



POWER AND ELECTRICAL TRAINING

Electricity Metering, Billing and Revenue Protection

3 day course

Classroom, online or in-house

Course overview

Utilities across the region lose a large share of the energy they generate between the substation and the bill, and only part of that loss is technical. This course covers recovering it. Delegates work through metering technology and installation, current and voltage transformer metering for larger customers, and the accuracy and testing regime that keeps a meter trustworthy. Billing determinants, tariff structures and the errors that arise in applying them are covered. Loss analysis is taught properly: separating technical from non technical loss by feeder and identifying where to look. Meter tampering, bypass and illegal connection detection follow, along with safe and lawful investigation. The course closes on prepayment systems and on the customer relationship after a revenue investigation.

What you will learn

- Select and install metering appropriate to the customer
- Apply instrument transformer metering for large customers
- Test meters and maintain measurement accuracy
- Apply tariff structures and billing determinants correctly
- Separate technical from non technical loss by feeder
- Detect tampering, bypass and illegal connections
- Investigate safely and lawfully, and manage the customer afterwards

Who should attend

- Utility metering and revenue protection staff
- Billing and customer services personnel
- Distribution engineers and technicians
- Loss reduction and audit teams
- Municipal electricity department staff

Course outline

- 01 Losses between the substation and the bill
- 02 Metering technology and installation
- 03 Instrument transformer metering
- 04 Accuracy, testing and sealing
- 05 Tariffs and billing determinants
- 06 Technical and non technical loss analysis
- 07 Tampering, bypass and illegal connections
- 08 Investigation, prepayment and customer relations

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 September 2026	Johannesburg, South Africa	Classroom	R14,950
2 to 4 November 2026	Accra, Ghana	Classroom	USD 995
23 to 25 December 2026	Online	Online	R6,500
18 to 20 January 2027	Harare, Zimbabwe	Classroom	USD 995



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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