

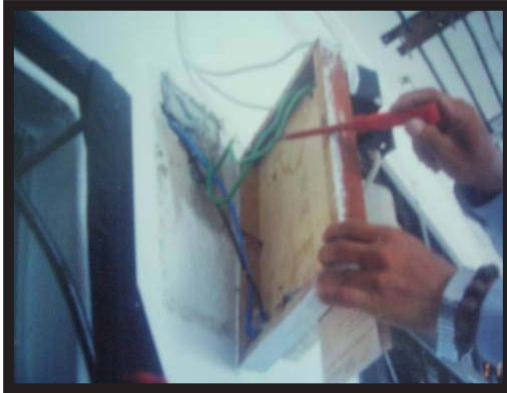


## R&D Fund Project

### Research and Development on an Intelligent System for prediction of Abnormalities and Probable Fraud in SESB Metered Customers

#### Project Overview

One of the T7 key initiatives in Sabah Electricity Sdn. Bhd. (SESB) is to reduce the distribution loss (technical and non-technical), estimated around 15% at present. Non-technical losses can be defined as losses due to meter malfunction, billing error and fraud. In this project, a system is developed that is able to detect abnormalities and fraud suspects from the Customer Database System in order to assist the inspection teams to increase the effectiveness of their operation in reducing non-technical losses.



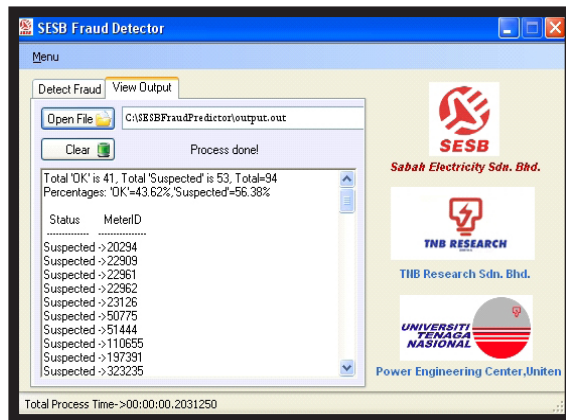
Example of Meter Tempering Fraud

#### Deliverable

- a novel classification and detection system that can pre-select suspected customers to be inspected on-site for abnormalities or potential fraud according to their consumption patterns and other characteristics
- implementation strategy in line with existing work process of SESB non-technical loss team

#### Benefits

The list of possible fraud suspects and abnormalities cases produced by the developed system complements the list obtained through public complaints and meter readers. In general, the results show that the Intelligent System developed has the ability to detect suspected fraud customers with the accuracy between 70-80%. This would translate into huge savings in terms of operational cost for customer premise inspections.



Sample Screenshot of Fraud Detector Program