C3: Scope of Work – 36 months SPU Disconnections and Reconnection – North West

C3.1 Service Information

1. Description of the *service*

The contractor will visit a meter installation and perform a disconnection/reconnection activity as per Eskom instruction.

The task will include:

- Verify the meter number to be disconnected/reconnected
- The disconnection/reconnection will be performed by switching the main circuit breaker (MCB) into ON/OFF position, pull OFF the links from their position.
- For disconnections the MCB will be sealed in the OFF position. If the MCB does not have a shroud a disconnection sticker must be stuck over the MCB and the tails must be pulled in the event when the MCB cannot be sealed off to prevent the customer from tampering and reconnecting electricity supply. The links must be pulled out of their position.
- Upon the reconnection the sticker must be removed. If fitted with a shroud then the MCB must be sealed in the ON position. The links must be put back in their position.
- If the transformer is shared, the cable must be cut off, insulated and be put back, to avoid affecting other customers.
- Record the meter reading after both disconnection and reconnection
- Take digital photograph of disconnected/reconnected meter showing the date and time when the photograph is taken
- Lock meter installation with Eskom lock
- Where meters are in the property or inside the house, the tails must be pulled as well as any other meter whether it is a single or 3 phase meter that cannot be sealed off
- Any private locks to be replaced with Eskom locks

An inspection of the electrical installation is to be performed for any visual tampering, stuck or faulty meters and/or damages to the meter/installation and reported to Eskom.

Note: Detailed works processes and timelines information will be issued with the task instruction

Eskom will provide the following:

- Single line diagrams and maps of areas to be audited (Eskom will provide training)
- Sealing pliers
- Meter seals
- Disconnection stickers
- Eskom locks

All specialised tools, equipment and PPE required to do the work and comply to the OHSACT and Eskom safety requirements are to be supplied by the successful tenderer.

Data Specification

Eskom is to provide the tenderer with a daily list of customers to be disconnected/reconnected on an excel spreadsheet by e-mail
All feedback related to disconnection/reconnection to be furnished by email daily on the Eskom provided excel spreadsheet and photos by email to Eskom Revenue and Credit Management Department.

The following data to be included:

- Closing meter reading
- Meter serial number
- Clear Digital photo (date stamped)
- If premise address and meter number do not correspond with data on Eskom list, then meter number and premise address must be provided to Eskom (photo included)

Data Quality

Data must be submitted daily to Eskom Revenue and Credit Management Department. Errors must be rectified at no cost to Eskom.

The outputs of this service include the following:

Disconnections / Reconnections

- Disconnections and reconnections are to be performed for Small Power Users.
- Where the disconnection or reconnection cannot be performed due to limited network operating authorization of the Contractor, such feedback will have to be provided to Eskom Revenue & Credit Management Department. Such feedback must be substantiated with digital photographic proof.
- The work request will be dispatched to the Contractors' Admin Support via the Eskom Revenue & Credit Management Department, Contact Centre and Work Management Centre.
- **Note: Eskom pay per customer installation disconnected or reconnected.**
- The contractor must have knowledge of the geographical area as well as the Eskom network.
- The contractor will be expected to read Eskom's single line diagrams to find installations where necessary.
- A digital photograph will be taken for disconnections and reconnections in such a manner that the meter readings and serial numbers will easily be read off the photo, proof that MCB has been isolated in the OFF position and sealed/sticker, links are pulled off, for disconnections and vice versa for reconnections. These photos could be used in a court of law thus the quality needs to be good so that there can be no doubt. In some case 2 photos may be required to obtain the desired quality. The digital photo must be sent via Email to Eskom Revenue & Credit Management Department within the prescribed timeline.
- Eskom will not pay for the activity if the prior requested photo is not sent or is sent outside the prescribed timeline. Photo must indicate date and time stamp.

- Service points identified by Eskom to be on Rural routes will a higher monetary rate for services performed on these routes. See attached schedule for classification of the routes.
- If access cannot be gained to meter installations for any reason, this must be reported via the Contractors cell phone to the Revenue & Credit Management Department while the contractor is on site. (A digital photo will be requested by Eskom to substantiate the reason.) Eskom will then try and contact the customer and make the necessary arrangements. If unsuccessful, the contractor will have to return to the premises at an alternative date as advised by Eskom. The contractor will be paid by Eskom for both visits.
- The information required by the contractor, i.e. Installation Number (POD ID), name and address of customer, meter number ID (identity) will be supplied by Eskom. The Information required by Eskom i.e. meter reading etc. will be captured by the Contractor and sent back to the Revenue and Credit Management Department.
- Eskom will provide the correct documentation (Excel spreadsheet) and will prescribe the method of communication i.e. manual or electronic.
- Under no circumstances is the contractor allowed to engage in negotiations with the customer. The contractor is also not allowed to deceive the customer to gain access to their property.
- The task will not be deemed "complete" until all the required information, in the correct format, is received by a responsible Eskom employee.
- Work shall be carried out by Eskom authorized contractor personnel only. The disconnection / reconnection shall be done by switching the Eskom Main Circuit (MCB) off/on. Under no circumstances will the contractor interfere with any circuit wiring.
- For disconnections the MCB will be sealed in the "OFF" position, and the links must be pulled off. If the MCB does not have a shroud, a disconnection sticker maybe stuck over the MCB to prevent the customer from tampering with and reconnecting electricity supply. A disconnection sticker will be supplied by Eskom.
- Upon reconnection the sticker seal must be removed, and the links must be put back. If fitted with a shroud, then the MCB must be sealed in the "ON" position
- See Timeline schedule

Typical data capture for **SPU Installations** but not limited to:

Meter serial / badge number		
Meter reading – Dial 1		
Dial 2		
Dial 3		
Is meter Single or 3 Phase		
Number of digits left of comma		
Number of digits right of comma		
Circuit Breaker size		
Sealing Pliers number		
Is the meter box locked	YES	NO
Are the hinges in good condition	YES	NO
Is the meter installation or meter in need of any repair	YES	NO
If so, detail		

GPS Coordinate		

2. The Contractor requirements

- Contractor Field Staff to be locally based within the respective area
- Have sufficient Contractor Field Staff Contractors to manage all the required activities within the timelines – ideally have separate resources to do both disconnections and reconnections, as well as move in/move out activities within the prescribed timelines.
- The Contractor will provide own administrative support personnel to be available during hours of operation as prescribed in the scope and North West Disconnection/Reconnection Contractor notes.
- Furthermore, is it expected that contractor will make the necessary arrangements to ensure that the post is always filled to ensure timeous communication between Eskom and the Contractor. This includes periods when the administrative person might be on leave, sick leave etc.
- The contractor will supply their own equipment that will enable them to execute their duties as per the contract, i.e. fax and photocopy machines, as well as all stationery.
- The Contractor will ensure that all Contractor Field Staff, Office staff have access to e-mail and/or fax facilities, a cell phone for all communication and equipment to take a reasonable quality digital photo which can be sent remotely.
- The Contractor must ensure that Contractor Field Staff have the required resources to provide a quality and timeous service. Such resources include a suitable vehicle for the terrain.
- Under no circumstances may the Field Staff use Eskom or the Customers resources to carry out their duties unless specifically stated in this document.
- Contractor Field Staff vehicles will be visibly marked with an Eskom logo on the side of the vehicle (Magnetic Sticker will be supplied by Eskom), identifying them as sub-contractors to Eskom. A maximum of 2 contractor personnel per vehicle when accessing a customer's premises.
- Contractor Field Staff must always be neat and wear clearly marked apparel (shirts or bibs) which identifies them as Eskom sub-contractors.
- A statutory requirement by all Eskom Contractors is 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.
- It is the Contractors responsibility to ensure that on completion of any site visit (meter route readings, disconnection etc.) by the Contractor Field Staff / Subcontractors that the installation will be left in an electrical and tamper safe condition. i.e. the meter cover and meter terminal plate will be sealed, and the box will be locked with an Eskom lock to minimize the risk. All financial risks, i.e. suspected tampering etc., must be reported to designated Eskom personnel. This is an inherent activity, and no extra payment will be made for these activities. Eskom will do random audits to check compliance with the above.
- All Contractor Field Staff will attend the relevant Eskom courses, i.e. meter reading, LV regulations etc. and be accredited before they are allowed to do field work.
- Eskom customers will be always treated courteously and respectfully
- Under no circumstances may the contractor give the customer access to the box or a key unless instructed as such in writing by Eskom.
- No additional payment will be made for the request of Digital photos as this is part of the normal activity

3. Eskom shall: -

- Provide the contractor with Sealing Pliers, Sealing wire and ferrules or any other type of sealing devices, disconnection stickers and Eskom locks. The Contractor will be liable for loss or damage to the allocated sealing pliers.
- Eskom will issue ID cards, Letter of Authorization, and Magnetic Sticker with Eskom logo and apparel with Eskom identity to subcontractors / contractors as means of identification.
- Provide the applicable training to the Contractor Field Staff / Subcontractors and the Contractors' Admin Support. The first course for each requirement will be paid for by Eskom; Eskom reserves the right to bill the Contractor for subsequent courses due to new staff etc.
- **Eskom will periodically review the pricing of activities and make discretionary increases based on economic and inflationary trends.**

4. Work Processes

- When a Work Order (Disconnection / Reconnection list) is issued, the Contractors' Admin Support must sign receipt or confirm receipt thereof in writing, via return E-mail.
- All completed field tasks will be reported back to the Revenue & Credit Management Department. Eskom to provide contact details, i.e. email addresses etc.
- The Contractors' Administrative Support personnel will give daily feedback to the Revenue & Credit Management Department.
- No task will be considered as completed until Eskom has received the feedback in the appropriate format and timelines.

Note: Timeline schedule

- The Contractors' Administrative Support needs to do weekly and monthly reports and provide Eskom with timeous feedback. Work reconciliation and invoicing process will be used as prescribed by Eskom.
- All financial statements and invoices will be in compliance of GAAP.

5. Time Lines

<u>Disconnections</u>

- Eskom will provide the contractor electronically (E-mail) with disconnection list daily (Monday to Thursday) by 09:00AM.
- The contractor to perform the physical disconnections and provide the necessary feedback (as prescribed by Eskom), by 15:00PM on the same day that the list was received.
- The following data elements are requested:
    - Closing Meter read
    - Meter serial number
    - Digital photo (date stamped), proving physical disconnection

    - If premise address and meter number do not correlate with disconnection list, then the meter number and/or premise address must be provided to Eskom. (Photo also required).
- If there is a large volume of work, a new deadline can be negotiated between the designated Eskom personnel and the contractor.

<u>Reconnections</u>

- Eskom (Revenue & Credit Management Department, will electronically provide the reconnection list to the contractor daily (Monday to Friday), it can occur during the day up until 15:00 PM.
- These normal-hour reconnections will be executed on the same day by the contractor within a 12-hour timeline.
- If normal-time reconnection requests are received after 15h00PM, this will only be executed the next morning.
- Any normal hour reconnection request received and logged before 15:00PM, but the work order only replicates after 15h00PM, for reasons determined by Eskom, that work order will be dispatched to the contractor for execution to be done the same day, within an agreed turnaround time of 24 hours.
- All these reconnection work orders send to and received by the contractor before 15:30PM, must be done the same day. The normal contract rates will apply.
- Any normal hour reconnection request received and logged after 15:00PM, (unless stated “Reconnection After Hour”) and the work order is received by the contractor, then the work must be done by 09:30AM the following morning.
- Business After hours is defined as between 07:45 to16:30.
- Red Areas (to be defined) in which no work is performed after a certain time will also apply to reconnections to be done by contractors.
- The contractor should perform the physical reconnection within the required timelines, within an agreed turnaround time of 24 hours, with the aim of reconnecting the same day if payment is received before 15:00PM and dispatched/ instructed by Eskom as such.
- The contractor should provide the necessary data feedback (reconnection list by fax, digital photo by email) by 09:00 AM the following day.
- The following data elements are to be provided:
    - Closing meter read and opening meter read
    - Meter Serial number
    - Photo proof of physical reconnection
    - Photo date and time spent.
- If premise address and meter number in field do not correlate with list provided, the field meter number and/or premise address must be provided as feedback to Eskom. (Photo also required).

<u>Data and GPS collection</u>

- As negotiated between Eskom designate personnel and the contractor.

6. <u>Penalties and incentives</u>

Disconnection/Reconnections and all other Reading activities

- Contractors will not be paid for late, incomplete, inaccurate or poor-quality work, which includes feedback.
- Eskom will re-schedule the task if the contractor has not completed an allocated task as per the prescribed Eskom specifications and timelines, the above will be completed at contractors own expense.
- Note: If for any reason the contractor cannot perform the task, timeous feedback from the field must be given to the designated Eskom personnel. Eskom will then decide on the action to be taken. See scope of work for details.

Note: If Eskom is dissatisfied with the quality of service delivered by the Contractor/ Contractor Field Staff / Subcontractors for a specific task or in general, Eskom will then notify the contractor in writing that another Contractor or Eskom personnel will be performing that output. The Contractor will then be billed for the work performed by the 3rd party as per the rate quoted by the 3rd party.

6. Other Requirements

- The contractor tendering for the contract needs to submit a detailed business plan to enable Eskom to determine whether the contractor is capable of delivering a quality, timeous and sustainable service.
- The business plan must also include a staff structure and give a clear indication of how the staff is deployed within the area.
- Requirements and specifications of the Occupational Health and Safety Act 85 of 1993 must also be adhered to. Specifications will be provided to the contractor.
- Note: The above business plan needs to be adhered to for the duration of the contract otherwise Eskom will deem the contract to be in breach. Any deviations need to be negotiated in writing between the contractor and Eskom.

Tools and Equipment (As set out in the SHEC Specifications)

All tool and equipment must conform to Eskom's standards for Safety

- Protective clothing
- Safety equipment
- Hand tools including bolt cutters

Training, Authorisation and Safety

Authorisation requirements:

- All activities involving live LV work must be carried out by appropriately authorised persons
  Minimum requirements:
  Low Voltage Live Work
  Operating Regulations Low Voltage Systems
  Test Instruments (Earth Leakage, Polarity & Multi Meter)
  ORHVS for Responsible Persons

- Authorization permits must be submitted to the Eskom representative as proof of been authorised by Eskom, Safety requirements and standards:

- Contractors must comply with all safety standards and procedures

Responsibility for training:

- It is the contractor's responsibility that his /her staff is trained to meet all the requirements. Eskom will provide orientation and on-the-job training related to disconnection and reconnection of meters

2. Specifications

List the specifications that apply to this contract. Some typical headings have been provided as a minimum; delete if not required or expand and include correct titles as applicable.

Title	Date or revision	Tick if publicly available
General Specifications:		
Employer's Health and Safety requirements		
OHS Act requirements to be met by principal contractors employed by Eskom (DPC 34-333)	**Sept 2006**	
Standard for sealing Metering Equipment (DST 34-749)	**Jul 2007**	
Safety, Health and Environment (SHE) Policy (32 – 94)		
Environmental Management Program (EMP) (ESKPVAAZ1)		

3. Constraints on how the *Contractor* Provides the Service

The contractor's field operators are to be neatly dressed in approved safety clothing at all times.

The contractor's field operators are to be neatly dressed in approved safety clothing at all times.

3.1 Meetings

Provide information about regular meetings to be held such as early warning and compensation event meetings (suggest weekly), safety and planning meetings.

Regular engagements will be arranged on as and when required basis to address issues encountered as the work progress.

3.2 Use of standard forms

Provide details of standard forms to be used by the *Contractor* in the administration of the contract, for example early warning and compensation event notifications.

If and when required, to be requested from the *Employer.*

3.3 Invoicing and payment

The Z clauses make reference to invoicing procedures stated here in this Service Information. Also include a list of information which is to be shown on an invoice. The following text is provided as a guide; revise to suit actual requirements.

In terms of core clause 50 the *Contractor* assesses the amount due and applies to the *Employer* for payment. The *Contractor* applies for payment with a tax invoice addressed to the *Employer* as follows:

The *Contractor* includes the following information on each tax invoice:

- Name and address of the *Contractor*
- The contract number and title;
- Purchase order number
- *Contractor*'s VAT registration number;
- ***Contractor's* Banking Details**
- The *Employer*'s VAT registration number 4740101508.
- *Employer's* name should be stated **Eskom Holdings SOC Limited**
- The total of
  - The Price for each lump sum item in the Price List or Task Order which the *Contractor* has completed.
  - Where a quantity is stated for an item in the Price List or Task Order, an amount calculated by multiplying the quantity which the *Contractor* has completed by the rate,
- Other amounts to be paid to the *Contractor*.
- Less amounts to be paid by or retained from the *Contractor*.
- The change in the amount due since the previous payment being the invoiced amount - excluding VAT, the VAT and including VAT.

The *Contractor* attaches the detail assessment of all work done for each item in the Price List to each tax invoice showing

- the Price for each lump sum item in the Price List or Task Order which the *Contractor* has completed and
- where a quantity is stated for an item in the Price List or Task Order, an amount calculated by multiplying the quantity which the *Contractor* has completed by the rate.

Electronic submission of invoices via e-mail:

Details on how to submit invoices and additional information:

- Ensure that the Eskom order number is clearly indicated on your invoice together with the line number on the order you are billing for.
- All Electronic invoices must be sent in PDF format only.
- Each PDF file should contain one invoice; or one debit note; or one credit note only as Eskom's SAP system does not support more than one PDF being linked into workflow at a time.
- **Only one PDF file per email. (one invoice or debit note or credit note)**
- Send all invoices in PDF straight from your system to an Eskom email address (see email addresses below)
- For Foreign invoices, suppliers will still be required to physically deliver hard copies of original documents to the respective documentation management centres even though you have e-mailed those invoices (**Eskom is still seeking clarity from the South African Reserve Bank regarding e-invoicing for Foreign Invoices or invoices in foreign currency. Current requirements are that these manual invoices should still be submitted. You can send the invoice copy to the email addresses indicated below).**
- **Please ensure that you comply with the tax Requirement for submitting invoices electronically.**
- If there is Cost Price Adjustment (CPA) on your invoice, we recommend that you issue a separate invoice for CPA so that if there are any issues on the CPA the rest of the invoice can be paid while resolving the CPA issues.
- Introduction of electronic invoicing does not guarantee payment but will ensure visibility of all invoices and ensure that no invoices get lost. If the goods receipt is not done the invoice will be parked and the system will automatically send an e-mail to the end user to do the goods receipt. This is also tracked by Eskom through the park invoice report.
- Your company can request a park invoice report from the Finance Shared Services (FSS) contact centre which can then be followed up and corrected. You are welcome to forward the details of invoices corrected to the FSS contact centre.
- Email address for invoice submission: **invoiceseskomlocal@eskom.co.za**

3.4 Records of Defined Cost

In order to substantiate the Defined Cost of compensation events, the *Employer* may require the *Contractor* to keep records of amounts paid by him for people employed by the *Contractor*, plant and materials, work subcontracted by the *Contractor* and equipment. [See clause 11.2(2) and 63.2]. State in what form these records are to be kept and how accessed by the *Employer*.

There is no prescribed format for these.

3.5 Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

If the ASGI-SA requirements are to be included in this contract specify constraints which *Contractor* must comply with after contract award in regard to any ASGI-SA requirements. The ASGI-SA Compliance Schedule completed in the returnable tender schedules is reproduced here. If ASGI-SA does not apply, delete this paragraph.

Not applicable for this contract

3.6 BBBEE and referencing scheme

Specify constraints which *Contractor* must comply with after contract award in regard to any Broad Based Black Economic Empowerment (B-BBEE) or referencing scheme measures.

Not applicable for this contract

4. Requirements for the plan

State whether a plan is required and, if it is, state what form it is to be in, what information is to be shown on it, when it is to be submitted and when it is to be updated.

Not required for this contract.

5. Services and other things provided by the *Employer*

Describe what the *Employer* will provide such as services (including water and electricity) and "free issue" plant and materials and equipment.

Item	Date by which it will be provided
• Single line diagrams and maps of areas to be audited (Eskom will provide training) • Meter seals • Disconnection stickers • Eskom locks	During the first 2 weeks after awarding the contract

6. Property affected by the *service*

Give information about any property upon which the *service* is to be provided. This may include the property of others as well as that of the *Employer*. Also provide any other information which is likely to affect the *Contractor*'s work.

In order to carry out the task, which is disconnection or reconnection, various properties are accessed e.g. businesses, farms, residential properties, etc

Compiled by	**Functional Responsibility**	**Authorised by**