

## Workshop overview

The theft of electric service is an issue that continues to plague utilities across the nation and abroad. Utility theft appears in many varieties, ranging from sophisticated electronic deception to simply never paying a legitimate bill. As new technologies develop to expedite and improve meter efficiency and billing, new methods arise to attempt to defraud utilities. Electricity theft is a crime; but it also creates an undue burden for ratepayers, to whom the costs associated directly with stolen energy and associated revenue protection programs are often passed. Nationally, it is estimated that as much as \$6 billion per year is lost to utilities through theft.

The Electric Utility Theft class offer comprehensive information and techniques for recognizing, investigating, and recovering these types of losses in electrical systems. The class consists of several hands-on meter exercises and direct experience case studies. Participants will learn how to recognize if theft is occurring, investigate and document the theft, calculate the amount of the theft and design procedures to collect lost revenues.

## You will Learn

- Recognize the different types of non-technical losses
- Recognize signs of electricity theft
- Analyze how to conduct an electrical theft investigation
- Calculating and collecting lost revenue; recovering funds for organizations

## Key Topics

- Meter Mechanics
- AMR and AMI Meters
- Field Investigation and Investigator Safety
- Calculating Lost Revenues
- Collecting Lost Revenues
- Malfunctioning Equipment
- Evidence Control
- Litigation

## Who Should Attend?

Loss Prevention Managers, Revenue Protection Analysts, Engineers, Meter Readers, Customer Service Managers and other frontline personnel.

## Registration Deadline: July 26, 2010

## Registration fee (Includes lunch for second day only)

\$350 per person for FMEA utility and associate members  
\$500 per person for non-members

## Instructor

Edward J. Holmes, Senior Consultant, Arnett Industries, Tualatin, Oregon

## Continuing Education Credits

7.5 PDH credits for this class

## Cancellation policy

Cancellations after July 27 will be charged 25 percent of the registration fee. No shows will be charged 50 percent of the registration fee.

## Questions

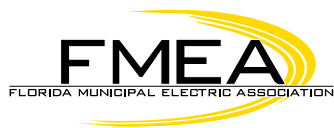
Contact **Cheryl Anderson**, Director of Training and Member Services at **(850) 251-5465**.

## Workshop location

Orlando Utilities Commission  
Gardenia Office Building  
3800 Gardenia Avenue  
Orlando, FL 32839  
(407) 423-9100

## Hotel location

The Florida Hotel and Conference Center  
1500 Sand Lake Road  
Orlando, FL 32809  
(800) 588-4656 or (407) 859-1500  
Room rate: \$108, ask for the FMPA rate



Florida Municipal Electric Association — Utility Training Institute
Electric Utility Theft: Technology and Solutions

August 10, 2010 • Orlando, Florida • 1:00 p.m. - 5:00 p.m.
August 11, 2010 • Orlando, Florida • 9:00 a.m. - 4:30 p.m.

Workshop registration form

Please complete the following registration form and either fax or e-mail it to FMEA. Duplicate and complete this form for each person attending.

Please check the correct category:

Municipal Utility Associate Member Electric Cooperative Investor-owned Utility Non-member

Full name Nickname for badge

Title

Utility/Company

Address City State Zip

Phone ( ) Fax ( ) Cell ( )

E-mail (Required for Confirmation)

Payment information: \$350 for FMEA members
\$500 for non-members

Check enclosed for \$ Please make checks payable to FMEA.

Charge my: Visa Mastercard AMEX Bill me (FMEA utilities only) in the amount of

Cardholder name

Card number Exp. date CCV Code

Cardholder signature

FAX COMPLETED FORM TO FMEA AT: (850) 224-2831 or (850) 222-0358

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FMEA, P.O. Box 10114, Tallahassee, FL 32302-2114
Tel: (850) 224-3314 Fax: (850) 224-2831 E-mail: fmea@publicpower.com
www.publicpower.com

For over 65 years, the Florida Municipal Electric Association has supported and strengthened Florida's community-owned municipal utilities, their 6,000 employees, and the 3 million Floridians they serve. FMEA's Utility Training Institute offers statewide training and certification programs for Florida's municipal electric utilities, electric cooperatives and investor-owned utilities.



**Orlando Utilities Commission**  
**Gardenia Building**  
3800 Gardenia Avenue  
Orlando, FL 32839

Hotel Address:

The Florida Hotel & Conference Center  
at the Florida Mall  
1500 Sand Lake Road  
Orlando, FL 32822  
Phone: (407) 859-1500

For Assistance Contact:

Cheryl Anderson (850) 251-5465  
*FMEA Director of Training & Member Services*  
OUC Gardenia Building (407) 423-9018  
FMEA Office (850) 224-3314



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From the North (via I-75)

- I-75 South toward Tampa
Take exit 328 on the left for Florida's Turnpike South toward Orlando ..... 0.7 mi
Merge onto Florida's Turnpike/Ronald Reagan Turnpike/SR-91 Toll road ..... 48.3 mi
Take exit 259 to merge onto I-4 East toward Downtown/Orlando Partial toll road ..... 3.1 mi
Take exit 79 for John Young Pkwy/SR-423 ..... 0.3 mi
Turn right at South John Young Pkwy/SR-423 South (signs for John Young Pkwy/SR-423 South) ..... 0.3 mi
Turn right at 39th St. .... 0.3 mi
39th St. turns right and becomes Gardenia Ave. .... 167 ft

From the North (via I-95)

- I-95 South toward Daytona Beach
Take exit 260B to merge onto I-4 West toward Orlando ..... 53.0 mi
Take exit 79 to merge onto South John Young Pkwy/SR-423 South ..... 1.3 mi
Turn right at 39th St. .... 0.3 mi
39th St. turns right and becomes Gardenia Ave. .... 167 ft

From the South (Miami)

- Head southeast on SW 152nd Ave/Kingman Hwy. toward Towne Centre Blvd. .... 0.2 mi
Make a U-turn at Towne Centre Blvd. Continue to follow SW 152nd Ave. .... 1.7 mi
Turn left at SW 312th St/NE 8th St/Campbell Dr. .... 0.1 mi
Turn left to merge onto Florida's Turnpike North Partial toll road ..... 257 mi
Take exit 259 to merge onto I-4 East toward Downtown/Orlando ..... 2.8 mi
Take exit 79 for John Young Pkwy/SR-423 ..... 0.3 mi
Turn right at South John Young Pkwy/SR-423 S (signs for John Young Pkwy/SR-423South).....0.3mi
Turn right at 39th St. .... 0.3 mi
39th St. turns right and becomes Gardenia Ave. .... 167 ft

From the South (via I-75)

- I-75 North via the ramp to Tampa
Take exit 261 to merge onto I-4 East toward Orlando ..... 70.5 mi
Take exit 79 for John Young Pkwy/SR-423 ..... 0.3 mi
Turn right at South John Young Pkwy/SR-423 S (signs for John Young Pkwy/SR-423South).....0.3mi
Turn right at 39th St. .... 0.3 mi
39th St. turns right and becomes Gardenia Ave. .... 167 ft