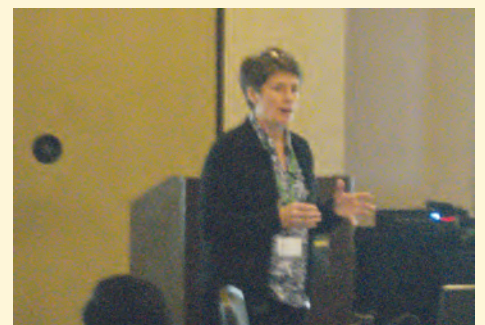
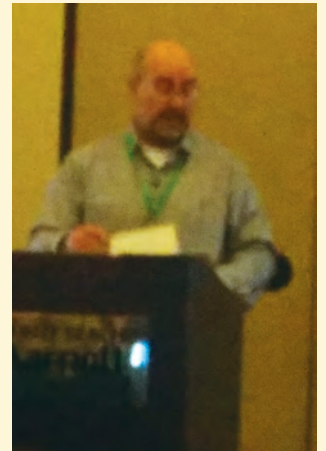




Volume 28 Issue 1

Spring 2018

2018 NCSCRPC / IURPA Joint Conference Myrtle Beach, South Carolina



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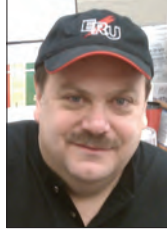
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From the Chairperson

As Chairman for IURPA for the next two years I hope to be able to live up to the position that has been entrusted to me and to also make a difference by trying to entertain new ideas and continue to push the importance of Revenue Protection worldwide. We are committed more than ever to revenue protection and the fact that we are all stronger when we stand as one, it has hurt me over the years to watch some revenue protection programs fade away or shrink in size because as utilities head down the path of smart meters we are more important than any other time in history and we need to be able to sell that. How do we sell that by holding conferences and sharing amongst utilities, I feel very strongly that one of the most important things we can do is to benchmark our industry and so at the WSUTA conference and IURPA/NCSCRPA conferences that I attended I have introduced a questionnaire to gather data, my hope is to gather information from at least 30 utilities so that I can help set some industry standards but also so that we can use this data to defend and support existing programs or perhaps even use this data to help start new programs. The other thing that comes up at almost every conference is the need for certification, not just a certificate but I hear utilities asking for full certification in Revenue Protection. Several years ago I had the



Steve Sprague
IURPA Chairperson

When you attend these conferences you will gain access to some of the most experienced and respected Revenue Protection people in the entire world...

opportunity to travel to Myrtle Beach and put on a 2 day certification class at the NCSCRPA conference, in that conference we covered

every aspect of Revenue Protection and at the end all the people who attended were fully certified in Advanced Revenue Protection through Arnett Industries and taught by yours truly, I bring this up because this is another way I believe that IURPA can help the industry by being able to offer or authorize this type of training.

IURPA feels so committed to the charter of Revenue Protection across the world that we paid to send George Balsamo to South Africa to represent IURPA and to invite membership around the globe, we all are victimized by theft of services and being able to share with other utilities and to meet with the vendors is how we stay in the game, I said this in another article and I will say it again please don't lose sight of what has worked over the last 100 years while chasing some of the newest and most exciting toys available to combat energy theft. Great revenue protection programs are proactive programs and so looking for and trying new things is part of it but so is the basic tried and true approach of locking up meters and services, if you are going to remote disconnects than part of that strategy should include locking up the meter bases also, even if you aren't remote we all know that lock rings and a good seal program will deter theft or at least leave it in a position of being easy to identify if they do try and get the lock off. When you attend these conferences you will gain access to some of the most experienced and respected Revenue Protection people in the entire world, learn new things, find new ways and share in successes and failures as we learn from both. I know that anyone involved with IURPA is willing to help at any time and we are only a phone call away. It makes no sense for any utility to have to start from scratch or struggle when we have people that have been in this industry for the last 40 years, don't recreate the wheel just come to a conference and be ready to learn.

I have been fortunate over the years that my utility Portland General Electric has supported me and

ON THE INSIDE

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allowed me to travel to multiple conferences over the years, if you can go to your regional conference that's great but if you can get support to attend the IURPA conferences also when they combine with the other regional conference you get the chance to see how utilities in other parts of the country and world are being impacted, this can open your eyes to things you may be missing or that could be coming to you soon in your own State or Country. This business we are all in is unique and being able to share with utilities and people who go through the same things as we do tends to build relationships and even friendships, some of these people from across the Country and World I may only see once or twice a year but they are like family. To be able to share stories and adventures with other people who actually get it is very rewarding. To Managers and Supervisors if you can bring some of your employees to a conference you will get a couple of things from it, one they will look at it as reward for doing a good job at work, two its training they can't get back at your utility and three it will motivate your employee's for the rest of the year. I know from experience when I come myself I go back energized and when I have brought employee's they are fired up and ready to get after it when they get home.

So if you are going to be successful you must be able to share your success and to show the value of what your team does, if you are not showing cost benefit and dollars saved you are missing the boat, what about the safety in what we do every day are you showing how you make other employees safer because you do what you do, if you are having a hard time starting or maintaining a program please call me and I will help you however I can or I will get someone to help you. What we do puts you a step up on many other departments at your company, how many of them can actually show a return on investment like we can? How many get the rest of the employees excited at your utility? Do you offer incentives for others that find things? We are the future just like the smart grids are and we should be part of that vision and dream as utilities go forward and if you are not call for help because we have people who can help. If your utility is only chasing energy thieves you are missing out, in this industry we should be looking for unaccounted for energy, we know that 75% of utility losses come from things other than theft but they hurt the utility just the same, set your sights on anything and everything that is not being metered properly or paid for and stop it, identify losses and bill it.

Have you ever wondered why you see so many of the same faces year after year at these conferences or events it's because we love what we do and the longer we do it the better we get at it, this is not the kind of position or career people rotate through or should be, for many of us once it gets in your blood there is no other job that can ever match it. Look at how many retired people we have still on boards or coming to conferences I can name a few that still support us even after leaving the utilities (George Balsamo, John Kratzinger, Cleve Freeman, Wayne Wohler, Kurt Roussell, Woody Woodward, Itzick Michaeli and deceased but forever with us Ed Holmes). And the vendors who have been with us for the entire ride we couldn't make it without you and your products, for those who sponsor this newsletter it wouldn't exist without you, please watch the website as we prepare to upgrade it and to post benchmarking results and contact information for experienced people just waiting to help you. It's all of us working together and standing proud of our companies, professions and this great Country that we all belong to, as I watch people burn flags and protest against this great country the one thing I know for sure is none of my colleagues would ever be among them, we are safe, skilled, brave and proud of what we do and what it means. You are all my friends and I am proud to be one of you God Bless America and our friends around the world.



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IURPA OFFICERS

THE INVASION OF THE BODY SQUATTERS ZOMBIE FORECLOSURE, ABANDONED OR FOR SALE PROPERTY

By Cliff M'Sadoques



Cliff M'Sadoques
United Illuminating

Can you imagine entering your property and finding unknown people living there? Can you imagine that when you call police, they tell you it is a civil problem and you have to evict them? Can you imagine that the electric and gas service is in your name and you have to pay \$\$\$ for their services during the eviction process? Can you imagine that if you physically try to remove the criminals from your home that you may be subject to arrest and sit in jail while the criminals enjoy the comforts of your home?!

Problems with squatters taking over properties is reaching epidemic frequency especially after the 2008 worldwide recession. Property owners and/or banks that have abandoned property, property in foreclosures, for sale or when owners go on vacation are finding when they return that there are strangers living in their home.

Criminals (burglars/trespassers/ invaders) and con artists will search for these properties, ask neighbors, real estate agents about the owner (moved away to live in Florida, job in another State, ill and in a health facility etc.) and will either move in or rent to others by pretending to own the property. They break in, change the locks and will have the keys to the property. If renting they make up the lease and take the money. Most times however, the people living in these invaded properties are the criminals and will make up the rent scenario to appear as the victim if police arrive or are questioned by neighbors. This scam

is best played by scammers that are resilient nonstop confrontationists which can cause confusion with criminal vs civil law issues (even when the owner says this is not true). Why is it easier to believe that the landlord is the bad guy or is lying? Just see "RENT" the Broadway Play.

To insure a more secure and complex invasion, the criminals try to cram as many people and children (they always have asthma) into the property and use the existing utilities that are on. If the utility service is shut off, they will place utilities (electric, gas and TV) into their names but most never intend to pay these utility bills. If they are there long enough to get a shut off, they just simply change names to another invader in the building or a child. If a lease is requested, they simply submit a forged lease with the owner's name (name found at the property, told by the neighbor or State website or make up "the new owner"). Why should you pay for utilities when you do not pay for rent?

When the owner finds these criminals in the home many squatters do not leave. Instead they go on the defense and start proclaiming their rights or that they are victims of con artists, fake landlords and may show fake receipts/leases for monthly rent. They will only know the first name of the non-existent landlord, never know their location and will not have a telephone number. They will explain that the landlord comes to the property every month and they give cash for rent. They are well prepared and resilient in order to cause confusion.

When police are called by the owner, the police do nothing and state it is a civil matter. They explain that the owner has to evict the criminals from his home, but they are not his tenant and he does not know their names! No burglary, no trespass, no criminal mischief and no larceny arrest. The frustration of the owner is tremendous and if they dare shut off the utility service, the invaders call the police and the housing authority to complain. They are ordered to put the service back on "in their name". Not only does the owner not get rid of these criminals, they have to pay for their utilities and the eviction process which will take months. If the utility company shuts them off, complaints are made and the utility is ordered to put service back on. Utility companies can deny service



only for non-payment and shut service off when it is in the criminal's name. Then the police, housing or child services cannot order service back on without payment. Remember, if service is ordered back on with no payment, this uncollected service will be paid by the utility bill payers... that is you!

The reality is that police, housing and child welfare see this issue as a nightmare. If they have to force all these criminals out of the home they would have to house (in a hotel) and pay for their lodging, place items in storage, look for established lodging and placement for these criminals. So it appears it is easier to make responsible the landlord with the burden of housing and paying for utilities. Look up Socialism... the have vs. have not.

Can you imagine, coming home from vacation finding burglars living in your home, calling police and being told that you have to evict them and that you have to stay somewhere else until eviction? Can you image you move out to your new retirement home, selling your home on the market and find people broke in when the real estate agent calls you stating they are not allowed to show your home, refused entrance from these criminals???? Can you image that you secure and board up (with plywood) a 3 family home to sell/foreclose, only to drive by 3 weeks later to find all 3 floors lived in by multiple families, all with utilities and HBO??? You deem yourself lucky if the house is not trashed, they do not take all the copper plumbing or smash the meters to bypass them.

Oh and by the way, if you think your solution is to move somewhere else, it may have to be on the planet Mars...this is a worldwide problem.

META Thanks Dan Stevens

The Midwest Energy Theft Association (META) sends a big "thank you" to Dan Stevens for his time served on the META Board.

Unfortunately, due to new job responsibilities, Dan recently resigned as META President. In 2014, when META was struggling to find members to serve on the META Board, Dan stepped forward as Vice-President.

Dan was instrumental in helping the META Board successfully host the 2015 META/IURPA conference in May, 2015. Dan assumed the role of META President in January, 2017. While META will miss Dan's leadership, we look forward to his future contributions to the organization as a participating member.



Dan Stevens



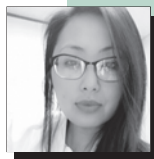
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**MIDWEST ENERGY THEFT
ASSOCIATION HAPPENINGS**

By Christine Smith

Senior Investigator and META Vice President

On Dec 14, 2017, the Midwest Energy Theft Association held its annual meeting. The meeting was hosted by Connie Pritchert, Nicor manager credit and collections, and Rod Kmetz, Nicor supervisor credit-revenue protection, at the offices of Nicor Gas in Naperville, Illinois. The facility was first class, the food was delicious and the conference topics were well received.

The conference was attended by 33 members from several utilities, security firms, and utility related industries including Ameren Illinois, American Heritage Protective Services, Inc., Ameristar Perimeter Security, A.Y. McDonald Mfg. Co., ComEd, Consumers Energy, DTE Energy, Kansas City Board of Public Utilities, Laclede Gas/Missouri Gas Energy, Nicor Gas, NPL, People's Gas, Power Solutions, Xcel Energy Texas, and We Energies. Our vendor attendees included ABLOY Locks, American Castings, Highfield Manufacturing, Inner-Tite Corp., and Silver Spring Networks.

The meeting started with a presentation titled "Field Security Training," presented by META president Dan Stevens. Stevens, who retired from People's Gas, is currently the security manager for NPL, a nationwide energy and infrastructure construction company. Stevens walked us through methods of handling a variety of dangerous situations such as angry customers, gang activity, robbery and carjacking. It was a great reminder of why we need to maintain situational awareness regardless of whether we are in the office, in the field or going about our daily lives.

Eddie Chapman, ComEd senior security specialist, followed up with information regarding two brands of personal protection devices intended for field employees who work alone. These safety devices provide a means to remotely notify someone of an

Christine Smith
META Vice President

emergency situation or that assistance is required. These devices sound like they have promise and would be worth investigating further.

Tina Sibley, Kansas City Board of Public Utilities (KCBPU) AMI system coordinator and META treasurer, provided an overview of the KCBPU revenue protection program. Sibley presented details of thefts her team has encountered and provided insight into how KCBPU addresses electricity and water theft. A fact that caught everyone's attention was that if a customer is caught stealing electricity, KCBPU requires the installation of a new meter socket prior to reconnecting the service. I believe many of us went home hoping we could obtain approval to take this additional step.

The remainder of the day was spent in a round table format discussing numerous theft, AMI and meter-related topics. This discussion included an overview of ComEd's progress toward installing pre-paid metering. Paul Unruh, ComEd manager-revenue investigations, and IURPA board co-chair, is integrally involved in ComEd's project and provided a high-level overview of the successes and inevitable challenges related to implementing the program.

Before the day ended, we took time to celebrate Rich Brennan, recently retired District Sales Manager, Inner-Tite Corp. and the very reason this annual meeting exists. Brennan enthusiastically supported revenue protection for more than 30 years not only as an advocate for locking devices, but as a true advocate for the revenue protection mission and purpose. His influence will continue to have an impact on the industry for years to come. We wish Rich all the best in his future endeavors and expect him to keep in touch. Hopefully, we will continue to encounter his warm smile and infectious personality at future META meetings.

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FINDING THE NEXT GENERATION

By Gary Sullivan

According to the Bureau of Labor Statistics there are around 435,000 employees working for electric utilities on the generation, transmission, and distribution side of the house that are 45 years of age or older. This basically tells us, more or less, what we already know: we have an aging workforce that will greatly impact how electric utilities, and theft investigators, operate in the future.

While speaking specifically about power theft investigators there are a myriad of positives to having folks that have been around awhile. Not the least of which is the advantage of having experience with all manner of diversion types, issues with animals, hostile customers etc . . . The list could go on and on, but suffice to say an experienced investigator can almost know what's going to happen before it does. He or she can read people like a book, knowing if and when they're being less than truthful, if they are going to be aggressive or confrontational (even violent), and perhaps most importantly knowing when to walk away and come back later with the appropriate resources.

I could spend this entire article extolling the benefits of having a workforce that has many years of experience, but then you'd be wondering why the title of this article reads as it does. Because for all the wisdom and experience that these folks bring to the table they have one glaring negative: They won't be around much longer. At Duke Energy the average age of an Investigator is about 55 years old and has somewhere around 30 years of experience. Needless to say there a lot of retirement parties that will need to be planned in the next few years. Matter of fact, my Florida group has the first retirement domino falling March 31st. And while we are all happy for someone when they've reached the point that they can leave and enjoy retirement it can also be bittersweet to send these folks off into the sunset. After all, business must go on and thieves never take a day off. Which brings me to my next point . . .



Gary Sullivan

How do you go about replacing these folks when they do decide their time has come to leave? Of course, this answer is going to be different for every utility, but it's never a bad idea to have a succession plan in place. In this line of work you cannot afford to wait until one of your employees has one foot out the door before figuring out a staffing plan. One thing that has been, so far, successful for our group is having people come over from different departments on rotational assignments. Another is having folks do a ride along for a day or two. We've found out that many people say they're gung ho to do this work only to find out after a day or two in the field that it may be a bit much for them to handle. Finding out who is gung ho and actually demonstrates a passion for this job is what you need to be on the lookout for. Sometimes that may require polling your existing group for people in other departments that they have collaborated with in the past that may be a good fit. Maybe you have to go to other supervisors and see if they have anyone that may be a good fit and give them a shot. The main point is: DON'T WAIT. Being proactive will save you a ton of headaches in the future. Sure, there is a chance that you bring someone over that doesn't work out, but have other people in mind that could also step up and take their shot. And doing it while you're still at full capacity will afford these potential candidates to spend time with the experienced folks and learn the proper, and most importantly, safe way to perform the role.

Electric utilities nationwide are in the midst of major changes from an infrastructure, customer service, and specifically technology perspective. The investigator of the future will have to deal with data streams, smart metering, and more likely than not, a smarter, more tech savvy thief. It is imperative that you find the next generation that is ready and willing to accept these challenges sooner rather than later if you are one of those departments that has an aging workforce. And most certainly early enough to make sure that these "old-school" folks have some time to pass down their wisdom.

GREYSTONE POWER CORPORATION

By Danny North

GreyStone Power Corporation was proud to participate in Construction Education Foundation of Georgia (CEFGA) Career Expo March 22 and 23. During the event GreyStone employees shared the benefits of working with an electric utility. As an electric cooperative GreyStone stands out because it is owned by the members it serves.

Also, students had the chance to learn different jobs associated with being a lineman, such as repairing a circuit and securing a power line to an insulator.

The students who attended the event are members of SkillsUSA. "SkillsUSA is a national membership association serving high school, college and middle school students who are preparing for careers in trade, technical and skilled service occupations,



Danny North
GreyStone Power

including health occupations, and for further education. SkillsUSA is a partnership of students, teachers and industry working together to ensure America has a skilled workforce," according to SkillsUSA.org.

"The youth of today are our future, and we are excited to partner with SkillsUSA to help students find their career path," said Rita Harris, manager of Human Resources for GreyStone.

Along with the industry networking portion, students also competed in a variety of events, ranging from sheet metal working to construction.

"GreyStone was proud to share information with the students about various opportunities available in the electric utility industry, said Harris.

To learn more about GreyStone visit greystonepower.com.



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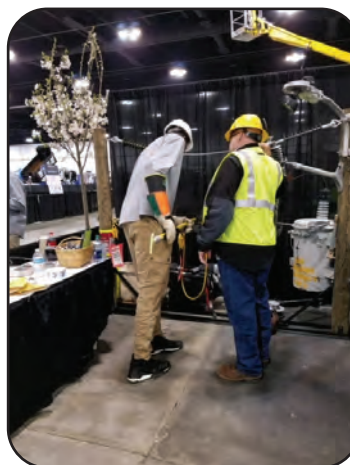
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NC/SCRPC CONFERENCE A SUCCESS!

By Randy Howe

Well done is better than well said! That is how I would wrap up the 2018 NCSCRPC / IURPA Joint Conference held at the Marriott Resort and Spa in Myrtle Beach South Carolina. First and foremost, I called in a BIG FAVOR from the man upstairs to deliver us some great weather for the 15 states and 3 countries represented. Boy did he come through with sunshine and temperatures hanging around the mid 70's during the entire conference. Hopefully many that attended extended their stay to really have time to enjoy!

According to the post conference surveys we pulled off a very successful event with many relevant topics delivered by some very dynamite speakers. We had many very interesting presentations related to AMI, Value of Data Scientists, De-escalation, Dog Bite Prevention, Sub Station Security, Gangs and Drugs, Breaking the Silo's and last but not least the AMAZING Sheriff Carmichael from Mecklenburg County. If the sheriff can't move you, well you best just stay at



Randy Howe
NCSCRPC President

the house because you just can't be moved! Hats off to all the great speakers and I greatly appreciate each one of them taking time out of their busy schedules to be a part of the conference to share their knowledge.

I also want to give a big shout out to the IURPA Board. This was our first time joining with the group and I was not sure of what to expect. It was effortless with both boards focusing on providing the best venue and speakers possible for the attendees. This year was a record breaking attendance with the total somewhere around the 120 mark and this was a direct reflection of the efforts of both boards, NCSCRPC and IURPA. Great job teams and a special thanks for the support of IURPA. I would encourage all to become a member as it's a great opportunity to be part of this international network!

Well, I guess it's time to start preparing for 2019. Should there be anyone interested in presenting please visit our website or email me to let me know. It takes all of us working together to keep our industry on the cutting edge. Onwards and upwards my friends!



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WHAT IF?

By Gary Signorelli
Duke Energy



Gary Signorelli
Duke Energy

When I consider the two words in the title above, thousands of thoughts can run through my head. Could it mean something I would wish for personally, locally, nationally, or even globally? Well, in a nutshell, the What If? theory has everything to do with all of the above.

What If? Do you ever ask that question and when do you ask it? As Revenue Protection Investigators,

We are a curious breed. We ask questions all the time. We have to. Does anyone do what I do? What if I

Personally was 6 Ft. tall and perfectly built like an Italian God? What if I was so rich and didn't have a care in the world? What if my yacht was moored close by where I could sail the world? What if I was loved by all and hated by none?

What If? Everyone paid their utility bill the day they got it. What if everyone had enough money in the bank that they wouldn't write bad checks? What if there was no thievery?

What If? The world was totally safe and free from harm. What if there was no fighting or war? What if the world was free of storms and natural disasters?

I think everyone gets the idea. What if? Could mean many different things to every person on earth.

The members of the International Utilities revenue Protection Association (IURPA) know that a newsletter is printed two times a year. The IURPA Board of Directors requires each Regional group of Officers to come up with interesting articles that would enable the membership to read about some phenomenal case stories and findings while providing some knowledge along with detail about some of the cases found. As a matter of fact, I've written many articles that has helped keep the publication going. Without the articles and advertisements from our vendors, the newsletter would not be possible. The \$75.00 membership fee helps offset the costs

of printing, so each member really deserves a worthy publication that benefits the individual as well as the group.

It has long been a difficult process to try and get someone to submit a decent article. Most of you, the readers ,don't realize how imposing and daunting a task can be when a Board member has to ask over and over again, can you write an article? Many times, I've noticed in years past that it's the same dedicated professionals who try to come up with something good to illustrate.

Now, we all realize that there are many interesting investigations and stories out there. Many of them would be good training tools for novices while providing some entertainment to the veteran investigators.

So, now I'll make my pitch.

What if we had so many articles waiting to be printed, that we would have to keep a list? Not only that, but what if so many of us would like to be publicized, but never knew the opportunity is out there for everyone to try and enjoy? I don't think that would be a bad thing at all. What if someone would write an article, have it publicized, and then realize a promotion after the company management hears about it?

What if someone on the IURPA Board kept those articles in wait for the proper time to go print? I think that's reasonable to achieve, believe me.

Please consider this request so it will benefit all members and the general readership.

What if you are part of a group that says yes, **LET'S DO IT?** That would be **AWESOME!**

If you have any questions, the IURPA Newsletter has the Regional Board members listed inside with their company name and phone number, so please reach out to any Board member if you would like to see the "What IF" scenario play out.

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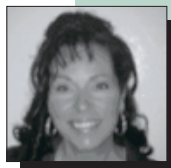
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SOUTHERN STATES REVENUE PROTECTION ASSOCIATION

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.



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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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