

9.10. That Council **APPROVE** the amended **Policies** and **By-Laws** as contained in **Annexure E** to guide the implementation of the municipality's annual budget.

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) (Reviewed).....
Annexure E31	Investment Support Package for Developers Policy (Reviewed).....

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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 HoBU Energy, or delegated official: 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, 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 has been investigated.
- 3.2 Such a report must contain sufficient details of the findings and the remedial actions. 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 HoBU: Energy. Any deviation must be documented and signed off by the HoBU: Energy, or delegated official.

