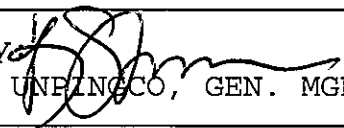


GUAM POWER AUTHORITY Standard Operating Procedure	No. SOP-096	Issued: 7/14/98
	Prepared By: Diony Tamondong Revenue Protection Services	
Title: THEFT OF SERVICE/IRREGULAR METERING INCENTIVE REWARD PROGRAM	Approved By:  RICARDO S. UNPINGCO, GEN. MGR	
Effective Date: 7/17/98 Supersedes No. Page 1 of 7		

Every utility organization needs to address Energy Theft and provide incentives to award the public (ratepayers) for their cooperation and conscientiousness in reporting suspected irregular metering and theft of service which leads to the discovery, recovery of revenue losses and/or prosecution of the perpetrators.

On July 15, 1998, GPA instituted a Company Policy whereby a reward would be paid to eligible informers for reporting theft of service/irregular metering conditions which are confirmed by investigation. All tips and informations received will be kept confidential.

GENERAL

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

The reward payment program was provided for in P.L.24-31 as an incentive for the public to report suspected theft of service/irregular metering conditions. A reward equivalent to 10% of the assessed penalties but not exceeding \$1,000 will be paid when the theft of service/irregular metering conditions has been reported to the Revenue Protection Services on Form RPS-01 (see Exhibit #1) subsequently verified by field investigation and ultimately resulting in the recoveries of revenue losses and/or prosecution of the perpetrator.

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All are eligible to receive bonus payments for confirmed thefts of service/irregular metering conditions, with the following exceptions: Meter Readers; Meter Shop crews; Meter Discon/Recon crews; employees assigned to assist Revenue Protection with theft of service investigations; and GPA Management Team.

PAYMENT APPROVAL OR DENIAL

- A. Following are conditions for which a reward payment will be made for submitting the initial report after the condition has been verified.
1. Use of metered or unmetered electric service where there is no GPA customer of record, but the premises are occupied, and no attempt has been made by the occupant to establish an account; or, if the premises are unoccupied and investigation results in identification and billing of the person(s) responsible.
 2. An unauthorized direct bypass connected to an electric service.
 3. An unauthorized jumper connected to an electric service or meter.
 4. A reversed meter or an inverted (upside down) electric meter, which is confirmed by investigation as a deliberate attempt by the receiver of service to avoid full registration of usage.
 5. An electric meter stolen from one location in use at another (including other model meters) to avoid full registration on account meter.
 6. Meter and/or service tampering resulting in theft of electricity which is confirmed by Revenue Protection investigation.

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7. Unauthorized restoration of electric service which has been terminated for non-payment, or which had been terminated by previous occupant of account premises, provided the condition is found as a result of the informant's initiative, and not as a result of being directed to the premises by GPA personnel or in accordance with the Service rules follow-up procedures.

NOTE: At multiple meter locations (e.g., apartment houses, meter rooms of shopping plazas, etc.) when more than one theft condition is found and verified, only one reward payment will be made.

B. No bonus payment will be made for the following:

1. Any condition caused or authorized by GPA personnel.

Example: Inverted meter when inversion was performed in error by GPA employee.

2. Conditions found in response to a service request, complaint or question for the location where irregularity was detected.
3. Any meter which has developed a defect within the last billing period.
4. Off-peak meters with defective rate changing mechanism which causes consumption to register on wrong side of meter, but all use is being recorded. The one exception being if deliberate tampering is proved.
5. Irregular metering condition is discovered as a result of reviewing computer exception reports.
6. Any suspected theft of service/irregular metering condition removed or corrected without verification by Security Department.
7. Taps ahead of main electric service equipment for alarms, exit, lights, control power for circuit breakers, etc.

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8. Any report involving a condition already under investigation by the Revenue Protection Section.
- C. Only the informer submitting the initial report of verified theft/irregular metering condition will receive a reward. Anyone submitting a subsequent report of the same condition at the location on the original report will not be eligible for an award. Final decisions for approval or denial of reward payments will be made by the General Manager, and only the Revenue Protection Service is authorized to recommend reward payments to the Energy Theft Committee.

Informer will be notified of reward payment approval or denial of Form RPS-03 (see Exhibit #2).

Reward System Payment Procedure

1. Reward payments will be made to the informer by check subject to any local taxes.
2. To generate reward payments, a memorandum is sent by the Revenue Protection Service to the Energy Theft Committee (see Exhibit #3). The committee shall consists of the following:
 - a. The Assistant General Manager of Administration shall serve as the Chairperson.
 - b. Two (2) Division Heads, one (1) from the Operations Department, and one (1) from the Administration Department, as designated by the Assistant General Manager of Administration, will serve on the committee.

CODES: * REVISED # ADDED

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.

d. *The General Manager makes the final approval.*

3. Checks will be issued by the Revenue Accounting and returned to the Revenue Protection Service for distribution.

RPS-03 / EXHIBIT #2

Date: _____

To: _____

Address: _____

Subject: Irregular Metering/Theft of Services/RPS Report No.: _____

The subject report submitted by you dated _____ regarding a suspected irregularity or theft at _____ has been investigated.

- ☐ The suspected condition was verified and you will be issued a reward.
- ☐ No evidence of irregularity or theft was confirmed, therefore, no reward will be issued.
- ☐ A report for this location was previously submitted on _____.
- ☐ Other _____.

Your efforts and cooperation in reporting suspected irregular metering and theft of service situations are greatly appreciated. We encourage you to continue assisting GPA in the elimination of these conditions.

REVENUE PROTECTION SERVICES

cc: Reward Committee

CODES: * REVISED # ADDED

IRREGULAR METERING/THEFT OF SERVICE REPORT

Case No.: _____

Meter No.: _____

Account No.: _____

Service Location: _____

Account Name: _____

Route No.: _____

Reason for Report/Condition
found: _____

Date: _____

Report Received By: _____

Caller's Code: _____

Time: _____

RPS USE ONLY:

☐ Investigation Results: _____☐ Investigated By: _____ Date: _____

RPS-01

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