

MEMO

Date: 26 July 2023

Subject: Gauteng Cluster Customer Service scope of work

1. The Scope of work will be as follows: Disconnection/ Reconnection Contract

Description of the service:

The disconnection of single and 3-phase supply to SPU customers in Gauteng Cluster:

- Disconnecting the customer's supply in the customer's meter box.
- Disconnecting the customer's supply in the pillar box.

NOTE: Above to be done in accordance with the Low Voltage Standards and Procedures.

DISCONNETION AT METER BOX / PILLAR BOX (to be done within 24 hours after receipt)

- Receive disconnection work order from Eskom.
- The Responsible Person must conduct pre-task planning for the customers. Ensure grouping of disconnects into routes.
- Identify apparatus to be correct by checking electrical address to physical address.
- Switch off circuit breaker in meter box. Test dead.
- Remove bridge piece (wire between the circuit breaker and the conventional meter).
- Securely roll up tail and fasten end.
- Seal meter and log seal number on spread sheet.
- Remove 2 meter of the cable and spike the cable in the ground (Hard disconnection).
- Place disconnection sticker on customer's meter box.
- **Take following clear photos:**
 - a. The installation before disconnection
 - b. Meter Number
 - c. Readings of all meters
 - d. The installation after disconnection
 - e. All pictures must indicate date and time
 - f. Provide disconnection feedback electronically to Eskom 24 hours after issuing of disconnection.

RECONNECTION AT METER BOX / PILLAR BOX (to be done within 24 hours after receipt)

- Receive reconnection work order from Eskom.
- Pre-task planning must be conducted by the Responsible Person for the reconnection of the customers. Ensure grouping of reconnects into routes and that work and resources are properly planned.
- Identify apparatus to be correct by checking electrical address to physical address.
- Remove seal from meter.
- Untie tail and connect to circuit breaker.
- Replace removed bridge piece (wire) between circuit breaker and meter as well as circuit breaker.
- Replace and join the cable that was removed during the hard disconnection.

- Switch on circuit breaker.
- Test voltage and phase rotation (three phase installation).
- Seal meter and log seal number on spread sheet/work order.
- **Provide Photo after reconnection as follows :**
 - a. Meter Number
 - b. Readings of all meters
 - c. All pictures must indicate date and time.

Provide reconnection feedback electronically to Eskom 24 hours after issue.

CONVENTIONAL SPU FOLLOW-UPS

Follow-ups to be done on disconnected and Movement on Terminated points in the field as follows:

- Receive follow-up Works Orders from Eskom SOC.
- Pre-task planning must be conducted by the Responsible Person conducting the follow-up. Ensure grouping of follow-ups into routes and that work and resources are properly planned.
- Identify apparatus to be correct by checking electrical address to physical address.
- Check the status of the supply.
- Check if any illegal re-connections took place.
- If illegal reconnection, issue a remedial charge notice
- Follow Disconnection process
- **Take following clear photos :**
 - a. Photo of installation (if illegally reconnected, photos of tampered / bypassed meter)
 - b. Meter Number
 - c. Readings of all meters
 - d. All pictures must indicate date and time
- Log information on the spread sheet.
- Provide feedback electronically to Eskom within 24 hours after issuing.

METER CHANGES / REPLACEMENT / CONVERSIONS

Change-out / replacement of conventional SPU meters / Prepaid meters (conversions)

- Receive meter change-out / replacement / conversion request Works Orders from Eskom.
- Pre-task planning must be conducted by the Responsible Person conducting the work. Ensure grouping of meter change-outs / replacements into routes and that work and resources are properly planned.
- Identify apparatus to be correct by checking electrical address to physical address.
- Check the status of the supply.
- Check if any illegal connections took place.
- If illegal connection, issue a remedial charge notice and follow disconnection process.
- Remove old meter and replace with new meter.
- Complete meter Movement form.

- **Take following clear photos :**
 - a. Photo of installation before the meter replacement
 - b. Meter Number
 - c. Readings of all meters
 - d. Photo of installation after the meter replacement
 - e. All pictures must indicate date and time
- Log information on the spread sheet.
- Send feedback to Eskom, together with the Meter Movement form.

New meters must be collected from the CNC stores and old meters removed must be returned to the CNC stores.

Provide feedback electronically to Eskom within 24 hours after issuing.

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Signature : 
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