

<p>Item A-F (28-2020) CM 25/06/2020</p>	<p>REVIEWED INTEGRATED DEVELOPMENT PLAN (IDP), MEDIUM - TERM REVENUE AND EXPENDITURE FRAME WORK (MTREF), AND BUILT ENVIRONMENT PERFORMANCE PLAN (BEPP): 2020/2021 TO 2022/23</p>
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Resolved:

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

Annexure D1	Medium-term Budget Statement Policy (reviewed)
Annexure D2	Pricing Policy Statement (reviewed)
Annexure D3	Property Rates Policy (reviewed)
Annexure D4.1	Provision of Free Basic Electricity Policy (reviewed)
Annexure D4.2	Provision of Free Basic Water Supply Services (reviewed)
Annexure D5	Waste Management Services Tariff Policy (reviewed)
Annexure D6	Consumer Deposit Policy (reviewed)
Annexure D7	Indigent Support Policy (reviewed)
Annexure D8	Credit Control & Debt Collection Policy (reviewed)
Annexure D9	Provision for Doubtful Debtors and Debtors Write Off (reviewed)
Annexure D10	Budget Implementation and Monitoring Policy (reviewed)
Annexure D11	Municipal Entity Financial Support Policy (remains unchanged)
Annexure D12	Accounting Policy (reviewed)
Annexure D13	Electricity Metering for Residential and business Customers (reviewed)
Annexure D14	Policy for the Vending of pre-paid electricity (remains unchanged)
Annexure D15	Policy for Correction of Meter Reading and Billing Data (reviewed)
Annexure D16	Electricity Tariff policy (reviewed)
Annexure D17	Virement Policy (reviewed)
Annexure D18	Consumer Agreement Policy (reviewed)
Annexure D19	Supply Chain Management Policy (reviewed)
Annexure D20	Treasury Policy (remains unchanged)
Annexure D21	Allocation for Grants-in-Aid (reviewed)
Annexure D22	Assets Management Policy (remains unchanged)
Annexure D23	Cost Containment Policy (reviewed)
Annexure D24	Policy for the wheeling of Electricity (new)
Annexure D25	Policy guideline for Small-scale Embedded generation (reviewed)
Annexure D26	Ekurhuleni Community Enterprise Development Fund Policy (new)

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VENDING OF PREPAYMENT ELECTRICITY

1. DEFINITIONS

Vending means the sale of electricity to customers with prepayment electricity meter connections

Tampering means unauthorized interference with the metering installation in a way that damages it or slows it down or to bypass the meter, resulting in no or a reduction in consumption being registered.

Vending service provider means the entity appointed by Council to manage the sale of prepayment electricity.

Vending agents means the outlet appointed by the vending service provider to sell prepayment electricity.

Disaster recovery is the process, policies and procedures that are related to preparing for recovery or continuation of technology infrastructure which are vital to an organization after a natural or human-induced disaster.

Cash -Power Transfer Specification (CTS) is a proprietary secure message protocol that allows information to be carried between point of sale equipment and prepayment meters.

Standard Transfer Specification (STS) is a secure message protocol that allows information to be carried between point of sale equipment and prepayment meters.

On-line vending system is a vending system where transactions requests are handled by means of real time communications and no batch communication of transactions is permitted.

Any reference to his or her includes both genders

2. VENDING SYSTEMS

- 2.1 The HOD: Energy, or his delegate, shall assume total responsibility for the operation and maintenance of the vending system within COE, with the exception of the handling of cash and the staffing of the various vending stations. ICT staff are to assist the HOD: Energy whenever and where required ensuring the continued operation of the vending system.
- 2.2 The GCFO is responsible for the handling of cash and the staffing of vending stations within the Ekurhuleni Metropolitan area. Electronic integration between the billing system and the vending system must be established.
- 2.3 The GCFO is responsible for the contract employed to ensure prepayment vending through third party vendors. This is done for the convenience of the COE customers, and essentially, entails the extension of existing vending points. Many of the outsourced points are open 24 hours per day.
- 2.4 The vending system to be used by COE shall be an on-line vending system.

- 2.5 The integration between the vending system and the Council's billing systems must cater for the blocking of the vending of electricity as per the requirement of the GCFO.
- 2.6 The CIO shall ensure that a high availability is achieved through having an offsite disaster recovery site to permit continued vending should the primary system fail.
- Redundant connectivity to COE's network needs to be in place for third party service providers to permit continued vending should the primary connectivity fail.
- Daily back-ups of vending system data are to be made.
- 2.7 A control system must be in place to ensure that every meter procured, once delivered is loaded onto the system. Only four system meter stores will be permitted, these being Ekurhuleni Free Meters, Ekurhuleni Scrap Meters, Ekurhuleni to Be Tested Meters and Ekurhuleni Removed Meters Holding Store.
- 2.8 No vending to individual sub-consumers of bulk customers i.e. blocks of flats, town house clusters, hostels, etc. is to be provided by COE. Instead the complex owner or body corporate is to make their own arrangements for such vending if required. Historic arrangements where individual sub-consumers are metered by COE will continue until phased out.
- 2.9 Vending systems shall be designed to vend in terms of Council policies, including monthly issues of free basic electricity, fixed charges and capacity charges and shall be able to accommodate future policy changes.
- 2.10 Mandatory information on the vending system are key fields common to both vending and billing systems that identify the property, township, owner account number, owner details and prepayment meter number.
- 2.11 The integration between the billing system and vending system must provide for automatic updating of owner or property details within the vending system to reflect any changes to owner or property details carried out on the billing system.
- 2.12 Integration between the billing system and vending system must provide for vending system transaction data to be automatically written into the billing system.
- 2.13 The integration between the billing system and the vending system must be done in such a way to ensure that the necessary data applicable to all new connections as well as changes to connections must be written to both systems.
- 2.14 All new pre-payment applications shall be captured through COE Business Process Management system in order to maintain the integrity of point of connection, account, meter and owner data on the vending system for all meters that are installed.
- 2.15 The CIO shall ensure that contracts are place in order for the vending system to be regularly upgraded to stay current with the latest release.

3. REPORTING

- 3.1 User-friendly reporting is a prerequisite of the system.
- 3.2 The vending system must support connectivity from report writing software in a non-proprietary manner such as open data base connectivity (ODBC) to permit user defined, specific reports, to be created.
- 3.3 The types of standard reports, at a minimum, that are required include:
 - 3.3.1 Low purchase levels as specified by user (i.e. <50 kWh per month).
 - 3.3.2 Purchase history of customer.
 - 3.3.3 Summaries of connections per tariff.
 - 3.3.4 No-purchase report for specified periods (e.g. 90 days no purchase).
 - 3.3.5 Connection history of a stand.
 - 3.3.6 Connection history of a meter.
 - 3.3.7 Reports detailing number of transactions per vendor as well as total sale per vendor for specified periods.
 - 3.3.8 End of shift reports.
 - 3.3.9 Report detailing actions of vending system users.
 - 3.3.10 Reversals, free issues and vending transactions.
 - 3.3.11 Sales (monetary value and kWh by township (suburb) and CCA).
 - 3.3.12 Active and inactive users.
 - 3.3.13 Report showing history of meters blocked and unblocked.
- 3.4 Training is to be provided to all COE staff involved with vending on an ongoing basis.

4. PROVISION OF VENDING STATIONS

- 4.1 In terms of NRS 047 - 2 (quality of service), a vending station is, where practical, to be located within a 5 km radius of every customer.
- 4.2 Where practical a vending station is to be provided and operated for every 2000 customers, as required by NRS 047 - 2.
- 4.3 In order to ensure that vending is available to customers on a 24-hour basis, the GCFO shall appoint a vending service provider/s. These providers will be required to appoint and manage vending agents that are suitable outlets to perform vending on behalf of Council. The vending service providers shall manage the entire third party vending function on behalf of Council inclusive of collecting monies due to Council from the vending of prepayment electricity by the vending agents and depositing the monies collected into Council's bank account. All such vending shall be carried out by means of on-line vending through Council's vending system.
- 4.4 The appointment of such agents to be done in terms of Council's Procurement Policy.

5. TYPES OF METERS

Energy is phasing out CTS meters but due to a number of CTS meters still being used in the network, the vending system should be able to vend to both CTS and STS meters until they are phased out.

6. INFORMING CUSTOMERS

All new and existing prepayment electricity customers must be informed regarding Council's policy on prepayment electricity vending systems, prepayment meter tariff charges and charges applicable when new prepayment meters are installed, using existing structures such as customer forums, flyers, customer notices, etc.

NOTE: The reference to “they” in the above sentences is a reference to the Department concerned and its personnel

The term “shall” is used throughout this document to indicate those provisions which, are considered to be mandatory.

The term “should” is used to indicate those provisions which, although not mandatory, are provided as a recognized means of meeting the requirements.

The term “may” is used to indicate something which is permitted.
The term “can” is used to indicate a possibility or a capability.

