.
- Rated the best unit of its kind in the world.

This program is intended

The Course is designed to:

- Revenue Protection / Revenue Assurance manager
- Metering/ Billing Manager
- Auditors
- Regulators
- Legal Advisor
- Investigator
- Maintenance Manager / Engineering Manager
- Technical services
- Technology
- Electrical engineer
- Inspection engineer/ Manager
- Project Manager
- Operation Manager
- Credit control Manager
- Commercial Manager
- Financial controller / Manager
- Security / Law Enforcement Manager

Combating Utilities Fraud, Theft and Revenue Protection (3 Days)

DAY 1

INTRODUCTION AND OVERVIEW

- Introduction to the course
- Historical overview of the Revenue Protection concept
- International Stakeholders (Associations and Events)

PAPER EXERCISE - How to measure your Utilities effectiveness in combatting losses?

CASE STUDIES (PART 1)

- Best Practice no 1 (Outsourcing RP Services)
- Best Practice no 1 (Loss reduction - Zolani Project)
- Best Practice no 2 (Infrastructure theft – Copper Heads)

GROUP EXERCISE - Short presentation by members of each Utility of their best practice

STRATEGIES

- Outsourcing versus utilizing in-house resources to do critical tasks
- What should your strategy be “go big” or “stay small”
- Strategize to set reachable targets and measure effectiveness
- Revenue Recovery strategy – the “new kid on the block”
- Eliminating “the enemy within” and create a “crime free environment”

DAY 2

INFRASTRUCTURE THEFT (Copper theft)

- How do you effectively reduce risks and safeguard installations
- Understanding the Criminals Modus Operandi
- Evidence protection and safekeeping processes
- Effective investigation processes

ROLE PLAY EXERCISE - Disruptive exercise at a second hand scrap dealer

THEFT DETECTION AND INVESTIGATIVE PROCESSES

- Focus on the “big fish” first
- Overview of the most effective Theft detection methods
- Discussion on new Fraud and Theft methods in the market
- New Technologies versus “Classic Revenue Protection”
- Combatting the threat of Cyber Security

PRACTICAL EXERCISE - Tamper Detection exercise

DAY 3

SPECIALIZED SKILLS DEVELOPMENT

- Awareness training the easy way (train the trainer)
- Enhancing Revenue Protection leadership and teambuilding skills
- Understanding the value of "Rapid response teams"
- Effectively analyzing Data in order to plan field operations
- Ensuring effective investigation skills to support your field operations

ROLE PLAY EXERCISE - Giving evidence in court

COMMUNICATION

- Establishing a Revenue Loss Forum
- Liaison with Law Enforcement Agencies
- Sensitizing the Judiciary
- Sharing information with the Media,
- Awareness programs for the Community

ROLE PLAY EXERCISE - Revenue Loss Forum

DIRECTIVES AND STANDARDS

- Development of effective Policies, Procedures and Standards
- Can you influence the development of Laws and Regulations
- Analysis of Standards and Guidelines from around the world

SHARING EXERCISE - Sharing of own documents between each other

CONCLUSION

Roadmap to becoming a Champion / Expert
Discussion on handouts

Final Conclusion



Energy1 is a sub-division of PETRO1 focus on provide trainings & technical Consultancy services. We help decision makers apply high level technical expertise to their daily task and strategic issues across a host of industries and disciplines including energy, manufacturing , maritime, defense, Aviation, Water treatment and chemicals. With this, we had successfully made impact to Energy professional mainly the Top 50 Energy players in the Asia Pacific Region

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|---|---------------------------------------|------------------------------|
| ▪ Metropolitan Waterworks Authority Thailand. | ▪ Star Energy Geothermal | • Sandisk Storage |
| ▪ Tenaga nasional berhad. | ▪ Perbadanan bekalan air pulau pinang | • Muehlbauer |
| ▪ San Fernando Electric Light & Power co, Inc | ▪ Aliran ihsan resources berhad | • Dominant OPTO Technologies |
| ▪ Sarawak Energy | ▪ Visayan Electrical company | • Finisar Malaysia |
| ▪ SP Powergrid ltd. | ▪ Glow Company | • Sanmina System |
| ▪ Power Seraya | ▪ Suruhanjaya Tenaga | • Bose System |
| ▪ SMT Technologies | ▪ Indah Water Konsortium | • Amkor Technology |
| | ▪ Jimah O&M | • EDM Electronics |
| | ▪ Renesas Semiconductor | • AUO SUNPOWER |

Principal Program Facilitator



Rens Bindeman – Utility Revenue Investigations

- Technical Adviser of the south African Revenue Protection Association (SARPA).
- Managing Director of the company Revenue Investigation.
- Chairman of Western Cape branch and southern cape branch.
- Veteran Expert in minimizing of revenue losses in utilities by finding solutions against theft, fraud and misappropriation of revenue and also education of the role players to implement effective counter measures.

Rens Bindeman a 39 years veteran expert:

- Involved in several revenue protection and Non-ferrous theft combating projects across the continent.
- Represent SARPA on local and international forums, which deals with copper, electricity and water thefts.
- 39 years of fraud, security and revenue assurance experience with international, middle east and Africa organization like AECOM, leading Revenue Protection operations, the president Nelson Mandela inspired Business against crime, Saudi Arabia state – of –art integrated utilities company Marafiq and united states Agency for international development (USAID)'s Environmental cooperation – Asia ECO. He has also assisted in setting up Revenue protection units and advising various national municipality throughout South Africa.
- Currently involved in Revenue Protection projects in several Electricity Distribution companies in Nigeria since 2014. He is currently a Consultant at Port Harcourt Electricity Distribution Company (PHED) involved in the minimizing of AT&C losses and the establishment of Revenue Protection units. He is also providing training to the other Distribution companies in Nigeria and providing guidance to the Nigerian police on infrastructure theft and vandalism.
- Won the NRS Standards Award for 2011 by the South African Bureau of Standards (SABS) for his work done on developing Revenue Protection and Non Ferrous Theft Combating Standards.
- Executive Member of the National Non-ferrous metal Crime Combatting Committee (police forum) as well as the National Operational Forum (Organized crime forum) and the Infrastructure Crime Forum (stakeholder forum). He is also a member of the "Loss Reduction Workgroup" in The Power Institute for East and Southern Africa (PIESA).
- Technical Advisor of SARPA and therefore the only operational member of the Association tasked to establish and coordinate branches across Africa, facilitate training initiatives and liaison with all role-players He also represents Africa at the yearly International Revenue Protection Conferences (IURPA) in the United States of America.
- Executive Member of the Southern African Revenue Protection Association (SARPA) since its establishment in 1997.
- Involved in multiple projects and involved in various Non-ferrous theft project throughout Africa. Many of these projects are labelled by Africa industry practitioners as "best practices". The Khayalitsha project won the price in 2009 for the best revenue protection project in the past 10 years in Africa.
- Developed several Revenue Protection and Infrastructure theft courses, which are the only of its kind in the world. Representatives from all over the world have attended his courses held at Conferences and training venues across Africa, the Americas and Asia. He has visited many countries to do presentations and presents papers on various subjects at Conferences across the world on a regular basis
- Frequent speaker and facilitator in various international energy and utilities conferences in Africa and Egypt.

Early days

Mr Bindeman career initially started as a law enforcement (Police force) where later on he joined Eskom Electricity Company as a Manager in the Protective Services Branch at Koeberg Nuclear Power Station. From the year 1988 – 1997 he hold various position such as:

- **Operational Manager** in Kwazulu Natal and was responsible for the protection of National Key points, Eskom assets and Risk Management. He became the Chairman of the Non Ferrous Theft Combating Committee (NFMCCC) in Natal and an Executive member of the National NFMCCC and Business against Crime in Natal. During this period he achieved a FMP Management Diploma from the Unisa Business School and completed several Management courses and, Security technical system courses and a Project Management course.
- **Revenue Protection Manager** for Kwazulu Natal in the newly formed Revenue Protection Business Unit. He assisted in compiling the very first Revenue Protection training manuals in South Africa and also designed process diagrams for the newly established unit.
- Joined Gray Security Services as the **National Manager Revenue Protection Services** and was instrumental in developing revenue protection operators training material as well as setting up operational units in all the major cities and the country. He facilitated all the training processes in the projects and also wrote procedural and process guidelines, for which the company acquired an ISO quality grading.

Mr. Bindeman's partial Clients:

Actaris, AECOM, Marafiq, United states Agency for international Development (USAID)'s Environmental Cooperation – Asia ECO – Asia, South Africa Revenue Protection Association, Business against Crime, City of Cape Town, City Power Johannesburg, Johannesburg Water, Association of Municipal Electricity undertakings, Electricity company Ghana, Eskom, Ethekwini electricity, Energy and water utilities Regulatory Authority, Kenya Power and lighting and Power Institute for East and southern Africa.

Combating Utilities Fraud, Theft and Revenue Protection (3 Days)

Registration Form

Combating Utilities Fraud, Theft and revenue protection	Early Bird Full 3 Days	Standard Price Full 3 Days	PROGRAM DETAILS Venue: Kuala Lumpur, Malaysia Date: 17 th – 19 th July 2017 REGISTER NOW CONTACT: kelvin MAIN: +603 7727 3952 FAX: +603 7727 5278 Email: registration@petro1.com.my
Per Delegate	SGD 2437 ()	SGD 2967 ()	
3 or more	SGD 2119 ()		
<ul style="list-style-type: none">Please note that all registrations must be made at the same time to qualify.Early Bird Promotion Deadline – 31st May 2017The above price is inclusive of 6% GST.			

() I would like to organize this training on-site and **save at least 25%** on the total course Fees! Please call +603 7727 3952 for more about our in-house training or email iht@petro1.com.my (Terms & Conditions apply)

Delegate Details

1. Name: _____ Mr Mrs Ms Dr

Job Title: _____

Email : _____

Contact No: _____

Department: _____

2. Name: _____ Mr Mrs Ms Dr

Job Title: _____

Email : _____

Contact No: _____

Department: _____

3. Name: _____ Mr Mrs Ms Dr

Job Title: _____

Email : _____

Contact No: _____

Department: _____

Head of Department: _____

Invoice Details

Invoice Attention to: _____

Company: _____

Industry: _____

Address: _____

Postcode: _____ Country: _____

Telephone: _____ Fax: _____

Email: _____

Authorized Signature : _____

Credit card Payment

Please Debit my credit card:

VISA MASTERCARD

Card Number: _____ - _____ - _____ - _____

Security Code: Expiry Date:

Named printed on card: _____

Signature: _____

Payment Method

By Direct Transfer: Please quote invoice numbers on remittance advice.

GST input Tax claim

Organization who have register under GST is allow to claim on any GST Incurred (Known as input tax) on their purchase to the business.

ACCOUNT NAME : PETRO1 LIMITED
BANK : MAYBANK
ACCOUNT NO : 715120013353 (USD)

All bank charges to be borne by payers. Please ensure that PETRO1 Limited received the full invoice amount.

*** Credit card payment will include a charges 2.8%**

Payment Policy: Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop. Payment is required with registration and must be received prior to the event to guarantee the seat. Payment has to be received 7 working days prior to the event date to confirm registration.

Venue: All of our training courses are held in 4 – 5 star venues.

The course fee does not include accommodation or travel cost. It's recommended to book the hotel room early as there are only limited room available at the discounted corporate rate.

DATA PROTECTION

The information you provide will be safeguarded by Petro1 that may be used to keep you informed of relevant products and services. We take it seriously when it come s to protection of our client data.

Cancellation & Substitutions: Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop. Should you be unable to attend, substitutes are always welcome at no additional cost. Please inform us as early as possible. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges. If cancellation occurs 5 working days prior to the registration date and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.

PETRO1 SDN BHD is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. PETRO1 SDN BHD shall assume no liability whatsoever in the event this training course is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, war, fire, labor strike, extreme weather or other emergency.

Walk in Registration: Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.

Program Change policy: The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.