

## **3<sup>rd</sup> QUARTERLY REPORT – JANUARY – MARCH 2023.**

### **1. METER READING**

<b>MONTH</b>	<b>ELECTRICITY METERS</b>	<b>WATER METERS</b>	<b>NO ACCESS ISSUES</b>
January 2023	8 934	6 672	3283
February 2023	9 185	4 862	2368
March 2023	9 291	8 081	1964

Till to date, meter reading has now been fully accomplished. The only remaining challenges are still on the no access issues. As stated previously, we still have more than 3 000 meters which are under the category of “no access”. The “no access” issues covers a whole range of problems pertaining to meter reading. Various emails have been send to Electrical and Water Division, to alert them of the challenges we are having with meters which have been changed on the ground whereas, there has been no documentation provided to the Revenue Section for the change of the meters and as such, our meter reading database is still having old meters which have been removed years back. Currently all accessible meters are being read and the only outstanding is for “no access” issues and they have been identified accordingly.

This challenge of non-updated records of meters also affect SUM to perform proper credit control actions, as in some consumers where there is an instruction for performing a disconnection, we found that the meters on the ground are different to what we have on the system, yet the consumer is owing GTM a lot of money. We were instructed by Credit Control not to perform such disconnections (loss of income collection).

Till to-date, issues which have been submitted to the Water Section since the inception of the project; have not been dealt with, in fact, nothing has been done yet. This needs a serious intervention on the matter as the Municipality’s revenue loss is just increasing!

The capturing of new meters installed is still a challenge on new developments i.e. Golden Acres, Tzangeni, etc. the consumers take time to get their accounts being billed and once they are being billed a huge consumption, its then a query on their accounts.

For the consumers who denies our officials access to their properties, in some instances they do send us the readings, but we still got some whom they totally refuse access to their properties and as such, the only solution to this problem will be the implementation of notification to gain access to the property (gate locked letter). This letter has been drafted previously and yet we are awaiting the signature from the CFO’s office.

**Below is the summary of faults (no access) as per category as at March 2023:**

<b>Reason for non-access</b>	<b>Location</b>	<b>Number of Meters</b>
Bees	Farms	4
Meter Cycled	Nkowankowa	
Dogs	Nkowankowa	9
Phone In's	Farms	37
Water Leaks	Town & Nkowankowa	3
Not in Use	Town & Farms	10
Meter Stuck	Town & Nkowankowa	4
Meter Damaged	All Areas	76
Meter Removed	All Areas	273
Gate Locked	All Areas	523
Meter Replaced	All Areas	126
Dirty Dials	All Areas	889

## **2. CREDIT CONTROL**


The past quarter was a bit challenging with respect to performing credit control activities based on the following reasons:

- 2.1 as we had to follow our work-flow process; the delay in billing finalized late after the new month is affecting us; we then have lesser days in the current month to perform credit control.
- 2.2 The rainy season had a serious impact on our daily activities, but we managed to make sure that the little gap we got, we then utilize it to the fullest.
- 2.3 There were several days that the municipality's network was not working and as such, the credit control officials were unable to verify for us the cut-off lists due to the renovations which were happening in the main building.
- 2.4 We are still encountering consumers who were on the cut-off list and when they go to the physical address, they found that the consumers have now installed prepaid meters.

We have extended our activities to the farms with regard to disconnections, all the farms around Tzaneen town i.e. Lushof, Manorvlei, Pompagalana, etc including Letsitele and Haenertsburg, have been continuously disconnected for their overdue accounts. We are now also focusing on the other farms like Politsi and others which haven't been dealt with so that at the end of this quarter we have covered all of them. In some instances, we find some farms' roads not easily accessible and as such, we notify the electrical division for assistance.

**Attached please find the summary of activities for the month of January to March 2023.**

**Compiled by: Joyce Malatji**  
**SITE MANAGER**

**Signature:** 

**Date:** 21/04/23