Advanced Revenue Protection Management in the 21st Century

PART 1  Online course 3rd – 7th August 2020
PART 2  Workshop 22nd – 26th February 2021, Uganda

Application deadline; 3rd July 2020
Course fee – USD$ 1000

Women are encouraged to apply!
COURSE OVERVIEW

This combined online and classroom training of the Advanced Revenue Protection Management presents a comprehensive introduction to Revenue Protection Management in the 21st Century in the Power Distribution sector with special focus on revenue protection principles, pandemic planning and how utilities should prepare for the TID rollover. Different challenges have been identified, and based on that, a number of remedial measures have been suggested for revenue protection.

OBJECTIVES

The main objective of this combined 2-part training is to help participants contribute to the improvement of the overall efficiency of the power distribution sector.

The course will be presented in 2-parts

PART 1  ONLINE (3–7 August 2020)

This part of the course will be conducted online using lectures and interactive webinars. This will also include an expose on potential of stimulus funding packages, such as the package from the African Development Bank and APUA, and mechanisms on how best the funds can be tapped in during and post COVID-19 to ensure business continuity and sustainability for utilities and Centres of Excellence.

PART 2  Workshop (22–26 February 2021)

A workshop session and continuation of the online course will be hosted in Uganda in 2021, where feedback on case studies for revenue protection management will be presented from selected African utilities. Case studies have been made to reflect on the viability of the revenue loss reduction techniques, pandemic preparedness and TID rollover plans which have been implemented in other utilities. This will provide further strategy to revenue protection and metering staff.
COURSE OUTLINE  Part 1 (3–7 August 2020)

1. Introduction to Revenue Protection Management in the 21st Century
   a. Overview of the Power System
   b. Revenue protection principles
   c. Sustainable revenue protection solutions that drive utility business growth and creating a future that is built to last

   Pandemic planning is part of enhancing power utility resiliency. Thus, substantive pandemic preparation will make a utility more resilient for any event it is likely to face and help drive its revenue protection strategies. Utilities that will invest in preparation will reap the reward of a faster recovery measurable on the amount of revenues collected. Conversely, utilities that will not properly prepare will incur huge revenue losses.

   Key issues to be discussed in this section include:
   a. Impact of pandemics (Covid-19) on power utilities
   b. Challenges facing utilities during the Covid-19 pandemic
   c. Mitigations and stop-gap measures
   d. Utility preparedness for pandemics

3. TID Rollover
   All STS prepayment meters will be affected by Token ID (TID) roll over on the 24/11/2024. Any tokens generated after this date and utilizing the 24-bit TID, calculated on base date 1993, will be rejected by the meters as being old tokens as the TID value encoded in the token will have reset back to 0. In order to overcome the TID rollover occurrence, all meters will require key change tokens with the roll over bit set.

   Most Utilities have already started processes to allow for the management of this TID Rollover key change in order to have the least impact.

   This module will therefore attempt to answer some of the frequently asked questions on how to deal with the TID rollover such as:
   a. What is the significance of the year 2024?
   b. When can utilities start the TID rollover program?
   c. How do utilities prepare for TID rollover?
   d. How do utilities upgrade their vending system?

   The module will also address some of the possible challenges and solutions during the TID rollover implementation phase especially with the Covid-19 pandemic.

ICH, collaborating with local partners to improve skills for energy sector professionals

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COURSE OUTLINE  Part 2 (22–26 February 2021)

Case Studies
1. Extensive case study on TID Rollover
2. Post COVID-19 recovery and survival strategies – best practice from utilities represented by course participants
3. Management of metering testing facilities – installation, operation, and control procedures
4. Case study on revenue loss reduction techniques

TARGET GROUP

COURSE DATES
This Advanced Revenue Protection course will be presented in 2-parts. Selected participants will be required to attend both the Online course in August 2020 and the planned physical workshop in February 2021 in Uganda.

Please ensure your completed application is received no later than the given deadline – 3rd July 2020

Information on travel, detailed course programme and other relevant information will be sent to all selected participants in due course.
Specifics for the Online Course & Workshop in Uganda

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

BENEFITS
Training and cross-training utility staff to step into certain revenue protection roles will reap short-term returns by identifying high-potential talent and bolstering the critical thinking and decision-making skills of revenue protection and metering staff. Through this Advanced Revenue Protection Management training, utility staff will be building and diversifying decision-making skills in their utilities.

Participants are encouraged to bring along information that can be shared about revenue protection management 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.
• Basic computer skills and internet access are imperative

Applicants MUST diligently complete the application form before submission. The application form can be accessed at the ICH website – www.ich.no

Please ensure your completed application is received no later than the given deadline – 3rd July 2020

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.

COURSE FEE
The course fee includes lectures and materials for both Part 1 & Part 2 of the training. This fee will also cover accommodation, meals, a social programme, and fieldtrips for Part 2 of the programme.

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.

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