

GUAM POWER AUTHORITY Standard Operating Procedure	*SOP-021	Issued: 01/20/93 <i>[Signature]</i>
Title: ENERGY THEFT AWARDS PROGRAM	Prepared By: ANNIE Q. SANTOS Manager, Cust. Svcs., Acting Approved By: <i>[Signature]</i> RAYMOND C. CAMACHO, Gen. Mgr.	
Effective Date: 11/12/93 Supersedes No. Page 1 of 4		

I. INTRODUCTION

Every utility organization needs to address Energy Theft and provide incentives to award employees for their conscientiousness in its detections that leads to recovery of revenue losses.

II. PURPOSE

The Guam Power Authority Energy Theft Awards Program is established as a means to reduce energy losses. The program also intends to recognize, motivate, inspire and reward employees who have contributed in identifying energy theft which cuts the Authority's revenue losses.

III. EMPLOYEE ELIGIBILITY

All employees of the Guam Power Authority, either by individual or group, permanent or temporary, are eligible to participate.

IV. SUBJECT ELIGIBILITY

A. In general, the Authority is seeking for Energy Theft detection that:

1. Results in recovery of revenue losses
2. Backbilling of accounts
3. Account for energy losses
4. Reduce energy theft
5. Prevent reoccurrence
6. Increase operational efficiency
7. Eliminate potential safety hazard
8. Improve service

CODES: * REVISED # ADDED

IV. SUBJECT ELIGIBILITY (continued)**B.** Examples of subjects not eligible for awards:

1. Correction of conditions handled through normal supervisory channel.
2. Routine investigation, repairs and maintenance.
3. Detections brought about for personal benefits only.
4. Cases already reported and under investigation.

V. SUPERVISORY INVOLVEMENT

Employees should be officially encouraged to report their findings to their supervisors. This should initially involve the respective supervisor in pursuing the case further which will help in determining if employee is entitled to an award. However, findings may be submitted directly to the Department head if an employee prefers to do so.

VI. PRESENTATION OF ENERGY THEFT

- A. Reports must be typed or printed on Theft of Energy Report form. (See Exhibit A) State findings fully, clearly and concisely. Illustration by drawings or sketching may be required. Additional sheets of paper of the same size may be used, if necessary.
- B. Report should include estimated revenue loss.
- C. Recommendation and suggested measures to prevent some or similar circumstances should be a part of the report.

VII. AWARD PROCESS

- A. Energy Theft cases will be reviewed on the last Tuesday of the month. The report will be acknowledged by the awards committee. Receipt of report will be returned to the originator no later than ten days after the Report Committee has received it. (See Exhibit B)
- B. An employee may be called in to further describe the case, or the committee may confer with the supervisor, superintendent or department manager at which the originator is assigned. (See Exhibit C)
- C. Upon approval or rejection of a case, the committee will notify the originator.

VIII. ENERGY THEFT COMMITTEE

The Energy Theft Awards Committee shall consist of the following:

- A. The Assistant General Manager of Administration shall serve as Chairperson.
- B. Two Division Heads, one from the Operations Department and one from Administration Department, as designated by the Assistant General Manager, will serve on the committee.
- C. The Energy Theft Awards Committee will meet on the last Tuesday of the month, where the submitted case will be reviewed and acknowledged. Cases the committee wishes to award will be submitted to the General Manager.

IX. DUPLICATED CASES

If duplicated cases are submitted, the case having the earliest date received (stamped) by the Department will be eligible for consideration.

The decision of the Energy Theft Committee Chairperson shall be final as to whether cases are duplicates or simultaneously received (on the same date). If simultaneously received and both awards are approved, the award will be divided equally among the groups.

To avoid duplicate submission of cases, employee should make every effort to submit their cases as soon as possible after detection and all pertinent information have been gathered in writing.

X. JOINT AWARDS

The monetary award for an approved case submitted jointly shall be divided equally among those eligible employees who have signed the Energy Theft Award Form.

XI. APPROVING AUTHORITY

The General Manager makes the final approval.

XII. AWARDS

Employees that qualify for the Energy Theft Award shall be entitled to:

- A. A cash award of 10% of the applicable loss of revenue recovered but, not to exceed \$1,000.
- B. A certificate of appreciation recognizing his/her contribution to the Authority.
- C. Publication of his/her recognition in the Power Line and may be submitted as a news release to the local media.
- D. His/her name and the circumstances surrounding the case, will be posted on all designated bulletin boards.

XIII. DEFINITIONS

The scope of the Energy Theft Award contains the amount of revenue losses that will be used as a standard in determining the extend of application in terms of the award.

XIV. TAXABLE INCOME

Energy Theft Awards are considered earnings and are taxable. Applicable withholding taxes will be deducted from all awards, as required by law.

XV. AWARD PAYMENTS

Award payment will be presented to the awardee upon approval of the General Manager and completion of the payment process. No interest shall be paid on awards from the date of approval to the date of presentation.

GUAM POWER AUTHORITY
P.O. BOX 2977, AGANA, GUAM 96910

Exhibit A

THEFT OF ENERGY REPORT
(pls. type or print)

DATE: _____
TIME: _____

Customer's Name: _____
Location: _____
(Hse. No., St. Name, Village)

Account No.: _____
Meter No.: _____

Mailing Address: _____ Mult.: _____ Rate Schedule: _____

Type of Service: ☐ Residential ☐ Commercial ☐ Government ☐ Power Service ☐ Street Light ☐ Other (specify) _____

Nature of Trouble or Infraction(s): ☐ Jampered ☐ Inverted Mtr. ☐ Unmetered Circuit ☐ Drilled Glass ☐ Missing Mtr. ☐ Different Mtr. ☐ Seal Cut
☐ Damaged Mtr. ☐ Not Registration ☐ Off-Set ☐ Unlisted Mtr. ☐ Other (specify) _____

Infractions(s): _____

Remarks: _____

Reported By: _____ Title _____ Badge No. _____
(Print Name/Signature)

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F I E L D I N V E S T I G A T I O N

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Case No.: _____

Date of Investigation: _____ Infraction: _____

Name of Owner: _____ Phone No.: _____

Corrective Action: ☐ Removed Mtr. ☐ Removed Jumper ☐ Installed Lock Device ☐ Changed Mtr. ☐ Checked Mtr. ☐ Reset Open Link
☐ Resealed Mtr. ☐ Replaced Glass ☐ Other _____

Owner's Reaction: ☐ Not Home ☐ Satisfied ☐ No Comments

Cust./Elect. Advised of Time Limit: ☐ Yes ☐ No ☐ Est. Completion Date: _____

Estimated Revenue Lot: KWH _____ Dollar Amount: _____

Remarks: _____

Recommendation/Suggestions: (Preventions) _____

Investigated By: _____ Title: _____ Badge No.: _____
(print name / signature)

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B U S I N E S S O F F I C E

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Old Meter No.: _____ Out Date: _____ Rdg.: _____ Mult: _____

New Meter No.: _____ Set Date: _____ Rdg.: _____ Mult: _____

Meter Re-readon: _____ Reading: _____ Demand Rdg.: _____

Corrective Action Taken: ☐ Credit Adj. ☐ Debit Adj. ☐ Other _____

Justification(s): _____

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Exhibit B

DATE: _____

ACKNOWLEDGEMENT OF EMPLOYEE ENERGY THEFT REPORT

TO:

FROM: Energy Theft Committee Chairperson

SUBJECT: Type of Infraction: _____
Case No.: _____

Thank you for your support to curb energy theft. Your efforts in recovering energy is appreciated by management.

Your case has been assigned the above number. Please use this number for identifying the case. This will save time and enable us to answer your inquiries more promptly.

You will be notified when a settlement has been made. Since your case must be evaluated by the offices affected, we cannot say at this time when action will be completed.

Meanwhile, we hope you will continue to look for ways to improve operations. Your suggestions are welcomed.

ENERGY THEFT AWARDS PROGRAM
CHAIRPERSON

G U A M P O W E R A U T H O R I T Y
P.O. BOX 2977, AGANA, GUAM 96910

EXHIBIT C

ENERGY THEFT AWARD EVALUATION PROGRAM

EVALUATOR INFORMATION (PRINT OR TYPE ENTIRE FORM)

CASE NO.: _____

(NAME)

(TITLE)

(DEPARTMENT/DIVISION)

(SECTION)

1. Is the Energy Theft Case Valid? Yes () No ()
If yes, why? _____

2. Is the employee eligible to participate in the Energy Theft Awards program? Yes () No ()
3. Is the case subject matter eligible for an award? Yes () No ()
4. What do you suggest or recommend as preventive measures in curbing reoccurrences? (Explain) _____

5. How much revenue loss is recovered? \$ _____
6. How much is personnel entitled to? \$ _____
7. COMMENTS: (Provide specific information, your comments concerning this case that will be used in a letter to the employee. Use additional sheets if necessary.)

8. AUTHORITY'S ACTION:

(Evaluator Signature)

(Date Signed)

APPROVED BY: _____

(General Manager)

(Date)