
	SCOPE OF WORK Annexure A: Billing system upgrade Group Information Technology	Template Identifier	240-IT042	Rev	1
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A. Currently used functions / features which will still be required after the upgrade:


Note: All existing functions / features need to exist after the upgrade, including the functions / features below.

A.1. Core


#	BRS	Functionality grouping	Functionality
A.1-01	Billing system upgrade	Adjustments	Create and maintain financial adjustments i.e., adjust service agreement balances by creating adjustments.
A.1-02	Billing system upgrade	Adjustments	Ability to calculate an adjustment using an algorithm.
A.1-03	Billing system upgrade	Adjustments	Ability to transfer amounts between service agreements.
A.1-04	Billing system upgrade	Adjustments	Ability to require electronic adjustment approval.
A.1-05	Billing system upgrade	Adjustments	Ability to upload adjustments from an external source.
A.1-06	Billing system upgrade	Adjustments	Ability to implement tight risk control features.
A.1-07	Billing system upgrade	Billing	Create and maintain bills. Recalculate historical bills, as needed.
A.1-08	Billing system upgrade	Billing	Ability to handle interval billing.
A.1-09	Billing system upgrade	Billing	Ability to do online and real-time billing.
A.1-10	Billing system upgrade	Billing	Ability to do batch billing for bulk groups.
A.1-11	Billing system upgrade	Billing	Ability to create bill routing for each person linked to an account who requires a copy of the bill.
A.1-12	Billing system upgrade	Billing	Ability to correct bill errors by cancelling bill segments with errors and rebilling them keeping financial transactions intact.
A.1-13	Billing system upgrade	Billing	Ability to determine the quantity of the commodity (e.g., electricity) consumed and to apply the relevant rate to determine how much the customer should be charged.
A.1-14	Billing system upgrade	Billing	Ability to configure bill cycles i.e., bill frequency.
A.1-15	Billing system upgrade	Billing	Ability to add bill messages, based on various system fields, to bills or bill segments.
A.1-16	Billing system upgrade	Billing	Ability to use estimated usage transactions and to reverse these transactions at the next appropriate billing cycle when actual meter readings are obtained.
A.1-17	Billing system upgrade	Billing	Ability to handle discounts, special deals, real time pricing, complex tariffs, multi-currency tariffs, inclining block rate tariffs and multiple tariffs per account or premise.
A.1-18	Billing system upgrade	Billing	Ability to handle rate changes and pro-rating of charges.

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#	BRS	Functionality grouping	Functionality
A.1-19	Billing system upgrade	Billing	Ability to configure validation parameters (rules) to verify charges per account / premise.
A.1-20	Billing system upgrade	Billing	Ability to include payment plans / arrangements in the billing process.
A.1-21	Billing system upgrade	Billing	Ability to have tight access control to prevent irregular transactions and enable business to detect exceptions.
A.1-22	Billing system upgrade	Case Management	Ability to create and maintain cases (a sequence of steps to manage particular business situations) e.g., a high-bill complaint or an inspection of a premise.
A.1-23	Billing system upgrade	Credit and Collection	Create and maintain processes to encourage customers to pay overdue debt.
A.1-24	Billing system upgrade	Credit and Collection	Ability to trigger and manage collection, severance and write-off processes.
A.1-25	Billing system upgrade	Credit and Collection	Create and maintain payment arrangements and pay plans.
A.1-26	Billing system upgrade	Credit and Collection	Ability to monitor performance at all levels and ability to set business rules when formal agreements are not being adhered to.
A.1-27	Billing system upgrade	Credit and Collection	Write-off debt, if necessary.
A.1-28	Billing system upgrade	Credit and Collection	Ability to calculate a credit rating per account based on given business rules to manage business risks effectively.
A.1-29	Billing system upgrade	Credit and Collection	Integration with external customer relationship management system to automatically notify customers via Short Message Service (SMS) text or other communication mechanisms.
A.1-30	Billing system upgrade	Customer Information	<p>Create and maintain demographic, geographic, contract and installation information. Start and stop customer service.</p> <p>Typical customer information entities are:</p> <ul style="list-style-type: none"> - Accounts - Persons - Service Agreements - Premises - Service Points <p>Business area / structure:</p> <ul style="list-style-type: none"> - Ability to link business areas / structures to customer information entities e.g. accounts, service agreements and premises. <p>Note:</p> <ul style="list-style-type: none"> - Persons may have multiple accounts - Accounts may have multiple service agreements with different contractual conditions. - Service agreements to be linked premises and service points <p>=> Hence, an account could be linked to multiple serviced premises and will require bill layouts to give effect to different structured services.</p>
A.1-31	Billing system upgrade	Deposits	Create and maintain account deposits (cash, non-cash and third-party deposits).
A.1-32	Billing system upgrade	Deposits	Ability to manage securities for purposes of credit vetting and risk hedging viz. cash, non-cash or third-party.

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A.1-33	Billing system upgrade	Deposits	Ability to have multiple deposits per account e.g., deposit per specific type of debt.
A.1-34	Billing system upgrade	Deposits	Ability to have common entity securities shared by multiple contracts.
A.1-35	Billing system upgrade	Deposits	Ability to control deposit interest calculations, recommended deposit amount, deposit shortfall (recommend a new or additional deposit) and automatic refund functionality that can integrate seamlessly to a finance system.
A.1-36	Billing system upgrade	Field Order	Create and maintain fieldwork requests. Note: For the current implementation in CC&B, fieldwork is sent to an external system (Maximo). The results of the requested fieldwork are received and processed in CC&B through tightly coupled integration processes.
A.1-37	Billing system upgrade	Field Order	Dispatch fieldwork to appropriate parties and record their outcome.
A.1-38	Billing system upgrade	Field Order	Ability to receive fieldwork outcomes (on fieldwork completion) and act upon them e.g., meter installation or removal.
A.1-39	Billing system upgrade	Field Order	Ability to report on status of all fieldwork related items to ensure effective customer service.
A.1-40	Billing system upgrade	Field Order	Ability to ring fence fieldwork requests not required to be executed by an external party.
A.1-41	Billing system upgrade	Financial Transactions	Create and maintain financial transactions generated as a result of bills, payments and adjustments.
A.1-42	Billing system upgrade	Financial Transactions	Ensure seamless integration to finance system to enable accurate debtors reporting and alignment between the billing system and financial systems.
A.1-43	Billing system upgrade	Interval Billing	Ability to manage interval billing. Note: Functionality typically incorporated into an MDMS.
A.1-44	Billing system upgrade	Interval Billing	Collect interval data: o Through data acquisition system and have the ability to use half hourly interval data or billing determinants where an MDMS has been deployed within the billing system.
A.1-45	Billing system upgrade	Interval Billing	Build customer interval billing profiles that can determine structural utilisation of interval billing data.
A.1-46	Billing system upgrade	Interval Billing	Ensure four quadrant metering profiles can be sufficiently deployed and applied within the interval billing process.
A.1-47	Billing system upgrade	Interval Billing	Maintain interval prices.
A.1-48	Billing system upgrade	Interval Billing	Derive billable interval consumption from multiple interval consumption sources.
A.1-49	Billing system upgrade	Interval Billing	Derive time-of-use consumption by applying time-of-use maps to a customer's interval consumption.
A.1-50	Billing system upgrade	Meter Management	Create and maintain meter and item details including installation and removal information.

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A.1-51	Billing system upgrade	Meter Management	Ability to retain all meter installation related information like make, model etc. with configuration and deployment of the devices.
A.1-52	Billing system upgrade	Meter Management	Ability to have different deployment status on these devices over time or at any point in time.
A.1-53	Billing system upgrade	Meter Reading	Manage meter readings.
A.1-54	Billing system upgrade	Meter Reading	Ability to structure meter reading routes based on read type sourcing.
A.1-55	Billing system upgrade	Meter Reading	Generate and download meter read routes for meter readers.
A.1-56	Billing system upgrade	Meter Reading	Upload meter read details and track consumption trends to highlight anomalies.
A.1-57	Billing system upgrade	Meter Reading	Ability to upload alternative consumption sources.
A.1-58	Billing system upgrade	Meter Reading	Calculate meter read estimations based on extensive estimation options and routines to ensure accurate billing.
A.1-59	Billing system upgrade	Overdue Financial Obligations	Periodically monitor how much customers owe to ensure they have not violated your overdue rules.
A.1-60	Billing system upgrade	Overdue Financial Obligations	Create an overdue process when a violation is detected.
A.1-61	Billing system upgrade	Overdue Financial Obligations	Overdue processes contain the events meant to urge customers to pay. Example of automation enablers: letters, disconnect field activities, To Do entries, write-off outstanding debt, etc.
A.1-62	Billing system upgrade	Overdue Financial Obligations	Ability to handover debt to be collected by debt collectors and ability to track performance for optimal business efficiency.
A.1-63	Billing system upgrade	Payments	Post and maintain customer payments.
A.1-64	Billing system upgrade	Payments	Distribute payments to accounts or service agreements.
A.1-65	Billing system upgrade	Payments	Ensure appropriate rules are effectively deployed as required within the statutory requirements of the National Credit Act (NCA) etc.
A.1-66	Billing system upgrade	Payments	Manage automatic payments, as appropriate.
A.1-67	Billing system upgrade	Premise Management	Manage premises: Group premises together under a single parent premise for easier maintenance and management.

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A.1-68	Billing system upgrade	Rates	<p>Configure and maintain rates that will be used to calculate charges that appear on bills.</p> <p>Rates control:</p> <ul style="list-style-type: none"> - How service charges are calculated. - How charges are described on the customer's bills. - How charges will be prorated as defined within the pro-ration rules. - How the general ledger is affected by the charges. - Effective date pricing structures. - Multiple rate version control and storage to enable rebilling of transactions for prior years.
A.1-69	Billing system upgrade	Statements	Consolidate financial information from multiple accounts into a single monthly statement.
A.1-70	Billing system upgrade	To Do Processing	<p>Ability to manage and work To Dos.</p> <ul style="list-style-type: none"> - To Dos are created as the result of events that trigger the creation of email-like messages describing work that requires human attention.
A.1-71	Billing system upgrade	To Do Processing	Distribute exceptions (To Dos) during different processes for resolution to ensure effective transaction or data processing.
A.1-72	Billing system upgrade	To Do Processing	Ability to assign To Dos to business roles.
A.1-73	Billing system upgrade	To Do Processing	Automatically close To Dos based on business rules.
A.1-74	Billing system upgrade	Workflow and Notifications	<p>Workflow processes: Automate many different types of multi-event processes.</p> <p>Note: Case management vs workflow: Workflow is ideal for linear processes that you can define- just like a bus route. Case management allows one to manage more complex processes, including processes that may require one to deviate from a defined path from time to time.</p>
A.1-75	Billing system upgrade	Workflow and Notifications	Workflow notifications: Process incoming notifications (electronic transactions exchanged with third parties).

A.2. Admin / Framework


#	BRS	Functionality grouping	Functionality
A.2-01	Billing system upgrade	Application Viewer	Ability to explore meta-data driven relationships and other deliverable files online.
A.2-02	Billing system upgrade	Background Processes	<p>Define, submit and monitor background processes.</p> <ul style="list-style-type: none"> - Should be able to manage background processes with third party tools like IBM's integrated work scheduler (IWS). <p>Alternatively, built in functionality to perform same functionality as the 3rd party tool that would enable the following:</p> <ul style="list-style-type: none"> - Define different schedules - Control and execute schedules. - Allow for adhoc execution of schedules. - Provide consolidated monitoring of schedule and batch executions. - Be able to perform file uploads. - Be able to create file outputs.

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#	BRS	Functionality grouping	Functionality
A.2-03	Billing system upgrade	Configuration Tools	<p>Tools to facilitate detailed business configuration.</p> <ul style="list-style-type: none"> - Configuration tools should allow one to extend both the front-end user interface as well as create and define specialized back-end services e.g., business objects, business services and user interface maps etc. - Tools that enable the implementer to add custom processes, like validation, custom “rules”, custom calculations, etc. without making use of actual code like java. <ul style="list-style-type: none"> o Enables a non-programmer to configure / setup new functions, calculations, validations and processes. - Thus, something that enables quick development and is easy to deploy.
A.2-04	Billing system upgrade	Database Tools	Database tools to manage tables, fields and valid values etc.
A.2-05	Billing system upgrade	Defining Algorithms	<p>Functionality to define user-defined algorithms that perform functions.</p> <p>Examples:</p> <ul style="list-style-type: none"> - Validating the format of a phone number entered by a user. - Validating the format of a latitude/longitude geographic code entered by a user. - Calculating late payment charges. - Calculating the recommended deposit amount. - Constructing your general ledger (GL) account during the interface of financial transactions to your GL <p>Note: Perhaps explained as an instance, with its set of parameters, for a specific function. Thus, one or many instances of a specific function.</p> <p>Example: If the logic is to calculate an amount. The different instances could a) use 5%, b) use 10% or c) use 15 % in the calculation.</p>
A.2-06	Billing system upgrade	Control Tables	<p>Maintain control tables that are used throughout the product e.g., countries, currency codes, geographic types, phone types, characteristic types, characteristic values etc.</p> <ul style="list-style-type: none"> - To implement the system the organization's business rules must be set up in control tables.
A.2-07	Billing system upgrade	Script Options	<p>Configure scripts.</p> <p>Script: Processing rules set up to control both front-end and back-end processing:</p> <p>Note: A tool where one can define one's own logic. These “plug in” to various system events to extend the core processes or replace / make the process more specific (refer to algorithms above).</p>
A.2-08	Billing system upgrade	Security and User Options	<p>Maintain user or user role access right e.g.,</p> <ul style="list-style-type: none"> - Rights to services / areas / screens / zones of the system. - Rights to types of actions a particular user or user role may perform - Rights to change particular fields (based on business rules) etc. - Ability to implement row-level security i.e., limit access to maintain or view records to certain user or roles.
A.2-09	Billing system upgrade	External Messages	<p>Mechanisms provided in the product that enable an implementation to configure the system to communicate with an external application.</p> <p>Note: This enables “integration” with other systems.</p>
A.2-10	Billing system upgrade	Integration	<p>Support integration to external systems.</p> <p>See section 9.2 System integration requirements for current CC&B integration.</p>


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#	BRS	Functionality grouping	Functionality
A.2-11	Billing system upgrade	To Do Lists	<p>Certain events that occur within the system will trigger messages describing work that requires attention e.g., if a bill segment has an error, the system generates a To Do message to alert the person responsible for correcting such errors.</p> <p>Each type of message represents a To Do list e.g. To Do lists for bill segment errors, payment errors, customer contact reminder etc.</p> <p>Note: This serves mainly as notification of work to be done.</p>
A.2-12	Billing system upgrade	User Interface Tools	<p>Tools to manage many aspects of the user interface e.g., menu options, look and feel etc.</p> <p>Note: Example, the screen for a billing officer has different info on as a delivery controller. Thus, what is not important for one role, will be hidden or put lower down the screen.</p>
A.2-13	Billing system upgrade	Audit Trail	<p>Keep track of data changes by populating an audit trail:</p> <ul style="list-style-type: none"> - Maintain an audit trail of changes to fields in each entity capturing before and after values as well as users who have made the changes.
A.2-14	Billing system upgrade	System catalogue maintenance	<p>Ability to define and maintain system catalogues and options e.g., bill and meter read cycles, credit and collection options, customer information and field orders etc.</p>

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A.3. Custom

#	BRS	Functionality grouping	Functionality
A.3-01	Billing system upgrade	Bulk customer data moves	Ability to move customer data between business areas in bulk when company boundaries change. Note: For example, GL divisions, service areas etc. in the current billing system.
A.3-02	Billing system upgrade	Bulk customer take-on processes	Ability to import customer and meter data in bulk. - Create relevant customer data entity records.
A.3-03	Billing system upgrade	Business area / structure	Ability to create custom business areas / structures.
A.3-04	Billing system upgrade	Credit and Collection	Refund processing (interface between billing and finance systems): - Approve refund adjustment in billing system. - Send refund to finance system via integration. - Process refund in finance system. - Send refund status to billing system via integration. - Monitor status of the refund in the billing system e.g., logged, paid etc.
A.3-05	Billing system upgrade	Credit and Collection	Ability to classify debt into capital, value added tax (VAT) and interest and debt.
A.3-06	Billing system upgrade	Delegation of authority	Ability to create workflow and access control processes to apply business delegation of authority to get financial transactions approved by appropriate system and non-system users.
A.3-07	Billing system upgrade	Integration	Ability to do custom data extracts for purpose of interfacing to other systems. Note: Currently custom data extracts are being done for the customer care system (CC&I), bill printing, the online vending system (OVS), the feeder balancing module (FBM) etc.
A.3-08	Billing system upgrade	Meter Reading	Ability to create custom meter read estimation processes and calculations.
A.3-09	Billing system upgrade	Payments	Ability to do payment allocations across different service agreements with different debt age and debt levels.
A.3-10	Billing system upgrade	Payments	Ability to process multi-payments i.e., a single payment that gets distributed to a pre-defined list of customers.
A.3-11	Billing system upgrade	Payments	Ability to configure / create custom late payment charge calculations.
A.3-12	Billing system upgrade	Prepayment	Ability to create and maintain customer information related to pre-paid persons, accounts, service agreements, premises, service points and meters as is done for billed customers. - See core requirements "Customer Information". - Ability to store and manage prepaid vending transactions.
A.3-13	Billing system upgrade	Reports	Ability to create custom reports. Note: All existing CC&B reports are custom. The business needs to move to self-service BI type reporting, with minimal need for custom reporting created and maintained by Eskom Group Information Technology.
A.3-14	Billing system upgrade	Security and User Options	Access control field level security - limit which values can be used / set per field by particular users / roles e.g., control which users can set a particular field above a certain value.


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B. New or not currently used functions / features that must be provided as part of the upgrade:

#	BRS	Functionality grouping	Functionality
B-01	Billing system upgrade	Analytics	<p>Prebuilt analytics dashboards and reports for business performance tracking and reporting.</p> <ul style="list-style-type: none"> - Should cover customer information, revenue, exception, and credit and collections etc. - Preferably implemented as a self-service BI / reporting tool.
B-02	Billing system upgrade	Attachments and email	Ability to make attachments available from the application
B-03	Billing system upgrade	Attachments and email	Ability to send emails, with or without attachments.
B-04	Billing system upgrade	Attachments and email	Ability to store attachments.
B-05	Billing system upgrade	Billing as a service	<p>Provide revenue collection and billing services to other entities e.g., municipalities.</p> <ul style="list-style-type: none"> - Ability to provide a service on behalf of another entity, while retaining your own data (ring-fenced into all data and financials).
B-06	Billing system upgrade	Business area / structure	<p>Flexible customer business area linking</p> <p>Note: The current solution has a very rigged business area structure, which requires resource-intensive and expensive customer data moves each time the business areas are changed.</p> <p>Note: Changes to the business area hierarchies are currently restricted due to original custom design and business rules.</p>
B-07	Billing system upgrade	Business area / structure	Ability to easily change the business areas customers are linked to.
B-08	Billing system upgrade	Business area / structure	Allow flexible definition / change of new business areas.
B-09	Billing system upgrade	Business area / structure	Allow changed business areas to be reflected in all reporting i.e., no rework required.
B-10	Billing system upgrade	Business area / structure	Allow definition and use of multiple business area hierarchies for reporting purposes.
B-11	Billing system upgrade	Debt management	<p>Ability to incorporate the legal process (activities) of debt management processes.</p> <p>Note:</p> <ul style="list-style-type: none"> - Currently, the debt management legal process is managed externally (from the billing system). - A debt management legal process could be created / implemented using case management functionality.
B-12	Billing system upgrade	Prepayment	<p>Business is working towards supporting a prepayment model for all customers. Future billing systems should cater for this.</p>
B-13	Billing system upgrade	Rebate Claims	<p>Ability to search, view and maintain rebate claims submitted as part of a conservation program.</p> <p>Conservation program: allows the definition of conservation (or energy efficiency) programs to provide rebates to customers.</p> <p>Note: Currently manually done.</p>
B-14	Billing system upgrade	Reporting	Data mining capability to extract volumes of data for reporting / analytic purposes (if not included in core product).

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#	BRS	Functionality grouping	Functionality
B-15	Billing system upgrade	Reporting and Monitoring Tools	Provide tools to support system reporting and monitoring i.e., reporting tool integration (third party reporting), measuring performance of key system processes and statistics (calculate and capture statistics for one or more use cases).
B-16	Billing system upgrade	Settlements	<p>The billing system must demonstrate the ability to settle energy purchases between different divisions and entities.</p> <ul style="list-style-type: none"> - Settlements are the paying / balancing of the energy purchased from the generation division to be sold to the regional end users. - Transmission costs are also settled for the transportation of the energy to the end user.
B-17	Billing system upgrade	Smart metering / smart grid	<p>Capability to operate and function in a smart grid environment, where smart metering and customer information is required in real time to process integration requests.</p> <ul style="list-style-type: none"> - Ability to interface with smart grid components viz. meters, metering information, integration, volumes, etc.
B-18	Billing system upgrade	SSEG	Capability to cater for new Small Scale Embedded Generation (SSEG) connections which requires live monitoring of energy consumption and compensation for energy fed back into the electricity grid.
B-19	Billing system upgrade	Upgrade tools / processes	Tools / processes to aid or make system updates easier, for example applying patches or upgrade of application version.

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C. Other Requirements:

#	BRS	Functionality grouping	Functionality
C-01	Billing system upgrade	Statutory and regulatory compliance	<p>The billing system needs to be able to comply with all the National Energy Regulator of South Africa (NERSA) regulatory requirements, South African Revenue Service (SARS) and revenue service requirements as well as all financial obligations and compliance.</p> <ul style="list-style-type: none"> - Comply with VAT requirements by ensuring VAT is properly calculated and applied on electricity charge calculations (vatable and non-vatable services). - Ability to comply with SARS bill layout requirements. - Ensure full compliance with the NCA and ensure that any other financial governance can be strictly adhered to. - SARS – output VAT (Eskom local sales). - SARS – output VAT in respect of agency-related transactions e.g. bill on municipality's behalf. - SARS – input VAT. - Interest paid to customer with regard to security deposits – IT3b. - Customs declarations – energy exports to another country. - Debt prescription rules. - In duplum rule

#	BRS	Functionality grouping	Functionality
C-02	Billing system upgrade	Statutory and regulatory compliance	<p>The billing system needs to comply with all International Financial Reporting Standards (IFRS) requirements as well as all Income Tax and Value Added Tax (VAT) requirements.</p> <p>IFRS 15 Contract Identification and Approval:</p> <ul style="list-style-type: none"> - The billing system must track and manage contracts and any changes (including modifications) thereof with customer accounts. - When there are modifications or where significant changes occur after inception of contracts, this must be flagged for reassessment. <p>Measurement:</p> <ul style="list-style-type: none"> - Revenue recognized on the billing system is recognized separately to the VAT component of the bill. This aids to ensure that revenue is not overstated by the VAT element. - Respective discounts, NPA tariff rates (approved NPA contracts), upside sharing charges and other variable considerations are correctly captured in terms of the measurement of the transaction price of the energy charge to record revenue correctly. - The billing system correctly applies annual price increases to ensure the correct transaction prices are applied. <p>Revenue Recognition:</p> <ul style="list-style-type: none"> - Billing system (in terms of the contract) correctly records revenue at a point in time or over time, e.g., premium electricity charges. - Note: Premium electricity charge is the charge for additional electricity infrastructure required for a customer to have a premium supply of electricity (customer specific). This is reflected on the customer accounts and is paid for over a period of time. <p>IFRS 9:</p> <ul style="list-style-type: none"> - The system accurately classifies the financial assets (debtors account) e.g., at amortized cost – principal debt and interest. - Time value of money and interest is accurately calculated on debtor accounts. - Contracts with embedded derivatives (ED) implications in terms of the upside sharing charge component that informs the ED valuation is accurately calculated and escalated as per contract terms.
C-03	Billing system upgrade	Legal	Adherence to Protection of Personal Information (POPI) act its privacy and security of customer information.

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D. Debt management – Stopped account task automation:

Eskom requires the automation of various stopped account (debt collection) processes in CC&B e.g., write off approvals, adverse listing, tracking progress of accts handed over to debt collectors and payments made, management of the internal debt collection, negotiated settlements and prescription, legal accounts and management of PFMA flagging and approvals.

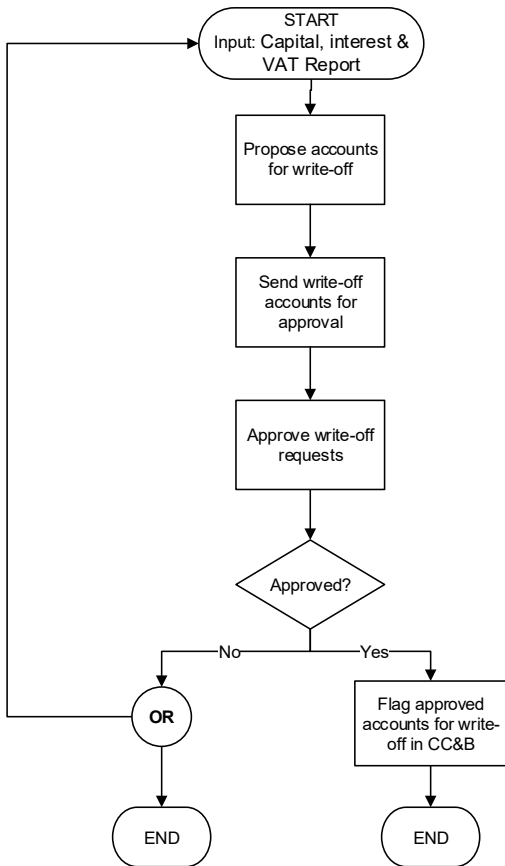
Summary:

- D.1. Automate tasks for stopped accounts using workflows and appropriate approvals for the process.
- D.2. Institute measures to improve data accuracy – allow users to update customer details to improve customer tracking for legal and other purposes.
- D.3. Visibility/availability of stopped task activities and workflows.
- D.4. Provide relevant reporting to support management of stopped accounts.

Note: Only authorized users to capture information and make relevant information updates in systems.

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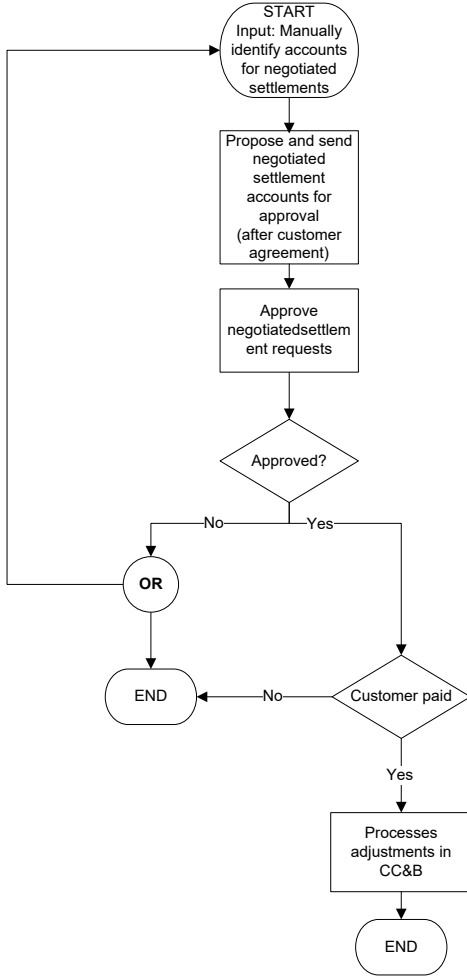
D.1. Automate tasks for stopped accounts using workflows and appropriate approvals for the processes.

#	BRS	Functionality grouping	Functionality
D.1-01	Stopped Acct Task Automation	A.1 Write-off approvals	<p>Create a new workflow for write-off approvals:</p>  <pre> graph TD Start([START Input: Capital, interest & VAT Report]) --> Propose[Propose accounts for write-off] Propose --> Send[Send write-off accounts for approval] Send --> Approve[Approve write-off requests] Approve --> Approved{Approved?} Approved -- No --> OR((OR)) Approved -- Yes --> Flag[Flag approved accounts for write- off in CC&B] OR --> End1([END]) OR --> Start Flag --> End2([END]) </pre>
D.1-02	Stopped Acct Task Automation	A.1 Write-off approvals	<p>Write-off process step 1: Capture/propose accounts for write-off:</p> <ul style="list-style-type: none"> - Allow users to propose records accounts for write-off by - Manually proposing relevant accounts in CC&B for write-off using the exported Capital, interest & VAT Report as input. <p>OR</p> <ul style="list-style-type: none"> - Manually proposing relevant accounts on the Capital, interest & VAT Report viewed in CC&B. <p>OR</p> <ul style="list-style-type: none"> - Proposing relevant accounts in the exported Capital, interest & VAT Report (CC&B) and allowing these to be flagged in CC&B by uploading the proposed accounts from the Capital, interest & VAT Report to CC&B. - Allow users to attach or link relevant supporting documentation for each write-off.
D.1-03	Stopped Acct Task Automation	A.1 Write-off approvals	<p>Write-off process step 2: Send proposed write-off accounts for approval:</p> <ul style="list-style-type: none"> - Allow users to “send” proposed write-off accounts/SAs for approval. <p>Note: Capture/propose and send steps could possibly be a single step.</p>

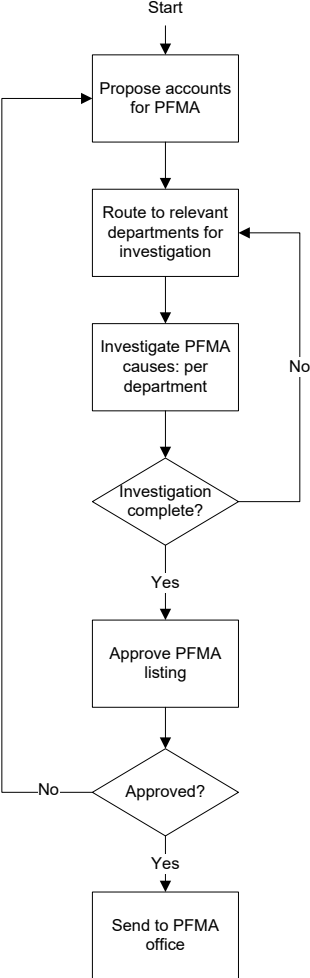
#	BRS	Functionality grouping	Functionality
D.1-04	Stopped Acct Task Automation	A.1 Write-off approvals	Write-off process step 3: Write-off approver to approve/reject write-off: <ul style="list-style-type: none"> - The approver shall be able to view the proposed write-off accounts in batches (list) or individually. - The approver shall be able to view relevant supporting documentation for each write-off workflow. - Allow approver to approve write-off accounts as a batch or individually. - Allow approver to capture reasons for rejection of write-offs. - Provide a standard list of reasons for write-off rejection e.g. <ul style="list-style-type: none"> - Information submitted not accurate or complete - Account is not older than 365 days - Account is not adversely listed - Investigation to still be concluded on the account - Movement picked up on the meter that has not yet been billed - There are related accounts of the same customer to which the debt can be transferred to. - Other - Allow approver to capture additional comments for write-off approval / rejection.
D.1-05	Stopped Acct Task Automation	A.1 Write-off approvals	Write-off process step 4: Process accounts after write-off approval/rejection: <ul style="list-style-type: none"> - Accounts approved for write-off: <ul style="list-style-type: none"> - Automatically tick write-off tick box in CC&B Note: CC&B already automatically allocates the debt to the write-off SAs. - Accounts rejected for write-off: <ul style="list-style-type: none"> - End write-off approval workflow OR - Start new write-off approval workflow based on the reasons for rejection
D.1-06	Stopped Acct Task Automation	A.1 Write-off approvals	Write-off approval workflow roles and rights: <p>To prevent unauthorized activities:</p> <ul style="list-style-type: none"> - Capturer role: Only authorized staff allowed to propose and send records for write-off approval. Typically, this would be Debt Management Clerks. - Approver role: Only authorized staff allowed to approve write-offs. Typically, this would be a representative or delegated official from the relevant committees.
D.1-07	Stopped Acct Task Automation	A.1 Write-off approvals	Write-off approval process history: <p>Store history of write-off approval workflow.</p> <p>Minimum information required:</p> <ul style="list-style-type: none"> - Write-off request id (unique identifier for each write-off requested) - Acct_id - Date write-off requested - User who requested/captured write-off approval - Date write-off approved / rejected - User who approved/rejected write-off request
D.1-08	Stopped Acct Task Automation	A.1 Write-off approvals	Write-off – supporting documentation: <p>Allow write-off approval capturers to attach / link supporting documents to relevant accounts proposed for write-off.</p>
D.1-09	Stopped Acct Task Automation	A.2 Adverse listing	Flag customer accounts for adverse listing: <p>Provide functionality to flag customers for adverse listing as well as delisting (unflag) a customer at some point in the future.</p>


#	BRS	Functionality grouping	Functionality
D.1-10	Stopped Acct Task Automation	A.2 Adverse listing	<p>Adverse listing history:</p> <p>Maintain history of adverse listings.</p> <p>Minimum information:</p> <ul style="list-style-type: none"> - Acct_id - Adverse listing flag date (different to adverse listing date) - Adverse listing date - Delisting date - User_id – who captured/updated adverse listing - Final demand letter date
D.1-11	Stopped Acct Task Automation	A.2 Adverse listing	<p>Proof of adverse listing:</p> <p>Users shall be able to link / attach proof of adverse listing e.g., letter from the external debt collector, proof of final demand letter from external debt collector etc.</p>
D.1-12	Stopped Acct Task Automation	A.2 Adverse listing	<p>Reasons for not adversely listed:</p> <p>Allow users to capture reasons a customer is not adversely listed. The reasons should be selected from a standard list.</p> <p>Minimum information:</p> <ul style="list-style-type: none"> - Acct_id - Reason not adversely listed - Date captured - User_id - who captured reason for not adversely listing <p>Standard reasons a customer is not adversely listed e.g.</p> <ul style="list-style-type: none"> - Account debt value less than R300 (Not cost effective) - Customer deceased - Customer liquidated - Customer sequestrated - Debt prescribed - Customer insolvent - Customer under debt review - Litigation query - Customer unemployed/pensioner - Other
D.1-13	Stopped Acct Task Automation	A.3 Tracking progress of accts handed over to debt collectors and payments made	<p>Automate creation of handover list:</p> <ul style="list-style-type: none"> - Use information from the SA Age Analysis and Payment Level Reports to generate a handover list (list of accounts to hand over to external debt collectors). - See fields on sample master file in the appendix - Allow users to view this in CC&B or to export it - System to automatically flag accounts that can be handed over. (See business rules 1a and 1b) - Allow users to manually flag accounts for handover if needed. <p>Note: In future, the Cash Lab reports will be for debt related reporting instead of the SA Age Analysis and Payment Level reports.</p>

#	BRS	Functionality grouping	Functionality
D.1-14	Stopped Acct Task Automation	A.3 Tracking progress of accts handed over to debt collectors and payments made	<p>Handover retraction:</p> <p>Allow users to retract / withdraw accounts from handover to external debt collectors for various reasons.</p> <p>These reasons may include:</p> <ul style="list-style-type: none"> - Debt prescribed - Balance credit/zero - Handed over in error - Queries to be investigated - Rebills to still be processed (movement on terminate supplies) - Other
D.1-15	Stopped Acct Task Automation	A.3 Tracking progress of accts handed over to debt collectors and payments made	<p>Handover history:</p> <p>Note: Handover event: Over time, a customer may have multiple handover interactions. From this point onward these are referred to as handover events.</p> <p>Keep a record of each handover event/transaction. Store the following minimum information:</p> <ul style="list-style-type: none"> - Handover id (unique identifier for each handover event) - Acct_id - Handover create date - Handover date - Handover captured by user_id (captured by user / system) - Handover retraction date - Handover retracted by user_id - Handover retracted reason - Handover amount - Amount due – for reporting
D.1-16	Stopped Acct Task Automation	A.3 Tracking progress of accts handed over to debt collectors and payments made	<p>Hand over feedback/comments:</p> <p>Allow users to capture multiple records of feedback/comments from external debt collectors against the relevant accounts handed over.</p> <p>Information to be captured against the relevant handover event (identified by a handover id):</p> <ul style="list-style-type: none"> - Handover id, - Date captured - Feedback category (standard list provided by business) - Feedback (free text) - Name of the external debt collector <p>Standard list of feedback categories may include:</p> <ul style="list-style-type: none"> - Customer untraceable - Customer deceased - Customer under liquidation - Customer under debt review - Customer insolvent - Customer sequestrated - Customer unemployed/pensioner - Customer queries the account - Customer wants copies of the bills - Customer contacted but refuses to pay - Customer has entered into a payment arrangement - Other

#	BRS	Functionality grouping	Functionality
D.1-17	Stopped Acct Task Automation	A.4 Management of the internal debt collection	Ensure that tracking of debt by internal (Eskom) staff is catered for in requirement "Tracking progress of accts handed over to debt collectors" , since the processes is the same except for external debt collector commission and invoicing.
D.1-18	Stopped Acct Task Automation	A.5 Negotiated settlements and prescription	<p>Negotiated settlement – supporting documentation:</p>  <pre> graph TD START([START Input: Manually identify accounts for negotiated settlements]) --> Propose[Propose and send negotiated settlement accounts for approval (after customer agreement)] Propose --> Approve[Approve negotiated settlement requests] Approve --> Approved{Approved?} Approved -- No --> OR((OR)) Approved -- Yes --> Paid{Customer paid} OR --> END1([END]) Paid -- No --> END1 Paid -- Yes --> Process[Processes adjustments in CC&B] Process --> END2([END]) </pre> <p>Allow negotiated settlement approval capturers to attach / link supporting documents to relevant accounts proposed for negotiated settlement.</p> <p>Note: An approval workflow for negotiated settlements already exists in CC&B i.e., approvals requested and granted as per the DOA and adjustments processed. This requirement does not replace this workflow but adds:</p> <ul style="list-style-type: none"> - Linking of supporting documentation - Approval steps viz. <ol style="list-style-type: none"> 1. Manually identify accounts for negotiated settlements 2. Propose and send negotiated settlement accounts for approval (after customer agreement) 3. Approve negotiated settlement requests 4. Process adjustments in CC&B (if approved and customer paid)

#	BRS	Functionality grouping	Functionality
D.1-19	Stopped Acct Task Automation	A.7 Legal accounts	<p>Tracking of interactions with external parties for “legal accounts”:</p> <p>Note: Legal account event: A customer may have multiple “legal account” interactions. From this point onward these are referred to as “legal account events”.</p> <p>Flag: - Flag accounts as “legal” (under legal review) - Fields: - Acct_id, - Legal event id, - Legal event type - Legal event date - Legal event flagged by user_id - Legal event comments (free text)</p> <p>Standard list of legal event types may include: - Eskom legal - Summons - Estate late (deceased) - Liquidation - Business rescue - Debt review - Other</p> <p>Additional key dates to capture for reporting or tracking purposes: - Date: Documentation received from external party - Date: Documentation completed and submitted to external party - Date: Awaiting feedback from external party - Date: Awaiting payment from customer - Date: Information supplied by Eskom - Date: “Process” completed</p> <p>Allow additional key dates to be added on business request.</p>
D.1-20	Stopped Acct Task Automation	A.7 Legal accounts	<p>Legal account events – attach or link relevant documents:</p> <p>Allow users to attach / link relevant documents, e.g., legal correspondence, to each legal event to ensure that these documents are readily accessible.</p>
D.1-21	Stopped Acct Task Automation	A.9 Management of PFMA flagging and approvals	<p>Create a new CC&B workflow for PFMA flagging and approvals:</p> <p>Note: Public Finance Management Act (PFMA) account event: A customer may have multiple “PFMA account” interactions. From this point onward these are referred to as “PFMA account events”.</p> <p><u>Workflow to have the following steps:</u> - Flag/propose accounts as possible PFMA (Mostly manual flagging. Write-off / negotiates settlements may trigger the PFMA process.) - Done monthly - Route to relevant departments for investigation in order of relevance - Email notification and system alert - Various departments to investigate and provide inputs - Departments investigating PFMA to use the current PFMA template and link this into to CC&B against the particular PFMA flagging workflow. Consolidated PFMA inputs sent for approval. - Approval (sign-off by relevant managers and E-band manager)</p>


#	BRS	Functionality grouping	Functionality
			 <pre> graph TD Start([Start]) --> Propose[Propose accounts for PFMA] Propose --> Route[Route to relevant departments for investigation] Route --> Investigate[Investigate PFMA causes: per department] Investigate --> Complete{Investigation complete?} Complete -- No --> Propose Complete -- Yes --> Approve[Approve PFMA listing] Approve --> Approved{Approved?} Approved -- No --> Propose Approved -- Yes --> Send[Send to PFMA office] </pre>
D.1-22	Stopped Acct Task Automation	A.9 Management of PFMA flagging and approvals	<p>PFMA approval workflow history:</p> <p>Store history of PFMA approval workflow.</p> <p>Minimum fields for PFMA account events (workflow):</p> <ul style="list-style-type: none"> - Acct_id - Date flagged for PFMA - PFMA flagged by user_id - PFMA event id (unique identifier for each instance of PFMA flagging) - PFMA departments (assigned to investigate) - PFMA approval date (date from multiple approvers) - PFMA approved by (multiple approvers)
D.1-23	Stopped Acct Task Automation	A.9 Management of PFMA flagging and approvals	<p>PFMA account events – attach or link relevant documents:</p> <p>Allow users to attach / link relevant documents to each PFMA event to ensure that these documents are readily accessible.</p>

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#	BRS	Functionality grouping	Functionality
D.1-24	Stopped Acct Task Automation	A.9 Management of PFMA flagging and approvals	PFMA approval workflow roles and rights: To prevent unauthorized activities: - Capturer role: Only authorized staff allowed to propose and route records for PFMA investigation. - Investigator role Only authorized staff allowed to access PFMA accounts for investigation, update PFMA event information and attach / link relevant supporting information. - Approver role: Only authorized staff allowed to approve PFMA. Typically, this would be the line managers and E-band manager.
D.1-25	Stopped Acct Task Automation	A. General – workflow supporting documentation	Workflow/activity document tracking: - Workflow documentation shall be electronically tracked i.e., tagged with unique identifier and process identifier
D.1-26	Stopped Acct Task Automation	A. General – workflow supporting documentation	Workflow/activity document storage: - Workflow documentation shall be stored and available online - Archiving requirement to be decided later.
D.1-27	Stopped Acct Task Automation	A. General – user tracking	User activity tracking: Ensure that the creation/changes on all CC&B tasks (write-offs, adverse listing etc.) are traceable by ensuring that a user_id and creation/change date is stored per creation/change. This data can then be used for user focussed reporting purposes. Note 1: CC&B keeps track of user actions in its “audit tables”. Note 2: Ensure that audit records are not confused with simple task capture already specified e.g., - Handover captured by user_id - PFMA flagged by user_id - PFMA departments (assigned to investigate) - Legal event flagged by user_id -Etc. These are not to be replaced by an audit record

D.2. Institute measures to improve data accuracy – allow users to update customer details to improve customer tracking for legal and other purposes:

#	BRS	Functionality grouping	Functionality
D.2-01	Stopped Acct Task Automation	Inadequate data accuracy / availability	Additional customer details: Provide functionality to capture additional customer information that may be used to track down the customers and resolve various issues e.g. legal, negotiated settlements etc. Information could include contact or address details not currently stored in CC&B and cannot be used to overwrite the information already in CC&B. Note: Customer information in CC&B should reflect the details in the agreed customer contract. This cannot be overwritten.


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D.3. Visibility/availability of stopped task activities and workflows:

#	BRS	Functionality grouping	Functionality
D.3-01	Stopped Acct Task Automation	Visibility/availability of stopped task activities and workflows	Single / central location for stopped account task activities and workflows: Ensure that stopped account task activities and workflows are captured in the appropriate single central system; preferably CC&B where the rest of the stopped account / debt related information is already captured and stored.
D.3-02	Stopped Acct Task Automation	Visibility/availability of stopped task activities and workflows	Visibility / availability: Ensure that stopped account task activities and workflows is available in other relevant systems e.g., Kana (CC&I), so that users can view / track progress related to stopped accounts.

D.4. Provide relevant reporting to support management of stopped accounts:

#	BRS	Functionality grouping	Functionality
D.4-01	Stopped Acct Task Automation	Reporting	Report - The number of write-offs requested and the number of write-offs approved. Fields: Cluster, OU, GL division, CIS division, service area, month, # write-offs requested, # write-offs approved (write-off request id)
D.4-02	Stopped Acct Task Automation	Reporting	Report - Write-offs rejected with the reason for rejection. Fields: Similar to existing standard Capital, interest & VAT Report with a few added fields viz. OU, write-off rejection reason, write-off request id
D.4-03	Stopped Acct Task Automation	Reporting	Report - Customers that have been adversely listed Fields: Cluster, OU, GL division, CIS division, service area, month, adverse listing flag date, adverse listing date, delisting date, user_id, final demand letter date
D.4-04	Stopped Acct Task Automation	Reporting	Report - Customers that have been adversely listed per OU/Service Area, month, user_id... Fields: Cluster, OU, GL division, CIS division, service area, month, adverse listing date, user_id, # adverse listings (Acct_id)
D.4-05	Stopped Acct Task Automation	Reporting	Report - Reasons customers have not been adversely listed. Fields: Cluster, OU, GL division, CIS division, service area, month, per_id, customer name, acct_id, reason not adversely listed, date captured, user_id, final demand letter date
D.4-06	Stopped Acct Task Automation	Reporting	Report - Reasons customers have not been adversely listed. Fields: Cluster, OU, GL division, CIS division, service area, month, reason not adversely listed, date captured, user_id, # customers (acct_id)


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#	BRS	Functionality grouping	Functionality
D.4-07	Stopped Acct Task Automation	Reporting	<p>Report - “Handover master file” per business area, customer class and given period. Output to include all records with clear indication of which accounts have been handed over.</p> <p>Fields: Cluster, OU, GL division, CIS division, service area, month (handed over), customer class... (See fields on sample master file in the appendix)</p> <p>Note: In future, the Cash Lab reports will be for debt related reporting instead of the SA Age Analysis and Payment Level reports.</p>
D.4-08	Stopped Acct Task Automation	Reporting	<p>Report - Accounts handed over for a specific business area, customer class and given period with their current balance. Accounts handed over where the current balance in credit or zero should have the handover retracted.</p> <p>Fields: Cluster, OU, GL division, CIS division, service area, month (handed over), handover date, customer class, current balance</p>
D.4-09	Stopped Acct Task Automation	Reporting	<p>Report - Accounts handed over where debt has prescribed. Accounts handed over where the debt has prescribed should have the handover retracted.</p> <p>Fields: Cluster, OU, GL division, CIS division, service area, month (handed over), handover date, customer class, current balance (debt prescribed)</p>
D.4-10	Stopped Acct Task Automation	Reporting	<p>Report - Payment Level Report for accounts handed over for a specific business area, customer class and given period.</p> <p>Note: This will be sent to external debt collectors to compile their invoice for payments received by Eskom from accounts handed over. Eskom pays the external debt collector commission for payments received during the month.</p> <p>Fields: Cluster, OU, GL division, CIS division, service area, month (handed over), customer class, last payment date (see fields from Payment Level Report)</p>
D.4-11	Stopped Acct Task Automation	Reporting	<p>Report - The number of negotiated settlements requested and the number of negotiated settlements approved.</p> <p>Fields: Cluster, OU, GL division, CIS division, service area, month, # negotiated settlements requested, # negotiated settlements approved (negotiated settlements request id)</p>
D.4-12	Stopped Acct Task Automation	Reporting	<p>Report - Negotiated settlements rejected with the reason for rejection.</p> <p>Fields: Cluster, OU, service area, acct_id, start_dt, sa_status_flg, sa_type_cd, sa_id, tot_amt, cre_dttm, entity_name, gl_div_desc, cis_div_desc, negotiated settlements rejection reason, negotiated settlement (request id, proposed by, proposed date, rejected by, rejected date)</p>
D.4-13	Stopped Acct Task Automation	Reporting	<p>Report - Negotiated settlements approved</p> <p>Fields: Cluster, OU, GL division, CIS division, service area, acct_id, reason (errors / affordability), payment made, % agreed to (depending on timeline and reason), settlement amount, departments responsible (for error), negotiated settlement (request id, proposed by, proposed date, approved by, approved date)</p>

#	BRS	Functionality grouping	Functionality
D.4-14	Stopped Acct Task Automation	Reporting	Report - Debt that has prescribed or going to prescribe Fields: Cluster, OU, GL division, CIS division, service area, acct_id, entity name, debt amount, prescription date.
D.4-15	Stopped Acct Task Automation	Reporting	Report - Identify / monitor “in duplum” accounts – where this error has occurred or is about to occur. Use this report to suppress interest and apply relevant interest adjustments where applicable. Fields: Cluster, OU, GL division, CIS division, service area, month, customer class, acct_id, account balance and other relevant fields.
D.4-16	Stopped Acct Task Automation	Reporting	Report - Legal accounts – interaction with external parties summarized per business area, customer class and period. Report to be used to track legal account event progress. Fields: Cluster, OU, GL division, CIS division, service area, month (legal account event date), customer class, # date: documentation received from external party (all key dates x 5), # completed events
D.4-17	Stopped Acct Task Automation	Reporting	Report - Legal accounts – interaction with external parties per business area, customer class and period. Report to provide legal account event detail. Fields: Cluster, OU, GL division, CIS division, service area, month (legal account event date), customer class, acct_id, customer name, legal event id, legal event type, legal event flagged by user_id, legal event comments, date: documentation received from external party (all key dates x 5), date: completed
D.4-18	Stopped Acct Task Automation	Reporting	Report - PFMA report providing detail re all accounts investigated for PFMA. Note: If required by PFMA office use, filter for approved accounts only. Fields: Cluster, OU, GL division, CIS division, service area, month (flagged for PFMA), customer class, customer name, acct_id, date flagged for PFMA, PFMA flagged by user_id, PFMA event id, PFMA departments (assigned to investigate), PFMA approval date (maximum date from multiple approvers), PFMA approved by (multiple approvers)
D.4-19	Stopped Acct Task Automation	Reporting	Report - Number of accounts investigated/approved for possible PFMA per business area, customer class and period. Fields: Cluster, OU, GL division, CIS division, service area, month (flagged for PFMA), customer class, # PFMA events/accounts investigated, # PFMA events/accounts approved
D.4-20	Stopped Acct Task Automation	Reporting	Report - Summary report which includes statistics from all the stopped account tasks viz. write-offs, PFMA, adverse listings, negotiated settlements etc. Fields: Cluster, OU, GL division, CIS division, service area, month, outstanding debt, number of accounts, (fields for write-off stats), (fields for PFMA stats), (fields for adverse listing stats), (fields for negotiated settlement stats), etc.

#	BRS	Functionality grouping	Functionality
D.4-21	Stopped Acct Task Automation	Reporting	<p>Dashboard - to track accounts in various debt related workflows / states as per detailed requirements:</p> <ul style="list-style-type: none"> - A.1 Write-off approvals - A.2 Adverse listing - A.3 Tracking progress of accts handed over to debt collectors and payments made - A.4 Management of the internal debt collection - A.5 Negotiated settlements and prescription - A.6 Identification of in duplum and suppression of interest - A.7 Legal accounts - A.8 External debt collector access to bills - A.9 Management of PFMA flagging and approvals <p>Dashboard to contain:</p> <ul style="list-style-type: none"> - Overview. - Overview per type of debt related workflows / states e.g., adverse listing, handover for debt collection. - Detail.
D.4-22	Stopped Acct Task Automation	Reporting	<p>Dashboard - Drill / slice:</p> <ul style="list-style-type: none"> - From overview to various business areas, dates etc. - If provided in CC&B → drill from overview down to eventual individual or group of customer accounts.
D.4-23	Stopped Acct Task Automation	Reporting	<p>Dashboard - Overview:</p> <p>Filters / slicers:</p> <ul style="list-style-type: none"> o Date – year, month, day. o Business areas - Cluster, OU, GL division, CIS division, service area. o Type of debt related workflows / states e.g., adverse listing, handover for debt collection. o Status of debt related workflows / states e.g., in-progress, completed. o Duration – duration / average duration in debt related workflows / states. <p>Matrix / table / chart x n – any combination of dimensions below:</p> <p>o Dimensions:</p> <ul style="list-style-type: none"> - Business areas - Date - Type of debt related workflows / states - Status of debt related workflows / states <p>o Measures:</p> <ul style="list-style-type: none"> - unique accounts - rand value of debt involved


#	BRS	Functionality grouping	Functionality
D.4-24	Stopped Acct Task Automation	Reporting	<p>Dashboard - Overview per Type of debt related workflows / states:</p> <p>Filters / slicers:</p> <ul style="list-style-type: none"> o Date – year, month, day. o Business areas - Cluster, OU, GL division, CIS division, service area. o Type of debt related workflows / states e.g., adverse listing, handover for debt collection. o Status of debt related workflows / states e.g., in-progress, completed. o Duration – duration / average duration in debt related workflows / states. o Detailed status → current active activity in the workflow or state of process e.g., for write-offs (activity propose accounts for write-off) <p>Matrix / table / chart x n – any combination of dimensions below:</p> <ul style="list-style-type: none"> o Dimensions: <ul style="list-style-type: none"> - Business areas - Date - Type of debt related workflows / states - Status of debt related workflows / states <p>Measures:</p> <ul style="list-style-type: none"> - # unique accounts - Rand value of debt involved - # unique processes → unique debt related workflow id e.g., handover id (unique identifier for each handover event)

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E. Definitions and abbreviations

E.1. Terms / definitions:

Term	Definition
Account	Accounts are the entities for which bills are created. Each customer should have at least one account. An account contains information that controls when bills are created and how they are configured to apply contractual terms.
Adverse listing	An adverse listing is one of the negative listings that will show on a consumer's credit report. It shows the adverse credit history which is a track record of poor repayment history on one or more loans or credit cards of the consumer.
Analytics	Refers to the business intelligence capability.
Business Intelligence	The term business intelligence (BI) refers to technologies, applications and practices for the collection, integration, analysis, and presentation of business information. The purpose of Business Intelligence is to support better business decision making. It can also be described as a broad set of data analysis applications, including ad hoc analysis and querying, enterprise reporting, online analytical processing (OLAP), mobile BI, real-time BI, operational BI, cloud and software as a service BI, open-source BI, collaborative BI and location intelligence.
Business Requirements Specification	Business requirements specification is the eliciting, analysing and documenting of business requirements early in the development cycle to guide the design of the solution.
Business Rule	A business rule is a rule that defines or constrains some aspect of business and always resolves to either true or false. Business rules are intended to assert business structure or to control or influence the behaviour of the business. Business rules describe the operations, definitions and constraints that apply to an organization. Business rules can apply to people, processes, corporate behaviour and computing systems in an organization, and are put in place to help the organization achieve its goals.
External debt collector	External parties (entities) contracted by a company to collect customer debt on their behalf for a fee.
Handover (for debt collection)	When an account or list of accounts are provided to the external debt collectors to allow them to collect on the debt, trace, adversely list and issue final demand letters, etc. on behalf of Eskom.
In duplum rule	The in duplum rule is a common law rule that provides that arrear interest ceases to accrue once the sum of the unpaid (accrued) interest equals the amount of capital outstanding at the time (and not the amount of capital originally advanced).
IT3b Tax Certificate	An IT3b is a tax certificate received from an institution such as a bank or financial services provider which will be a summary of any interest and dividends both local and foreign that you would have earned by having money invested with one or more of these places.
Maximo	Technical work management, scheduling and dispatching system
Negotiated settlement	The full and final payment of additional charge raised on an account because of a bona-fide Eskom error or fault. The customer makes an offer to settle the total debt with a reduced value without prejudice of Eskom's legal rights. It can be a cash-upfront payment, payment arrangement over a specific period including interest or a pay arrangement with suppressed interest. It is important to note that these are not standard revenue collection strategies but is purely aimed to cater for abnormal situations where special strategies need to be employed to collect overdue debt.
Person	A person exists for every individual or business with which your company has contact. Besides customers, persons exist for landlords, contractors, accountants at corporate customers, third party guarantors, energy distributors, collection agencies etc.
Premise	A premise is created for every location to which a company supplies service. A premise contains information describing the address and characteristics that determine tax jurisdictions etc.
Process	Set of activities that describe how an activity is executed.

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Term	Definition
Project	A project consists of a concrete and organized effort motivated by a perceived opportunity when facing a problem, a need, a desire or a source of. It seeks the realization of a unique and innovative deliverable, such as a product, a service, a process, or in some cases, scientific research. Each project has a beginning and an end, and as such is considered a closed dynamic system. It is developed along the 4 Ps of project management: Plan, Processes, People, and Power. It is bound by the triple constraints that are calendar, costs and norms of quality, each of which can be determined and measured objectively along the project lifecycle. Each project produces some level of formal documentation, the deliverable(s), of course, and some impacts, which can be positive and/or negative.
Service agreement	A service agreement is seen as a contract between a company and a customer. A service agreement contains the terms and conditions controlling how the system calculates charges for the specific service supplied to the customer.
Service Point	A service point is a specific location at a premise where a company supplies service. A service point contains information describing the type of service and how it is measured.
Write-off	A procedure used in accounting when an asset is determined to be uncollectible and is therefore considered to be a loss. A write-off is a reduction of the recognized value. In accounting, this is recognition of the reduced or zero value of an asset. In income tax statements, this is a reduction of taxable income, as recognition of certain expenses required to produce the income. A cancellation from an account of a bad debt or worthless asset.

E.2. Abbreviations:

Abbreviation	Description
BI	Business Intelligence (also known as Analytics)
BRS	Business Requirements Specification
CC&B	Customer Care and Billing system
CC&I	Customer Care system
FBM	Feeder Balancing Module – feeder energy losses system
GL	General ledger
Kana (CC&I)	Kana is the customer relationship management (CRM) system used for case management, including service requests, workflow and escalation. It is used to capture customer interactions. It is the point of contact between Eskom and its customers.
MDMS	Meter Data Management System
NCA	National Credit Act
NERSA	National Energy Regulator of South Africa
OVS	Online Vending System
PFMA	Public Finance Management Act
SA	Service Agreement
SARS	South African Revenue Service
SMS	Short Message Service – texting
SSEG	Small Scale Embedded Generation
VAT	Value Added Tax

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F. Sign-off

Approvals:

End user / requestor:	Name:	Abduragmaan Jacobs
	Designation:	National Manager: Manage Revenue Value Chain
	Date:	15th July 2024
	Signature:	
Senior Business Manager / Business Sponsor	Name:	Rehaz Abramia
	Designation:	Senior Manager – Revenue Management
	Date:	15.07.2024
	Signature:	