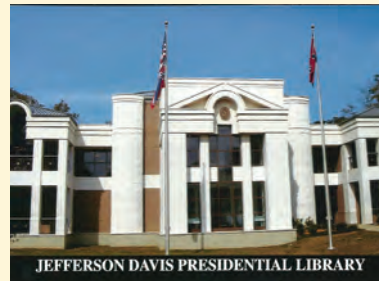




Volume 27 Issue 1

Spring 2017

SURPA – SCRPA – IURPA – Joint Conference
 June 12th – June 16th – Biloxi, Mississippi



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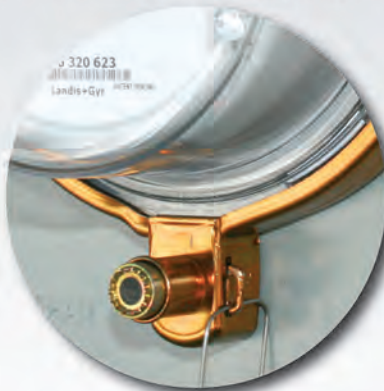
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From the Chairperson

The week of February 20th the North Carolina/South Carolina Revenue Protection Association held their yearly conference. This was held at the Myrtle Beach Marriott Resort & Spa at Grande Dunes. What a great location. Over seventy attendees not counting the thirteen vendors.

I want to thank Randy Howe and his council team for doing a great job in having a very professional, informative and friendly conference. Having worked on these type conferences previously I know all about the hard work, conference calls, action items, details, coordinating, getting presentations, making up the agenda, communicating with the vendors, the list is endless.

To be specific this team did the big things that are needed but the little things make me remember the extra effort from the team. At registration you got your name tag along with folder with the association's logo, and inside it is the agenda, tickets, pen, note paper. Again the little things.

I want to say to Randy and his team: Charlene Anderson, Carl Campbell, Phil Clark, Tony Clark, Jose Estela, Debbie Hauliska, Jason Parker, Gina Peterson, Ben Plexico, Chris Smoak and Steve Helzner are a great team and it was evident in the conference.

Networking is a key for all attendees at these conferences, you meet so many people but the bottom line is all about Revenue Protection. Here's a good example. At the NC/SC conference I had the privilege of sitting next to Walk Latham from Duke Progress, Revenue Assurance 38 years in the utility business and 17 in Revenue Protection.



John Kratzinger
IURPA Chairperson

Networking is a key for all attendees at these conferences, you meet so many people but the bottom line is all about Revenue Protection.

As we talked about our experiences in Revenue Protection Walt shared with me his thoughts on Revenue Protection work: 1. It's about safety; 2. Protecting and keeping our equipment safe and 3. Stopping the electric theft. It is that simple. Thanks Walt.

Our vendors continue to support our efforts in the utility theft issues. The various devices, equipment, systems and FR clothing displays are professional done and the folks manning the vendor stations are professional.

When anyone attends these conferences I urge all of us to visit each vendor thank them for their participation and ask them what is new and what is your latest need for your field technicians. Without their support our efforts of having the conferences would be impossible.

Speaking of conferences the SCRPA/SURPA/IURPA conference will be held at the Imperial Palace Casino in Biloxi, Mississippi. Conference dates are June 12th - 16th. Looking forward to seeing many of you there.

The NURPA conference will be held this year at the Hilton Garden Inn, Shelton, CT. Sept 12, 13 and 14. Agenda is coming together and we have another opportunity to network with each other.

All the conferences that I have attended in the past few years one topic "safety" is always talked about, safety of the worker, awareness, hazard recognition, situational awareness, gangs, working alone, etc. Revenue Protection work is hard and difficult work, we have unsafe conditions with wiring or equipment and we have a customer(s) who usually are not friendly or cooperative. What to do?

Managers, supervisors and foremen protecting your work force are the most important responsibility we have. This can mean education on equipment and wiring and also soft skills in dealing with hostile customers. What do you do as a single worker? Do you have a plan in place if things go wrong or could go wrong? Do you have an escape plan? Do you carry your cell phone with you at all times? How do you carry yourself in the field, confident or hesitant when approaching the property?

A lot of good questions, coming back from NC/SC conference the safety speaker was Sherriff Carmichael who presented the audience with these same questions. His comments were this, "what is your plan"? Having a plan is the difference between an altercation and safely out of the area. Communication is always part of the plan. How well we do this helps the next person going to that property.

Remember for all Revenue Protection investigators, "What is your plan"?

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OPERATION DUXFORD

By Mike Wilkinson, Vice Chairman, UKRPA

On the 21st November 2016, Operation Duxford started at 08.30am with the Chief Constable of South Yorkshire, in England addressing upwards of 200 Police, Border Control, Immigration, Housing Officers, Inland Revenue, Local Housing and Utility companies.



Mike Wilkinson
UKRPA

The operation was set up to target 4 main areas of Sheffield in detecting:

Drug dealing, People trafficking, Begging, Motoring offences, Energy theft.

The utility companies were focused in an area which is mainly housing for immigrants, in poor standard of accommodation and ongoing issues of energy theft.



Four members of the UKRPA sent teams of Revenue Officers on what was a very rainy day. The strategy was to target properties which had a history of either confirmed energy theft or issues with the security of the metering installation, and in some cases, serious safety issues on the electricity and gas installations had been found. Whilst this operation was to locate energy theft it was also to educate the occupants of the dangers of their actions, which can also impact the neighbourhood.

In the region of 50 properties were targeted, and out of them 28 occupants gave access to their properties. Resulting in 15 instances of either gas or electricity meters having been tampered (30%) to give free energy.

Only 1 gas supply was left de-energised due to the dangerous nature of the interference, and the others had the effected meters exchanged and left in safe working order.

The operation was a huge success, supported by multiple agencies working in partnership, to ensure that the local community was briefed on

the dangers of interfering with gas and electricity. The Police and Local Authority gained valuable knowledge of how to identify energy theft and what to do and who to contact to get any issues rectified.

Its success means that another 'day of action' will be undertaken in the near future and other Police Authorities in the United Kingdom will be approached to promote the benefits of a multi-agency approach.

REVENUE PROTECTION RETURN ON INVESTMENTS

EDITED By Randy Howe, SCANA

What exactly is return on your investment in the Revenue Protection

Industry? Is it your return on the dollar recovered versus the dollar spent? Is it the new revenue streams created by new accounts created from turning your bad customers into a good customers which now receives a bill every month? Is it the reduction of potential liability to your company by Identifying, correcting, and preventing very dangerous safety risks? Is it the prevention of future losses by removing the theft and securing the base? Is it creating a deterrent for the bad guy? Is it creating a presence and understanding for our good customers, that we take the losses seriously and don't want to just pass the losses on to them? Is it educating our regulatory staff theft is a real issue that needs to be addressed by all utility companies?

The fact is, it's all of the above and not one is more important than the other.

There seems to be little consistency in the reporting structure under which Revenue Protection Departments fall in their organizations. Some report to safety, some report to security, some report to customer service and others just include the revenue protection responsibilities as part of the service operations responsibility. Whatever the case, taking the time to capture all aspects of value the revenue protection effort brings to your company is typically an eye opener and time well spent.



Randy Howe
President, SCANA

CHEAP ELECTRICITY - EXPENSIVE COSTS

Written By Shay Cohen, Israel Electric Revenue Protection Manager

Edited and Translated By Itzick Michaeli, Former IEC RP manager

Last July, the Customers Accounts Department of the Israel Electric Corporation (IEC) at the Jerusalem District, reported a suspicion of theft that rose due to data mismatching between primary and check meters, installed at the premises of a furniture manufacturing company.



Itzick Michaeli
Israel Electric (Retired)

Jerusalem District meters technicians, inspected the metering system and confirmed that an electricity theft bypass was executed at the premises, and also at an additional metering system of the company, in nearby premises.

Following the IEC Revenue Protection code of practice, The Jerusalem RP unit used the state of the art computerized system, that was developed in house, which allows identification of varied relationships between the customer, suspected of stealing electricity, to other places of consumption of the same furniture company, who operates in two other cities in Southern part of Israel.

RP investigators and meter technicians of the IEC Southern District, visited the places of consumption and confirmed two cases of electricity theft. In addition, by extending the scanning of the computerized system, they identified and checked other places related to this commercial customer and exposed three more cases of electricity theft at private homes of the company owners, and one more theft case at the home of a relative of one of the owners.

At this point, the IEC RP manager started coordinating all parties involved in the investigation, in order to obtain a comprehensive and determined rolling investigation.

Altogether, four cases of electricity thefts were exposed at the furniture company premises, and four more cases at private homes of customers that are related to the company.

The theft method in all cases, with one exception, was similar – the input wire was inserted into the output wire port at the terminal block.

The total theft amount was estimated at a quarter of a million US Dollars !

The Jerusalem District RP manager filed a

complaint with the Israeli Police in respect of all the exposed electricity thefts.

The customers were summoned for a joint meeting with both RP units of the Jerusalem and Southern districts, that led to a full and final payment settlement in respect of all the thefts.

The success of the joint operations, reflects the determination and professionalism of IEC Revenue Protection personnel, and the efficient cooperation between the RP units of the various districts, the Metering Unit, The Customers Accounts departments, the Internal Security Unit and IEC RP manager at the Marketing Division headquarters.



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WSUTA
OFFICERS

FORMULATING A SMART APPROACH TO REVENUE RECOVERY

Written By Samuel Causey Jr., President SCRPA

Each year, Utility Companies write off millions of dollars in lost revenue. This loss is due to tampering, theft, fraud, and the ensuing loss of reliability. As Industry leaders, it is time that we take a proactive approach to stop this loss and recover the funds.



Samuel Causey Jr.
President, SCRPA

The best way we can accomplish this by the judicious use of data analytics, proven investigative methods, proactive partnerships, and utilizing a SMART approach to revenue recovery.



In 2015 one major utility reported loss of \$625,226.93 due to bad checks and fraudulent monetary transactions. Additionally, the same Company lost more than \$10,000,000.00 potential revenue due to tampering and illegal connections to the grid.

How can we fight this?

By taking a common sense SMART approach to Revenue Recovery!



Safety, always our utmost concern:

Each investigation usually results in the removal of an unsafe condition that potentially endangers our personnel, the public, and those who illegally access our system.

By actively pursuing those who illegally access our system, we protect our most valuable asset, our people.

Statistically, persons who perpetuate fraud and theft are involved in more serious crimes. By developing data analytics to aid in the detection of fraudulent use and illegal access we can focus our efforts directly on the problem, and leverage our expertise to increase revenue while diminishing loss.

Trained investigative personnel intervening in these dangerous situations adds to the safety of our field personnel, reduce liability, and stop risks present in the field.

Monetary recovery, increasing our value:

By utilizing broad internal and external partnerships between utilities net a continued revenue stream from recovered lost cash.

One utility reported recovering over \$3,000,000.00 CASH from just one major metropolitan area by using a SMART approach to revenue recovery.

By adding data analytics to detect theft and increasing the case load with bad check and credit fraud, each utility can generate \$500,000.00 additional revenue per year. Ideally a program with 4-6 investigators should achieve a gross return minimum of \$1,500,000.00 in annual revenue recovery.

Analytical tracking of each revenue case for 12 calendar months will increase revenue received from the newly converted customer and reduce recidivism.

Accountability, we demonstrate our value:

Utility Companies are accountable to our rate paying customers, investors, public service oversight boards, and ourselves.

It is imperative that we hold those who illegally obtain our product, accountable by first attempting to

change their actions and then if necessary using the punitive measures afforded in criminal prosecution.

By the use of analytics combined with the proven investigative techniques, we will demonstrate the highest level of service to our customers and encourage the members of our industry to follow our example.

By utilizing a SMART approach to revenue recovery, utilities have already experienced cash recovery over three times the national average. (* National average for collections is 23%, one utility uses the SMART approach to revenue recovery and reported net gains in excess of 80% per year for identified cases.)

Reliability, if our system fails, we fail:

By proactively investigating reported incidents of tampering, we ensure the reliability of our system.

The use of data analytics to look for anomalies will help prevent outages due to faulty or damaged equipment due to illegal access or tampering.

If we should by-pass this important facet, we lose customer trust and loyalty, create obstacles for ourselves, and deliver poor service.

No illicit connection is safe nor is there any illegal condition that gives us the impetuous to act with disregard for the protection of our grid

Teamwork, we is better than me:

Revenue Protection Investigators generally make up a small percentage of the Utility Company personnel and as lone operators must develop partnerships and liaison with internal and external partners to safely and efficiently perform their investigative tasks.

By educating public safety agencies, government housing, private landlords, municipal inspectors, judicial officials, district attorneys, and law-enforcement entities, we can better serve the communities we serve.

Consider how your utility can make a transition to utilizing a SMART approach to revenue recovery, and maximize your investigative units ability to serve your customers and companies best interest.



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TRANSITIONING A SINGLE UTILITY TO AN ENERGY PROVIDER SUCCESS IN IDEAS

By Debbie Hauliska, Piedmont Natural Gas/Duke Energy

Many utilities have main goals when it comes to utility theft. Some may have their main goal that return on investment is most important, some their main goal is safety, some may be reduce the number of theft occurrences, and some may not have a main goal, just realize that utility theft is an issue. Many utilities report through different organizations within their company. Our group has reported through customer service, safety, and corporate security and was moved around within a short period of time. Some may say we have been tossed around like a rag doll and nobody wanted us. I feel that utility theft is so important to all of these areas and they were all fighting to have us within their organization. How many of you have been in multiple areas of the company, like we don't have an exact spot? I have not seen any consistencies across the industry. No matter what your main goal is as a utility or what organization you fall under, utility theft is a huge problem across our industry.



Debbie Hauliska
Piedmont Natural Gas/
Duke Energy

As a Piedmont Natural Gas employee, we have now merged with the energy giant, Duke Energy. As all of you who have been through a merger, we were anxious where we fall now? What are their main goals? We have worked together and discussed goals and we are both learning from each other's strengths. Piedmont has been extremely successful with finding missing meters with our mobile collectors and building relationships with local law enforcement, Duke has been extremely successful with analytics and return on investment.

We are learning from one another, teaching each other the electric and the gas business. While out identifying your own utility theft, we all need to assist each other. Our Piedmont employees have been identifying multiple cases of electric theft. No matter what the main goal is, it takes all of us to assist in the problem of utility theft. Whether you are a small cooperative, a larger electric, water, or gas utility, whether your main goal is the money, safety, number of cases, we all have the same goal.

We all need to learn by each other, assist each other, and find best practices across the industry. Success is keeping our customers, employees, and communities safe. Success is return on our investment and reducing the number of theft cases. Success is training each other identifying other utility theft, training our employees, and building those relationships with law enforcement. Success is learning from analytics with AMI and AMR, with the lack of physical inspections. Success is all of the above. It takes all of us, with all of our ideas, no matter what organization you report under, we all have the same common goal! It takes all of these to be successful!

NC/SCRPC CONFERENCE - A SUCCESSFUL MEETING!

EDITED BY Randy Howe, President NCSRPC

The North Carolina / South Carolina Revenue Protection council just held the 2017 Conference in Myrtle Beach South Carolina in February. We were blessed with some beautiful weather for this time of year, with temperatures in the 70's. With the ideal temperature, backdrop of the beautiful Atlantic Ocean and Sandy Beaches, we were afraid to have breaks in fear no one would return. Thankfully I can report, we had a great group of attendees that were very attentive, eager to network and learn what's going on in the industry. I think we may need to tip our hats to the dynamic and informative speakers that filled the agenda to keep them coming back. The agenda included a heavy emphasis on AMI, Data Analytics, Personal Safety and Awareness. Great job top all!



Randy Howe
President, SCANA

We had a great turn out with attendance significantly up from previous years. Maybe with more and more companies rolling out AMI Systems and understanding benefits it can provide, Revenue Protection Programs are getting more attention. We, as an industry, need to capitalize on this and continue to work together to promote the value we bring to our organizations. I would like to thank Duke Energy, and others, for their heavy support providing speakers, attendees and board members to assist in the effort.

We were also fortunate to have John Kratzinger from PECO and Exelon Company, who is currently serving as IURPA chairman in attendance. He was gracious enough to share with the group some insight from the international perspective. Much appreciated as well.

Thanks to all that attended and assists to pull off another successful year. Hopefully, for those who were unable to attend, you will get the opportunity to attend one of the other regional group conferences to gain additional knowledge of the new life that is being pumped back into the Revenue Projection industry through AMI and Data analytics!



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MIDWEST ENERGY THEFT ASSOCIATION HAPPENINGS

By Paul Unruh

The Midwest Energy Theft Association (META) held its winter meeting in Oak Brook, Illinois on December 8, 2016. The meeting was hosted by ComEd in the auditorium at ComEd's Commercial Center.



Paul Unruh

In keeping with META's strategy of holding one day meetings rather than multi-day conferences, the December 8th meeting was attended by 31 revenue protection professionals from ComEd, NICOR, People's Gas, We Energies, Ameren Illinois, Ameren Missouri, DTE, NIPSCO, Consumers Energy, NPL, and Citizens Energy Group. In addition, vendors from Brooks, Inner-Tite, Highfield Manufacturing, Awesense, Power Solutions, Silver Springs Network and A.Y. McDonald Mfg. Co. also attended. This is a day to "talk shop"...no vendor booths or displays are set up. Rather, all attendees are engaged in discussing best practices and ideas on how to better Revenue Protection.

Agenda topics included what Metrics are measured by each utility, Data Analytics, Organization structure (including the dividing line between Revenue Protection and Field & Meter Services), the EPRI Revenue Protection manual project, and Remote connect and disconnect concerns (for utilities with AMI). Each utility gave an overview of work processes at their respective companies, giving all in attendance the chance to learn from each other.

Coupled with the June, 2016 META meeting in Kansas City, META had over 50 people attend our meetings in 2016. Given where the META group was just a few years ago, this is a HUGE improvement: perhaps enough to consider trying a multi-day regional conference again?

Future conference decisions will be made by a new META Board. During the December 8th meeting, it was announced that Paul Unruh would be succeeded as META President by Dan Stevens. Dan is a Project Manager in Security/Asset Protection with NPL. Chris Smith, a Senior Revenue Protection Investigator from We Energies is now the Vice-President of META. Dan and Chris are currently looking to fill out the two open spots on the META Board (Secretary and Treasurer). In addition, META is excited to announce that Jim Esbook from WE - Energy Group, has agreed to become the first ever Webmaster. Jim will oversee the growth and content of META's website WWW.MWRPA.org.

In closing, I would like to thank META members for



The META Team at the December 8, 2016 meeting

their support during my five years as META President. I also send a big thank you to the META Board for their hard work. Dan Stevens, Chris Smith, Nan Vacos along with former META Presidents Kurt Roussell and Jeff Meyer...we made a good team. We brought META from the brink of extinction to successfully hosting the 2015 META/IURPA conference and to its current state today. I look forward to contributing to the Board in an advisory position. And a final shout-out to Rich Brennen from Inner-Tite - THANK YOU for everything!



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META
OFFICERS



IURPA, SCRPA, SURPA, CONFERENCE ANNOUNCEMENT

S.S.R.P.A. is:

- Investigators from:
- Alabama
- Arkansas
- Florida
- Georgia
- Kentucky
- Louisiana
- Mississippi
- Missouri
- North Carolina
- South Carolina
- Tennessee
- Texas
- Tennessee
- Virginia

S.S.R.P.A. is:

- Utility Theft Investigators across South Eastern United States
- Promoting Safety, and unified best practices
- Empowering members to educate others to better investigate and eradicate utility theft

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.

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.

The new organization is proud to [announce the](#) 2017 conference in conjunction with the International Utilities Revenue Protection Association.

This conference is open to Utility Theft Investigators, Law- Enforcement Officers, Credit and Collections Professionals, Internal Auditors, Fraud Investigators, and members of the Utility Community.

The 2017 Conference will be held at the IP Spa and Casino in Biloxi Mississippi.

www.IPBiloxi.com



Utility Theft Conference

JUNE 12- 16, 2017

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SSRPA

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**

Please set aside time now to attend!

Sincerely;

Samuel E. Causey Jr.

President, SCRPA

Rick Woods

President, SURPA



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2017 NURPA FALL CONFERENCE & TRAINING SEMINAR

Date: September 12, 13 & 14

Location: Hilton Garden Inn,

25 Old Stratford Road, Shelton, CT, 203-447-1000

Room Rate: \$129 per night before August 1st - Upon availability after August 1st

Registration: \$200 - Meal Package is included.

Registration will be on Tuesday, Sept. 12th from 1:00 – 4:00.

Vendor Reception on Tuesday from 4:30 – 5:30

Conference begins at 9:00 on Wednesday.

Please note that we can no longer wait for last minute registrations. The hotel is reserving space that would otherwise be rented. To avoid penalty fees, we **MUST** have conference registrations AND hotel registrations completed by August 1st.

Please make room reservations directly to the Hilton Garden Inn.

******PLEASE MENTION “NURPA” AT THE TIME OF REGISTRATION**

TO ENSURE ROOM AVAILABILITY****

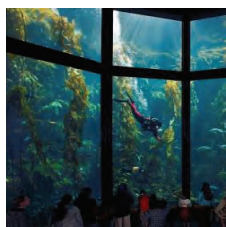
A formal agenda and registration form will be available in the “NURPA” section of the IURPA website under the Conference tab.

Please go to <http://www.iurpa.org/announce.htm> for information.



NURPA

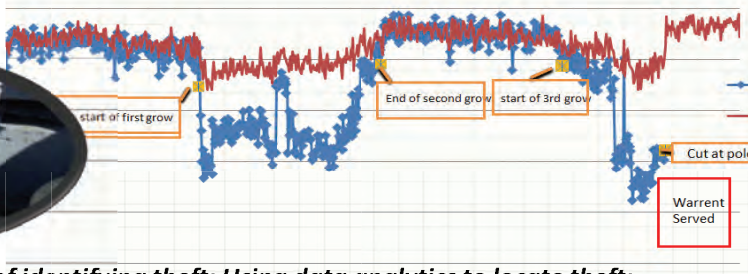
Northeast Utilities Revenue Protection Association



WSUTA IS CELEBRATING 30 YEARS

WSUTA is committed to bringing public and private utility companies, together from the Western United States, to identify measures and to protect our companies from revenue losses associated with the theft of utility service. Electricity, Gas, and Water theft, impacts customers, utilities and available resources. Theft of energy is a crime and can result in financial loss, property loss, injury, or even death. A proactive effort to locate, stop, recover and prevent this type of theft is in everyone's best interest. WSUTA is happy to announce we are going to the beach at beautiful Monterey, California, for our annual conference scheduled for October 3-5, 2017. The conference will give your organization new and better tools to increase the success of your revenue protection departments. Networking with others in the industry with the common purpose to ultimately keep everyone safe and productive, as well as developing innovative ways to locate, stop and prevent utility theft, is time and money well spent.

See you In Monterey!



Topics included: Methods of identifying theft; Using data analytics to locate theft; Marijuana growing trends; Laws and prosecution; Vendor Presentations; Benchmarking Networking towards common goals, Safety in the field, Credit and Collections



Oct 3, 4 & 5th 2017 Monterey Calif.

\$375.00 registration

2 1/2 day conference

WWW.WSUTA.ORG



PARTNERING WITH UTILITY COMPANIES

Providing cost effective, electric, gas and water product solutions for every application

With over 80 years of experience, Highfield Manufacturing Company partners with utility companies by providing a cost-effective, high-quality product that can withstand the harshest of environmental conditions. Each product is designed to offer an additional robust barrier against vandals and thieves, not only deterring them but often stopping them all together. By locking your electric, gas and water meter products with a Highfield solution, you protect the environment, your community and your bottom line.



ELECTRIC UTILITY

Our electric security products include:

- Barrel locks and keys
- Ring-type meter enclosures
- Ringless-type meter enclosures
- Standalone and Gang enclosure meter sets



GAS UTILITY

Our gas security products include:

- Barrel locks and keys
- Lock seal assemblies
- Padlocks
- Meter valve guards
- Meter union guards and clamps



WATER UTILITY

Our water security products include:

- Barrel locks and keys
- Standard lock plugs and caps
- High security lock plugs and caps
- Water valve guards



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IURPA • 27 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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