

ESTABLISHMENT OF A MULTI-DISCIPLINARY TEAM FOR CREDIT CONTROL AND METER MANAGEMENT

Item A-F (23-2003)
CM 31.07.2003

DEPARTMENT FINANCE : ESTABLISHMENT OF A MULTI-DISCIPLINARY TASK
TEAM FOR CREDIT CONTROL AND METER MANAGEMENT

RESOLVED:

1. **That** the contents of the report in respect of the establishment of a Multidisciplinary Task Team for credit control and meter management **BE NOTED**.
2. **That** a Multi-disciplinary Task Team **BE ESTABLISHED**.
3. **That** the Multi-disciplinary Task Team **CONSIST** of:
 - (i) Council officials
 - (ii) Project managers
 - (iii) Service providers
 - (iv) Enrolled SM ME'S from the community
 - (v) Councillors from the Finance and Municipal Infrastructure Portfolio Committees
4. **That** the Multi-disciplinary Task Team **SHOULD HAVE** the following objectives as a focus:-
 - (a) Stabilising the debt position
 - (b) Improvement of payment levels
 - (c) Collect arrears through:
 - (i) Own staff
 - (ii) Debt collectors
 - (iii) Partnerships
 - (iv) Performance-based contractors employing staff from the community
 - (d) Curtailment of legal/illegal water usage
 - (e) Cut off of electricity
 - (f) Legal recovery process
 - (g) Control of the indigent management process
 - (h) Install and repair of meters
 - (i) Audit of meter readings
 - (j) Unaccounted Water and Electricity
 - (k) Customer care
 - (l) Community liaison
 - (m) Continuous follow up to prevent illegal tampering
 - (n) Prosecution of cases of illegal tampering
 - (o) Verifying of the consumption versus payments received on pre-paid meters
 - (p) Monitoring of illegal service connections

5. **That** proposals **BE CALLED** for the appointment of Project Managers on a performance basis to manage the following:-
- (a) Call for proposals for applicable software, in conjunction with the Executive Director: Information & Communication Technology
 - (b) Call for proposals for Service Providers on a performance basis
 - (c) The procurement of proposals
 - (d) The implementation of the system
 - (e) The management of the indigent process
 - (f) The management of the service providers and related activities
 - (g) Reporting to Council
6. **That** the policy for Councillors **BE AMENDED** to read as follows:
- (a) A Councillor may not be in arrears to the Council for rates and service charges for a period longer than 2 months and is required to pay such accounts within a period of thirty days after receiving written notification from the City Manager failing which, such Councillor may be deemed to have breached the Code of Conduct for Councillors as contemplated by schedule 1 of the Municipal Systems Act, 2000 and the arrear amounts may be deducted from the Councillor's allowance.
 - (b) That the City Manager be authorised to deduct any monies due not more than 30 (thirty) days after the notification was issued as contemplated in (f) supra.
 - (c) That a quarterly report on Councillors' municipal account arrears be submitted to the Finance Portfolio Committee and Council.
 - (d) That in terms of Schedule 1 (Code of Conduct for Councillors) 14(2)(d) of the Municipal Systems Act, 2000, such Councillors found to be in arrears to Council for a period longer than three (3) months, be fined the equivalent of 10% of the arrear amount due to Council subject to item 51 of the Standing Orders, and that this fine be deducted by the City Manager along with amounts contemplated in (b) above.
7. **That** the policy for officials **BE AMENDED** to read as follows:
- (a) An official may not be in arrears to the Council for rates and service charges for a period longer than 2 months and is required to pay such accounts within a period of thirty days after receiving written notification from the City Manager failing which, such official may be deemed to have breached the Code of Conduct for officials as contemplated by Schedule 2 of the Municipal Systems Act, 2000 and the arrear amounts may be deducted from the official's salary.
 - (b) That the City Manager be authorised to deduct any monies due not more than 30 (thirty) days after the notification was issued as contemplated in (a) supra.
 - (c) That a quarterly report on officials' municipal account arrears be submitted to the Finance Portfolio Committee and Council.
 - (d) That in terms of Schedule 2 (Code of Conduct for Officials) 10 of the Municipal Systems Act, 2000, such officials found to be in arrears to Council for a period longer than three (3) months, be fined the equivalent of 10% of the arrear amount due to Council and that this fine be deducted by the City Manager along with amounts contemplated in (b) above.
 - (e) That it be negotiated with Local Labour that it become a condition of employment that officials must supply all their current residential addresses to the Metro and to advise the Metro as and when they change, in order to put the Metro in a position to comply with the provisions of the said Act as and when it changed as well as an initial once-off.
8. **That** the current credit control tender as put out by Municipal Infrastructure only **BE AWARDED** subject to the scrutiny by the Multi-disciplinary Task Team.
9. **That** the Tender and Procurement and Quotation Policy **BE AMENDED** to specify that no payments **BE MADE** to contractors unless the Municipal account is paid in full.
10. **That** all contractors employed by Council **BE REQUESTED** to provide Council with stop order facilities on accounts of their employees -

11. **That** a report on the meter management model **BE PRESENTED** to the Mayoral Committee by the Finance Department in conjunction with the Municipal Infrastructure Department before 30 September 2003.

12. **That the principles and implementation of the abovementioned project as a whole BE WORKSHOPPED with all Councillors and relevant officials before the end of August 2003.**