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COURSE BROCHURE

Revenue Protection and Non-Technical Loss Reduction Training Course

6 – 10 December 2026
Istanbul

Revenue Protection and Non-Technical Loss Reduction Training Course

Ref: 2264_84095 **Date:** 6 – 10 December 2026 **Location:** Istanbul **Fees:** 4900 GBP

Revenue Protection and Non-Technical Loss Reduction is a 1-week training course for utility revenue, billing and loss reduction staff, and it centres on a revenue protection and loss reduction action plan for an electricity, water or gas service area. Energy and water that leave the network without being billed or paid for erode tariffs, investment budgets and customer trust. Jupiter Prime Training offers this course to the officers who find and close those leaks.

Why Revenue Protection and Non-Technical Loss Reduction Matters Now

Three shifts are changing how utilities defend their revenue. Smart and prepaid meters generate interval readings and tamper alarms. Tariff reviews and boards press utilities to separate technical losses from theft, misreads and billing errors before costs reach honest customers. Field teams face more sophisticated bypasses. A utility that measures its losses by feeder or district metered area recovers revenue and targets inspections well; one that relies on aggregate loss figures spends inspection hours blindly. The course draws on international utility practice in energy balance, water balance and revenue assurance, described in general terms.

Who Gains Most from Revenue Protection and Non-Technical Loss Reduction

- Revenue officers responsible for energy or water balances by area
- Billing staff responsible for read validation, estimates, exceptions and adjustments
- Metering staff responsible for meter accuracy testing, sealing and replacement
- Inspection coordinators responsible for selecting and dispatching field investigations
- Credit staff responsible for disconnection, reconnection and recovery of back-billed amounts

Utilities gain most when revenue, metering, billing and field inspection staff from the same distribution area attend together.

Revenue Protection and Non-Technical Loss Reduction Capabilities

Participants learn to trace every unit of supply from the bulk meter to a paid bill and to act where the trail breaks.

- Calculate a balance separating technical from non-technical losses — the loss reduction committee
- Design read validation and billing exception rules — the billing manager
- Build theft detection analytics from meter event data — the inspection coordinator
- Specify meter testing, sealing and replacement priorities by risk — the metering function
- Weigh recovery options for back-billing, settlement and disconnection — the commercial director
- Communicate loss trends and recovered revenue by area — the executive team

Key Revenue Protection and Non-Technical Loss Reduction Terms

- Non-technical loss — supply consumed but not billed or not paid for, through theft, meter faults, misreads or billing errors
- Technical loss — energy or water lost in the network itself through resistance, leakage or bursts
- Energy balance — a reconciliation of supply into an area against billed consumption to measure losses
- District metered area — a discrete zone of a water network with metered inflows used to locate losses
- Meter tampering — physical or electronic interference with a meter to reduce recorded consumption
- Back-billing — issuing a corrective bill for consumption that was previously unrecorded or underbilled

Revenue Protection and Non-Technical Loss Reduction Day by Day

Day 1: Revenue Leakage Across the Meter-to-Cash Chain

- Meter-to-Cash Process Map — Locating Leakage Points From Supply to Receipt
- Technical Versus Non-Technical Losses — Separating Network and Commercial Causes
- Energy and Water Balance Methods — Measuring Loss by Feeder and Zone
- Loss Reporting Indicators — Choosing Measures Boards and Tariff Reviews Accept
- Customer Segment Risk Profiles — Prioritising Industrial, Commercial and Residential Accounts

Day 2: Metering Accuracy and Integrity

- Meter Accuracy Testing — Sampling, Bench Tests and On-Site Checks
- Sealing and Asset Records — Tracking Meter Custody and Seal Numbers
- Smart and Prepaid Meter Event Data — Reading Tamper and Outage Alarms
- Bulk and Check Metering — Verifying Supply Into Each Area
- Meter Replacement Prioritisation — Ranking Ageing and High-Risk Installations

Day 3: Billing Controls and Exception Handling

- Read Validation Rules — Flagging Zero, Negative and Outlier Readings
- Estimated Bills and Catch-Up Reads — Limiting Revenue Distortion
- Unbilled Account Discovery — Matching Connections to the Customer Register
- Billing Exception Queues — Setting Ownership and Clearance Targets
- Tariff and Classification Audits — Correcting Misapplied Rates

Day 4: Theft Detection Analytics and Recovery

- Consumption Pattern Analytics — Spotting Sudden Drops and Flat Profiles
- Inspection Targeting Models — Ranking Suspect Accounts for Field Visits
- Field Investigation Evidence — Photographs, Seals and Statements for Recovery
- Back-Billing and Settlement — Calculating and Agreeing Recovered Amounts
- Disconnection and Collections Escalation — Recovering Arrears on Proven Cases

Day 5: Practising the Revenue Protection and Loss Reduction Action Plan

- Area Loss Baseline — Applying Day 1 Balance Methods
- Meter Integrity Priorities — Applying Day 2 Testing and Replacement Rankings
- Billing Control Fixes — Applying Day 3 Validation and Exception Rules
- Inspection Campaign Design — Applying Day 4 Targeting and Recovery Steps
- Revenue Protection and Loss Reduction Action Plan — Completed Draft for a Service Area

Applying Revenue Protection and Non-Technical Loss Reduction After the Course

- Produce an energy or water balance for one feeder or district metered area and rank its non-technical loss drivers
- Run consumption pattern analytics on that area's accounts and dispatch a first batch of targeted inspections

Revenue Protection and Non-Technical Loss Reduction Questions FAQ

What is Revenue Protection and Non-Technical Loss Reduction and why does it matter now?

It is the practice of finding and recovering supply that is consumed but not billed or paid for. It matters now because smart meter data makes losses visible and tariff reviews expect utilities to reduce them.

Which roles gain most from Revenue Protection and Non-Technical Loss Reduction training?

Revenue, billing, metering and inspection staff in electricity, water and gas utilities gain most, along with credit staff who recover back-billed amounts.

How does Revenue Protection and Non-Technical Loss Reduction differ from a debt collection course?

Debt collection courses start once a bill is unpaid. This course works earlier: metering accuracy, read validation, unbilled accounts and theft detection.

What do you bring back from Revenue Protection and Non-Technical Loss Reduction training?

You bring back a revenue protection and loss reduction action plan: an area loss baseline, meter integrity priorities, billing control fixes and an inspection campaign design.

Revenue Protection and Non-Technical Loss Reduction: The Way Forward

The revenue protection and loss reduction action plan gives the loss reduction committee a basis for its first decision: which feeders or zones receive the next inspection campaign and meter replacements. Revenue and field staff use it monthly. After its first cycle, revisit the targeting model, since inspection results show which signals truly predict diversion.