

SCOPE OF WORK

To provide Meter Reading Service to Eskom North West OU Customer Service


- ☐ Route Meter Readings: All small power user meters will be read on a quarterly basis on predetermined routes. The number of customers can be changed by Eskom; the Contractor will be given notice. The meter can be identified by means of a physical address, installation number as well as a meter identification number visible on or in the meter kiosk.
- ☐ Eskom pay per installation (reading an installation could be one, two or three meters but payment is only made of the single installation/premise).
- ☐ The contractor must have knowledge of the geographical area, the Eskom network, the different reading routes as well as the dates on which route should be read. The contractor will be expected to read Eskom's single line diagrams to find installations/premises where necessary.
- ☐ Meter reading are done in different geographical areas, the NWOU areas consist of sandy, rocky, mountainous, desert area.
- ☐ All SPU meter readings will be captured on Hand Held Data Capture devices provided by Eskom.
- ☐ All documentation/equipment used to perform the required meter reading must be collected from the relevant office.
- ☐ On completion of each route (100% completion), readings to be delivered to relevant office within 24 hours or as stipulated by Eskom Officer.
- ☐ Eskom will not pay for readings delivered to the relevant office outside the upload date or date specified by the Eskom Officer.
- ☐ Terminated points of delivery must be read during normal routes and if there is any movement or tampering is noted it must be reported immediately to the relevant office.
- ☐ The routes are classified as either Rural, Urban and Deep Rural depending on the geographical area with, rural being charged at a higher cost than urban area's.
- ☐ If access cannot be gained to the meter installation for any reasons this must be reported on the Eskom Hand Held Unit under remarks section. Eskom will audit the remarks for validity.
- ☐ Access is denied, locked gates, vicious dogs, bad roads etc. will only be considered if a digital photo can be produced to substantiate the reason. This will be paid once, if the contractor does not attempt to obtain the reading where previously an access was denied, there will not be reimbursement. If the contractor fails to complete a round due to their own negligence, the contractor will be penalized.
- ☐ If access cannot be gained to meter installation for any reason this must be reported via the Contractor's Cell phone to the office while the contractor is on site. Eskom will then try and contact the customer and make the necessary arrangements, if unsuccessful the contractor will have to return at an alternative date as advised by Eskom. The contractor will be paid by Eskom for both visits.
- ☐ Special meter readings may be requested as and when required.
- ☐ The contractor will not be paid for special read if the request arises due to the contractor's negligence, including but not limited to uncompleted route round or inaccurate readings.
- ☐ A digital photograph with date and time should be taken in such a manner that the meter readings and serial number will easily be read off the photo. Eskom will only pay for the digital picture only when requested, otherwise contractor is expected to keep all the digital photos for the routes for safe keeping. Payment of the digital photos will only be paid when the Eskom officer has requested.
- ☐ For all removal of bees, a digital photograph and a meter reading must be taken as proof and sent to the contractor's admin support within the timeline schedule. These photos must be available for month end recons. If the photo is not presented, then Eskom will not pay for the activity.
- ☐ A special meter reading will also be taken at the same time at no additional cost to Eskom. The information required by Eskom i.e. meter reading, photo etc. will be captured by the contractor and send back to the admin support.
- ☐ The contractor will not be paid for the removal of vermin, snakes etc.
- ☐ The contractor will comply with the applicable safety health and environmental act.
- ☐ Eskom reserves the right to appoint an external Eskom approved removal contractor to perform this task.
- ☐ The contractor may be required to remove a swarm of bees from SPU installations.
- ☐ The contractor must have sufficient field staff to manage all the required activities within the timelines, ideally have separate resources to do route meter readings

- ☐ Contractor should have three teams per contractor which will have at-least 2 meter readers per team,
- ☐ The contractor will supply their own stationery.
- ☐ The contractor will ensure that all contractor field staff has a cell phone for all communications and equipment to take a reasonable quality digital photo which can be sent remotely.
- ☐ The contractor must ensure that all field staff has the required resources to provide a quality and timeous service. Such resources include a suitable vehicle for the terrain e.g. 4x4, 4x2 vehicles.
- ☐ Contractor vehicles will be visibly marked with an Eskom logo on the side of the vehicle. A maximum of 2 personnel per vehicle when accessing a customer's premise.
- ☐ Contractors staff must at all-time be neat and wear clearly marked apparel (shirts or bibs) which identifies them as Eskom sub-contractors.
- ☐ All contractor's teams should have suitable vehicles in order to be access all different terrain from rocky terrain to mountainous and sandy terrain
- ☐ A statutory requirement by all Eskom Contractors it to report any faulty equipment on the network which is a safety risk i.e. low hanging conductor, damaged meter kiosks etc to designated Eskom personnel
- ☐ All Contractor staff will attend the relevant Eskom course i.e. meter reading, LV regulations, etc. and be accredited before they are allowed to do field work.
- ☐ Eskom customers will be treated courteously and respectfully at all times.

Compiled by Rofhiwa Khameli

Signed  Date 04/11/2021

Approved by Tsholo Prince

Signed  Date 18/11/2021