

WHAT GOVERNMENT IS DOING ABOUT ENERGY THEFT



On Thursday, July 22, 2010, Governor Jennifer M. Granholm (Michigan) signed into law important legislation regarding energy theft. The bills protect utility workers and our customers and strengthen punishment for those who steal. *(See related article on page 13.)*

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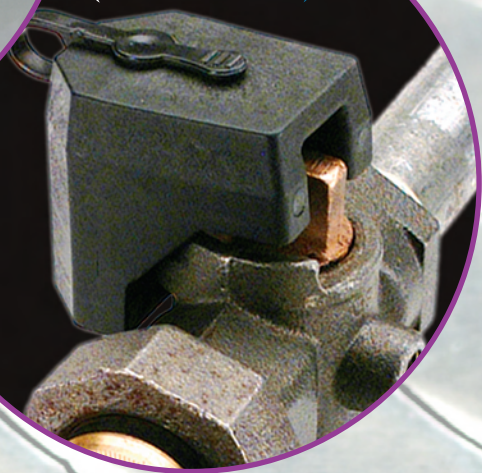
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IURPA Wow!



Gary Signorelli
IURPA Chairman

It's hard to believe that we, in the northern hemisphere, are into the season of Fall. Now, perhaps we can relax a little with beautiful temperatures, clear blue skies, and tree colors that are picture perfect. In the United States, we are looking forward to the World Series, football, and many outdoor activities. But that's not the only good news and I think you'll agree..

conference is not an easy task, but I believe the effort has continually paid off. What a wealth of experience in the Revenue Protection arena. Wow!

This year's main event happened in Orlando, Florida in June. The SURPA/SCRPA Regional organizations hosted the 2010 IURPA Conference at the Doubletree Resort. As usual, it was very well organized and many of the 100 plus attendees raved about the quality of the meeting/hotel accommodations, the knowledgeable presenters, and the overall good time meeting others in Revenue Protection. Many thanks to Susan Reinhardt of Progress Energy and Eddie Fee, Orlando Utilities along with Mike Stevens from DeWalch, the Vendor Coordinator for delivering such a perfect product. With two vacancies on the Board, they did a tremendous job. Wow!

Also, at the IURPA Conference, I had the honor of presenting the 2nd Annual IURPA Professional of the Year Award. It was presented to Progress Energy's Kelly Thomas for his many years of service and dedication to the Revenue Protection industry. Kelly is well known for his leadership, communicative, and investigative skills. It was a proud moment for both of us and well deserved. Wow!

I also want to compliment our members abroad. The UKRPA held their annual convention in June. According to the reports, it was well attended and contained awesome presentations and worthwhile discussion. Thanks to Alan Dick and his constituents for working tirelessly to make the event such a huge success. I'm sorry I had to miss the opportunity to attend, but will try again in the future. Keep up the great work in the UK. Wow!

Last, but not least, by the time you receive this newsletter, the WSUTA and NURPA Regional organizations will have had their conferences. I'm certain both will go off without a hitch. Both regions have quality leadership and drive to continue the success experienced this year. We'll look forward to hearing the highlights afterwards. The IURPA website, www.iurpa.org, has all the information including each agenda, if you're interested. Wow!

One of our primary goals this year was to try and increase membership in the IURPA organization. Originally, we thought that the downward trend in the economy would make it somewhat difficult to attain. Well, the latest count reveals that we've accomplished the goal. Currently, we have 202 members compared

I would like to congratulate each and every Revenue Protection person for the hard work you do every day.

First of all, I want to brag about each team of regional Board members who have successfully pulled together such great regional conferences. It's very gratifying for me to see the organization, dedication, collaboration, and creativity that the different Boards have exhibited. I've seen the detailed agendas with quality presenters on stage so everyone can continue to learn about Revenue Protection. Realizing that technology is constantly changing, I believe it's good to keep our members on the cutting edge. I know conducting a

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IURPA MEMBERSHIP – 2011 WILL THIS BE YOUR LAST ISSUE OF THE IURPA NEWSLETTER?

BY GEORGE BALSAMO, IURPA FINANCE DIRECTOR

Since its inception in 1990, IURPA has grown significantly. The organization, comprised of Revenue Protection professionals is dedicated to sharing information that assists in reducing revenue losses incurred by our companies. Our mission is simple and our focus is direct.

The issue of addressing revenue loss encompasses different scenarios, amongst which is the problem of theft. It is the theft issue that sets us apart from what is normally perceived as an operating entity within a utility company. How many times have you been given that “funny, fascinating look” from someone when they find out what you

*Our mission is simple
and our focus is direct.*

do for a living? If you’ve been in Revenue Protection for any length of time you’ve seen it. It is this uniqueness that makes membership in Revenue Protection organizations more important than ever. These organizations assist by providing you valuable information so that you may be better prepared in your day to day activities.

There are many wonderful organizations that require annual dues for membership. The cost for membership may well exceed \$100 annually. As an IURPA member you are linked into a network of individuals whose careers carry a common theme. The semi-annual newsletter along with special access to protected areas of the IURPA web site are part of what IURPA can offer. These areas will provide more information to help you promote revenue loss issues along with sharing information with your peers. Membership dues are only \$50. Consider the importance of membership in an organization that directly promotes and supports your career as a Revenue Protection professional. It demonstrates to your company that there is an organized effort worldwide that recognizes a universal problem that plagues all utilities around the world. This effort is dedicated to addressing these

issues by communicating to its member’s various methods and recourses that are available in the industry. Consider for a moment what it would be like if IURPA or the regional organizations did not exist. You would have limited information and limited exposure to something that you are directly responsible for. How do you believe your company would perceive your efforts then? What level of credibility do you think you would have when working with outside agencies? Do you think you would be viewed in the same light?



George Balsamo

For those who have attended a conference where IURPA joins with a regional organization it emphasizes the common theme of revenue loss that exists and the global initiatives that are taking place. These conferences are well attended and the information obtained along with the contacts made can be invaluable to you. IURPA hopes to continue to provide these tools for you so that you may grow as an individual and as an asset to you company. Please help by understanding that these benefits are costly and can only be realized through your support of membership dues.

I urge you to not make this your last newsletter and ask that you help by renewing your membership for 2011. Pass this on to others who may also benefit from membership in the IURPA organization. Many of us in Revenue Protection understand that perseverance is the key to maintaining a successful program.

Help us to help you in your endeavor..... Join Today

IURPA Wow!
continued from page 3

to 155 in 2009. I believe that we can continue to grow each year by asking every member to enlist other Revenue Protection colleagues who are unaware of IURPA and the benefits derived by becoming a member. Remember, if you're looking for a steal, annual membership is only \$50 (US). Membership renewal will be coming in October, so be ready to rejoin and get others to join the ranks too. Wow!

Today, I reviewed the membership roll and wanted to let everyone know that we have members from Brazil, Canada, China, Israel, Netherlands, Philippines, Portugal, Puerto Rico, S. Africa, United Kingdom, and the West Indies. While most members are from the United States, I'm extremely proud to say we are reaching many other countries and continents. We're truly going global. Wow!

I want to thank the members of IURPA worldwide as everyone has welcomed me as Chairperson this year. Know that I consider all

of you like family and I am dedicated to helping anyone in our industry deter the theft of energy.

I believe that we can continue to grow each year by asking every member to enlist other Revenue Protection colleagues

In closing, I would like to congratulate each and every Revenue Protection person for the hard work you do every day. It may seem like a glamorous job to many, but I realize too that it's extremely dangerous. Be most careful in your travels. Watch for dangerous wiring situations, hostile customers, and attacking dogs. Stay safe each day, so you can go home to enjoy your family and friends. Enjoy the Fall.

Is Your Utility Protecting its Revenue Stream Adequately?

Detectent is the recognized leader in providing analytical revenue protection solutions to combat theft of energy.

Theft of energy and resources – gas, electric and water – has always been a concern for utilities. Estimated losses to utilities, from theft, run into the billions each year. Add to that, the economic pressures created by today's increased fuel and resource costs and you have a climate for theft that has no precedence in North America. Whether your utility reads meters manually or has an automated meter reading solution, Detectent has a solution to protect your assets and revenue from pilferage.

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COMBINED REVENUE PROTECTION AND COLLECTION ACTIVITY IN THE OLD CITY OF AKKO

By ITZICK MICHAELI, REVENUE PROTECTION MANAGER, ISRAEL ELECTRIC CORP.

The city of Akko lies on the [Mediterranean] shore in the north of the State of Israel, home to some 50,000 residents, a third of whom are Israeli Arabs.

Akko is one of the most ancient port cities in the world and passed from hand to hand as a result of many wars fought in the area throughout history.

Various measurements and examinations ... produced findings which indicate that the scope of losses ... are huge, which obligates a fundamental course of action.

Akko was declared as a world heritage site by UNESCO in 2001. Over the years and mainly during Crusader times, walls and fortifications were built around the city, the majority of which is preserved in an excellent state, and which demarcates the borders of the Old City. And precisely here is where the problems, with which we are forced to contend, lie.

Over the years, many of the Arab residents of Akko have converged inside the walls of the Old City. Lawful and mainly illegal construction has converted the old city into a labyrinth of crowded and congested alleys, residential buildings, business buildings and markets. The electricity grid in the old city was built in stages, layer upon layer, with the majority of the electricity meters being located inside the building and being almost inaccessible to Israel Electric Corporation workers. The Old City has become, over many years, also a place of activity and commercial preference for criminals.

The meter readers drop by the Old City once every two months, although they find it extremely difficult to read the meters on a regular basis, due to the proliferation of meters installed inside the buildings, access to which is denied, both through the absence of a tenant or the lack of desire of the tenants to open the door to Company employees, who generally arrive with the purpose of collecting debts that have not been paid for long periods of time. The execution of activities involved

in the disconnection of a meter, due to non payment, attracts resistance and occasionally violence and encourages gathering and rampaging on the part of neighbors, which puts the employees in the path of danger and frequently prevents them from doing their jobs.



Itzick Michaeli

In the natural course of things, the character of the area and the complexity thereof encourages, amongst some of the customers, a justified sense of confidence in their ability to carry out, inter alia, the theft of electricity, which will not be detected by the I. E. C.

Various measurements and examinations carried out over time produced findings which indicate that the scope of losses within the boundaries of the Old City of Akko are huge, which obligates a fundamental course of action.

The good relationships woven by the local Revenue Protection team, with the Akko Police, produced cooperation in a combined campaign to collect electricity debts and to detect and locate theft of electricity throughout the Old City of Akko.

A special task force was formed, comprising meter readers, Revenue Protection investigators and grid employees. Four detectives from the Akko Police, who are familiar with the Old City and its residents, were hired to accompany the Company employees during the course of their work, and seconded to the task force.

For an entire week the Task Force swept the Old City, progressing from alley to alley and from house to house, in accordance with an organized plan of attack, with an immediate response to generally anonymous information regarding illegal connections to the electricity grid, received by the detectives from various sources of information, and handled during the sweep. Pre paid meters were installed for the majority of customers with large outstanding electricity debts, and their debts were implanted into the meters and spread out (50% of any purchase of electricity is earmarked to cover the debt.

Customers in whose back yards bypasses or vandalizing of the meter were detected, were disconnected on the spot until the settlement of their debts and pre paid meters were installed for some of them.

COMBINED REVENUE PROTECTION AND COLLECTION ACTIVITY IN THE OLD CITY OF AKKO (CONTINUED)

Charges of theft of electricity were laid with the Police in the majority of cases.

The presence of Police detectives enabled the execution of the work without resistance. The familiarity with the area enabled each address to be reached quickly and efficiently, and the execution of the handling almost without arguments and delays.

The activities were crowned with great success, and will

serve as a model for activities in other towns in which there are similar situations of problems with the collecting of electricity debts and where the incidence of the theft of electricity is rampant.

The activities in the Old City of Akko were recently presented to the CEO of the Company, and received appreciation and much acclaim.



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I'M OK

By JIM MAUNDER, MANAGER OF MEMBER SERVICES,
RAVALLI ELECTRIC COOPERATIVE, CORVALLIS, MONTANA

I've been accused of everything in the book. Some say I run when nothing is operating in the house (I creep!), they say I make too much noise, and that I even run at outrageous speeds.

I'm really a very capable guy. I'm one of the most accurate measuring devices in modern times. I work day and night, 24/7 and I don't have any ill feelings toward anyone.

I only do my job of letting you know how much electricity has been used. Sometimes because of a loose seal around my face, I get dirty and begin to slow down because of the added weight of the dirt. Once in awhile, I get struck by lightning and I stop dead.

I just can't understand it. My cousin (a gasoline meter) never gets blamed for poor gas mileage in the family car. Maybe it is because you can't see electricity and you can see gasoline.

Some families use more hot water because they cook and entertain more. Some people take showers, and others tub baths, some daily, once a week or less. Others have only one hot meal a day and some have three hot meals which use more electricity.

Even if all of the appliances in homes were identical, people's living habits would make the difference, not to mention bad house wiring, which makes me run at a terrific speed.

Sometimes I'm really depressed. I work tirelessly and do a good job, and still I'm the object of a lot of criticism. But, when most people think things over and see just how much electricity they use, they begin to realize that I do my job well, and that electricity is the cheapest servant to be found. So, you see, I'm not a crook at all. I only record the amount of work your efficient electric servants do for you.



Jim Maunder

2010 IURPA/SURPA/SCRPA CONFERENCE

The SURPA & SCRPA regional groups teamed up this year with IURPA for their annual Revenue Protection Training Conference. The conference was held June 15th-18th at the beautiful Doubletree Resort in Orlando, Florida.

Subjects presented included meter data management, fraud & identity theft, safety tactics, indoor marijuana grows, education for first responders & the public, working with code enforcement agencies, and international revenue protection issues. In addition to this variety of interesting subjects, the networking opportunities and raffle prizes were as enticing as ever.

We received lots of great feedback regarding the resort and conference in general. Special thanks to SURPA President Emeritus Susan Reinhardt and 'Special Advisor' Kelly Thomas for all the hard work and thought put in to making this year's conference a success. Furthermore, thanks to all the attending vendors for their continued, vital support in putting on such an event. Be sure to contact the vendors for any interesting products or services you may have seen for further information.

I would also like to thankfully welcome three new members to the SURPA Board as a result of elections held at the conference. Clayton Dean - Vice President (TECO), Tim Ferrans - Secretary/Treasurer (Progress Energy), & Jorge Cermeno - Sergeant-at-Arms (TECO).

In the coming months, the SURPA Board will be evaluating the interest and feasibility of organizing a regional only conference for 2011. If you have any suggestions on how we could better meet the needs of Revenue Protection professionals in our region through conferences or other venues, don't hesitate to contact me or anyone else on the SURPA Board.



Kelly Thomas

QUESTIONS IN PARLIAMENT REGARDING REVENUE PROTECTION ISSUES

BY RENS BINDEMAN

Two questions were recently asked in Parliament to the Minister of Energy regarding Revenue Protection issues. Both times the answers contained figures obtained only from Eskom and assumptions made regarding Municipalities. We should ask ourselves the question, why does this happen. Is it because the Minister gets no replies regarding questions from the other Utilities in South Africa, or are the relevant officials just taking the “easy route” out by using Eskoms information?

Two questions were recently asked in Parliament to the Minister of Energy regarding Revenue Protection issues.

As many persons would maybe not agree with these answers, I would hereby like to ask members to post their opinions in the LinkedIn SARPA group page, or send an email to me, so that I can post it there for discussion by the group members.

Hereby the one of the questions that was asked and the response: Rens Bindeman

Question asked in Parliament to the Minister of Energy:

How much electricity is lost to Eskom and/or municipalities as a result of theft, (b) what is the rand value of this loss and (c) what is the extent of this loss to Eskom’s and municipalities’ finances?

NW746E

Response

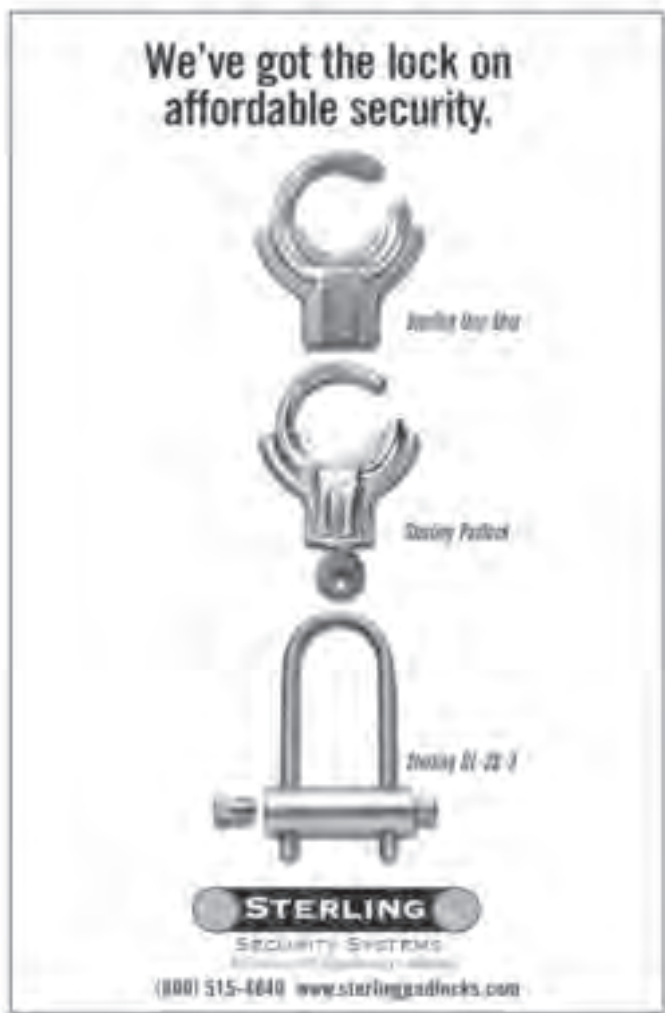
In 2008/9 financial year Eskom sales amounted to 214 850 GWh. The total losses (technical and non-technical) amounted to 11 706 GWh. The assumption is that this figure includes 33.3% to 50% of non-technical losses in the form of theft. That implies theft losses range from 4 100 GWh to 5 850 GWh.

a) Assuming that most of the losses take place amongst residential customers who buy electricity at an average of 62c/kWh then the financial implications are from R2.5 billion

to R3.6 billion per annum. It is estimated that the municipalities lose the same amount of energy.

b) However, if these illegal connections were legal, they would have qualified for Free Basic Electricity. Should each connection be using the average of 180 kWh per month, it means the Free Basic Electricity would have reduced the losses to around 72% of the above values, and thus the loss would be reduced to R1.8 billion to R2.6 billion per year. With Eskom and Municipal supplies combined, and taking into account the impact of FBE, the financial value amounts to R4.4bn of lost revenue due to electricity theft.

c) This would be more than 5% of turnover, indicating the seriousness of the problem.



NIGHT TIME IS THE RIGHT TIME FOR THEFT INVESTIGATIONS

BY JORGE CERMENO, REVENUE PROTECTION INVESTIGATOR, TAMPA ELECTRIC COMPANY

Like most companies, we are constantly looking for ways to improve performance and increase efficiencies in performing our everyday assignments. Finding the “best practice” or process sometimes requires us to review our success and failures to find what really works. It has become increasingly more important to show upper management improvement in the way we operate our Revenue Protection Departments.

One example of this process was in the way we perform our theft of electricity investigations. At Tampa Electric Company, we are committed to prosecuting those that steal power from us. Case prosecution has helped us build a deterrent to theft of electricity and increase our collection for theft restitution by more than 80 percent. Once we moved in the direction to prosecute cases, we immediately found this to be successful and incorporated it in our procedures.

... it didn't take long to learn that stealing electricity rarely falls in the 8:00 A.M. to 5:00 P.M. category.

Just as we found increased performance with case prosecution, we also found gained efficiencies in the time frame we work our cases. In tracking case activity, we found cases where the investigators spent a substantial amount of time making multiple visits to an address, before successfully making an arrest case. In most instances, we knew tampering was happening at the premise location, however, we had difficulty in actually witnessing the theft when it occurred. What glaringly stood out was the timeframe of when a case was actually made. Case activity made after normal business hours required less field visits, and increased the likeliness of the defendant actually being at the residence. Most cases worked after hours only required a single visit to the residence to make an arrest case. Even greater success was found in working case activity during the weekend, and especially on weekend nights.

An increased success rate of working cases after hours is not earth shattering news to most revenue protection professionals. As an investigator, it didn't take long to learn that stealing electricity rarely falls in the 8:00 A.M. to 5:00 P.M. category. You

may find some success in handling case activity during normal business hours. However, most case activity occurs when people assume their utility company has closed down for the day.

Never to be overlooked with working after hours case investigations is the increased safety risks that are involved with this profession. The complexity of working theft cases at night, require a higher level of safety awareness. Never place the importance of making an arrest case over your personal safety. Having advanced knowledge of a location is extremely beneficial before making the premise visit. To reduce the risk of an incident, our procedures require the assistance of law enforcement before making contact with the suspect. We find the defendants are much more cooperative when they are presented with the reality that law enforcement is at their home. The combination of law enforcement assistance and the surprise after hours visit tends to reduce any escalated confrontation with the customer. In addition, a defendant's reaction to their arrest for theft of electricity is generally more subdued.

Our industry requires constant changes in the way we conduct our investigations. Achieving company goals requires an extreme amount of adaptability for investigators. As much as things change, it's clear to see that combating utility theft after hours is one constant that may never change.



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CAPITOL BRIEFINGS: BILLS AIM TO CLAMP DOWN ON ENERGY THEFT

REPRINTED FROM CRAIN'S DETROIT BUSINESS, JULY 18, 2010 BY AMY LANE

LANSING — In 2009, DTE Energy Co. investigated more than 100,000 cases of stolen electricity and natural gas. Consumers Energy Co. annually looks into about 10,000 such incidents.

Energy theft has been on the rise, bringing with it costs and peril to both customers and utility workers.

Now, bills passed by the Legislature could provide a deterrent.

Senate Bills 1310-1314, a bipartisan package given final approval July 1, prescribe actions that utilities can take in instances of repeated energy theft, and criminal penalties for those who illegally sell or transfer utility service or who assault a utility employee or contractor.

Large utilities also must provide a service that notifies landlords if electricity or natural gas service has been shut off at a location because of unauthorized use.

“Energy theft is a crime that everyone pays for, both in terms of cost and safety,” said Jeff Holyfield, director of news and information at Jackson-based Consumers Energy. “When some customers steal energy, that means other customers have to pay more to cover those losses. And tampering with meters, gas lines ... can result in fire, injury, even death.”

One provision in the legislation holds landlords and property owners “responsible for energy theft at their site, if it’s been repetitive,” said Mark Johnson, general manager of revenue protection at DTE, parent of the Detroit Edison Co. and Michigan Consolidated Gas Co.

Under Senate Bill 1310, sponsored by Tupac Hunter, D-Detroit, a utility can refuse to provide electric or natural gas service at any location that has had service shut off for unauthorized use at least twice during the previous 24 months.

If a person requesting that service be re-established can prove legal ownership and pays all repair costs and charges due for unauthorized use, or provides a lease agreement establishing the identity of the tenant responsible for unauthorized use, the utility must re-establish service.

Consumers and DTE will also create programs to inform landlords of service shutoffs for unauthorized use. DTE has a similar landlord-notification program for instances in which customers fall behind on their bills and will have their service shut off.

Johnson said one of the key aspects of the legislation is that it provides penalties for people who illegally transfer or sell a customer's gas or electricity. Penalties reach up to five years in prison, \$10,000 in fines, or both.

In addition, assaulting or battering a utility worker or contractor can bring misdemeanor and felony penalties and fines. This year alone, Consumers Energy has seen a 50 percent increase in threats of violence to its service workers, Holyfield said, and DTE's Johnson said the level of assaults on its workers has also been increasing.

Energy theft is also costly.

Holyfield said that while Consumers estimates that its losses from energy theft range from \$30 million to \$120 million annually, it bills about \$6 million to \$8 million a year to those it can identify as responsible, and collects about half of that.

Johnson said DTE estimates about \$100 million in annual energy theft. Last year, it billed \$44 million to responsible parties and was able to recover “a significant portion,” he said.

Amy Lane: (517) 371-5355, alane@crain.com

IURPA Note

The bipartisan package of bills was sponsored by Sens. Irma Clark-Coleman, Tupac A. Hunter, Dennis Olshove and Buzz Thomas. Clark-Coleman represents Dearborn and Hunter represents Dearborn Height.

Bill 1313, which would create penalties for an assault on a utility worker while performing duties ranging from a misdemeanor to a felony with a prison sentence of up to 10 years and a \$10,000 fine for causing a worker's death. Public utilities include steam, gas, heat, electricity, cable TV, telecommunications service, or pipeline service, and this protection would extend to utility workers working for a public, municipal, private, and co-op utility.

IURPA – 2011 ANNUAL MEMBERSHIP

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IURPA • 20 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 twenty 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.

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