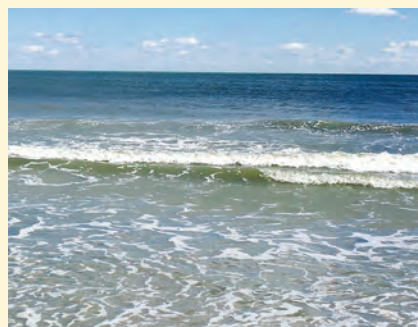




Volume 27 Issue 2

Fall 2017

2018 NCSCRPA / IURPA Joint Conference
February 20th, 21st & 22nd, 2018
Myrtle Beach Marriott Resort & Spa at Grande Dunes



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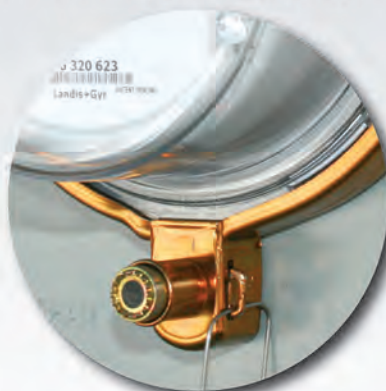
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From the Chairperson

As my two years as IURPA Chairman come to a close I want to share with you that I have traveled to other conferences, helped with conference agendas and had a chance to talk to many members of the Revenue Protection workforce.

In 2016 I traveled to United Kingdom for the UKRPA (United Kingdom Revenue Protection Association) conference, this was held in Birmingham, England. I had the pleasure of presenting to the members of UKRPA representing England, Scotland, Wales, Ireland and Northland Ireland, what type of Rev Pro issues we have in the United States.

September 2016 saw the IURPA conference hosted by NURPA in Philadelphia. Great conference, over 100 attendees, solid agenda items from water, gas and electric utilities. One of the highlights was an after hour's bus tour of Philadelphia that took in the waterfront, Old City, Liberty Bell, National Constitution Center then onto to famous steps of the Art Museum (where the NFL Draft was held this year) and Rocky ran up the steps. Of course all on the bus had pictures with the Rocky Balboa statue next to the Art Museum.

In 2017 traveled to the NC/SC conference in



John Kratzinger
IURPA Chairperson

I want to challenge everyone to think about our conferences and what makes them so important to members of the Revenue Protection teams.

February, this is a great place for any type of conference, more on this later.

June I was in Biloxi, Mississippi for the first combined conference of the Florida and Southern States. This was also the location for the 2017 IURPA conference.

This merger was between the, the South Central Revenue Protection Association, and the Southeastern Revenue Protection Association, now called, the Southern States Revenue Protection Association (SSRPA).

The boards of SCRPA and SURPA have worked out details regarding bylaws and structure.

This new association 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. These states are: Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, Texas, Tennessee and Virginia.

I wish this new organization's board of directors of SSRPA good luck in this endeavor.

Conferences: I want to challenge everyone to think about our conferences and what makes them so important to members of the Revenue Protection teams.

Sharing knowledge that you may do something those other teams could try to help stop, prevent or arrest a person stealing water, gas or electric. Or you could be re-enforcing what your team is doing is a solid approach.

Presentations – Do we get presentation to just fill the agenda or do we get relevant topics? Does your committee work hard on getting quality presentations, timely topics like analytics, field work, case studies, safety, new tools, new ideas or ways to use the new AMI metering system. Why is this important, many senior management people want to know why they are paying for you to travel to a conference? If you can show the senior management the agenda and that have items on it that can have impact on your company it will help you get to the conference. This is even more important if you're going to do a presentation for the conference.

ON THE INSIDE

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Marketing: Hard to believe but we as Revenue Protection Specialist need to sell ourselves. Don't ever assume that management knows what we do. We need to talk it up, demonstrate, explain cases, process, meters, systems and be excited about saving money for our good customer while investigating the bad customers who are tampering.

Walk into your managers/VP office with a copy of the IURPA newsletter, or bring in a piece of equipment that the customer has destroyed. How about a theft case ready to go to court with all the paper work completed and the pictures to support the court case. Anyone working in Revenue Protection should realize we are the experts and we need to share this knowledge with our organizations.

Pictures – pictures of tampering are worth a thousand words.

As you know, these conferences are invaluable in our efforts to reduce and eliminate utility theft. I want to encourage each of you to attend your local conferences and training seminars. The conferences provide a variety of topics in dealing with electric, gas and water theft. The conferences also provide an opportunity to network with members from related utilities. Ideally, if you can attend your local association, make an effort to attend an international conference.

During my time with IURPA/NURPA one thing has remained constant-our vendors. These companies have always reinforced our efforts in stopping utility theft. Without their support, our conferences would not happen. Our vendor's products are constantly evolving and providing new technologies and innovation to assist our company's fight to stop utility theft. As you look through the newsletter you will see their continued support in their advertisements.

I want to invite all Revenue Protection associates to the NS/SC Conference which will host their first IURPA conference in 2018 at the Myrtle Beach Marriott Resort and Spa at Grand Dunes, February 20-22.

Finally, Thank you for your support: in three areas; your support in membership to IURPA need to continue and we need to get more members; articles – we can never have enough articles for this newsletter, share your stories and success with the newsletters. Finally, vendors – they are key to our success. Thank them, talk to them and remember to ask them if you have a problem you'll be surprised at their expertise in getting you the right piece of equipment.

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KANSAS CITY BOARD OF PUBLIC UTILITIES (BPU) – WATER THEFT DETECTION

By Tina Sibley, BPU AMI System Coordinator

The Kansas City Board of Public Utilities (BPU) operates as a not-for-profit municipal utility, and is an administrative arm of the Unified Government of Wyandotte County, Kansas City, Kansas. It is self-governed, with an elected six-member board of directors. The purpose of the utility is to provide the highest-quality electric and water services at the lowest possible cost. The publicly owned utility currently serves electric and water customers in Wyandotte and Johnson Counties of Kansas, over approximately a 130 square mile area.

BPU is recognized as one of the top public utilities in the nation. It is one of only 83 (of the more than 2,000 municipal utilities) to receive the Reliable Public Power Provider (RP3) designation by the American Public Power Association, and one of only seven public utilities in the country to receive the "Gold" award for its water system from the American Water Works Association. Moreover, in 2010, BPU's water was voted the Best Tasting Water in Kansas among public utilities.

Beginning in 2009 BPU began the process to modernize the Utility's meter reading infrastructure with the implementation of Honeywell's Smart Grid. In total BPU deployed over 67,000 electric meters and 56,000 water meters. With this new technology, it allows the utility to collect daily reads, do remote connects and disconnects, detect and report water leaks, improve revenue protection, and reduce costs for the utility.



BPU uses daily data analytics to help detect leaks, back flows, unauthorized usage, theft, tampering and meter health issues. One report, that is generated daily, alerts the utility for any possible tampering or detecting load side voltage on electric meters that are currently in remote-disconnected status. The account and electric meter data is reviewed and a field ticket is created for further investigation.

The majority of investigations confirms an attempt at or confirms the diversion of service. Another report worked daily is the electric meters not read report. This report consists of both active and inactive accounts. During field investigations, the crews may find that meter has been removed, missing, damaged and/or diverted.



A few reports worked daily from the Water Department are called the Unauthorized Usage report and Meters Not Read report. The Unauthorized Usage report identifies accounts currently inactive or turned off because they are delinquent that show usage on the water meter. The Meters Not Read report displays meters that have not been read for 14 consecutive days. An investigation ticket is issued for a field visit to evaluate the situation. In many cases the water service is found on or meter is missing or removed. Water diversions are not as common as electric but are found in 1 of 10 diversions throughout the city. A few examples that have been processed recently include a meter found on when it should be off,



intentional damage to a curb stop, filling a meter box

with gravel or concrete, a meter removed and replaced with a pipe(nipple), opening the bypass valve on a commercial meter and a camouflaged water hydrant. Below are some examples of water diversions.

BPU's hydrant meters can be rented and obtained by a customer through the Water Department after the required deposit has been made. The customer can hook up this meter on



any hydrant in the county and is required to notify the office of monthly reads and yearly meter inspections. A few years ago, BPU was

called in regards to a water hydrant with suspicious activity. The local Police and Fire



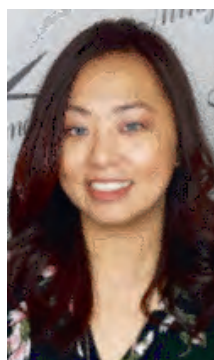
Departments were at a location one evening stating that a hydrant was “camouflaged” with branches on the side of the road. A hose found lying next to the hydrant ran under the street,



through a culvert, up past the customer’s home and into the pond in the backyard. After the water diversion and fees were processed on the account, the customer called and disputed the diversion charges. He insisted that his plans were to rent a hydrant meter and our rental

process was explained during that time. He continued to dispute and debate with the office Staff, but after providing the facts of estimated usage, diversion pictures and reports of the investigation, the customer paid the diversion fees. He is now renting a hydrant meter and being billed monthly for the consumption through the meter.

As a not for profit utility, BPU is very concerned with the rising cost of utility services. As such, BPU considers Revenue Protection integral in keeping our customer costs down. Consequently, BPU must continue to refine and modernize our Revenue Protection processes, tools and techniques. We will focus on growing the data analytics by refining the metrics on which we focus. Be it alarms, alerts, usage, other sensor data, or other events such as meter disconnect for non-pay, all play an important part in identifying theft of services. In the past BPU was able to use the field service staff to find most diversions, tomorrow we will use analytics.



About the author;
Tina Sibley recently celebrated 13 years with the Board of Public Utilities. I started my utility career in the Electric Operations Division as a Garage Clerk. Since then I have worked as a Storeroom office clerk, a meter reader and 5 years as Dispatcher in Electric Metering. With the

AMI project in full swing, I was then promoted to my current position as the AMI System Coordinator. My main job duties are to oversee the advanced meters, other AMI communication devices, the meter data, reports and troubleshooting. In 2016, I attended my first META conference in Kansas City, MO and since have been to Philadelphia, PA and Myrtle Beach, SC conferences. I had the privilege to visit John Kratzinger in Philadelphia and experienced the business operations of PECO’s Revenue Protection crews along with the internal operations. I’ve been so blessed to have been able to meet and network with such incredibly passionate professionals who share the same goals and ideas. I am now part of the META board as Secretary.

WSUTA CELEBRATING 30 YEARS!

By Steve Sprague

Portland General Electric

October 3, 2017 the WSUTA conference kicked off in Monterey Bay, California, the Embassy Suites Hotel was where the conference happened and it was located 3 blocks from the beach in a spectacular setting, just down the coast a short ways there was fine dining, golf, whale watching, the aquarium and many more fun things to do. The Embassy Suites was awesome providing free breakfast every morning with a wide assortment including a made to order omelet bar, the treats didn't stop there as the hotel offered a free happy hour every evening with drinks and appetizers which was a great way for friends and employees from different utilities a chance to sit down and get to know each other while comparing revenue protection stories and practices. As you all know if you have ever attended a conference before that as great as the speakers may be you often times learn even more from just networking with people from other utilities that do the same kind of work.

The conference this year was kicked off by Jeff Kauf from L.A. Dept. of Water & Power giving a presentation looking back on the past 30 years of WSUTA and the great people that have made it happen, this was the 30 year anniversary of the Western States Utility Theft Association, we also stopped to remember some pioneers of revenue protection that are no longer with us but whose contributions will live on forever. This year's President Aaron Donahue was the person to lead us through the conference and he did an incredible job of making sure we had everything we needed and even creating decorations and prizes to make the setting even more fun. The WSUTA board recognized Steve Sprague as Revenue Protection Professional of the year and also honored Jack Killoran from Inner-Tite who has recently retired but has been instrumental over the years with his contributions to WSUTA.

The conference kicked off with 5 breakout sessions that each lasted approximately 25 minutes and had people rotating from room to room to listen to the different speakers, this turned out to a smash hit as the feedback we received was great and the attendees loved the fast hitting presentations and being able to bounce from room to room. The workshops covered Benchmarking, Collections, Data Analytics, Voltage and the new approach to revenue protection and finally hands on meter workings/by-passes. After breaking for an incredible lunch the group returned to a presentation by Wayne Willis of Detectent and he was presenting on something we all need to be dialed into which is identifying losses through analytics.

That presentation was followed-up by Neil Singh of Pacific Gas and Electric showing us the safe way to do what we do as well as what can happen when we don't follow protocol or proper PPE. After breaking and the raffle the group was entertained with a fantastic presentation by Ray Framstad who is a Sheriff with Merced County, Ray spoke about the mess California is facing with marijuana and the organized crime that has infiltrated the grow world in not only California but the

entire Country. He not only addressed the problems and risks but educated us about the methods used to grow and the dangers associated with the growing and new businesses that are coming from this industry. He was not afraid to call out the truth about what is going on in this industry and the problems and dangers we will all see coming as it increases.

The night was capped off with a vendor reception and friends spending time talking with each other and the vendors who make this conference possible.

The next morning we were treated to a riveting presentation by one of the district attorneys for the State of California, it was a bold and honest presentation about what is and what isn't the truth about this industry and about why focusing just on the plants is to miss what's really going on, he went on to explain that there are all kinds of criminal things going on behind the scenes supporting this industry and then he explained the laws and misconceptions about the laws, he talked about the federal stance on marijuana and he also said that we need people to stand up and take this industry on head on instead of just rolling over. It felt good to know that we have some people in places like he is that aren't afraid of a good fight or doing what's right. The next presentation was by Gary Fromm and his brother who have taken revenue protection into the next century by being the first utility to proactively identify theft by leveraging voltage through the new smart meters. The next up was a recap of the 1st day's breakout sessions and the presentation of some well-deserved awards. Then the always popular panel of experts came up front and as always it was one of the most informative and engaging things we do at the conference as utilities share what they are doing and approaches they are using with an interactive audience who are firing questions at the panel and we all learn together.

The late afternoon session started a day and a half presentation on active shooters that was not only riveting but extremely eye opening as we learned how to not only protect ourselves and those around us but how to spot and possible stop these kind of horrible events by be aware and also remembering and learning certain steps when faced with something like this. The conference ended on the third day with everyone learning lots and getting to spend valuable time networking and sharing with others.

It was decided that the conference next year will be held in San Diego and will probably take place in late September, WSUTA will get information about locations and agenda early in the year 2018 so that you will all have time to get approvals and budget requirements taken care of, please see about bringing as many people as possible and spread the word to any and all utilities who may not know or be regulars, these conferences take a lot of hard work and financial support so please help us by spreading the word and continuing to attend.

A reminder also that the IURPA conference will be in February this year and it will be in Myrtle Beach so we hope to see you there, see the IURPA website for more details and make sure you sign up for membership with IURPA.



Steve Sprague

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SOMETIME THE BIGGEST HITS STILL COME THE OLD FASHIONED WAY

By Steve Spragu
Portland General Electric

At Portland General Electric here in the beautiful state of Oregon we have been aggressive about Revenue Protection for as long as I can remember or at least my last 28 years that I have been involved with the unit. We have had incentive programs, advanced training for employees, KWH edits, meter alarms and outside companies even leveraging our data to make us aware of possible losses and those are all great things. But as I think back over my last 28 years of revenue protection it struck me that some of the biggest, most prolific or creative thefts that we uncovered have come to us the old fashioned way of a tip from a concerned citizen, employee or an ex-wife.


At PGE we have a hotline that we have maintained for years that allows customers or concerned citizens to report theft or safety issues, we now also have a website and have sent out messages on customer's bills from time to time to solicit help. I am going to share some of those crazy cases and tips we have had throughout the years but thought I would first start with our most recent lead, an Electrician who manages several large commercial buildings recently approached one of my Service Inspectors on a different job and started talking with him. He mentioned he knew of a commercial building that was stealing large amounts of power from PGE. He went on to state that it had been going on for the last 4 years and that another electrician who he named installed a bypass that was allowing for the customer (or building owner) to use \$25,000 of unbilled electricity per month from the utility. The electrician also said that there was a device installed on the unmetered wires measuring the amount going to these now unmetered suites in this building. It appears that the metering was being done so that the tenants could then be billed for the power as part of their leases. Well the beauty for me is the rebill for the theft just got a whole lot easier for me otherwise I was trying to figure out how I was going to trace this power diversion throughout the building. The whole point of this story is to remind us that for all we do to proactively deal with theft and losses don't lose sight of the fact that tips and communication can still be a great part of your program and successes.

We like to joke about it here but for years some of the best thefts we ever worked came as a result of an upset ex-spouse or a guy bragging over a couple of drinks, it is still very difficult to catch someone who has dug up the underground or cut open the wall and spliced in 20 or 30 years ago and so if someone can call in and tell us when, how and why we are going to jump on it. The problem with stealing power or any other crime is that you can't talk about it or share it with anyone. This kind of life style will more often than not catch up with you. I have reminded people that we have caught that all the trouble and fear they

lived with for years, trying to avoid paying the full amount of the bill, and now we have caught them and they're going to pay it all anyway.

We have taken down large scale grow operations, commercial thefts, unauthorized reconnects, swimming pool or hot tub thefts all as a result of customer tips. Trying to cover your entire service territory with limited resources is just expecting too much from your revenue protection group without some help, get employees involved, put an insert in envelopes, print a message on a bill or build a website but do something to get everyone working to generate leads for your group. Customers getting really upset at the idea of paying their electric bills when they know a neighbor or friend is not paying for theirs. People also worry about the safety of individuals working on or being around the gas or electric service. So if you want a gentler approach to asking for help frame it as though you are pointing out the dangers and safety concerns of people working on or being around the service.

My message for all utilities going forward is build your advanced revenue protection tools and weapons but don't forget the old school things that have brought us all so much success over the years and remember that to be successful in this business you need to get everyone that you can involved and supplying leads. It can't just be your group. It needs to be all employees at your utilities, customers, electricians and contractors and of course law enforcement and the local jurisdictions, when you can get all these pieces working together then you have a Revenue Protection program.



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IURPA is Now Available on Social Media. JOIN AND “LIKE” Us Today

By Kurt Roussell

At the 2015 Board Meeting for the joint IURPA/META conference in Chicago, the IURPA Board of Directors authorized an IURPA presence on social media, specifically, LinkedIn and Facebook.

Facebook (www.facebook.com) is the largest social network in the world. It allows you to connect with friends, family and other people you know. Kurt Roussell, Board Member, will manage and maintain the IURPA page (www.facebook.com/iurpa).

Relevant information, and newspaper articles relative to Revenue Protection are posted weekly. Plans include the creation of a private “IURPA Group” where members can communicate amongst themselves. All IURPA members are also encouraged to “Like” this group.

If you have any questions, please don’t hesitate to contact me at kurt@revprosystems.com

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REVENUE PROTECTION CHECK METER CASE SEAFOOD STORE

By John Senkow PECO Security

PECO Security assisted Revenue Protection with an investigation concerning possible theft at a seafood business in Bucks County, Pennsylvania. The investigation started in July 2016 due to having building access issues with entry being denied numerous times. Tamper/outage flags were also discovered on the Data Raker meter program for approximately two years dating back to 2014, most significantly with 15 tamper flags being discovered within 6 months in mid-2016. Just after each tamper flag, readings revealed zero usages for approximately two weeks, all pointing to theft.



John Senkow

Upon checking the owner's home property in Montgomery County, Pennsylvania, numerous tamper/outage flags were also discovered with the same two week zero usage following the flag. Security learned that when Revenue Protection technicians respond to that property, the owner often releases his Doberman Pitcher dog to prevent access to the fenced in yard.

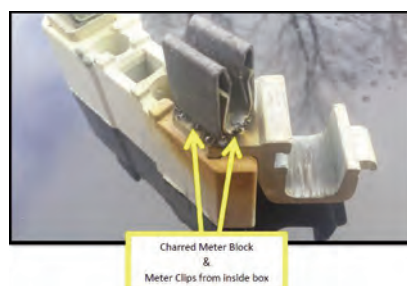
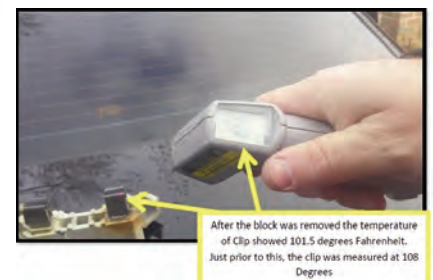
As a result of this evidence, the PECO Revenue Protection team along with PECO security placed a Check Meter on the pole out front of the seafood store. A Check Meter calculates the usage at a property and a PECO analyst then subtracts the actual meter usages to derive the theft calculations. After two months of monitoring, a substantial amount of theft was calculated.

Security completed an investigative report and coordinated a plan of action with detectives from both counties to serve Search Warrants simultaneously at both properties. Security and law enforcement waited until usages dropped to zero again before having the warrants sealed by a judge. Just prior to the executions of the warrants, a check on the meters confirmed zero usage and the warrants were quickly executed. The challenge was coordinating the search warrants simultaneously on both properties without mishap. They were served at approximately 9:00 AM on December 7, 2016. Those involved in the searches were John Senkow - PECO Security, John Kratzinger - Supervisor Revenue Protection, Keith Steger - Foreman Revenue Protection, a Revenue Protection team consisting of a bucket truck and a ladder truck with 3 technicians, several Bucks County detectives, and several uniform police. A similar group was on location at the Montgomery County residence. The purposes of the search warrants were to locate theft and make the properties safe from fire/safety hazards for residents, PECO workers, and first responders. Theft was discovered at each location using hazardous jumpers. The defendant also plugged an extension

cord into an outlet and ran it to the pulled AMI meters making connections with alligator clips (thinking that this would register usage and fool PECO's readings).

The defendant/owner was ultimately arrested on charges of Theft, Theft of Services, Theft by Unlawful taking, and Causing or Risking a Catastrophe. The defendant was also advised that an Underwriters Certification from an electrician was needed and that the Meter and Meter box had to be placed outside, which was immediately done. Restitution was also requested in the amount of \$21,411.19. His attorney immediately contacted the Bucks County Detectives and requested police drop the charge of "Causing or Risking a Catastrophe" to avoid jail time and in turn would pay PECO the full amount of restitution. Court proceedings and restitution are pending as of the article.

After this case closes, I will pass on the update to the readers.



2018 NCSCRPA / IURPA Joint Conference

We are excited to announce the 2018 North Carolina South Carolina Revenue Protection Conference will be held jointly with The International Utilities Revenue Protection Association. The conference will be held at *Myrtle Beach Marriott Resort & Spa at Grande Dunes*.

The Marriott Resort & Spa at Grande Dunes is a beautiful hotel which has recently been fully renovated located on the shoreline of the beautiful Atlantic Ocean. This time of year often provides mild weather to allow you to enjoy long walks on the beach for sea shells gathering and search for those illusive sharks' teeth that are randomly buried throughout the shoreline.

Conference Dates

February 20th, 21st & 22nd , 2018.

Registration Fee \$275 and Room Rate is \$119 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, situational awareness to creating and maintaining a successful Revenue Protection Program.

This year's agenda includes:

AMI Best Practices

- 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.

Situational Awareness (It's a state of mind)

- What is it?
- Different Levels of Situational Awareness.
- How can I develop and keep it?

Breaking Silos

- How Revenue Protection touches many departments.
- It's best to work together!

De-escalation Techniques

- How to safely manage potentially dangerous situations.

With much more to come!

As always, we will also have a Vendors Reception sponsored by the Vendors to include Heavy Hors d'oeuvres and Beverages and a Round Table Panel of Experts to answer any questions you may have.

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

Please mark your calendar for these dates and get this great opportunity on your 2018 budgets to increase your knowledge in the areas of Revenue Protection and Network with professionals.

Look for a detailed agenda to be posted on our website soon.
<http://www.ncscrpc.com>

Randy Howe
President - NCSCRPC

THE IMPORTANCE OF COMMUNICATION AND INFORMATION EXCHANGE BETWEEN IURPA MEMBERS

Written By Itzick Michaeli, Israel Electric Revenue Protection Manager - retired

The mission of IURPA is to gather, share and relay information and knowledge between organization members, for the benefit of the members. Article 2 in the IURPA by-laws describes the organization's mission statement:



Itzick Michaeli
Israel Electric (Retired)

Article II - Mission Statement

The Mission of IURPA is to assist in the development and support of a global effort that addresses revenue loss incurred by utility service suppliers from a variety of sources which include, but are not limited to energy theft, fraud, unauthorized service, inaccurate or defective metering, and error thereby reducing the unfair financial burden placed on ratepayers. IURPA recognizes organizations that address these issues by providing value through a worldwide network for information gathering, training, sharing and promoting of revenue protection ideals.

During the 16 years of my membership and activity in IURPA, I have approached organization members regarding various questions. The mechanism for relaying these questions is easy and simple – all that's required is to send the application via email to Woody Woodward who serves as IURPA's webmaster, and in a short time each member in the organization receives the question form.

Now, all that the person who initiated the question has to do, is to wait patiently for an answer from his colleagues. And this is exactly the problem I wish to present to you, dear colleagues. It's not the first time, that the response to a query is quite poor.

I wrote an article about this issue 10 years ago, and it seems as if nothing changed, and here is a fresh example:

On February 14th 2017, I have asked the following questions on behalf of Israel Electric RP manager Mr. Shay Cohen :

1. Does your company use a designated electricity tariff, for charging customers who committed electricity theft ? If such a tariff exists, how it is constructed ?
2. Does the electricity tariff used for charging customers who committed electricity theft, include any component, intended for creating a deterrent against committing theft of electricity, such as charging a fine ?
3. Does the electricity tariff used for charging customers who committed electricity theft, include a

coefficient, based on the assumption that during the period of the theft, since the consumption is not fully recorded on the meter, the customer will consume more "free" power?

4. Does the tariff used for charging customers who committed electricity theft, include any components / billing codes that cover all generated costs for investigating the theft case (office work and field work)?

I was very disappointed to receive only 10 responses: 7 from the US, one from the UK, one from South Africa, and one from Hong-Kong. These responses were short, concise and beneficial, but they are not enough in order to form an opinion or present comparative data to management. An RP manager cannot use such an insufficient knowledge base, when he is eager to present the company's senior management new ideas, and claim they rely on professionals working experience around the globe.

Truly, it's a shame. Do my colleagues in IURPA really don't have anything to say regarding the subjects I mentioned? I am certain that each and every one of you, dear colleagues, could pull an answer from the top of his hat.

RP personnel deal with the protection of revenues, and we're lucky – we have enough work on our hands, and that is good. Some of us usually work outside the office, and when we come back in, we only have a short time when we can sit and relax in front of our computer. First, we have to clean out spam mail, answer memos, answer our superiors' questions, write reports, answer the phone and deal with other various assignments. No wonder that the task of answering this one mail, containing our question, which sometimes requires digging in material or formalizing of a question, is pushed to the back of the line. Sometimes, it remains unanswered or sent, and sometimes even thrown in the recycle bean.

Dear colleagues, fighting against energy stealing: there isn't and couldn't be any alternative to your and your organization's vast experience and knowledge. Even when the information comes from another continent, another state or culture, a different kind of society, different organizations and problems of a different scale, this information has great value. The relation created by answering that mail, will open the door for dialog and global working relations.

In the majority of our organizations, people dealing with the field of revenue protection are replaced on a daily basis, and their replacements need every piece of information in order to succeed in their new job. Please, invite them to join IURPA, and encourage them to use this wonderful tool in their disposal. And when you get a question in your inbox, remember that somewhere around the world your colleague needs and waits for an answer.

A Story from the Past – Sound Familiar?

Gainesville Regional Utilities Field Service Worker, Marlus Gordon and Darryl King were at a GRU service address installing gas piping to a home. The large home was divided into three apartments with several appliances in each.

While working, Gordon and King observed the defendant tampering with the wiring inside the Bellsouth telephone box. The suspicion peaked King's curiosity so he decided to check the electric meter for possible tampering. King noticed that the disk inside the meter was turning very slowly and found that to be odd due to the size of the home.

Gordon pulled on the electric meter seal and it came apart in his hand. The seal was never cut to indicate tamper; however, the defendant had drilled a hole within the seal to allow access without being noticed. Revenue Protection Investigators Donna Honsberger and Keisha Henderson conducted an investigation that revealed a jumper behind the meter. A small hole was also located on the top of the meter. Computer research confirmed that the Defendant, who owns several restaurants in town, had been diverting power for three years.

The Defendant was ordered to pay \$4525.00 in restitution. Restitution was recovered within two weeks. Investigators conducted a follow-up at the defendant's business locations and detected no diversion.

Have Something to Share?

Is there something that you would like to share with our readers? Maybe you have a new procedure that you're using that's working well. Or maybe you had a case that went exceptionally well and would be interesting to hear about. Or maybe just the opposite and something didn't go so well and others can learn from it. Whatever it is, we're always looking for articles to place in the newsletter. It's for the benefit of all our members. So don't be shy. If there's something you would like to share with other members we ask that you submit an article. Most articles run 500 words but some have been larger. Whatever it is we'd love to hear from you. If this interests you, please submit your article to us at: iurpa_finance@comcast.net Send us your picture (jpeg format) along with your name & company. Hope to hear from you.



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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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