

# POLICY FOR CORRECTION OF METER READING AND BILLING DATA

Item A-F (17-2017) CM 25/05/2017	REVIEWD INTEGRATED DEVELOPMENT PLAN (IDP) AND MEDIUM TERM REVENUE AND EXPENDITURE FRAME WORK (MTREF): 2017/2018 TO 2019/2020
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## Resolved:

5. That to guide the implementation of the municipality's annual budget, the Council of the EMM **APPROVES** the policies as set out in the following Annexures of this document:

<b>Annexure D1</b>	Medium-term Budget Policy Statement (reviewed)
<b>Annexure D2</b>	Pricing Policy Statement (reviewed)
<b>Annexure D3</b>	Property Rates Policy (reviewed)
<b>Annexure D4</b>	Provision of Free Basic Electricity Policy (reviewed)
<b>Annexure D5</b>	Waste Management Services Tariff Policy (reviewed)
<b>Annexure D6</b>	Consumer Deposit Policy (reviewed)
<b>Annexure D7</b>	Indigent Policy (reviewed)
<b>Annexure D8</b>	Credit Control & Debt Collection Policy (reviewed)
<b>Annexure D9</b>	Provision for Doubtful Debtors and Debtors Write Off (reviewed)
<b>Annexure D10</b>	Budget Implementation and Monitoring Policy (remains unchanged)
<b>Annexure D11</b>	Municipal Entity Financial Support Policy (reviewed)
<b>Annexure D12</b>	Accounting Policy (reviewed)
<b>Annexure D13</b>	Funding and Reserve Policy (remains unchanged)
<b>Annexure D14</b>	Borrowing Policy (remains unchanged)
<b>Annexure D15</b>	Cash Management Policy (remains unchanged)
<b>Annexure D16</b>	Policy on electricity metering for residential and small business customers in the EMM (reviewed)
<b>Annexure D17</b>	Policy for the Vending of Pre-paid Electricity (reviewed)
<b>Annexure D18</b>	<b>Policy for Correction of Meter Reading and Billing Data (reviewed)</b>
<b>Annexure D19</b>	Electricity Tariff policy (reviewed)
<b>Annexure D20</b>	Virement Policy (remains unchanged)
<b>Annexure D21</b>	Consumer Agreement Policy (reviewed)
<b>Annexure D22</b>	Renewable Energy Revenue Loss Mitigation Policy (unchanged)
<b>Annexure D23</b>	Supply Chain Management Policy (Reviewed)

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# POLICY FOR CORRECTION OF METER READING AND BILLING DATA

## 1. BACKGROUND

Meter reading and billing errors have occurred in the past and continue to occur due to equipment failure, as well as human error. The main principle in correcting meter readings and billing data is fairness to the customer and to CITY OF EKURHULENI.

## 2. METHODOLOGY

Where any meter is found to have ceased to register and to have registered inaccurately then:

- The quantity of electricity is to be paid for by the customer.
  - Payment determined from the date of last accurate reading of the meter prior to its failure to register or becoming faulty.
  - Payment will therefore be up to the time of its repair or replacement shall be estimated by the Head of Department on the following basis:
- (1) Where a meter has ceased to register correctly, the Council must repair or replace the meter as soon as possible.
  - (2) Where a meter has been replaced or repaired in accordance with (1) above or it can be proved to the satisfaction of the Council that a lesser or greater quantity of electricity has been consumed the Council must estimate the quantity of electricity that is to be paid for by the customer. The Council's estimate must be fair and reasonable and be for the period from the date of the last accurate reading of the meter prior to the meter's repair or replacement. It must be based on one or any applicable combination of the following:
    - (a) The average monthly or daily consumption of electricity on the premises served by the meter during the 12 months, or any reasonable lesser representative period, before, or 3 months after the replacement of the meter. If the consumption pattern has changed due to seasonal or production related or any other acceptable reasons during the affected period, the Council may obtain proof, or request proof from the customer as to what has changed during the period and factor in the changes, or
    - (b) the consumption of electricity on the premises for the corresponding months, or partial meter reading periods (inclusive of 30-minute interval values) of corresponding months, of the previous year taking into account seasonal variations or variations in production statistics; or
    - (c) any other technical method, using any combination of any available historical or current data, inclusive of load factor, power factor and diversity based calculations.
    - (d) The decision on the final method(s) applied will be the prerogative of Council.
  - (3) Where a meter or meter installation is proven faulty by a known factor, such as those resulting from an incorrect multiplication ratio, or failed current transformer or voltage transformer, and similar, the exact ratio will be determined and applied to readings

- (4) to obtain the true value of consumption and the Council must calculate the quantity of electricity that is to be paid by, or credited to, the customer.
- (5) Where a customer requested an adjustment, and it can be proven to the satisfaction of the Council, that the customer was not in occupation of the premises for a part of the period, or the full period, the account will be adjusted in accordance with the period the customer was in occupation.
- (6) Where the Council meter has failed and the customer can produce accurate check meter readings, these readings can be used for the correction provided that the customer meter and the Council meter readings correlates, after the Council meter has been corrected. Compensation for losses in a transformer (HV to LV) can be taken into account if the Council meter and customer meters are installed at different voltage levels.

### 3. COMMUNICATION

Prior to any adjustments being made to a customer's account, the customer must be:

- 3.1 advised by the CITY OF EKURHULENI Manager: Revenue Services that an error has been detected with his/her account/meter and that such error is being investigated. Proof of delivery to the customer must be recorded and included in the documents supporting the bill correction report.
- 3.2 a report must be prepared and communicated with the customer for discussion. Such a report must contain sufficient details to enable the customer to submit representations within a prescribed period of time, if necessary. If the customer refers the bill correction report to his/her attorneys, the CITY OF EKURHULENI legal section must be informed to enable CITY OF EKURHULENI to take the required legal action if required.
- 3.3 should the customer fail to make any representations in the prescribed period, then Council is entitled to adjust the account as per the report referred to in 3.2.
- 3.4 the Council shall consider any representations the customer may make and if satisfied that a case has been made, adjust the account appropriately.

### 4. DEVIATIONS

Specific circumstances, requiring a deviation from this policy may be considered by the Head of Department: Energy. Any deviation must be documented and signed off by the Head of Department: Energy.

