

<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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POLICY FOR THE ESTIMATION AND 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. Similarly, when finding an unmetered connection, this will require an estimation of the account. The main principle in correcting meter readings and billing data is fairness to both the customer and COE.

2. METHODOLOGY

Where any meter is found to have ceased to register or registered inaccurately or the meter installation ancillary equipment have been incorrectly wired or failed (including any legal or illegal unmetered connection) then:

- The quantity of electricity consumed at the property as per the correction report is to be paid for by the customer.
 - Payment shall be determined from the date of last accurate reading of the meter prior to its failure to register or becoming faulty, or 36 months.
 - Payment will therefore be up to the time of its repair or replacement or installation of a meter and shall be estimated by the HOD: Energy on the following basis:
- (1) Where a meter or its installation components has ceased to register correctly, COE must repair or replace the meter and/or components as soon as possible, and where no meter is found, the installation must be equipped with a meter if it complies to COE by-laws and standards. If the connection is illegal or do not comply, notice will be given and the supply will be disconnected. The unmetered connection units will also be determined and billed.
 - (2) Where a meter or its installation components has been installed or replaced or repaired in accordance with (1) above and it can be proved to the satisfaction of COE that a lesser or greater quantity of electricity has been consumed, COE must estimate the quantity of electricity that is to be paid for by the customer. The COE estimate must be fair and reasonable. 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 measured by the meter during the 12 months, or any reasonable lesser representative period, before, or 3 months after the repair/replacement of the meter/installation/ancillary equipment. If the consumption pattern has changed due to seasonal or production related or any other acceptable reasons during the affected period, COE 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/ancillary equipment is proven faulty by a known factor, such as those resulting from an incorrect multiplication ratio, or failed current transformer or voltage transformer, meter programming, and similar, the correct ratio will be determined and applied to readings to obtain the true value of consumption and COE must calculate the quantity of electricity that is to be paid by, or credited to, the customer.
 - (4) Where a customer requested an adjustment due to the property being unoccupied, and it can be proven to the satisfaction of COE, 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.
 - (5) Where the COE 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 COE meter readings correlates, after the COE meter installation has been corrected. Compensation for losses in a transformer (MV to LV) can be taken into account if the COE meter and customer meters are installed at different voltage levels.
 - (6) When a faulty meter or a meter to be tested for calibration purposes is replaced, COE shall have the right to replace these with any newer technology meter or with a meter standardised in Council policies.

3. COMMUNICATION

Prior to any adjustments being made to a customer account:

- 3.1 the customer must be advised by the COE Manager: Revenue Services that an error has been detected with his/her account/ meter/ installation 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 21 calendar days, if necessary. If the customer refers the bill correction report to his/her attorneys, the COE legal section must be informed to enable COE 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 3.1 and 3.2.
- 3.4 COE shall consider any representations the customer may make and if satisfied that the submission is relevant, adjust the account appropriately.

4. DEVIATIONS

Specific circumstances, requiring a deviation from this policy may be considered by the HOD: Energy. Any deviation must be documented and signed off by the HOD: Energy, or delegated official.

