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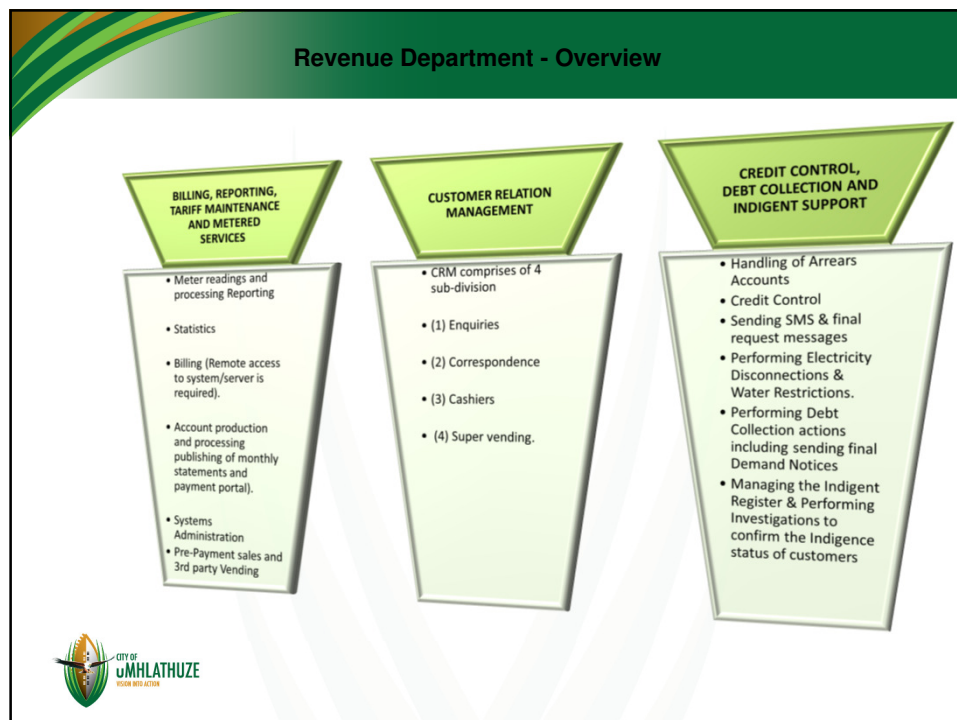


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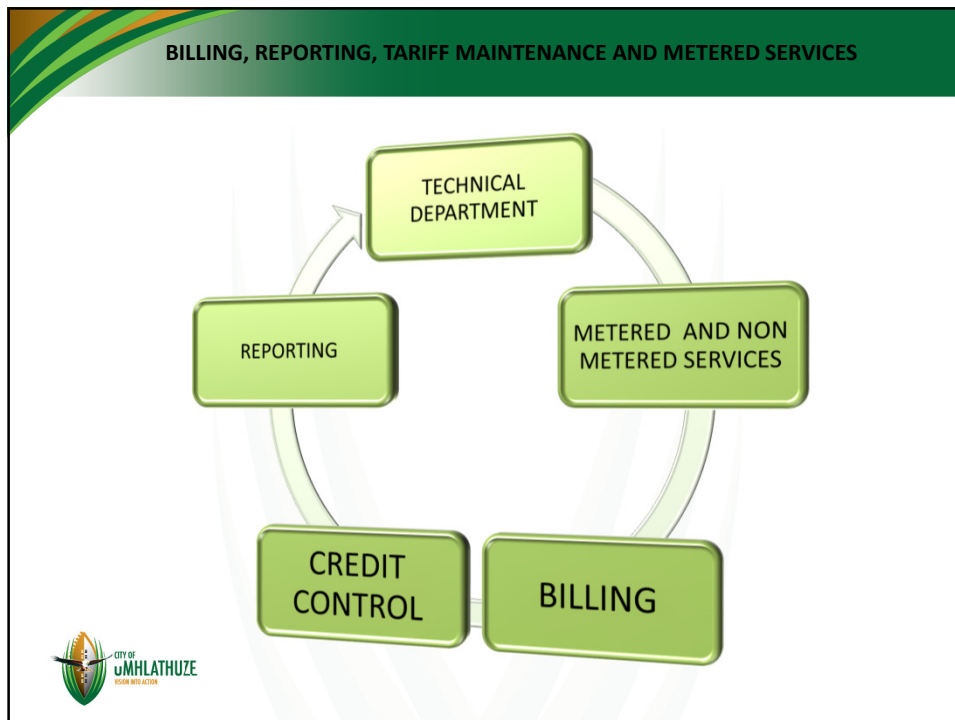
Introduction

“Incorrect and Inaccurate municipal billing system poses a challenge in the local government system in South Africa. Communities in various municipalities are dissatisfied with the incorrect and inaccurate municipal bills that are issued. Public confidence in term of billing system dwindled, communities are unwilling to pay for the bills issued and such debt accumulated and the municipalities could not recover debt.”
(Mazibuko, 2013)

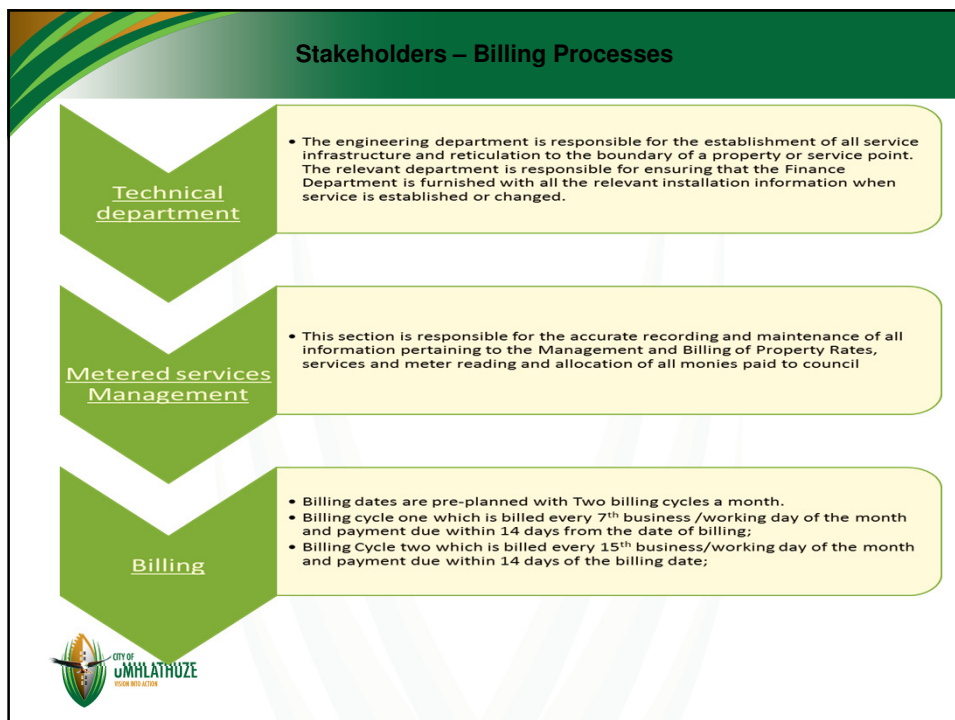
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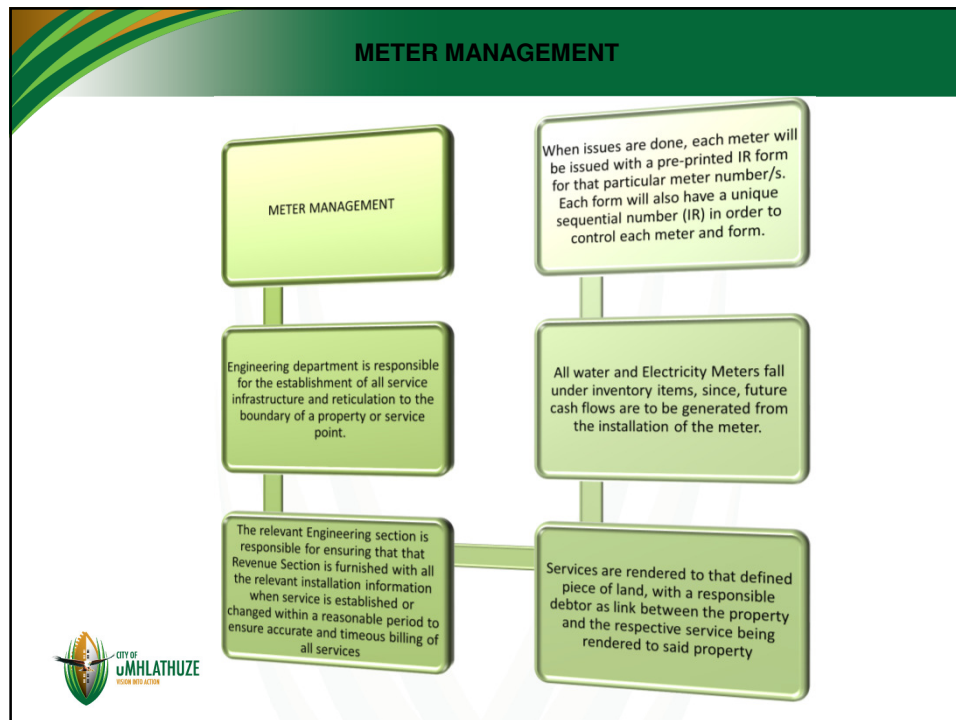
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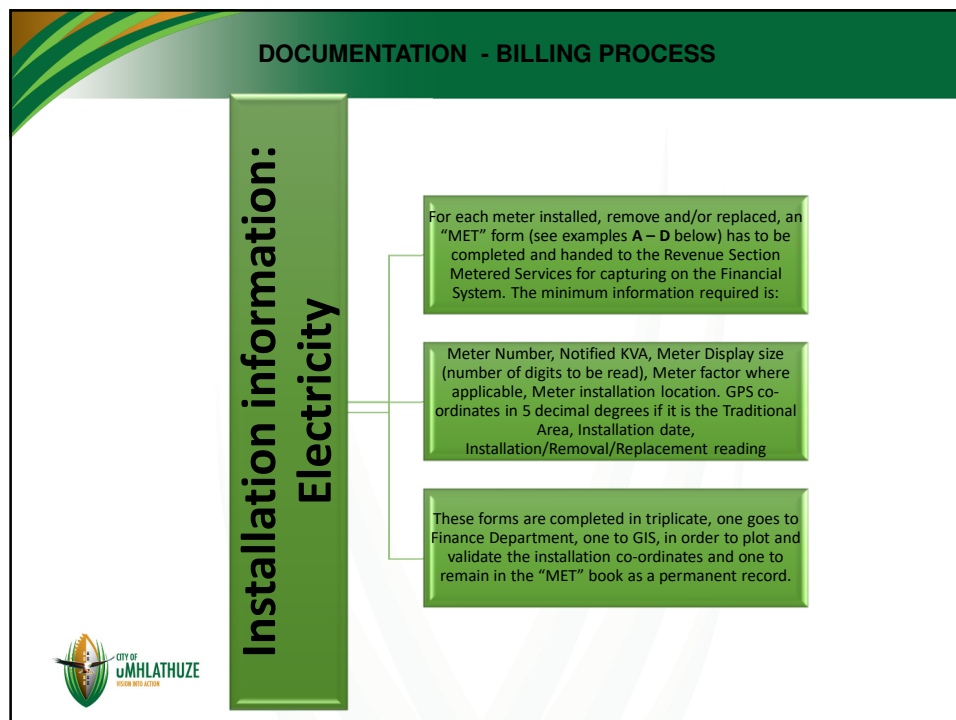
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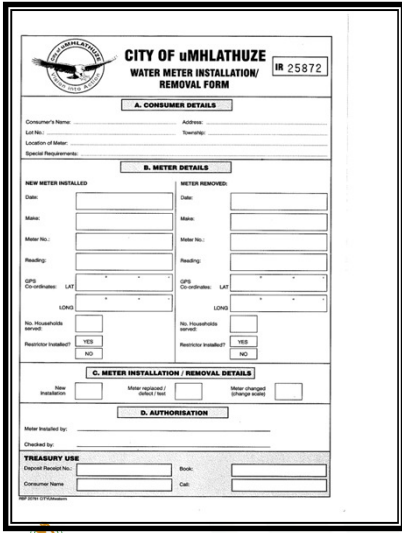


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DOCUMENTATION



CITY OF uMHLATHUZE
WATER METER INSTALLATION/
REMOVAL FORM

Form No. **IR 25872**

A. CONSUMER DETAILS

Consumer's Name: _____ Address: _____
 Lot No.: _____ Township: _____
 Location of Meter: _____
 Special Requirements: _____

B. METER DETAILS

NEW METER INSTALLED

Date: _____ Meter No.: _____
 Make: _____ Reading: _____
 GPS Coordinates: LAT _____ LONG _____
 No. Households served: _____
 Restriction installed: ☐ YES ☐ NO

METER REMOVED

Date: _____ Meter No.: _____
 Make: _____ Reading: _____
 GPS Coordinates: LAT _____ LONG _____
 No. Households served: _____
 Restriction installed: ☐ YES ☐ NO

C. METER INSTALLATION / REMOVAL DETAILS

Meter removed: ☐ Meter changed (change meter): ☐
 Meter installed by: _____
 Date: _____

D. AUTHORIZATION

Checked by: _____
 Treasury Use: _____
 Deposit Receipt No.: _____
 Consumer Name: _____
 Meter No.: _____
 Meter type: _____
 Meter type number: _____
 Meter type: _____
 Meter type number: _____

KWH/KVA DEMAND METER - INSTALLATION / REMOVAL FORM

Form No. **IR 25872**
 Receipt No. **E99**

CUSTOMER DETAILS

Customer name: **ZCBF**
 Lot No.: **15825**
 Street name and No.: **SOUTH CENTRAL ARTERIAL ROAD**
 Suburb: **ALTON**
 Location of meter: **SOUTH CENTRAL ARTERIAL ROAD MS 5**
 Co Ordinate: **S 28 45 29.0 E 32 02 08.5**

METER INSTALLATION

Meter type: **3P, 4W, 5A, 400V, 50Hz**
 Meter type number: _____
 Suffix: **VA**

NEW METER DETAILS

Date: **14/12/2020** kWh constant: **1**
 Make: **L&G 25A** kVA constant: **1**
 Serial No.: **42045409** CT Ratio: **400/5**
 kWh Reading: **000000.0** PT Ratio: **400/400**
 kVA Reading: **000000.0** kWh Register: **7**
 Seal No.: _____ kWh Decimals: **0**
 Meter&Sim: _____ kVA Register: **7**
 _____ kVA Decimals: **1**

Meter installed by: **Isaac** Date: **14/12/2020**
 Installation inspected by: _____ Date: _____

METER REMOVAL

REMOVED METER DETAILS

Date: _____
 Make: _____
 Serial No.: _____
 kWh Reading: _____
 kVA Reading: _____
 Seal No.: _____
 (seals to be returned with removed meter)

Meter removed/re-programmed by: **Isaac** Date: **14/12/2020**

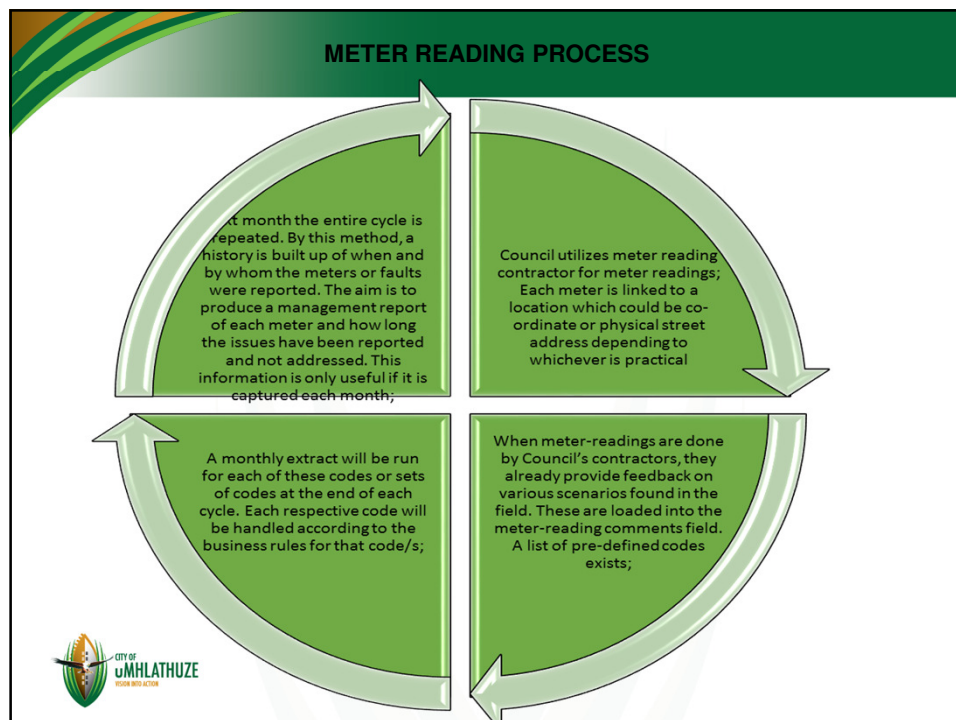
Comments: **New installation. The supply was found unmetered.**

For office use:

Supply voltage	400	Volt
Main CB size	400	Amp
Cable size	277	kVA
Notified demand	277	kVA
Tariff scale	Domestic	

Meter data captured by: **Isaac** Date: **15/02/2020**

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METER READING PROCESS --CONT	
NUMBER OF METERS PER TOWN:	COUNT
TOWN 1: RICHARDS BAY	13045
TOWN 2: VULINDLELA	2714
TOWN 3: NSELENI	6229
TOWN 4: ESIKHALENI	13719
TOWN 6: EMPANGENI	8547
TOWN 7: NGWELEZANE	9730
TOTAL	53984

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METER READING CONTROL SHEET		
Activity Report: Monthly		
Town	Book	No. Meters
2	201	83
2	202	215
2	203	183
2	204	192
2	205	225
2	206	182
2	207	162
2	208	413
2	209	105
2	210	149
2	211	9
2	212	138
2	213	166
2	214	351
2	215	141
Total		2714

Contract monitoring Tool - Water and Electricity Billing Meters	
Month - July 2021 VULINDLELA CYCLE	
No Meter received from CoU	
Received Date:	
Route allocation date:	
Allocated to: Reader No/Reader Name	
Read date	
Returned date from the reader	
Returned date to CoU	
Meter reading detailed break down - This is to be filled in per route	
Route No:	
Meter reading Summary	
No of meters in a route	40
Water meters in a route = 20	
Electricity meters in a route = 20	
Read meters	
Unread with the reason	
Detailed error codes	10
Cant locate - 5	
Gate locks - 3	
Bees - 2	

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METER READING PROCESSES - PLANNING

Workday	Holidays Mark Day before holiday with X	1st of Mth	Day	Action	Vul/Nal/Cap/Esk	NgW/Emp/RB
Last of prev. mth		1-May-2021	7 Sat			
Workday 1		30-Apr-2021	6 Fri	Due Date O/L readings	Fri 30-Apr-2021	Fri 14-May-2021
Workday 2		4-May-2021	3 Tue	Final Exceptions	Tue 4-May-2021	Tue 18-May-2021
Workday 3		5-May-2021	4 Wed	Interest & Billing	Thu 6-May-2021	Mon 24-May-2021
Workday 4		6-May-2021	5 Thu	Dept Settle & Accounts	Thu 6-May-2021	Mon 24-May-2021
Workday 5		7-May-2021	6 Fri	Month-end	Wed 2-Jun-2021	Wed 2-Jun-2021
Workday 6		10-May-2021	2 Mon			
Workday 7		11-May-2021	3 Tue			
Workday 8		12-May-2021	4 Wed			
Workday 9		13-May-2021	5 Thu			
Workday 10		14-May-2021	6 Fri			
Workday 11		17-May-2021	2 Mon			
Workday 12		18-May-2021	3 Tue			
Workday 13		19-May-2021	4 Wed			
Workday 14		20-May-2021	5 Thu			
Workday 15		21-May-2021	6 Fri			
Workday 16		24-May-2021	2 Mon			
Workday 17		25-May-2021	3 Tue			
Workday 18		26-May-2021	4 Wed			
Workday 19		27-May-2021	5 Thu			
Workday 20		28-May-2021	6 Fri			
Workday 21		31-May-2021	2 Mon			
Workday 22		1-Jun-2021	3 Tue			
Workday 23		2-Jun-2021	4 Wed			

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METER READING PROCESS - PLANNING

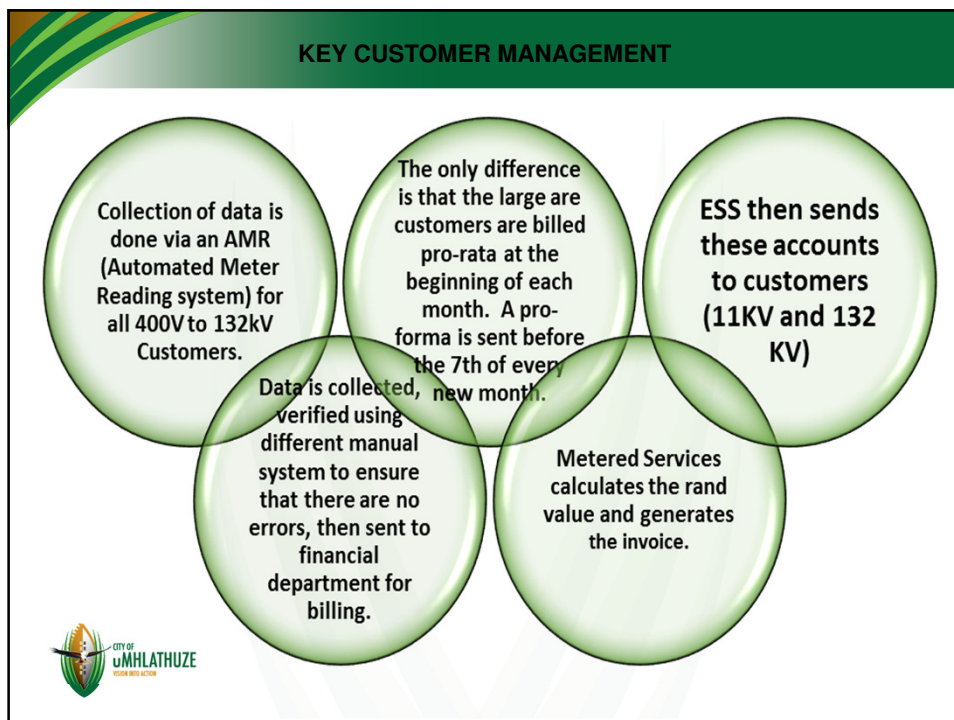
User	Type	May 8	May	June 8	June
130 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
131 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
132 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
133 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
134 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
135 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
136 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
137 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
141 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
142 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
143 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
144 Denise Strydom	ONLINE	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
146 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
148 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
149 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
150 Denise Strydom	URBAN DOMESTIC	28-May-2021	31-May-2021	24-Jun-2021	30-Jun-2021
151 Denise Strydom	URBAN DOMESTIC	28-May-2021	31-May-2021	24-Jun-2021	30-Jun-2021
152 Denise Strydom	URBAN DOMESTIC	28-May-2021	31-May-2021	24-Jun-2021	30-Jun-2021
153 Denise Strydom	URBAN DOMESTIC	28-May-2021	31-May-2021	24-Jun-2021	30-Jun-2021
154 Denise Strydom	URBAN DOMESTIC	28-May-2021	31-May-2021	24-Jun-2021	30-Jun-2021
155 Denise Strydom	URBAN DOMESTIC	28-May-2021	31-May-2021	24-Jun-2021	30-Jun-2021
158 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
159 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
160 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
161 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
162 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
163 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
164 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
165 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
166 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
167 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
168 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
169 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
170 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
171 Denise Strydom	URBAN DOMESTIC	18-May-2021	28-May-2021	17-Jun-2021	28-Jun-2021
172 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
180 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
181 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
183 Denise Strydom	BUSINESS	1-May-2021	7-May-2021	31-May-2021	3-Jun-2021
201 NOMVUSELELO	URBAN DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
202 NOMVUSELELO	URBAN DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
203 NOMVUSELELO	RURAL DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
204 NOMVUSELELO	RURAL DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
205 NOMVUSELELO	RURAL DOMESTIC	11-May-21	24-May-21	09-Jun-21	23-Jun-21
206 NOMVUSELELO	RURAL DOMESTIC	11-May-21	24-May-21	09-Jun-21	23-Jun-21
207 NOMVUSELELO	RURAL DOMESTIC	11-May-21	24-May-21	09-Jun-21	23-Jun-21
208 NOMVUSELELO	RURAL DOMESTIC	11-May-21	24-May-21	09-Jun-21	23-Jun-21
209 NOMVUSELELO	RURAL DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
210 NOMVUSELELO	RURAL DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
211 NOMVUSELELO	RURAL DOMESTIC	11-May-21	24-May-21	09-Jun-21	23-Jun-21
212 NOMVUSELELO	RURAL DOMESTIC	11-May-21	24-May-21	09-Jun-21	23-Jun-21
213 NOMVUSELELO	RURAL DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
214 NOMVUSELELO	RURAL DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21
215 NOMVUSELELO	RURAL DOMESTIC	14-May-21	24-May-21	14-Jun-21	23-Jun-21

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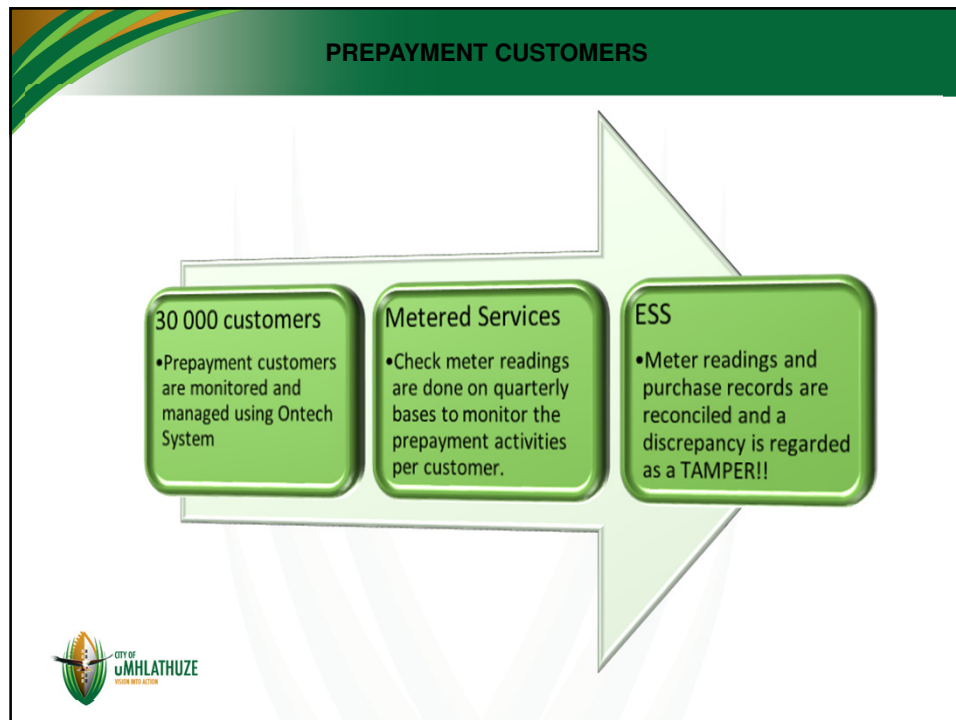
METER READINGS - CONTROLS							
Procedure	0 Vul/Nsl/Cap/Esk	Executed	Authorised	0 NgW/Emp/RB	Executed	Authorised	
Due Date O/L readings	Wed 31-Mar-2021	FA	ACC	Fri 16-Apr-2021	FA	ACC	
Final Exceptions	Thu 1-Apr-2021	FA	ACC	Mon 19-Apr-2021	FA	ACC	
Test Billing	Tue 6-Apr-2021	CA	DCFO	Wed 21-Apr-2021	CA	DCFO	
Interest & Billing	Tue 6-Apr-2021	CA	DCFO	Wed 21-Apr-2021	CA	DCFO	
Dept Settle & Accounts	Tue 6-Apr-2021	FA	CA	Wed 21-Apr-2021	FA	CA	
Month-end	Thu 6-May-2021	FA	CA	Thu 6-May-2021	FA	CA	
Procedure	0 Vul/Nsl/Cap/Esk	Executed	Authorised	0 NgW/Emp/RB	Executed	Authorised	
Due Date O/L readings	Fri 30-Apr-2021	FA	ACC	Fri 14-May-2021	FA	ACC	
Final Exceptions	Tue 4-May-2021	FA	ACC	Tue 18-May-2021	FA	ACC	
Test Billing	Thu 6-May-2021	FA	DCFO	Mon 24-May-2021	CA	DCFO	
Interest & Billing	Thu 6-May-2021	CA	DCFO	Mon 24-May-2021	CA	DCFO	
Dept Settle & Accounts	Thu 6-May-2021	FA	CA	Mon 24-May-2021	FA	CA	
Month-end	Wed 2-Jun-2021	FA	CA	Wed 2-Jun-2021	FA	CA	
Procedure	0 Vul/Nsl/Cap/Esk	Executed	Authorised	0 NgW/Emp/RB	Executed	Authorised	
Due Date O/L readings	Mon 31-May-2021	FA	ACC	Mon 14-Jun-2021	FA	ACC	
Final Exceptions	Thu 3-Jun-2021	FA	ACC	Fri 18-Jun-2021	FA	ACC	
Test Billing	Mon 7-Jun-2021	CA	DCFO	Tue 22-Jun-2021	CA	DCFO	
Interest & Billing	Mon 7-Jun-2021	CA	DCFO	Tue 22-Jun-2021	CA	DCFO	
Dept Settle & Accounts	Mon 7-Jun-2021	FA	CA	Tue 22-Jun-2021	FA	CA	
Month-end	Thu 1-Jul-2021	FA	CA	Thu 1-Jul-2021	FA	CA	
Procedure	0 Vul/Nsl/Cap/Esk	Executed	Authorised	0 NgW/Emp/RB	Executed	Authorised	
Due Date O/L readings	Wed 30-Jun-2021	FA	ACC	Wed 14-Jul-2021	FA	ACC	
Final Exceptions	Fri 2-Jul-2021	FA	ACC	Fri 16-Jul-2021	FA	ACC	
Test Billing	Tue 6-Jul-2021	CA	DCFO	Tue 20-Jul-2021	CA	DCFO	
Interest & Billing	Tue 6-Jul-2021	CA	DCFO	Tue 20-Jul-2021	CA	DCFO	
Dept Settle & Accounts	Tue 6-Jul-2021	FA	CA	Tue 20-Jul-2021	FA	CA	
Month-end	Mon 2-Aug-2021	FA	CA	Mon 2-Aug-2021	FA	CA	



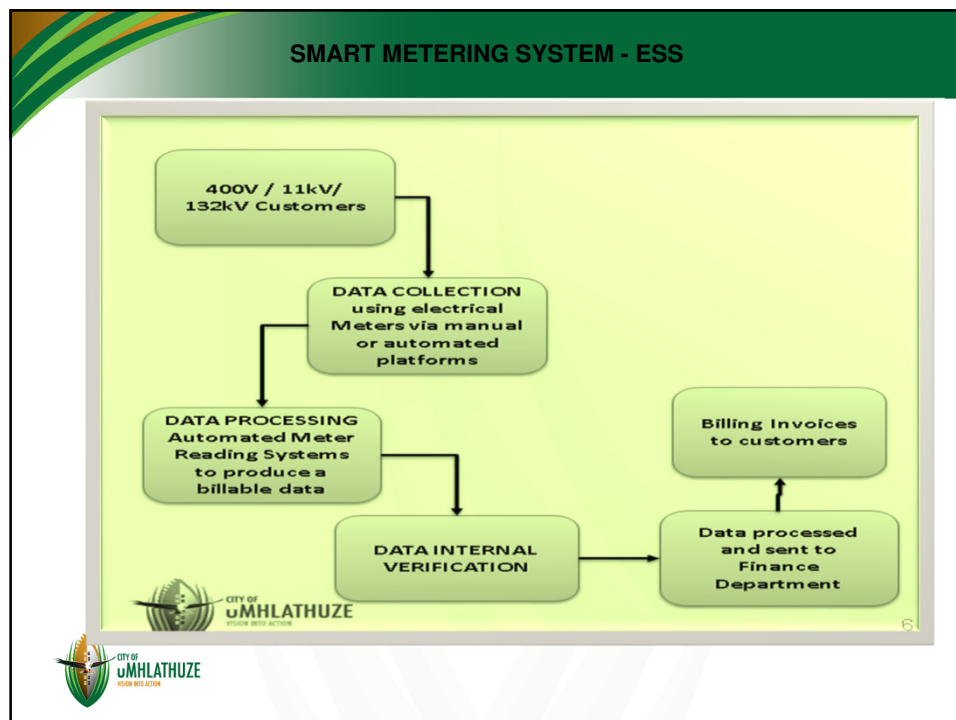
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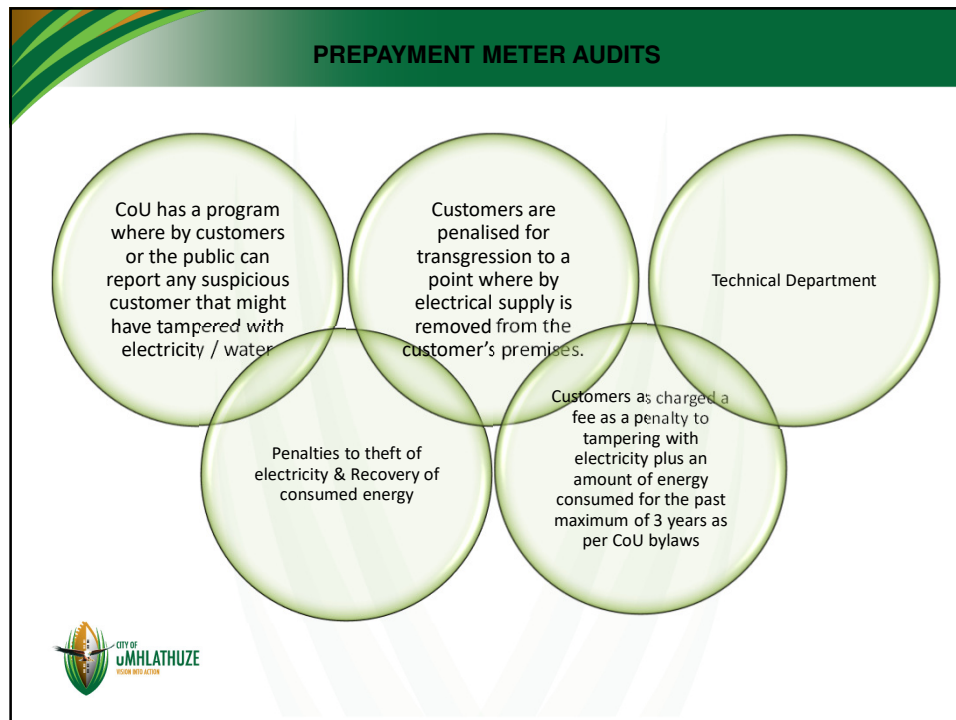
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PREPAYMENT METER AUDITS

Please debit the account for the above address with an amount of **R 58 236.55** suspect **TAMPER ELECTRICITY SUPPLY** made up as follows and allocate amounts as indicated:

R 4 912.17- Transgression fee - Vote: 155/392/01
 R 736.83- 15% VAT - Vote: 099/703
 R 9 849.38 - Electricity consumed - Vote: 155/438/0
 R 1 378.77-14% VAT - Vote: 099/703
 R 35 965.57 - Electricity consumed - Vote: 155/438/0
 R 5 394.84-15% VAT - Vote: 099/703

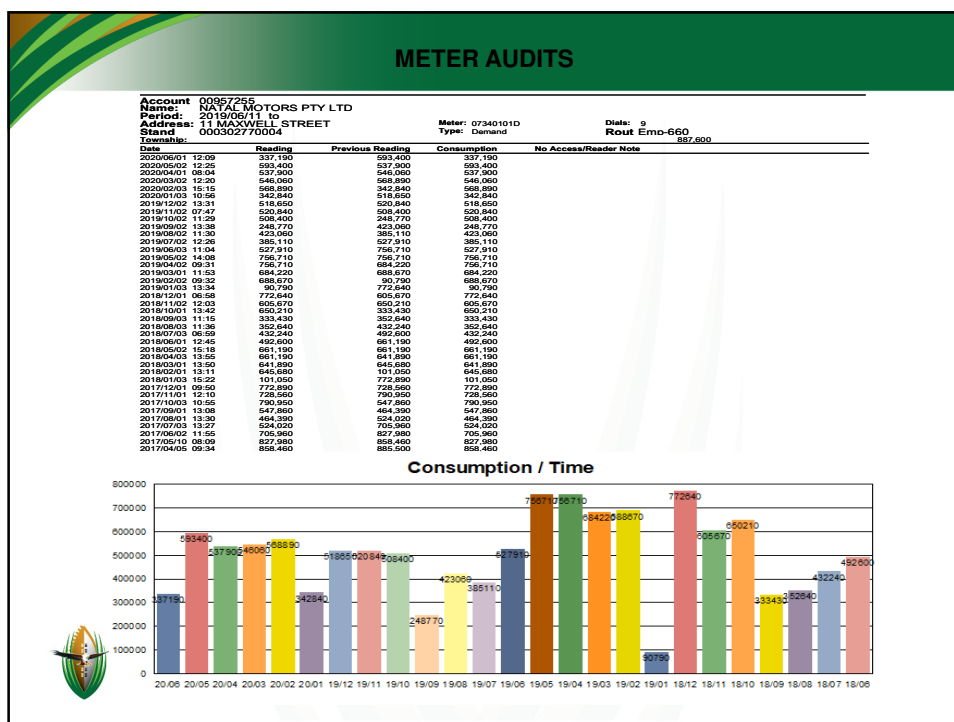
26 648 kWh

COC required

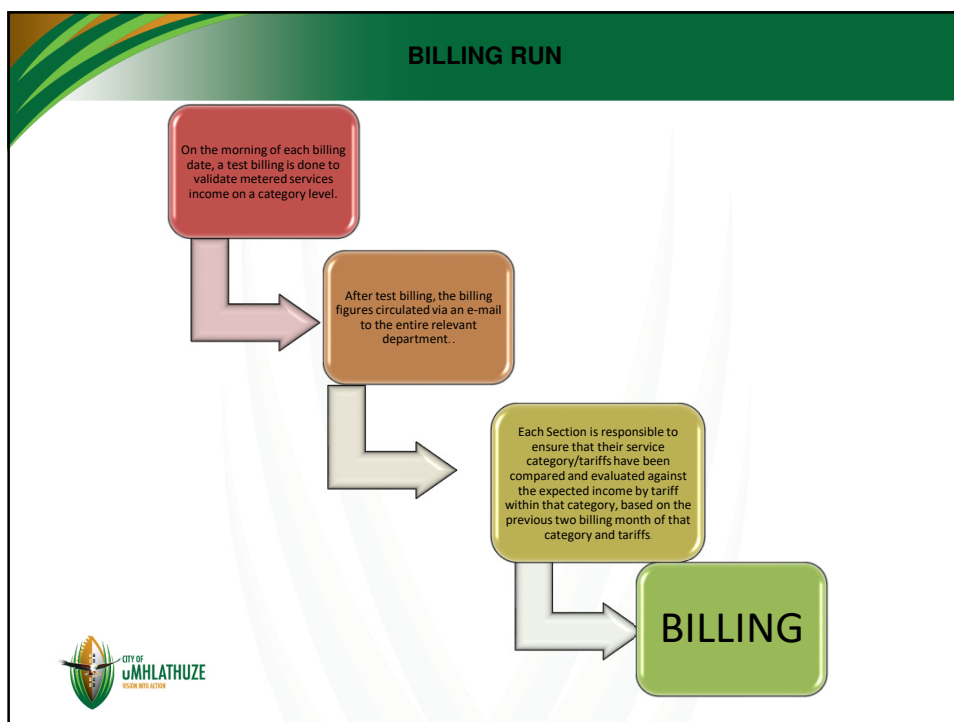
 CITY OF UMLATHUZE
VISION WITH ACTION

COC Lednileq

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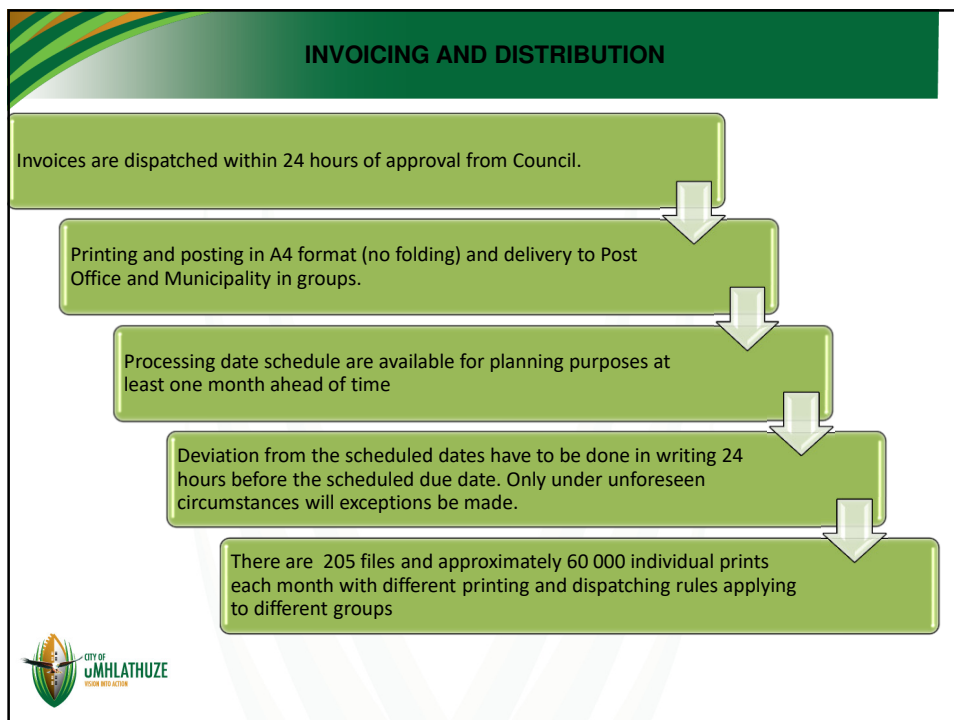
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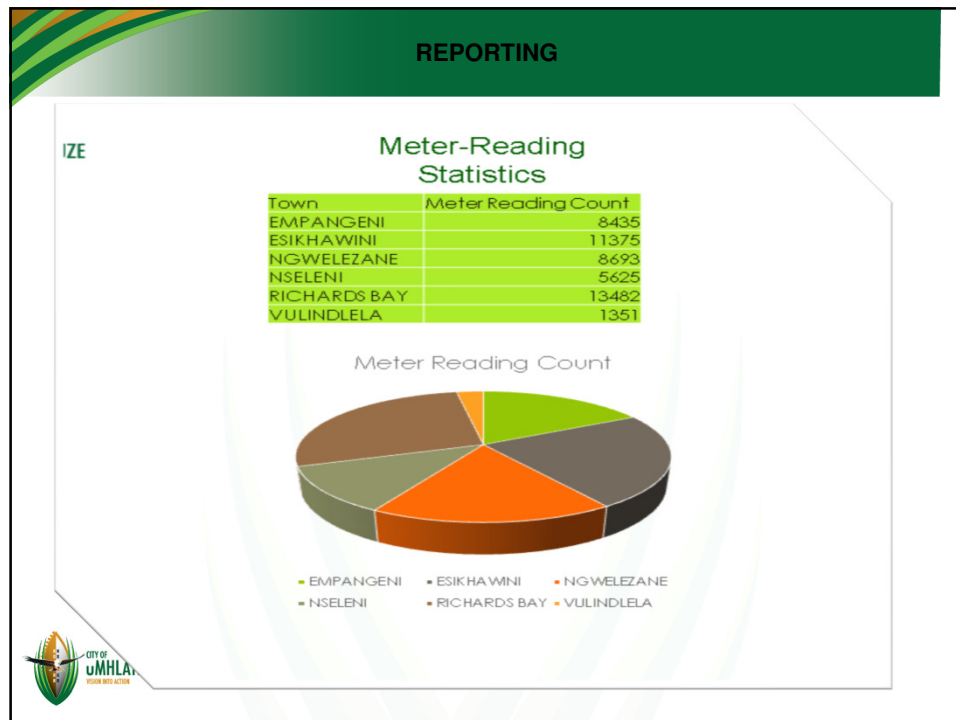
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BILLING CONTROL SHEET							
Town	Work-Group	Adjustments for the month	Receipts	Interest	Month-to-date Summary 00 for all	Billing	Category Tariff Summary
01	01						
	60						
	61						
	98						
	99						
06	01						
	60						
	61						
	99						
07	01						
	60						
	61						
	99						
02	01						
	60						
	61						
	99						
03	01						
	60						
	61						
	99						

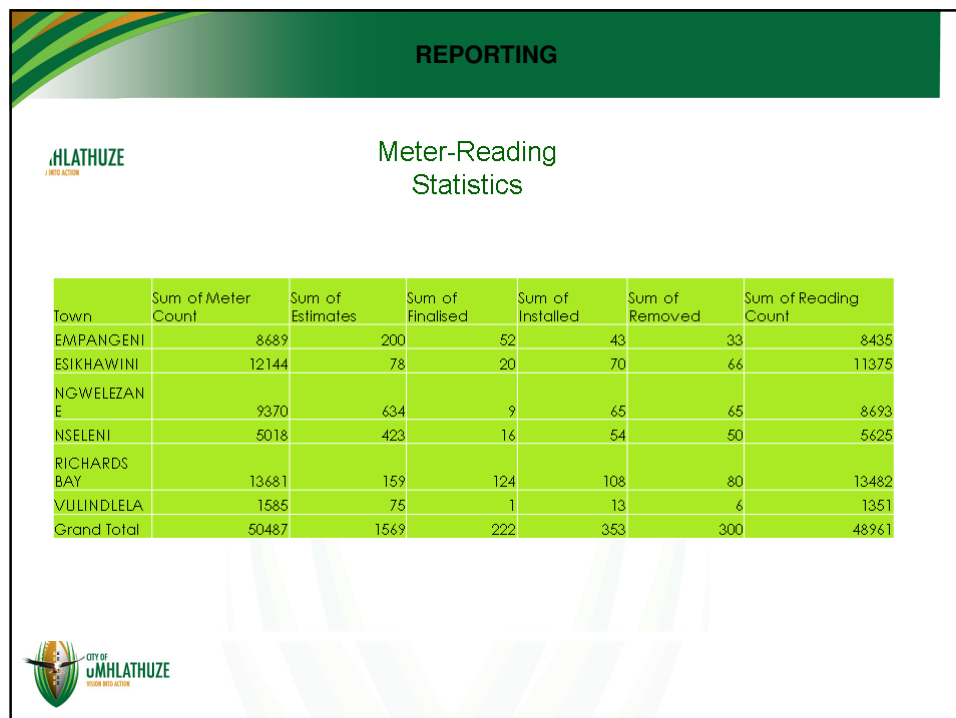
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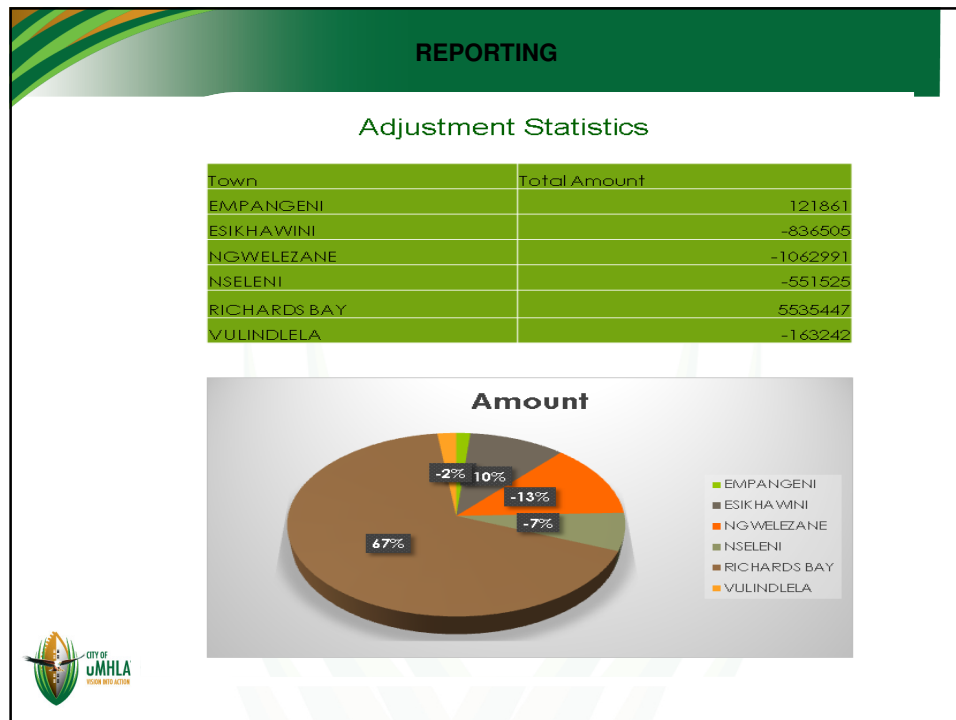
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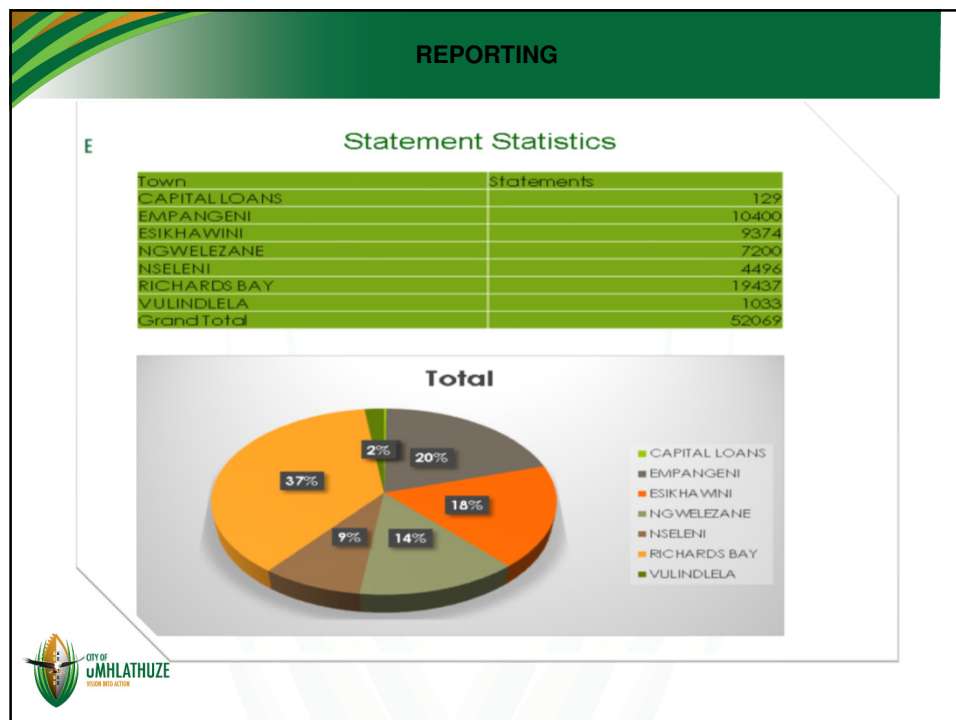
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BILLING FIGURES - SERVICES

May Consumption in June 20 acc				June Consumption in July 20 acc			
Cat	TRF	Sum of AMOUNT	Sum of UNITS	Cat	TRF	Sum of AMOUNT	Sum of UNITS
E	EA	R 1 119 177.40	641 085	E	EA	R 1 719 138.73	961 173
	EB	R 2 761 959.54	3 802 795		EB	R 2 953 402.66	3 953 539
	ED	R 3 576 225.95	5 915 028		ED	R 4 787 961.44	5 616 377
	EJ	R 4 087 741.93	1 752 900		EJ	R 3 680 416.95	1 928 204
	EM	R 1 063 168.93	701 808		EM	R 1 204 723.62	701 808
	EO	R 44 917.23	9 937		EO	R 63 088.43	13 957
	KO	R 614 346.96	947 043		KO	R 649 621.53	877 815
	KP	R 481 902.17	331 774		KP	R 1 472 536.44	345 638
	KS	R 964 101.14	956 450		KS	R 1 313 273.79	983 128
	LK	R 9 844 531.69	16 250 465		LK	R 9 539 027.24	13 818 010
	LP	R 5 945 668.28	4 387 947		LP	R 16 772 846.22	4 285 761
	LS	R 11 065 661.41	11 766 973		LS	R 13 745 491.16	11 099 251
	MO	R 2 955 388.09	5 360 762		MO	R 4 011 751.48	6 336 679
	MP	R 1 638 312.48	1 330 339		MP	R 6 853 661.80	1 840 008
	MS	R 3 062 997.28	3 582 034		MS	R 5 374 871.14	4 692 981
	PP	R 0.00	-		PP	R 0.00	-
	RN	R 34 598.26	65 120		RN	R 3 401.48	5 548
	RQ	R 18 982.99	15 669		RQ	R 63 518.80	17 145
	RR	R 33 155.34	39 702		RR	R 44 105.01	39 194
	ZO	R 9 100.47	15 567		ZO	R 31 705.50	47 230
	ZP	R 4 238.94	3 244		ZP	R 50 724.59	12 829
	ZS	R 7 772.03	8 568.00		ZS	R 40 560.94	33 378.00
Sub Total		R 49 333 948.31	57 885 211	Sub Total		R 74 375 828.95	57 609 654
Itron		R 24 391 987.81	16 114 721.70	Itron		R 26 195 599.09	16 567 723.40
E Total		R 73 725 936.12	73 999 933	E Total		R 100 571 428.04	74 177 378
W	BY	R 0.00	-	W	BY	R 0.00	-
	WA	R 7 942 174.37	676 162.00		WA	R 9 275 027.86	766 435.00
	WC	R 15 649 531.00	700 474.23		WC	R 15 073 217.56	676 308.00
	WF	R 22 792.16	1 362.00		WF	R 12 712.41	1 153.00
	WG	R 13 641 255.10	440 893.83		WG	R 15 039 938.48	458 534.71
	WL	R 1 289 486.30	115 030.00		WL	R 1 262 246.00	112 600.00
W Total		R 38 545 238.93	1 933 922	W Total		R 40 663 142.31	2 015 031
	WH	R 1 865 540.22	317 577		WH	R 2 515 980.31	428 303
Grand Total		R 40 410 779.15	2 251 499	Grand Total		R 43 179 122.62	2 443 334



29

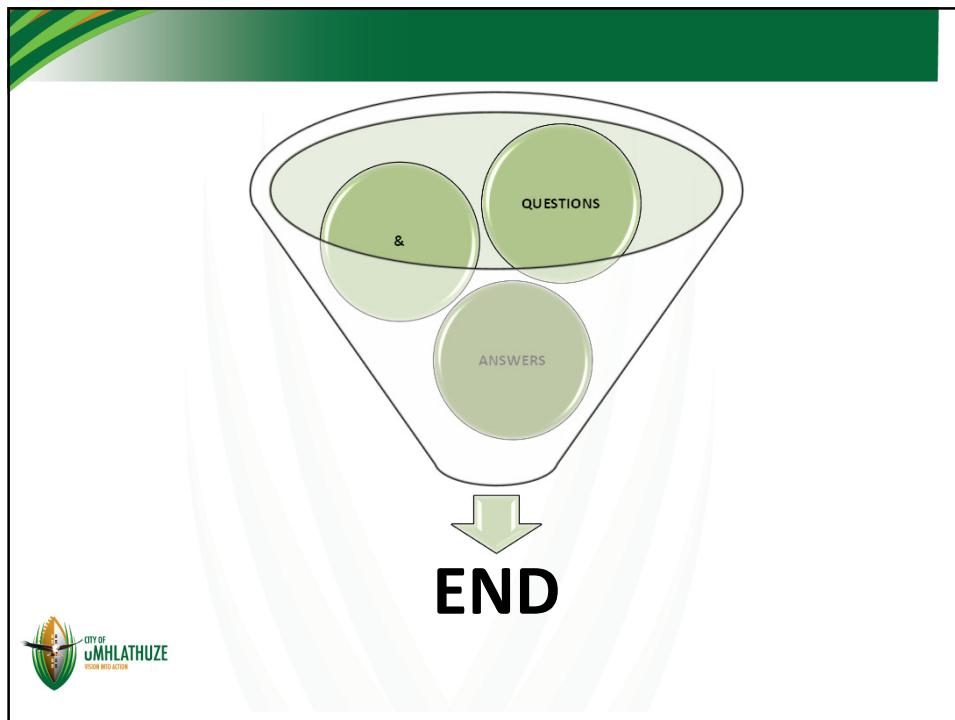
COPY - TAX INVOICE

02267360
MR B DOMINY
13 ANTHONY CRESCENT
FAIRVIEW
1860

City of uMHLATHUZE
SERVING - Empangeni™ Ekhazeni™ Aganeni™
Office - Richards Bay™ uMhlathuze™
1 Mark Street, Central Business District, Richards Bay
P.O. Box 9000, Richards Bay 9000 Tel: 031 961 7000
Fax: 031 961 7000
Website: <http://www.umhlathuze.gov.za>
Email: accounts@umhlathuze.gov.za
Head Office Tel: 031 960 227 827
Cell Phone: 082 431 9518

TAX INVOICE
VAT REG NO. 4990193521

CLIENT'S VAT REG NO	02267360	INVOICE NUMBER	02267360-18-09
ACCOUNT NO	02267360	INVOICE DATE	23/08/2018
DEPOSIT	1700	ADDRESS	13 ANTHONY CRESCENT
VALUATION R	3300000	AREA (M2)	13.09
LOT NO	383	FAIRVIEW EXT 5	
DESCRIPTION		VAT	AMOUNT
1. LATE PAYMENT PENALTY		0.00	62.12
2. DISCONNECTION OF ELECTRICITY OF A RESIDENTIAL ACC		98.70	480.00
3. DISCONNECTION FEE		3.26	25.00
4. FEE FOR ILLEGAL CONSUMPTION ELECTRICITY		3.26	25.00
5. FEE FOR ILLEGAL CONSUMPTION ELECTRICITY		1297.17	9945.00
6. METER CONSTRUCTION FEE		105.68	810.19
7. ELECTRICITY TAMPERS FEE			
8. JOURNAL FEE			
UNIT			
9. 13 ANTHONY CRESCENT		0.00	1050.81
10. 13 ANTHONY CRESCENT		92.53	702.53
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