

IURPA

NEWS

Volume 12, Issue 1

March, 2002

Our growth and change will Boost our GLOBAL RECOGNITION

Throughout 2002, IURPA will continue to grow and increase its worldwide recognition.

Revenue loss due to theft will remain a global problem so we will continue to recognize global utilities that respond to this issue.

At the IURPA/NURPA meeting last fall, your Board adopted new by-laws that define our mission and focus, and set the stage for future growth.

Other actions: we now have First and Second Vice Chairs, and a South African liaison. We used the synergy of the board to continue our growth worldwide. Kurt Ruoussell of Wisconsin Electric Power is Second Vice-Chair. Kent Manning of So. Cal. Edison is Secretary and Tim Hopper of Com. Edison, Treasurer. Johanna Sullivan (NURPA) and Wayne Dickinson (LADWP) form our new Newsletter Committee.

Deon Louw of Capetown, South Africa brings years of expertise in revenue protection. His presentation at the fall conference was well

received. Our new officers are highly respected in their field. Vendor representative Phil Dudley of E. J. Brooks will coordinate vendor efforts for the 2002 conference. Phil succeeds Cliff Green of Highfield Manufacturing. Cliff was our 2001 vendor representative and was active in our



George Balsamo,
IURPA Chairman

recent reassessment initiatives. Many thanks to Cliff.

Another vital issue decided in Danvers was protecting our need to incorporate. On February 12, we became IURPA Inc., I'm pleased to report.

Changes continue in the Newsletter—a section for regional groups, regional officers, and contacts and information from around the globe.

The IURPA web site has undergone changes. Navigation is easier and we have added a section on IURPA Conferences. The web site will reflect how the association has matured over the years.

IURPA folks provide exposure to presentations beyond revenue protection. At AMRA, Metering International and other gatherings they increase theft awareness and display the efforts of all revenue protection pros.

As with all the regionals, IURPA was borne of volunteers. The intent is to bring together r.p. entities and share ideas on an

international level. It has blossomed into a global organization for information gathering, sharing, training and assistance.

This worldwide concern is being addressed by regional groups throughout the globe. As in the beginning, it remains voluntary. One which I am most proud to be a part of.

IURPA has blossomed into a global organization for information gathering, sharing, training and assistance.

It's SCRPA-SURPA-IURPA IN 2002

A PEACH OF A MEETING

The 2002 joint conference and training seminar of SCRPA/SURPA/IURPA will be held June 18-21 in Atlanta GA, U.S.A.

Attendees may book rooms at the Sheraton Atlanta Hotel at 800-833-8624; mention IURPA.

Sign up for Conference 2002 before May 15 for \$150. After May 15, the cost is \$175. If you'd like to attend the Atlanta Braves game and dinner on Thursday, June 20th, please respond before May 15. Price per person is \$50.

Please send check payable to SCRPA to: SCRPA/SURPA/IURPA, C/O SCE&G, 655 Kershaw St., Aiken, SC 29801.

For information, contact Altee Hicks, Jr. at 803-642-6253 or ahicks@SCANA.com; Doug Page at 205-226-1923 or wdpage@southernco.com; Dennis Morrison at 704-382-6181 or drmorris@duke-energy.com; Gary Signorelli at 727-562-5728 or gary.signorelli@pgnmail.com; Vendor Chair Phil Dudley at 770-587-1554 or e-mail him at: phildudley@earthlink.net.

ON THE INSIDE

Reflections on 2001

Report on Danvers Meeting

Africa Reorganizes

Outsourcing: It's Time Has Come

NURPA 2002 Conference

The Regionals Weigh In

OUTSOURCING: ITS TIME HAS COME

By BOB GILDEN, DIRECTOR OF FIELD SERVICES, CONTRACT CALLERS INC., AUGUSTA, GA

Outsourcing is booming as utilities look for ways to reduce costs and delinquency while increasing productivity and shareholder value.

For many companies, outsourcing is growing from a cost-containment tool into a necessary tool for corporate strategy. The restructuring and deregulation of electric and gas utilities increased interest in outsourcing services. Outsourcing expands product and service offerings, maintains customer relations, or increases operations without increasing fixed costs (in most cases fixed costs are decreased).

As the industry moves toward a deregulated or competitive environment, it aims to maintain or increase market share, reduce costs, and increase customer service and satisfaction levels to remain competitive.

Outsourcing field services can be frightening, but it helps utilities recover outstanding or delinquent revenue without using their personnel. Outsourcing is an excellent cost reducer. Using personnel of a field services outsource vendor, companies can affect "delinquents" through notice delivery, termination of services and meter reading.

National field-services vendors can also provide services—meter installation, pole or meter inventory, restoration of services, bucket-truck work, etc) at a reduced cost for the company.

Utility companies pay employees hourly, plus the cost of their vehicle, tools, benefits and other costs at a high price-per-job cost. Field service vendors pay their employee for each job completed; motivates employees to complete more jobs. Utility employees receive the same pay whether they affect 10 jobs or 40 jobs.

Every organization has limited resources. Outsourcing permits a utility to redirect its resources from non-core activities to those that lower cost structures, while focusing on core issues. Outsourcing also allows a company to focus on its core business, shifting operations to an outside expert, to concentrate on customers' needs. Outsourcing benefits become visible

and sensible to companies that take time to properly evaluate cost and risk, and plan for outsourcing contingencies.

Outsourcing must be part of a company's strategic plan with a clear mission for their outsourcing providers and partners. All levels of the utility must understand the outsourcing decision, especially

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senior-level management. When outsourcing becomes a strategic tool, decisions and actions of the provider affect the entire company. Top-management input eliminates problems, quicks solutions.

Outsourcing shifts a utility's focus from managing resources to managing results, allowing the company to better define result expectations and shape the outside relationship through which these results are produced. All outsourcing benefits come from this resource to results shift. Operating costs are reduced due to specialized knowledge and economies of scale of the provider's resources. Capital costs are reduced: the provider makes these investments. Speed and flexibility are enhanced—it is faster and less expensive to leverage another firm's resources than using one's own.

Outsourcing is a risk / reward opportunity for utilities, who outsource all or part of their revenue-recovery-related business. The benefits described only scratch the surface of the overall value-added. With utility executives challenging managers to reduce costs and increase production, it appears outsourcing is here to stay.

Outsourcing is no longer a "tool of the future"; for utilities "the future is now!"

MR. GILDEN HAS 15 YEARS' EXPERIENCE IN CREDIT/COLLECTIONS AND REVENUE RECOVERY WITH PECO ENERGY AND CONECTIV POWER.

Danvers confab a huge success

By Bob Huntington, Braintree Electric

The 2001 NUPRA/IURPA Conference, in Danvers, Mass. hosted 120-plus persons from U.S., UK, S. America and S. Africa.

Walter McGrath, G. M., Braintree Electric Light, and former president, APA, was keynote. Other speakers: Dick Macey, UK Revenue Protection Association, Alan Dick, UK Electricity Association and Deon Louw, city of Cape Town Electric, S. Africa (he won the award for traveling the farthest). How amazing that conferees traveled to our conference in light of 9/11.

Jack Gaffney of Con Edison spoke of his and fellow workers' restoring electricity so soon after September 11. We heard that electricity theft is a global problem, that theft in the other countries is much higher than in the US; Third World losses are close to 50 percent.

Breakout sessions were well attended, especially a presentation by Emmett Kelly of Itron, Inc. on "Electronic Metering and Public Safety Issues." The gas side had sessions on "Basis Gas Measurement" and "Gas Meter Tampering," old topics but with new twists.

NEWS FROM AFRICA

In July 2001 in Accra, Ghana, the Revenue Protection Association of African Utilities (RPAAU) agreed to divide Africa into four r.p. regions—North, South, East and West. New regionals would be affiliates of the RPAAU. Deon Louw of Cape Town, S. A., will represent Africa in IURPA.

RPAAU started in 2000 to curb African utilities' non-technical losses (i.e. theft or fraud), estimated at about 35% of sales or \$200 million per year—a powerful incentive to bring down theft.

RPAAU was inspired in part by the excellent work of SARPA in minimizing the estimated R1 billion (approx. \$100 million) non-technical loss in South Africa. ESI Africa, an African journal, and SARPA looked into an African r.p. group; Africa was the only one without an association. While r.p. groups worldwide joined IURPA, no African countries north of S. A. did.

Deon Louw is assisted by K.R. Abdulla, Tanzania; B. Hampton, South Africa; E. Kabuchu, Uganda; G.M. Kifle, Ethiopia; B. Lijofi, Nigeria; W. Mondon, the Seychelles; and B. Muriithi, Kenya.

AN OPEN LETTER TO IURPA MEMBERS WORLDWIDE

Within hours of the Sept. 11 terrorist attacks, IURPA friends from dozens of countries and every continent, sent warm, compassionate messages of condolence to U.S. IURPA members. These messages helped in the healing process, and we are grateful. We would like to share a few.

"I feel sure we all feel the pain of this mindless action. I still watch in disbelief the tv pictures of this terrible act of violence which has wounded the democratic world. Please pass on our thoughts and best wishes to all your members; we know that in time justice will be done and those responsible will be held to account for their actions. Deepest sympathy."

Wayne Miles
Revenue Protection Manager
Scottish & Southern Energy Plc, UK

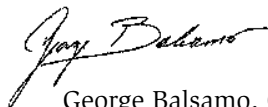
"Please add the condolences of the UKRPA and, particularly, Dick Macey and myself. There just aren't any words.... Sincere sympathy again to all of you affected."

Alan Dick
Electricity Association
London, UK

"I am hurt and it is my desire to say to my North American brothers who are suffering that I share their pain and offer the LOVE of brothers who at this moment and always we must declare. Let us remember, IF GOD IS WITH US, who can be AGAINST US."

(Translated from Spanish)
Austreberto Guerrero - CFMexico

On behalf of Officers, Directors,
Members and Affiliates of IURPA



George Balsamo, Chairperson

"Ireland has declared Friday 14th as a DAY OF NATIONAL MOURNING—the thoughts and prayers of all in Ireland, including those in Utilities and Revenue Protection will be with you all."

Tom Kiernan
ESB Ireland

"Today I address you with a heavy heart. Many innocent people lost their lives today due to the senseless acts of a group of cowards. Although there are no words that can adequately express our disbelief and sorrow, members of WSUTA offer their thoughts and prayers to those affected by these terrible events."

Angie Gibson, PG&E
WSUTA President
and Director Emeritus

"I would like to let you know that my family, colleagues from CEMIG and I (in fact, all Brazilian people) feel so sorry for the terrible and cowardly terrorist action against the U.S.A. In fact, those attacks were against the whole of humanity and we share with you the pain and the difficult moments you are going through."

Luiz Arruda
Gemig, Brazil

"It is with profound shock and sincere regret to have witnessed the events in the United States. Our thoughts and good wishes are with all Americans, and sincere sympathies to those with colleagues, families and friends who have been effected by these tragic events."

Priscilla Bryson
Publisher, Metering International
South Africa

"I know I speak for not only all AURPA members, but for Australians and New Zealanders in general who wish me to pass on our condolences and expression of sincere and profound disbelief at the events that unfolded in your country today. There is nothing that I can say that would appear anything but insignificant at this time, except to say that our thoughts are with each and everyone of you as you attempt to overcome the impact of this despicable act."

Malcolm Conway, Chairman
Australasian Utilities Revenue Protection Association

IURPA YEAR 2002 ANNUAL MEMBERSHIP

Annual Dues are \$50.00 (U.S.) per member Check enclosed
Make checks payable to IURPA

Name: _____

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MAIL TO: George A. Balsamo
The United Illuminating Co.
157 Church Street, P.O. Box 1564
New Haven, CT 06506-0901 USA

NURPA 2002 MEETING OFFERS A SUPER AGENDA

Mark your calendar for Oct. 2-4, 2002 for an exciting NURPA Conference & Training Seminar with eight great topics, from AMR Deployment to Dealing with Vicious Animals.

Site is the Clarion Hotel in Atlantic City West (formerly Pleasantville), N.J.

Other topics: Deregulation's Current State, Information Gathering/ Privacy Laws, Gas & Electric Meter Safety, Understanding Large-Volume Gas Metering, Information Bureaus - Useable Records, and Basic Understanding of Gas/Electric Billing for Lost Revenue

These NURPA Officers look forward to serving you a generous portion of the famed NURPA hospitality.



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NURPA
OFFICERS

IURPA AND METERING INTERNATIONAL— A VERY PRODUCTIVE PARTNERSHIP



From Austria to Zimbabwe, Metering International magazine delivers top-quality editorial and utility-vendor messages four times per year to 12,000 metering, billing and CRM/CIS managers in more than 100 countries. MI also presents several global conferences and exhibits to further the cause of revenue protection.

Included in the editorial — both in print and on the MI web site — is current information on international Utilities Revenue Protection Association. MI's support is a major reason for IURPA's recent membership gains and growing respect among revenue protection professionals in electric, gas and water utilities worldwide.

We are pleased to reciprocate by promoting the upcoming Metering Americas Conference and Exhibit in New Orleans, La., U.S.A.

LEARN AND HAVE FUN IN STORIED NEW ORLEANS

Metering Americas 3rd Annual Conference and Exhibition is the premiere metering, billing and CRM/CSR event for 2002 with record number of exhibitors and conferences expected from the northern reaches of Canada to the southern tip on Argentina.

The "Big Easy" — New Orleans — is the site for the April 29-May 2 event, in the Hyatt Hotel.

For the first time, Metering Americas will be col-located with Billing Americas and CRM/CIS Americas, providing utility managers with a unique platform for an integrated view of metering, billing and CRM/CIS issues.

IURPA will significantly impact its image in New Orleans. Two of our leaders — VP Kurt Roussell and Director Luiz Fernando Arruda — are among 80 speakers and panelists; the IURPA Board will convene for a meeting, and the new IURPA exhibit will debut. After New Orleans, it will appear in other national and regional meetings.



NEWS FROM OUR REGIONALS AND NATIONALS, OR

WHY THE WHOLE IS GREATER THAN THE SUM OF ITS PARTS

NURPA

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A GALLERY OF REGIONAL LEADERS (MORE IN FUTURE ISSUES)



Kurt Roussell,
META President



Danyale Urban,
WSUTA President



John Culwell,
WSUTA 1st VP



Wayne Wohler,
WSUTA 2nd VP



Dennis Morrison,
SCRPA Chair



Doug Page,
SCRPA V. Chair



Tommy Mayne,
SCRPA V. Chair



Altee Hicks,
SCRPA Treasurer



Thor Wishart,
SURPA President



Ed Lathrop,
SURPA Sec./Treas.

THE VENDOR CORNER

Vendor participation in IURPA continues to mount, thanks to the groundwork of my predecessors—John Rilling of Universal Protection and Cliff Green of Highfield Manufacturing.

Vendor support is paramount to IURPA's success.

We'd be hard-pressed to maintain the quality of our conferences, web site and newsletter without vendor support. We are indebted to the "Magnificent 27" vendor-members.

The IURPA vendor web page sponsorship has been enhanced to include recognition of web-page sponsors on the new IURPA display. The IURPA display will be used at the Metering Americas display in New Orleans April 29 - May 1 and at all future regional, national and international meetings that IURPA attends. Please rush your check (\$100) for web page sponsorship to George Balsamo and a copy of your company logo to Mike Szilvagyí at szilvagyim @ dteenergy.com for the display graphic.

Vendor reps look forward to greeting you in Atlanta. Atlanta is a fun place to visit and the Conference Committee is lining up a splendid program. Vendors wishing to exhibit or help sponsor the reception, may contact me at 888-388-1554 or e-mail phildudley@earthlink.net.

Phil Dudley, 2002 Vendor Coordinator
E. J. Brooks Company, Atlanta, Georgia



Woody Woodward
IURPA Webmaster
Nevada Power

WORDS FROM WOODY

I hope you like the new, modern look of your web site. Your Board asked me to completely rework the site to make it functional and professional looking.

The task was to re-code the 104 pages to present a common look and feel. It now will download much faster.

A major value of the IURPA site is members' seeking solutions to problems from fellow members from all over the world. Dozens of questions and hundreds of responses have been e-mailed. I redirect "help requests" so responses go directly to the questioner; I'm not sure of total responses, but when I sent out a question for my boss, 23 responses came back.

On April 1, User IDs and passwords expire. Please pay your dues (online if you wish) so that I may restore your User ID and password.



"We hope to see you in Atlanta," say Jeff Cornelius, Gary Signorelli and Kelly Thomas, planners for the 2002 IURPA Conference.

NEWS FROM 'DOWN UNDER'

BY LEE SIMS, ENERGEX



AURPA's Newsletter features RP case histories each issue.

The 6th Annual AURPA Conference last November played to 35 persons from Western and East Coast Australia, Malaysia, Philippines, New Zealand and Tasmania.

It was a great meeting; speakers included Sanjaya Singhai from the UK.

The Australian group holds its conference every 18 months. Next one is in Melbourne in May 2003.

WHAT'S NEW AT WSUTA

BY DANYALE URBAN, PRESIDENT

WSUTA

A new name, a merger, a venue for our 2002 conference—these three items highlight news from the U.S. western states.

NWEDC (North West Energy Diversion Council) elected to merge with WSETA at our Las Vegas meeting in 2000. At that meeting, new by-laws included changing our name from WSETA to WSUTA (Western States Utility Theft Association), which accommodates the interests and impacts of both groups.

The 2002 Conference again is set for Las Vegas at the Palms Resort Casino. Registration fee t.b.d.; midweek room rate is \$79; Arnett Consulting Services will conduct a training/evaluation process for attendees.

Please check the IURPA web site for an update on the conference.



Eric Rolf

A TRIBUTE TO ERIC ROLF

Long-time IURPA booster and Newsletter Editor Eric Rolf will soon retire from his Cincinnati, Ohio-based utility, Cinergy, formerly Cincinnati Gas & Electric. CG&E's RP Section, guided by Eric, produced the newsletter for 10 years.

Thanks, Eric, for 10 interesting, meaningful years.

REFLECTIONS

BY CLEVE FREEMAN • 2001 IURPA CHAIRMAN

We will remember 2001 with a mixture of grief and gratification. The United States of America suffered a horrendous loss—nevertheless, found a new unity and a renewed sense of purpose.

We share these emotions throughout IURPA as we ended the year with highest achievement. We set clear goals and accomplished them. Our integrated portfolio of vendors, utilities and associations continues to grow.

Our improved performance is primarily the result of the 2001 IURPA Board's efforts to accelerate growth through a renewed recruitment campaign. We set a priority to increase our dues-paying members.

We achieved that goal and the momentum is moving forward. I am confident we will exceed our goals for 2002 as leadership is passed to Chairman George Balsamo and his officers, directors and vendor reps.

Our vendor associates continue to deliver excellent products and services while maintaining a stable relationship with IURPA. We are also determined to include the regional organizations in the affairs of IURPA in 2002. IURPA was borne out of the regional associations and we will make every effort to cultivate a symbiotic relationship with each regional group.

We were fortunate in 2001 to experience improved finances and a credit-card payment system to encourage



Cleve L. Freeman,
Past Chairman
SoCal Gas

membership growth nationally and internationally.

The IURPA Website, thanks to IURPA vendors and Woody Woodward, has provided a global link for members to express concerns and share knowledge with utility professionals.

Our accomplishments are a tribute to IURPA's membership as a whole and reflect teamwork, fellowship and family-like spirit that transcends any single utility, vendor or association. We have prevailed in a most challenging environment.

I welcome our 2002 Newsletter-Committee members Johanna Sullivan and Wayne Dickerson. They will make this our best year ever for the newsletter!

The coming year presents each regional organization and IURPA as well with new challenges. The regulatory and political environment continue to require exceptional strategic vision and tactical flexibility. I'm convinced we'll meet the challenge.

I thank George Balsamo, Don Perio, Denise Thatcher, Woody Woodward, Cliff Green, Alan Dick, Luiz Arruda, Ed Holmes, Alan Chapman, John Vitali, Michael Szilvagy, Andy Greene, Rod Covey, Rudi Leitner, IURPA Vendors and members in making 2001 a great year.

Together, we will make 2002 greater. It was a great honor and a privilege to serve as your 2001 Chairman.

International Utilities Revenue Protection Association

IURPA

NEWS

IURPA • 12 Years

The International Utilities Revenue Protection Association was founded in 1990 to protect member utility companies worldwide from revenue losses associated with unauthorized use of service. In twelve years, the organization has grown from a small regional group into an association that includes representatives of more than 400 utility companies around the world.

MEETINGS IN 2002

Throughout the world in 2002, about two dozen revenue-protection conferences will be held. We spotlight two of them here; details on all meetings can be viewed at www.iurpa.org.

IURPA
(w/SCRPA/SURPA)
June 18-21
Atlanta, GA U.S.A.

Metering Americas
April 29-May 2, 2002
Hyatt Hotel
New Orleans, LA U.S.A.

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