



Volume 26 Issue 2

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NURPA – IURPA – Joint Conference Philadelphia, PA



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From the Chairperson

2016 continues to be busy one for IURPA and our other Revenue Protection Associations throughout the world.

We have had the NCSCRPC conference at Myrtle Beach, South Carolina February 23 – 25; SCRPA-SURPA conference at Cocoa Beach, Florida June 28 – 30; UKRPA conference June 28 – 30 was in Woodside, England; NURPA/IURPA in Philadelphia, PA September 20 – 23; WSUTA held their conference October 3 – 6 on the Queen Mary in Long Beach, California.

VENDORS

Vendors are a great mainstay to all of the conferences, whether it is hardware item, testing equipment or a system to help research accounts or track wires and cables. Without their help and support the conferences would not be successful.

Sure the vendors are there to make sales but it is more than that. The vendors want us to succeed and they want to work with us and see us succeed. They want to know us, what we are up against when it comes to utility theft. They ask the questions, “What are you using now”? “How are they getting around that device”? This dialogue with the vendor helps them help us.

One of my impact moments for me with a vendor is when my Rev Pro team made a suggestion about a seal and the vendor took that information back to his company. A short time later he came back to me and the Revenue Protection team and had exactly what we wanted. Our sales rep did the leg work, his company and engineer put it together and for help us with our requirements it was a perfect fit.



John Kratziinger
IURPA Chairperson

If you run into a confrontation with a customer talk about safety and the purpose of your visit is to make sure everything is safe at their property.

Here’s the lesson for me, I thought my team and I were special because of this but I found out that all the conference vendors and their sales force work tirelessly with all utilities in getting the right item for the right job. For that I thank you.

SAFETY

Safety for the Revenue Protection Investigators, not sure if everyone is seeing this but in PECO, Philadelphia and the surrounding counties (1.5 million customers) there is a sharp increase on confrontations with individuals. These include verbal threats, threats of shooting the tech, threatening the investigators family, physically pushing the investigator off the property. I know being revenue protection investigators that you expect these type of confrontation what I’m talking about is an increase in the number and the tone of the threat.

So what are we doing? We talked about what is happening with our type of work. How to keep yourself safe. Call for help. Arrange to do the job at a different time of day.

If you run into a confrontation with a customer talk about safety and the purpose of your visit is to make sure everything is safe at their property. If the customer is yelling, talk to the customer in a neutral tone. Show your hands; be willing to leave the property once you make the area safe. Don’t turn your back on the customer. Be polite.

If you have to leave the property and you still need to work at the property call 911 and ask for police assistance. Call your supervisor or foreman and get the word out that there is a “safety alert” at this property so the next person won’t walk into a problem.

At PECO we tell our investigators if they pull up on a job and feel unsafe or see something that makes them question the safety of the area or they need assistance then leave and call for help. We can go back and do the job safely at another time.

CONFERENCES

My final thoughts are everyone’s efforts to have informative and interesting conferences agendas. Getting these agendas together, getting presenters and training spots filled is a challenge and all the local and international boards do a great job in putting together quality conferences.

As I look at the many Revenue Protection conferences being held I’m always amazed at the keynote speakers and what they bring to the conference and in some cases they set the tone of for the conference. These speaker’s bring energy, new ideas, challenges and often times they bring the message of “thank you” for the hard work we do in Revenue Protection.

Please mark your Calendars for the next IURPA Conference which will be held in Biloxi, Mississippi, the dates are June 13 – 16, 2017.

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SITUATIONAL AWARENESS

By Patrick Crosby, Duke Energy

I have worked for Duke Energy for about 9 years, however; not all in the Revenue Assurance area. I started my career here in a safe environment, helping customers find ways to save on their electric bill. I was always a welcome guest on their property. Now my work life is very different, in my short 9 months in the field doing Revenue Protection, I have encountered work experiences that really has propelled my risks while performing my job. I have had several verbal threats of bodily harm and two instances where the customer let dogs out on me. Realizing we have all been in a tight spot at one time or another, I have now had to change my behavior and methods of doing my job.



Patrick Crosby
Duke Energy

On a Wednesday morning around 9AM,, I was attempting to gain access to the back yard of a home in Orlando. My first observations from the street were that the home was occupied with a chain link fence around the property at the sidewalk. The gate was open with a second chain link fence from the front corners of the home stretching to the neighbor's fence. I could also see a large family size camping tent set up in the backyard. At this time, I thought better of entering the property and conducted surveillance from the property behind this home and gain access there, to identify where the transformer to the home was located.

From the second location I could see that the meter was active and locks and seals removed from the meter base on the home. I safely left this property and drove back around to the front side of the target home and upon arrival, was met by a young male. I asked if he lived at the home he said he did not but asked if I needed something there? I advised I needed to conduct an investigation at the electric meter. The young male approached the front door and told the occupant what I was there for. I asked him if there were dogs in the backyard to which he stated there were none. I went to the backyard with caution and found the meter tampering as suspected. As I began to disconnect and apply locks, a male walked across the back porch area. I stopped and turned my body towards the door and observed a small 40 lb pit mix come out at me. Yelling at the dog, I took an aggressive posture and he then retreated. I strongly advised the occupant to put dog away. A few seconds later, a large 100 + lb Rott/Pit mix came out and charged me. Again, I took an aggressive posture with that dog, and as he got closer to me, I lunged toward the dog and he retreated. I escaped harm through another chain link fence behind me. I safely returned to the truck, called 911 for assistance. While

waiting for assistance, 3 women and the original male left the home on foot. A fifth occupant came out to my truck in a confrontational manner and verbally assaulted me. I advised her to back away from me or go back inside. She said to stay off her property and she was not going to be responsible for the meter.

Because I left some tools, my clip board and the meter can wide open, I needed assistance from Law Enforcement to complete my task. Upon arrival of LEO, I was met with mild resistance from the officer. He went to front door to make contact while I went back around home to gather items and secure meter base. I left the home safely and followed up with my office personnel, regrouped and continued with the day's activity.

Regardless of the situation, because I was able to observe the property prior to entering, I knew my way in and out and what obstacles I might encounter. When dealing with a customer face to face, I always try to be conscience of the barriers the customer may have (loss of work, providing for a family, living beyond their means, etc), up to the point that they choose to no longer cooperate or start to show changes in demeanor. Once a customer starts to raise their voice I have found that finding a safe exit is now my priority. There are many ways to get the power shut down at a home, mine being the most cost effective but not necessarily the safest. I have found to be successful, it is best to maintain dialogue with the customer, even when they are ultimately not going to get things their way.

In the area that I work, home squatting is a major issue, I enter with no knowledge of whom I may encounter at the door or the property. I have recently started using a dash camera from my vehicle window recording my work space and front windows of a home. Upon leaving and completing my task, I can review the video to see if a blind was opened or if someone exited the front door while working in rear of home, even when they don't answer the door on arrival. My hope is technology will create tools that will keep field people safer and assist in gathering information at each residence. Many tools are out there such as body cameras and hands free voice activated phone service, making these items part of normal protocol leading to safer work practices.

As we continue to do our job, we can never discount the aspects of working safely. It may be dangerous, but I would like everyone to consider each case as if their family, friends and company depend on you to return safely each day.

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IT'S ALL IN THE FAMILY

EDITED BY Itzick Michaeli, Israel Electric retired Revenue Protection manager

Israel Electric Revenue Protection investigators, perform routine field scans of different buildings in various cities and towns.

As a part of a field scan performed at a multi-story building in Ashdod, a Southern city in Israel, the investigator exposed an unfamiliar conductor inserted into one of the breakers. The conductor was tested and found live and the measured load was 15 Amps. Meanwhile, the meter that was feeding the customer's premises was not rotating.

At this stage, the RP investigator suspected that the meter was bypassed.

The investigator made sure that the meter is functioning properly, by loading it using a hair dryer. Photos of the meter and electricity panel were taken, and the investigator left, leaving the scene of the suspected bypass in the same condition it was found, for further monitoring.

At this stage, the RP investigator evaluated the case without probing into the customer's private electricity panel (installed inside the apartment) or into the meter panel. The suspect was of using a secondary breaker exchanger installed on the customer's electric panel, allowing him to use unregistered power whenever he wishes to, as follows:

When the switch on the secondary breaker exchanger is ON, the electricity consumed is registered properly in the meter.

When the switch is on OFF position, the electricity consumption is flowing through the bypass, not recorded in the meter, and feeding the customer's apartment.

As part of a routine Revenue Protection investigation, whenever a suspect of electricity theft is exposed, the investigators perform a review of the customer's family ties, mining various types of data stored on Israel Electric's servers. The system is searching for any identical or similar details, linking different customers, including past cases of theft of electricity in different places. In this case, checking the customer's family connections as mentioned above, led to an additional address of the same customer.

The RP investigator that visited the second premises, exposed a secondary breaker exchanger, but this time it was installed on the customer's electric panel that was out of the apartment at the stairwell. During the investigation, the breaker was found in ON position, and the consumption was registered. The investigator opened the electric panel and exposed an illegal conductor connected to the Israel Electric feeder.



Itzick Michaeli
Israel Electric (Retired)



The findings were documented and photographed and were left in the same state for further monitoring.

Another visit at the premises was carried out the next evening (when Israel Electric employees are not expected to show at the customers premises). This time, the breaker was in OFF position, and the 12 Amps consumption was not recorded on the meter.

At this stage, the RP investigators realized that the customers opens / closes the breaker switch at different times of the day, mainly during the night hours and weekends, allowing the lion's share of their electricity usage not to be registered on the meter.

In collaboration with the Internal Security Unit of Israel Electric, surveillance cameras at both premises suspected of stealing electricity were installed.

In both premises, fiction outages / failures were executed (live fuse replaced with a blown one). The idea was to force the customers to call the electrician who perpetrated the bypass, instead of calling the Call Center for service, eliminating the possibility of arrival of the utility employees that might detect the theft of electricity.

After a very short period, the hidden cameras in both premises documented the electrician invited by the customers to fix the problem. It is important to emphasize that as expected, none of the customers bothered to call Israel Electric Call Center for service, as honest customers usually do.

At this point it was quite clear that:

A) The same electrician showed to service both premises.

B) The electrician and the lady customer at the first premises are a couple and live together.

C) The lady customer at the second premises is the sister of the lady customer that lives in the first premises.

D) While questioned at the RP offices, the couple from the second premises, gave evidence that the electrician was the one that offered them to perform the electricity bypass, and also performed the necessary steps to this practice, including explanations of how and when to use the breaker exchanger.

It's all in the family !

DATA ANALYSIS AND THEFT OF SERVICE

By Dave Whidden

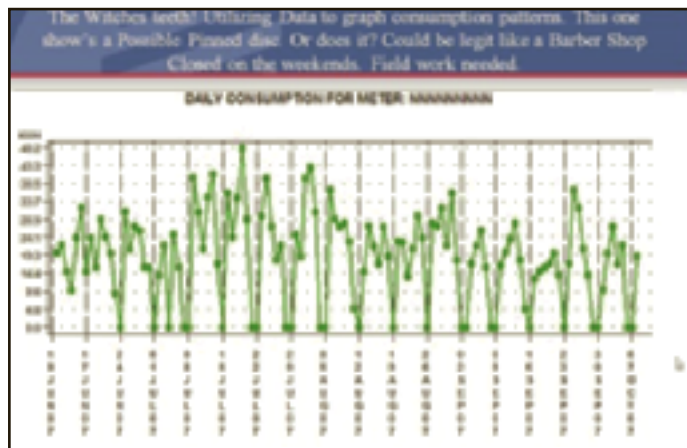
It's been over a year since we started capturing and analyzing 15 minute interval data and we've been analyzing meter data for practically since I arrived here. I'd like to share some of our findings but first I'd like to give you a little background. I came to United Illuminating (an Avangrid company) from another utility where we did things the old fashioned way. If we needed a special read on a meter that we were monitoring we had to go to the meter and risk tipping the customer to that fact that we were watching their consumption. I'm sure that many of you who are not yet as fortunate as me are still doing things in this manner. I thought I'd died and gone to heaven when I arrived here and found out that I had daily consumption data to work with. It was easy to identify possible tampering when you saw the witches teeth (see below).



Dave Whidden
United Illuminating

one week on and one week off). My favorite though was the all but one week a month pinner. This poor fellow had missed the boat on the fact that there were no longer meter readers visiting his house and that the meter was calling a reading into us every night at midnight. He was pinning his meter all but the week around the next expected read date which we conveniently gave him on his bill. Boy was he ever surprised!

Our continued deployment of meters means that we now have AMI (advanced metering infrastructure) meters being used on approx. 55% of our metering population. We now find ourselves with daily interval data (on our AMI meters only) for two of our meter reading cycles and the world has definitely been turned upside down. I can't imagine what things will be like after we've completed our testing and we have all of our meter reading cycles reporting 15 minute interval data (see below).



As a matter of fact, the leads that were generated by our analyst were so good, with a hit rate of 25% that I could only call for the report when we were fully staffed. I liked to call it "shooting fish in a barrel". We were catching the daily pinners, the weekend pinners and even the weekly pinners (with



Basically we use pattern recognition to identify possible theft. Remember I mentioned "the witch's teeth" earlier in this article? It's easy to identify the patterns when you're looking at daily meter data but not so easy when you're looking at data from every 15 minutes. Every house or physical plant

has things that cycle on or off during the day and it's possible to have periods where little to nothing may be in use. In other words this could point to a lot of false hits. How do we sort them out and identify the true theft patterns? The jury is still out on this but we learn more every time we investigate a lead.

In the mean time we've been trying to come up with new analysis for the daily data that we're already capturing. The theory behind our next report was to identify meters where the consumption was 5,000 kwhrs or greater during the base load periods (April-May and Sept. to Oct.) when normal consumption decreases due to air conditioning or heating load dropping off. The thought was that we might identify some grow houses where they were actually choosing to meter and pay for a portion of the load (see picture)



One of the very first leads pointed to a small nondescript house in a residential neighborhood that fit the profile to a tee. They were using at least 200 kwhrs a day on the first floor meter and approximately 15 kwhrs a day on the second floor meter. The bills were over a thousand dollars a month and they were being paid in cash. All of the windows on the first floor were covered over and there was a large van in the driveway. What we uncovered wasn't "Gold" but "Cold". He was the local distributor for Gelato which he stored on the first floor and

he lived on the second floor. It might not have been a truly residential account and he probably shouldn't have been in a residential neighborhood but he wasn't growing anything illegal. This pointed to one of our first lessons. No matter how much investigation you put into a lead from your desktop using map applications with street views and tax assessor field cards on line, there's nothing like good old fashioned field investigation. Things aren't always as they might appear. Another one of our residential leads with high daily consumption turned out to be a local orchard store known for their pies that was opened year round. Another residential lead with astronomical daily consumption turned out to be local senior housing where all of the units were on a single meter. I was fortunate enough to find this one with a search engine and didn't even need to hit the field. As I said you can do a lot from your desk but sometimes there's no replacement for good old field observation.

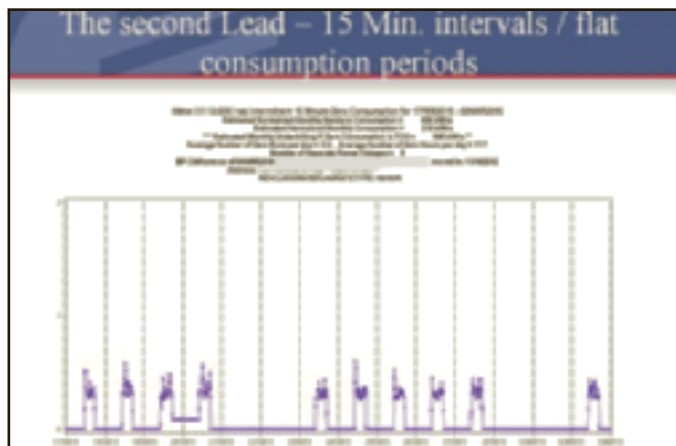
Our next report looked at load side voltage detected after a disconnection. The thought was we'd be a little proactive and catch the people who reconnected themselves after a collection disconnect. Unfortunately what we really found was back feed caused by second party theft (jumpers from one breaker panel to another). While it certainly not safe it also was not theft. The joke was on them though because when they finally paid their bill the AMI meter with remote connect and reconnect capabilities wouldn't automatically reconnect because it sensed back feed. We also identified some accounts where the customer had actually been legitimately reconnected but the meter status still appeared as disconnected. It proved to be a good proactive tool as long as we were able to address and correct the problems.

Our next report used data from a local tax assessor's website for a town in our

service territory. The thought was that the physical plant and average consumption for a particular sized house should be comparable. Increased load for seasonal items like heat and central air could be expected but the results were disappointing. We had a lot of false positives such as foreclosures and abandoned in ground pools and little used air conditioners (picture). The problem with the false positives is that it entails wasted field investigation time. On the upside, the analyst is able to use the information gathered so that he can generate better leads moving forward.



The last report featured 15 minute interval spikes in consumption followed by periods of flat consumption (picture)



The primary prospect looked like a possible hit but what later was revealed is that the house was under renovation and as workman often do they would spend a period of time there and then move on to another project. This went on for days at a time (picture).



The real lesson learned is that two way communications have changed how we do our jobs because it's that important. It's vital that we bring our findings back to the analysts that generate our leads. This two way communication helps them to better understand our specific business requirements and then use that understanding to create filters that will generate better leads. No matter what the data initially tells you, there's nothing to compare with the human mind and the talent of your analysts and your investigative team.

SCRPA / SURPA Combining

In order to better the members of our associations, the South Central Revenue Protection Association, and the Southeastern Revenue Protection Association have decided to merge into a NEW organization, the Southern States Revenue Protection Association (SSRPA).

The boards of SCRPA and SURPA are currently working out the final details regarding bylaws and structure.

It is our sincere hope that the new group will allow utility partners and Law-Enforcement from across the fourteen southern States to better serve our rate paying customers, and investors, and the communities we so dearly love.

We will incorporate the best practices and safest procedures to partner with law-enforcement, and fellow Utility Professionals to create a cohesive program that allows all of us to shine.

SSRPA / IURPA Joint Conference 2017

June 12 – 16, 2017
Imperial Palace Spa and Casino
Biloxi, MS

The newly formed SSRPA (formerly SCRPA/SURPA) will be hosting the 2017 joint conference with IURPA this coming June. The topics for the conference are currently being arranged to facilitate the completion of Level II Certification for attendees as Utility Theft Investigators.

Topics will include:

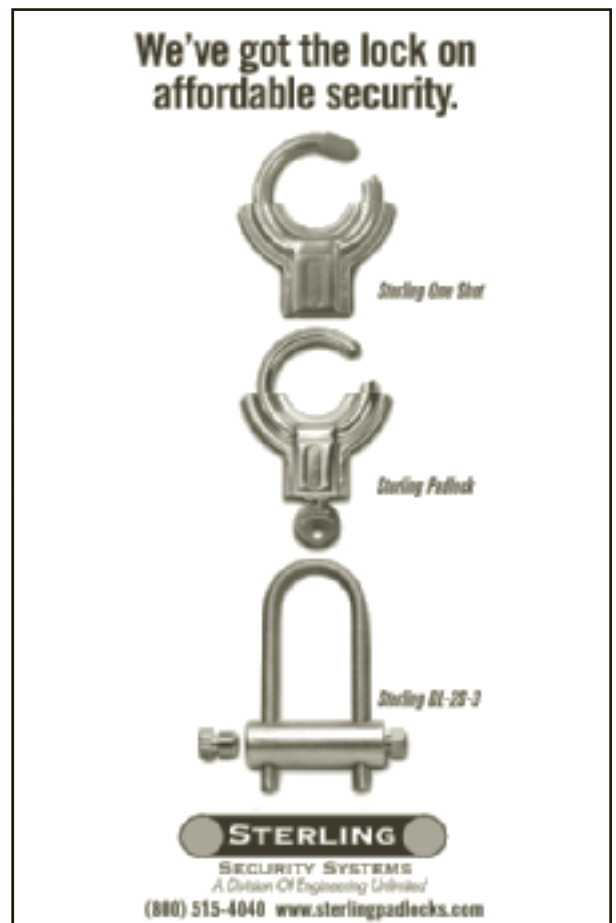
- De-escalation strategies
- Conflict Management
- Dealing with difficult people
- Advanced Investigative techniques
- Interview and interrogation techniques
- Credit and Collections- From bad Debt to Bad Customer
- Court Appearance and Testimony (Including Mock Trial)
- International topics provided by IURPA

Who should attend? Utility Theft Investigators, Law- Enforcement Officers, Credit and Collections Professionals, Internal Auditors, Fraud Investigators, and members of the Utility Community. Please set aside time now to attend!

Sincerely;

Samuel E. Causey Jr.
President, SCRPA

Rick Woods
President, SURPA



CONFERENCE ALTERNATIVES FOR META

By Paul Unruh, META President

With Utility budgets tight and every travel dollar under the financial microscope, attendance at a regional multi-day revenue protection conference has been a touch and go task for the Midwest Energy Theft Association (META). In years when it's META's turn to host the IURPA conference, attendance has been good. But the off years have been a real struggle.



Paul Unruh
Exelon Corporation

In an attempt to be more appealing to the budget and to the attendees, META has tried a different approach...the one-day conference. In past years, in December, META attended a one-day meeting in the Chicago area. This meeting was started about 30 years ago by a group of a group of Revenue Protection professionals from several Illinois and Northern Indiana utilities along with lock vendor Inner-Tite. The meeting grew larger each year and began to draw attendance from Detroit, Milwaukee and St. Louis plus places in between. It was logical for META to assume the organization of this meeting and in December 2015 it became a META sponsored event. The meeting agenda is open-ended, with suggested topics to promote dialog but no limitation to revenue protection issues that can be discussed.

Attendance at the December meeting ranged from 20 to 30 people each year. The meeting was held at a local hotel and the cost was under \$75, which covered food and room rental. The low cost fit the tight budget well and most attendees were able to drive to the meeting, thus solving the airfare issue. But two things were missing. First, the vendors who are so generous in their support of revenue protection and second, attendance from some of the farther reaches of the Midwest was very sparse.

So, META began inviting vendors to attend the December meeting. The vendors were asked to not bring their displays, but to attend to "talk shop". This approach proved very successful. The vendors added much to the overall discussion, still got time with existing customers and met some new prospective clients as well. And, they didn't have to ship their wares to the conference site or try to get them through airport security!

Finally, META addressed the far reaches of the Midwest attendance by holding a second one-day meeting in Kansas City in June. The agenda mirrored

the December conference and was hosted by Kansas City Power and Light (KCPL). The KC meeting was attended by 20 revenue protection professionals from Missouri and Kansas. META plans to make this second one-day conference an annual event in the Missouri area and will discuss vendor participation at this meeting as well.

The end result for META is encouraging. We reached 50 attendees, promoting interest in META and IURPA. This is a vast improvement from our last three efforts to organize a multi-day regional conference (other than IURPA in 2015). Each of those three efforts ended up being cancelled due to lack of attendance.

So, if you're budget is tight and you want to drive to the Chicago area or to Missouri, plan on attending one of META's one-day conferences. Watch your email (if you're on the META mailing list), META's website www.mwrpa.com or IURPA's website www.IURPA.org for details. An announcement regarding the December META meeting will be posted soon.

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WSUTA ON THE RISE

By Steve Sprague, Supervisor Revenue Protection, Portland General Electric, IURPA Board, WSUTA Advisory Board

This year, as we prepare for the 29th year of WSUTA, and our conference being held October 3-6, 2016, in Long Beach aboard the Queen Mary, it gave me pause to reflect. I reflect upon where we are, where we have come from, and where we are headed in the future of Revenue Protection. I firmly believe, now more than ever, Revenue Protection is absolutely critical to the success and safety of every utility, whether you are completely deployed in the smart meter world, part way there or still dealing with mechanical meters. All utilities are changing, and we must not only change with them, but we must continue to show why Revenue Protection should not only be a consideration, but a requirement to move forward with the new technology. As utilities invest and make the leap, now more than ever, we must safeguard employees and customers. We also need to continue to protect the cash registers, which are the meters connected to our customers' homes and businesses. We must not only stay strong with our regional revenue protection conferences, but we must infiltrate the smart meter and smart grid conferences to show where and how revenue protection fits. We need to make sure that utilities realize as you lose the eyes in the field you must find ways to replace them. The revenue protection groups are the ones who make that happen.

I have helped several utilities start revenue protection departments, trained at other utilities, presented at conferences, and served on the WSUTA board, WSUTA Advisory board and IURPA board. I have recently provided certification training at one of our regional conferences so members are now recognized to be Advanced Revenue Protection certified. I bring this up not to draw attention to myself but to make a point. We must all step out to make sure revenue protection is not only strong within our own utilities, but to insure it is strong within our regions and across the country. I believe we must be united and stay out front so all utilities understand it's not only the smart thing to do but the right thing to do. Any utility without a revenue protection unit is not only leaving their customers vulnerable but potentially putting their employee's at risk. We are responsible for the communities and service territories we serve. It makes me proud to be part of revenue protection. How often do people get to have a job where they can help customers, employees, and also see the financial benefit of those efforts.

That brings me back to WSUTA. It wasn't too many years ago we almost had to cancel a conference because we ran into some problems. We had some



Steve Sprague
Portland
General Electric

people on the board who had over committed themselves and were unable to give the conference the attention it needed. At the last second there a group of us who put together an emergency conference call and asked, "What can we do to rescue this year's conference and the future of our organization". We knew only too well, to miss a conference could start a downward spiral and make it tough to start up again. What we did next has helped transform WSUTA from a conference that is surviving year to year, to a conference that is growing and stronger than ever. Here is how we did it. We contacted past Presidents of WSUTA and got them involved. We recognized we are all busy at our day to day jobs. We needed to create some kind of help and protection to make sure, if our current board members got overwhelmed or couldn't continue, we would have a plan in place. We needed to ensure we wouldn't fall behind or have to cancel a conference. We formed a Board made up of past WSUTA Presidents and called it the Advisory Board. Each member of that board would be on all conference calls for planning and decision making. Each Advisory Board member had a supporting role for one of the active board members. Now we had two boards working together to share past experiences and to divide the workload. Not only did this improve the current board, but it also encouraged new people to join the board, because they knew the support and backup was in place to ensure success. Next we rewrote and refined the bylaws to support our organization. We then created a fantastic website to support our group, provide information, resources, and people willing to help, with any case or situation where needed. After that we took steps to simplify the registration process so people could now pay with credit cards to speed payments and to make it easier for utilities to get information. Recognizing we couldn't continue to do what we do, without dedicated individuals stepping up, we created awards to recognize individuals and utilities who support our cause and play a key role in our success each year. These, and other steps we have taken, have allowed us to grow each year and to ensure we have a vehicle to make sure everyone knows just how important revenue protection is to the utilities, and to the customers across our country as well as the world. I would encourage all the regional conferences to not only look at some of these things WSUTA has done, but to reach out to other conferences, and to partner with IURPA to make sure we are all successful. With bench marking, automated metering and all the other changes coming our way we can't just sit and be satisfied. We need to stay a couple steps in front to ensure revenue protection is not a luxury, but a necessity, to all utilities in the future.

2017 NC/SCRPC Conference

We are excited to announce the **2017 North Carolina South Carolina Revenue Protection Conference** to be held at *Myrtle Beach Marriott Resort & Spa at Grande Dunes*

February 20th, 21st, 22nd & 23rd, 2017.
Registration Fee \$250 and Room Rate is \$105 a night

Speakers will cover many aspects of the Revenue Protection business and how it relates to **AMI and SAFETY** from managing AMI Data, communication styles, self-protection, technology and situational awareness as well as covering many aspects of creating and maintaining a successful Revenue Protection Program. Presentations will cover topics related to understanding all the metering technologies to conducting a proper field investigation and everything in between.

We are also offering a hospitality suite for extended opportunities for networking with experts in your field.

This year's agenda includes presentations on the following topics.

Motivational – *Mecklenburg County Sheriff's Office - Sheriff Carmichael*

Communication and Organizational Skills - *SCANA*

Court Procedures – *Aiken County S.C. - Judge Sullivan*

Chain of Evidence – *Wake County, N. C.*

AMI Best Practices - *Itron*

- What data is offered with an AMI Meter?
- How to overcome the challenge of managing the data.
- Common algorithms used to detect theft and incorrect metering conditions.

E-Courts and Networking with Law Enforcement – *Piedmont Natural Gas*

- Court Processes
- How the E-Court System Works?
- Benefits of Networking with Law Enforcements.

Situational Awareness - *SCANA*

- What is it?
- Different Levels of Situational Awareness. Where do you need to always be?
- How can I develop and keep it?

Field Situational Awareness – *Aiken County S.C.*

- What to look for related to gang and drug activity
- Booby traps commonly used – They can be deadly!

AMI – *Business Case to Implementation - Chicago Illinois - ComEd*

- How ComEd is Utilizing AMI Data
- Corporate Structure related to managing the enormous amount of AMI Data
- Changes in field process and procedures as a result of AMI.

AMI and Tri-county Electric - *Tri-County Electric Co-Op*

- Lessons learned post implementation
- Benefits to our customers and field personnel
- Benefits of the Remote Disconnect
- Benefits of the pre-paid metering option.

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IURPA • 26 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-four 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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