Garnet
Garnet Global Training Center

GGT-PG-134

Power Generation & Utilities

Utility Customer Billing & Revenue Protection

فوترة المشتركين وحماية الإيرادات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Participants in Utility Customer Billing & Revenue Protection practise the methods, tools and standards they need to perform reliably and solve problems on the job. Operation and maintenance of power plants, grids and utility services. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Utility Customer Billing & Revenue Protection to real tasks.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.

Who should attend

Power plant engineers, operators, utility planners and grid specialists. Practitioners with one to five years of experience benefit most.

Key topics

- Thermodynamics and plant performance
- Boilers, turbines and generators
- Grid operation and dispatch
- Reliability and outage planning
- Emissions and environmental compliance
- Plant case studies

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Utility Customer Billing & Revenue Protection: principles and standards
- Plant case studies
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Thermodynamics and plant performance
- Boilers, turbines and generators

Day 3 Diagnosis and problem solving
- Grid operation and dispatch
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Reliability and outage planning
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Emissions and environmental compliance
- Checklists and templates to take away

10-day outline

Day 1 Utility Customer Billing & Revenue Protection: principles and standards
- Plant case studies
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Thermodynamics and plant performance
- Boilers, turbines and generators

Day 3 Diagnosis and problem solving
- Grid operation and dispatch
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Reliability and outage planning
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Emissions and environmental compliance
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Group discussion and peer review

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Measurement and reporting

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
7–11 Feb 2027	5-day classroom	Kuwait City	English	4,750
9–13 Aug 2027	5-day online	Live online	English	2,950
3–14 Oct 2027	10-day classroom	Cairo	Arabic	8,950
1–5 Nov 2027	5-day classroom	London	English	4,750
6–10 Mar 2028	5-day classroom	Dubai	Arabic	4,750
10–21 Jul 2028	10-day online	Live online	English	5,450
19–23 Nov 2028	5-day classroom	Riyadh	Arabic	4,750
11–22 Dec 2028	10-day classroom	Amsterdam	English	8,950
18–29 Jun 2029	10-day classroom	Paris	English	8,950

Dates	Format	City	Language	Fee (USD)
21–25 Oct 2029	5-day classroom	Jeddah	Arabic	4,750
19–23 Nov 2029	5-day classroom	Geneva	English	4,750
10–14 Dec 2029	5-day online	Live online	English	2,950
13–17 Jan 2030	5-day classroom	Kuwait City	Arabic	4,750
18 Feb – 1 Mar 2030	10-day online	Live online	English	5,450
18–22 Mar 2030	5-day classroom	London	English	4,750
14–25 Oct 2030	10-day classroom	Dubai	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/