



THEME: REVENUE MANAGEMENT IMPROVEMENT PROGRAMME


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CUSTOMER DATA & COMPLETENESS

- ☐ Data Integrity
- ☐ Property Details
- ☐ Personal Details
- ☐ Billing Details
- ☐ Continuous data updates processes
- ☐ Benefits of Accurate and reliable Data



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DATA INTEGRITY



- ❑ **Data integrity:** overall **accuracy**, **completeness**, and **consistency** of data.
- ❑ Data integrity also addresses the **safety of data, maintenance, security** and **sharing of information**, in compliance to the relevant legislation.
- ❑ In order to achieve data integrity you need to ensure you have **processes to collect and update** and **systems to safely store and backup data**



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CUSTOMER DATA ACCURACY




- ❑ It is the responsibility of the **municipality**, not the citizens, to improve the accuracy of our data
- ❑ The **accurate and complete** data is at the very core of the success of any organisation.
 - Lack of it, not only can it **delay payment of accounts** but can also **increase cost administration** and **service cost, revenue collection and legal costs**.
- ❑ Quality data supported by sound data lineage can provide valuable information
 - when properly recorded and stored, proves invaluable in the event of any dispute.



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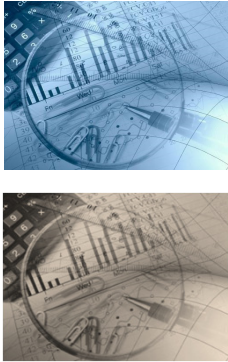
PROPERTY DETAILS

☐ **Information required:**

- Correct ERF, Size and Area
- Type of property
- Full Address
- Ownership details


☐ **Data source:**

- Deeds data
- Information submitted through **Section 118** Clearance certificate process



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PERSONAL DETAILS

☐ **Property Owner's Details:**

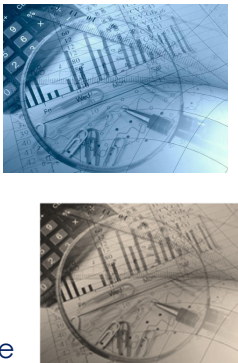
- Full details of owner/s
- ID number /passport number
- Contact details:
 - Telephone number/ mobile number
 - Email address

☐ **Data source:**

- Deeds data
- Information submitted through rates clearance process
- Information received through application for services

☐ Hold owner/s liable for all charges against the property

☐ **Only** put accounts into the name of **owner/s not tenants**



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BILLING DETAILS AND DATA



Billing data required:

☐ Rates charges

- Accurate rebates levied
- Align billing to the latest **Municipal Property Valuation** and General Valuation(**GV**)/Supplementary Valuation(**SV**)

☐ Meter details for all services linked to the property

- Type of meter and meter number
- Billing of accounts using actual readings
 - Ensure there are frequent meter readings with validations, perform meter audits
- Deal with property access challenges in terms of **Section 101 of MSA**

- ☐ Ensure all services are billed with approved tariffs and relevant rebates updated and applied for each financial year

☐ Consolidate accounts in terms of **Section 102 of MSA**

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DATA UPDATES PROCESS



- ☐ Established the Property Value Chain (PVC) Task Teams and Steering Committee
 - To ensure processes to maintain and improve data integrity
 - On going data clean up
- ☐ Alignment of Systems
 - ☐ Alignment of owner and billing systems
 - ☐ Revenue Management value chain system
- ☐ Setting of data parameters during application of Indigent benefits, rebates and payment arrangements:
 - ID Validations
 - Contact details parameters
 - Cell number and email address validation

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DATA UPDATES PROCESS



- ❑ Manage the downloaded electronic file on a daily basis from Deeds Office for transfers registered and captured
- ❑ Daily updating of ownership transfers on Land Use Management (LUM) aligned to the Deeds Office file
- ❑ Implement controls and processes to identify and deal with data inaccuracies during the clearance process and move in – move out process

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BENEFITS OF DATA ACCURACY & COMPLETENESS



Benefits of accurate and complete data:

- Reliable information to determine Billing data, Revenue projections and review dependence of indigent benefits and rebates
- Improve efficiencies, service delivery and effectiveness of revenue recovery processes
- Optimise use of resources and technology



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Thank You!



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