

# Advanced Revenue Protection Management for Africa's Energy Sector



**Ghana 29 July – 2 August, 2019**

**Application deadline; 10 June, 2019**

**Course fee – USD\$ 1000,-**

*Fees included course materials, accommodation and meals*

Collaborating partner



## COURSE OVERVIEW

Inadequate capacity for revenue protection and management has been a major contributor to financial underperformance recorded by most utilities. This has been exacerbated by the erratic investment in personnel skills and competencies, as well as tools for revenue management, which are demanded by the changes in technology.

The requirement to achieve TID rollover by 2024 presents a unique case for electricity utility companies to enhance their compliance to revenue management strategies. The need for a strong and focused legal and regulatory framework; appropriate policies, standards and guidelines; as well as the adoption of best practice measures for effective revenue management are fundamental for success electricity utility companies.

This Advanced Revenue Protection Management (ARPM) course aims at developing awareness for effective revenue protection and management at all levels. It builds on the culture for an efficient and effective revenue cycle management approach to utility company success. Case studies based on experiences in African Utility Companies will be presented.

**Key Words:** Revenue Management Cycle, Smart Metering, Meter Testing, Data Analytics, Monitoring and Evaluation, Customer Interaction, Standards and Compliance.

*Women are encouraged to apply.*



# Advanced Revenue Protection Management



## MAIN TOPICS

**Module 1:** Revenue Management Cycle

**Module 2:** New technology and Smart Solutions – New Generation Meters and TID Rollover

**Module 3:** Data Analytics and Energy Balancing Methodology for Revenue Management

**Module 4:** Legal and Regulatory Framework for Revenue Management

**Module 5:** Customer Interaction and Integrity in Revenue Management

**Module 6:** Best Practices in Revenue Cycle Management

## TARGET GROUP

Personnel in power generation, transmission and distribution utilities, Meter shop supervisors, customer service managers, utility investigators, security water utilities, manufacturing companies, government agencies, NGO's, educational & research institutions, security wings and other suitably qualified personnel dealing with revenue and vandalism issues.

## COURSE OBJECTIVES

At the end of the workshop, participants will be able to:

- Measure and report distribution losses appropriately
- Apply correct data analytics to effectively reduce losses
- Design robust processes for revenue management within their business
- Adopt proven strategies for revenue management best practices within their business

## COURSE DATES

Participants are expected to arrive in Ghana on Sunday morning 28th July, and leave no earlier than Saturday 3rd August.

Information on travel, detailed course programme and other relevant information will be sent to all selected participants in due course.



# The Process of Social Impact Assessment in Hydropower Projects



**Ghana, 5th – 9th August 2019**

**Application deadline – 24th June 2019**

**Registration fee; USD\$ 1000**

*Fees include course materials, accommodation and meals*

Renewable energy projects invariably have ecological and social footprints that can be manifold and affect physical structures, land used for agriculture or grazing, forest lands and water ways for fisheries and mobility. These impacts can cause loss (or changes) in;

- the natural resource base
- livelihoods
- cultural heritage and access
- resettlement.

Social Impact Assessment (SIA) is an instrument that is part of the Environmental and Social Impact Assessment (ESIA) process that is required by international and national institutes/governments.



SIA is used to acquire an acute baseline of data and knowledge impact that a planned project may have. Impact assessments as the SIA process require the use of methods for data collection and communication which provide the basis for understanding project impacts and importantly how the impacts may be avoided and minimized. Local communities living within the project footprint area are usually subject to relocation which requires not only detailed documentation of households but also compensation and livelihood restoration; neither of which can be handled adequately without baseline data.

The course provides the essential processes, methods/ approaches and mitigation and enhancement measures that are elemental to assuring representativeness, fairness and sustainable well-being of affected communities. The course draws from both African and international examples.

## COURSE OBJECTIVES

The course will introduce the participants to procedures that should be followed in order to comply with today's requirements for a sound social impact assessment process, including strategic priorities and national guidelines, and to provide tools for planning hydropower and other water-related projects in the best possible way on a national, regional and local level.

## COURSE CONTENTS

- Background and development of SIA
- Impact assessment methodologies
- Baseline data and mitigation measures
- Stakeholder consultation process
- Resettlement
- Livelihood development
- Health issues
- The role of NGO's and monitoring
- Environmental and technical issues
- Indigenous peoples and vulnerable groups
- Institutional strengthening and capacity building
- Financial and budget issues
- Corporate Social responsibility

**Women are encouraged to apply.**



# The Process of Social Impact Assessment in Hydropower Projects



## TARGET GROUP

The course is aimed at power companies, ministries, authorities, NGO's, relevant private enterprises and others working with development of water resources requiring structured knowledge of the SIA process.

Executives of power companies, ministries, water resource and energy agencies and relevant private sector enterprises with management responsibility or influence on project planning will benefit from this course.

The course will also be of value to engineers working in water resources planning and multipurpose projects.

## COURSE DATES

Participants are expected to arrive in Ghana on Sunday 4th August, and leave no earlier than Saturday 10th August. Information on travel, detailed course programme and other relevant information will be sent to all selected participants in due course.

## GENERAL:

All lecturers and resource persons are well-known specialists within their field, and they have extensive international and regional experience.

Attending the courses is an opportunity to discuss and learn about current energy sector issues related to Hydropower and other renewables together with professionals from the continent and abroad.

Participants are encouraged to bring along information that can be shared about pending energy and hydro- power issues of your interest.

## ADMISSION REQUIREMENTS:

- A minimum of about 5 years of working experience is required.
- Applicants should hold an applicable degree or possess relevant background knowledge.
- Proficiency in English is compulsory for all the courses  
Notice of admission will be given shortly after the application closing date.

ICH reserves the right to accept or reject any applicant based on their qualifications and experience.

## SPECIFICS FOR THE COURSE:

Information on travel, detailed course programme and other relevant information will be sent to all participants in due course.

Participants are expected to arrive at the venue of the course the day prior to the course start and leave no earlier than the day after end of the course.

## COURSE FEE:

The course fee includes lectures, materials, accommodation, meals, a social programme and fieldtrips if applicable.

International travel expenses are not included. There is a reduced fee for ICH members.

A limited number of sponsored seats are available for participants from countries prioritized by NORAD (Norwegian Agency for Development Cooperation).

Those who would like a guaranteed seat on the course should secure their own funding.

# Environmental Compliance and Risk Assessment in Renewable Energy Projects

## The case of hydropower



**Ladysmith, South Africa 14th – 18th October 2019**

**Application deadline – 20th August 2019 Registration fee; USD\$ 1000**

*Fees included course materials, accommodation and meals*

### **COURSE OVERVIEW**

There is a dire need for know-how and practical knowledge on auditing, inspection, monitoring and evaluation in renewable energy projects. Different standards apply and the need to tailor compliance to the specifics of projects requires understanding and an effective approach. The main aim of assuring compliance is to reduce risks associated with project development and operation.

Well trained environmental auditors and inspectors, can improve an organization's compliance, ensure safety, control risks, improve internal controls, support environmental management systems, identify pollution prevention opportunities and assure meeting established standards. Delivering requires an effective risk assessment including audit/inspection approaches, and an understanding of proven audit/inspection/monitoring techniques and industry standards.

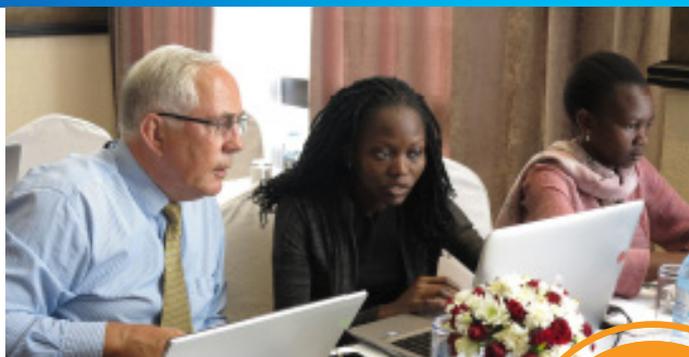
Importantly how the information gathered, and data obtained is to be evaluated requires evaluation skills, which in-part comes about from a good understanding of thresholds and standards.

The course has been designed and developed to prepare participants to perform comprehensive risk and compliance assessments of all types in accordance with internationally and nationally acceptable standards and practices. The course focuses on enhancing knowledge on adapting, employing and implementing appropriate compliance tools.

The workshop is presented as a hands-on training based on, among others, ISO 14000, World Bank Group (e.g., industry IFC Performance Standards and Guidance), and donor required standards for individuals with training and experience in environmental and social assessment and management.



# The Process of Social Impact Assessment in Hydropower Projects



Women are encouraged to apply.



**Key Words:** Renewable Energy, Hydropower, Environmental Standards, Safety, Health, Environmental liability, Risks, Compliance, Auditing and Inspection, M&E.

## OBJECTIVES

At the end of the workshop, participants shall be able to:

- Demonstrate effective environmental compliance skills related to the different project phases
- Outline inspection/audit program elements through gaining an understanding of compliance and risk assessment tools.
- Explore reporting options in line with international standards, including ISO 14000, donors and IFIs standards

## TOPICS

### MODULE 1 Understanding the Environmental Compliance and Risk Assessment Process (Auditing/ Inspection, Monitoring and Evaluation)

- Global and regional perspectives
- Why is compliance to standards needed?
- Social challenges and risks
- Environmental accounting and managing risks
- Environmental and social assessments, management, planning and implementation
- International compliance standards

### MODULE 2 Principles and Techniques

- Principles of auditing/inspection
- Compliance needs and the tools
- Planning the Environmental Audit - Process overview, scope, approach and methods
- Conducting pre-audit, on-site and post-audit activities
- Pitfalls - what do many audits/inspections often lack?
- Needs & gap assessment
- Action plan for compliance
- Trends today and why are both environmental and social dimensions relevant.
- Reporting

### MODULE 3 Environmental Compliance in Practice

- Environmental Compliance – Site Visit and Report Writing
- Best Practices and Case Studies

## TARGET GROUP

Senior Industry personnel, Environmental Officers (Auditors, Inspectors, Compliance Managers, ESIA Experts), Planners, Developers, Environmental Media Personnel and other suitably qualified personnel.

## COURSE DATES

Participants are expected to arrive in Johannesburg on Sunday 13th October and leave no earlier than Saturday 19th October.

Information on travel, detailed course programme and other relevant information will be sent to all selected participants in due course.

### CONTACT;

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