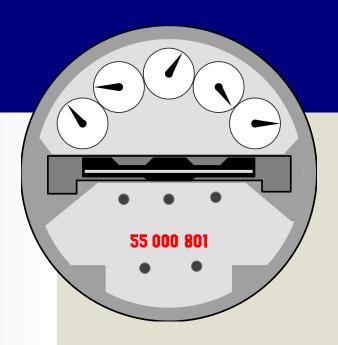
Revenue Assurance

Service Diversion

Commercial Theft of Service Part - 3



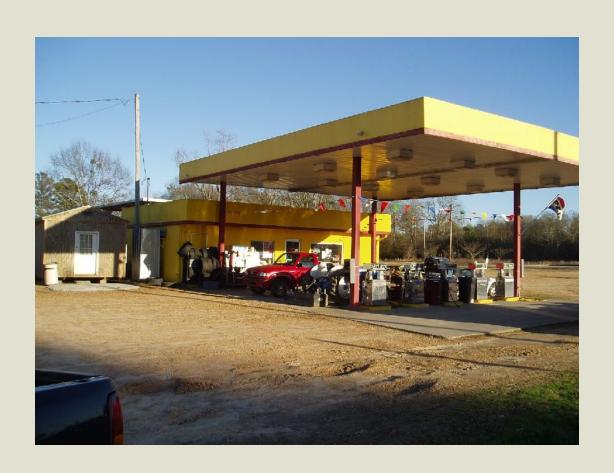
Not just Residential - Internal Tampering \$24,000 billed and collected in 2008



Approximately \$65,000 Billed - Settlement reached after litigation on these two locations owned by same Business Partner



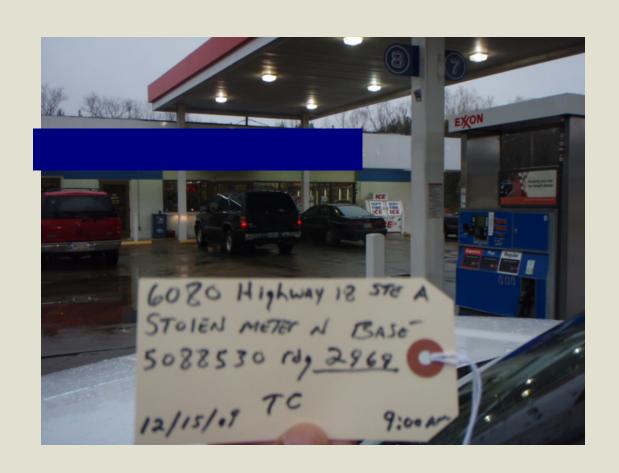
Convenience store - stolen meter \$2,000 billed and collected



Two (2) meters here - billed over \$6,000 Both tampered internally



\$15,696 paid



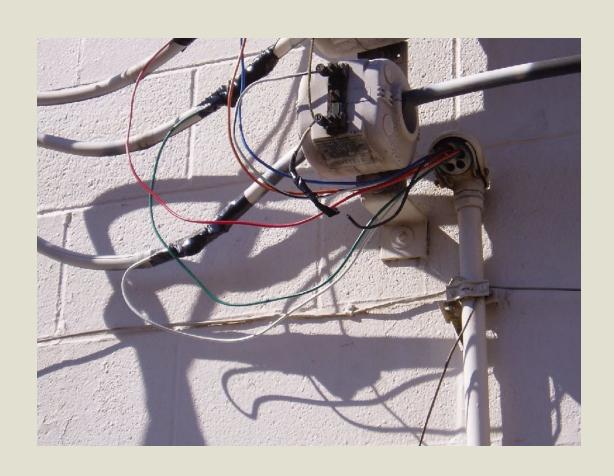
CT wire cut - \$12,827 Settlement reached



Cut the CT Wire



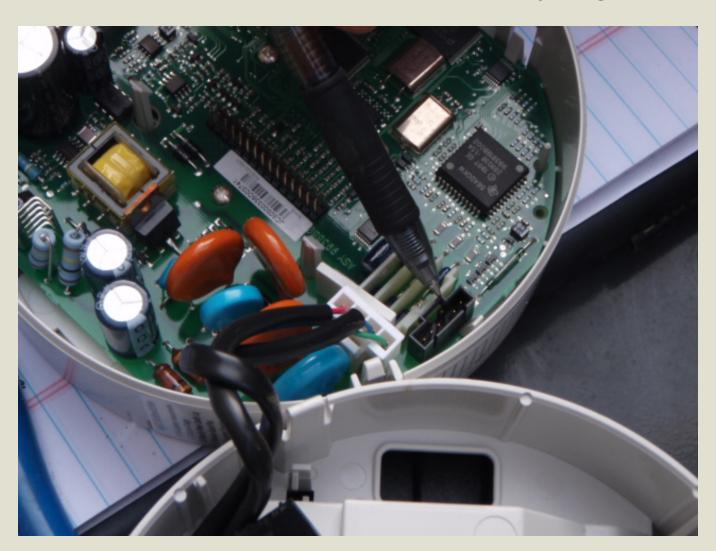
If at first you don't succeed...



\$15,813.94 - other business and residence also tampered with



2nd Location of same BP \$10,800 billed and paying



Residence of BP on previous 2 locations \$16,808.00 awaiting approval

Pivots tampered



INVESTIGATOR - Say WHAT?

I - Inquisitive
 I - Interact

N - Negotiator G - Guarded

V - Veracity A - Accessible

E - Explain T - Tactful

S - Self starter
 O - Organizer

T - Thorough
 R - Resourceful

Start making the case.

If you suspect theft when you arrive...
 Take a photo of the as found condition.

Often you will not know until you've gone a little further into things but be sure and DOCUMENT everything as you go.

First line of DEFENSE- the meter seal.

BACK to BASICS

Is the seal TAB cut?



Is the seal missing or is there a purple seal indicating that it was missing at some time?



YOU MUST tug on the seal!

Auto Detail Shop. The kW was Reading Zero. Seal Tricked and You could Not tell until You tugged on it.



Even if there Is a GOOD Seal...if kW Is ZERO...
You need to Check further

Is it a "trick seal"?

You had to look closely to see this tampered seal. When it was pulled on it came open. This Investigation resulted over \$4,000 being billed. The meter had been internally tampered. The "B" phase current wire was cut.



What is suspicious here?



You'd better be looking!



Seal tab was cut

\$15,737

What is the condition of the "T" seal?





Are there errors on the meter?

Not all meters will display an error. Most of the single phase meters we have found with current connections tampered will... but the 4w 3phase usually do not when a current connection is tampered

Diag8

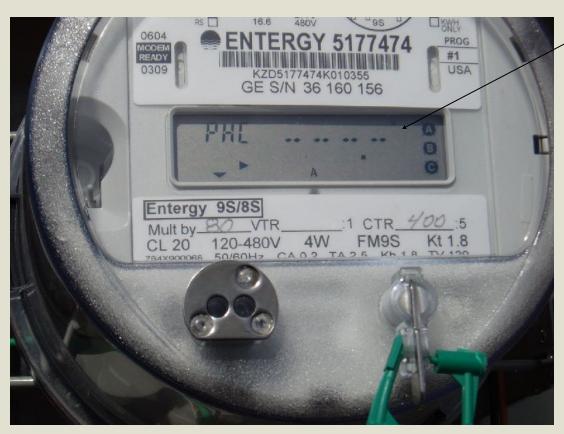
Are there "tool" marks inside the meter or evidence that the meter has been taken apart?





If the base seal is missing, seal tab cut or trick found seal what do I do next?

Put meter in it's Diagnostic Mode.
Check for Amps on All phases.



Notice no "c"
Phase amps?
This is a WYE
Installation

In this case, tong all phases and calculate load. Time meter

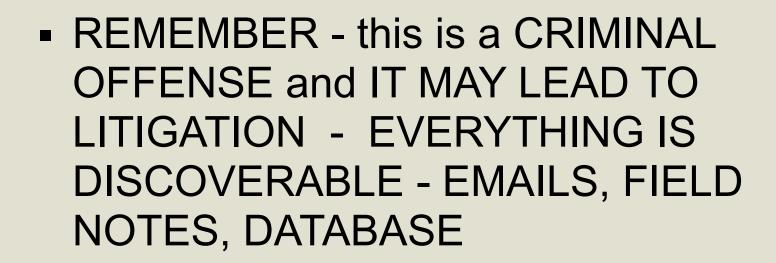
After load checks are done and a discrepancy is noted...open meter

Notice black wire cut? This is a current wire.



OK...you found the diversion and made your photos of the "as found condition" now what do I do to make the case?

- 1. Tong the circuits at the Weather Head
- 2. Document amperage and calculate the load
- 3. Time the new meter that you installed
- 4. Calculate the load on the new meter and compare it to the load that you observed/ calculated when you arrived. Make NOTES!



MAKE SURE YOU KEEP GOOD NOTES.

Check for other locations near by and/or for the same Business Partner (BP)

- Contact the Tampering Billing group. Ask them to check for additional locations for the same BP.
 Ask them to run Third Party Checks to give you associated names and or business partners.
- Talk to the clerks in the business, use your investigative skills!

Additional Checks That May Yield Additional Locations To Check

 Every state has an office responsible for maintaining Business, Corporation, LLC information. In MS, it's the Secretary of State. This information will include business partners, names of officers in the corporation/LLC, etc. Tell your Credit and Collections specialist in your area what you are looking for. They will assist you.

Block Account From Deposit Refund

- Often, once the customer realizes you have been to the location and you have most likely discovered the diversion, an attempt will be made to change the name to mitigate his liability or prevent collection. Contact your Credit and Collections group and advise them what you have found and ask them to place a BLOCK on the account to prevent any deposit refunds in case there is an attempt made to change the name on the account.
- Ask the Credit & Collections Specialist to assist you in identifying any more locations associated with this customer. They will be more than willing to assist you. Make them part of your investigation! Build a working relationship with the Credit and Collections Group. You will be amazed at how the leads will come pouring in to you!

Prepare The Case File

ENTERGY CORPORATION - REPORT OF INVESTIGATION

Predication: This report is predicated upon the discovery of un-metered use of electricity by means of internal

meter tampering at 4275 Simpson Hwy 49 in D'Lo, Simpson County, MS.

Synopsis: On February 19, 2010, the un-metered use of electricity was observed at Entergy Account #55928618 by means of internal meter tampering to Entergy electric meter #5146594. The account was in active status and assigned to D'Lo Truck Stop, owned by Dhaliwal Ranjit Singh. The billing address for the account was 4275 Simpson Hwy 49, D'Lo, MS.

Details:

1. On February 19, 2010 at approximately 10:00 a.m. Entergy Employees Josh Hanna and Danny Waldrop observed a meter base with no seal. This base contained Entergy electric meter #5146594. The fact that there was no seal prompted an investigation. The reading of the meter was 70014 kWh and a demand reading of 21.93. The meter was a self-contained Class 200, 4w 3phase FM 16s meter. Photographs were made of the meter as found. The meter was put into alternate mode and there was no current registering on "B" phase.

2. Hanna and Waldrop conducted load checks on the line side of the meter and a time was run of the meter. The meter time was 5 revolutions in 38 seconds and a kH of 21.6. This calculated to a 10 kW load being used by the customer at that time. The load side calculation of the electrical consumption at that time revealed that there was 26.84 kW of

electricity being consumed through the meter base.

3. Investigator Hanna removed the meter from the base. Upon removal of the meter, the Investigator noticed the T-seal missing from the meter. Hanna and Waldrop also found markings on the plastic fasteners that indicated someone had opened the meter.

4. Hanna and Waldrop took the meter apart and found that one of the pins in the internal amperage connector on the male connection had been bent causing the meter not to register load on the "B" phase. Photographs were taken.

- 5. Hanna and Waldrop installed new meter #5252594 and timed the meter. The meter time was 5 revolutions in 21 seconds and a kH of 21.6. This calculated to a 19 kW load being used by the Customer at that time.
- Evidence: All physical evidence was maintained by Josh Hanna, Entergy Service Diversion.
 - Entergy meter #5146594
 - □ Broken T-seal
 - Field investigation check list detailing all recorded amperage, voltage, and meter time results.
 - □ Photographs

Witness List:

- Josh Hanna Entergy Service Diversion
- D. E. Waldrop Entergy Revenue Assurance Department

Its Out There...

- Industry Analysts says that approximately 3% of total generation is lost to theft
- If you are waiting on a ticket or someone to report it to you...you are just whistling DIXIE!
- Be an INVESTIGATOR -Tong the circuits and time the meters when you find cut/missing seals and or other suspicious activity...you are going to miss the theft in a lot of cases if you don't!

YOUR NOT IN KANSAS ANYMORE DOROTHY!

 Start thinking outside of RESIDENTIAL and spend your proactive time looking for Commercial theft...you Will be surprised as to what you find!