Item A-F (19-2025 CM 29/05/2025	**MEDIUM-TERM REVENUE AND EXPENDITURE FRAMEWORK (MTREF) FOR 2025/26 TO 2027/28 AND THE AMENDED 2022/23 TO 2026/27 INTEGRATED DEVELOPMENT PLAN 2025/2026**

Resolved:

4. To guide the implementation of the municipality's annual budget, the Council of the City of Ekurhuleni **APPROVES** the amended **Policie**s and By-laws as contained in **Annexure E**

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 Debt and Debt 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 the 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 Policy (Reviewed) .....
Annexure E19 Supply Chain Management Policy (Reviewed) .....
Annexure E20 Treasury Policy (Reviewed) .....
Annexure E21 Expanded Public Works Programme Policy (Reviewed) .....
Annexure E22 Asset Management Policy (Reviewed) .....
Annexure E23 Cost Containment Policy (Reviewed) .....
Annexure E24 Policy for the wheeling of Electricity (Reviewed) .....
Annexure E25 Policy for Embedded Generation Ekurhuleni (Reviewed) .....
Annexure E26 Ekurhuleni Community Enterprise Development Fund Policy (Reviewed).....
Annexure E27 Long Term Financial Strategy 2020/21-2029/30 (Reviewed) .....
Annexure E28 Ekurhuleni Public Employment Programme & Implementation Framework Policy (Reviewed)……
Annexure E29 CoE Inventory Management Policy (Reviewed) ……..
Annexure E30 Unauthorised, Irregular and Fruitless and Wasteful Expenditure Policy (UIFW) (New)……..
Annexure E31 Investment Support Package for Developers Policy (New)……

Contents

1. DEFINITIONS……...2
2. VENDING SYSTEMS…….…….... 2
3. REPORTING……..... 4
4. PROVISION OF VENDING STATIONS…….. 4
5. TYPES OF METERS……...5
6. INFORMING CUSTOMERS……..……5

VENDING OF PREPAYMENT ELECTRICITY

1. DEFINITIONS

Vending means the sale of energy kilowatt hours (kWh) in a token format to customers with prepayment electricity meter connections.

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

Vending service provider means the entity appointed by the City to manage the 24 hour and 7Days sale of prepayment energy on behalf of the City.

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

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.

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 and CIO: ICT, or their delegate/s, shall assume total responsibility for the operation and maintenance of the vending system within COE, except for the handling of cash, reconciling of all transactions 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, reconciling of all transactions and the staffing of vending stations within the City of Ekurhuleni area. Electronic integration between the billing system and the vending system is established and maintained by Enterprise Resource Planning (ERP) modules.

2.3 The GCFO is responsible for the contractors 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 caters for the blocking and unblocking of the vending of electricity as per the requirement of the GCFO.

2.6 The CIO shall ensure that a high availability is maintained by means of having an offsite disaster recovery site to permit continued vending should the primary system fail.

Redundant connectivity and the maintenance thereof to COE's network is 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 virtual 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/sub-metering 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 in line with sectional title acts 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 CoE vending systems shall be designed to vend in terms of Council policies, including monthly issuing 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 provides 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 is done in such a way to ensure that the necessary data applicable to all new connections including meter number as well as changes to connections must be written to both systems.

2.14 All new prepayment 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 placed in order for the vending system/s to be regularly upgraded to stay current with the latest software version release.

3. REPORTING

3.1 User-friendly reporting is a prerequisite of the Vending 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 – FBE included.
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, replacement credit (kWh) units 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 Ensure that vending is available to customers on a 24-hour basis, the GCFO shall appoint ~~a~~ 3RD party 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 3RD party 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 nominated 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.

4.5 The City shall provide the service through various vending platforms.

5. TYPES OF METERS

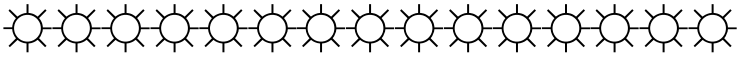
Energy is phasing out CTS meters but due to a number of CTS meters still being used in the network, the vending system should be able to vend to both CTS and STS meters until they are phased out.

6. INFORMING CUSTOMERS

All new and existing prepayment electricity customers must be informed regarding the City'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, Communications & Brand Management Department 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.