

MEMO

Date: 05 May 2023

Subject: Gauteng Cluster Customer Service scope of work

1.The Scope of work will be as follows: Meter Reading Contract

Perform the following activities:	Activities	Line Items
Read SPU Meters and take pictures of read meters in Urban (townships and suburbs), Semi-urban (lifestyle villages) and Rural (plots and farms) as per reading schedules.	Capture meter reading Take photo of the reading and the installation Check Serial Number of the meter and report if meter changed or no serial number Check if the meter is still operating. Check that all meter seals are intact and report any deviations. Check for abnormalities (such as meter tampering / bypassing / Meter Change / Dial Change) and report such. Check for any sign of oil leakage on the transformer and other abnormalities on the network.	1. Meter Reading Urban 2. Meter Reading Semi-urban 3. Meter Reading Rural
	Report reasons for "no reading acquired".	4. No Access Urban 5. No Access Semi-urban 6. No Access Rural
Ad Hoc Read SPU Meters and take pictures of read meters in Urban (townships and suburbs), Semi-urban (lifestyle villages) and Rural (plots and farms) as per reading schedules	Capture meter reading Take photo of the reading and the installation Check Serial Number of the meter and report if meter changed or no serial number Check if the meter is still operating. Check that all meter seals are intact and report any deviations. Check for abnormalities (such as meter tampering / bypassing / Meter Change / Dial Change) and report such. Check for any sign of oil leakage on the transformer and other abnormalities on the network.	7. Special Read Urban 8. Special Read Semi-urban 9. Special Read Rural

Issue Disconnection Notice	Issue Disconnection Notice to Customer Take Photo of Notice and location where notice is delivered	10. Disconnection Notice Urban 11. Disconnection Notice Semi-urban 12. Disconnection notice Rural
Penalties/Incentives	Penalties to be levied if the route is not read below certain threshold Incentive given if 100% of Routes is Read	13. Penalties for under performance 14. Incentive for Complete Route Reading
Administrative Duties	PHOTO'S Photo's must be submitted daily (at least) weekly and per read route and uploaded to an Eskom Database. Photo's must be date and Time Stamped	

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Manager Revenue, Gauteng Cluster
Signature: 
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