

Item A-F (16-2022) CM 26/05/2021	MEDIUM-TERM REVENUE AND EXPENDITURE FRAMEWORK (MTREF) FOR 2022/23 TO 2024/25 AND NEW INTEGRATED DEVELOPMENT PLAN (IDP) FOR 2022/23 TO 2026/27
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Resolved:

8. That the Medium-term Revenue and Expenditure Framework for 2022/23 to 2024/25 and the new integrated Development Plan for 2022/23 to 2026/27 financial period, inclusive of the tariffs and draft budget-related policies, as contained in the Budget Document **BE APPROVED**.

POLICIES

- Annexure E1** Medium-term Budget Statement Policy (Reviewed)
Annexure E2 Pricing Policy Statement (Reviewed)
Annexure E3 Property Rates Policy (Reviewed)
Annexure E4.1 Provision of Free Basic Electricity Policy (Reviewed)
Annexure E4.2 Provision of free Basic Water supply services (Reviewed)
Annexure E5 Waste Management Tariff Policy (Reviewed)
Annexure E6 Consumer Deposit Policy (Reviewed)
Annexure E7 Indigent Support Policy (Reviewed)
Annexure E8 Credit Control & Debt Collection Policy (Reviewed)
Annexure E9 Provision for Doubtful Debtor and Debtor Write-Off Policy (Reviewed)
Annexure E10 Budget Implementation and Monitoring Policy (Reviewed)
Annexure E11 Municipal Entity Financial Support Policy (Reviewed)
Annexure E12 Accounting Policy (Reviewed)
Annexure E13 Electricity Metering for Residential and business Customers (Reviewed)
Annexure E14 Policy for the vending of pre-paid electricity (Reviewed)
Annexure E15 Policy for Estimation and Correction of Energy or Demand Meter Reading and Billing Data (Reviewed)
Annexure E16 Electricity Tariff policy (Reviewed)
Annexure E17 Virements Policy (Reviewed)
Annexure E18 Consumer Agreement (Reviewed)
Annexure E19 Supply Chain Management Policy (Reviewed)
Annexure E20 Treasury Policy (Reviewed)
Annexure E21 Funds Transfer Policy (Reviewed)
Annexure E22 Assets Management Policy (Reviewed)
Annexure E23 Cost Containment Policy (Reviewed)
Annexure E24 Policy for the wheeling of Electricity (Reviewed)
Annexure E25 Policy guideline for Small-scale Embedded generation (Reviewed)
Annexure E26 Ekurhuleni Community Enterprise Development Fund Policy (Reviewed)
Annexure E27 Long Term Financial Strategy 2020/21-2029/30

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POLICY FOR THE ESTIMATION AND CORRECTION OF ENERGY OR DEMAND METER READING AND BILLING DATA

1. BACKGROUND

Energy / Demand meter reading errors and/or 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 electrical connection, this will require an estimation of the account. The main principle in correcting energy/demand meter readings and billing data is fairness to both the customer and COE.

2. METHODOLOGY

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

- The quantity of energy consumed / demand registered 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 in line with the City's Electricity By-Laws.
- Payment will therefore be up to the time of the electrical metering installation repair or replacement or installation of an energy/demand meter and shall be estimated by the HOD: Energy on the following basis:
 - (1) Where an energy/demand meter has ceased to register correctly, COE must repair or replace the energy/demand meter and/or ancillary components as soon as possible, and where no applicable energy/demand meter is found, the installation must be equipped with an applicable energy/demand meter to ensure it complies to COE Electricity by-laws and standards. If the electrical connection is illegal or do not comply, notice will be given and the supply will be disconnected. The unmetered electrical connection units will also be determined in line with the Electricity By-Laws and billed.
 - (2) Where an energy/demand meter or its ancillary components have 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 energy has been consumed, COE must estimate the quantity of energy/demand consumed that is to be paid for by the customer. The COE's 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 energy/demand on the premises measured by the energy/demand meter during the 12 months, or any reasonable lesser representative period, before, or 3 months after the repair/replacement of the energy/demand meter/installation/ancillary equipment. If the consumption pattern has changed due to seasonal or production related factors 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 energy/demand 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, but transparency will prevail.
- (3) Where an energy/demand meter or installation/ancillary equipment is proven faulty by a known factor, such as those resulting from an incorrect multiplication ratio, or a failed current transformer / voltage transformer, meter multiplication-factor programming, or similar, the correct ratio will be determined and applied to readings to obtain the true value of energy/demand consumption and COE must calculate the quantity of energy/demand consumed to be debited 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 energy/demand meter has failed and the customer can produce accurate check meter readings, these readings can be used for the correction provided that the customer electrical meter and COE energy/demand 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 energy/demand meter and customer energy/demand meters are installed at different voltage levels. The customer's energy/demand meter and ancillary equipment shall be in accordance with NRS057/SANS474.
 - (6) When a faulty/non faulty energy/demand meter is taken out or replaced for testing or calibration purposes, COE shall have the right to replace the faulty/non faulty energy/demand meter with any newer technology meter.

3. COMMUNICATION

Prior to any adjustments being made to a customer account:

- 3.1 the customer shall by means of a report be advised by the Energy Department that an error has been detected with the municipal account/ energy and or demand meter/ installation and that such error is being investigated.
- 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 has the right to submit representations within 21 calendar days.
- 3.3 Failure to make any representations in the prescribed period, the Council is entitled to adjust the account as per the report referred to in 3.1
- 3.4 COE shall within reason 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.

