

# **Case Study: Featherbrooke Estate Mogale City**

## **Pre-paid Water Meter Installations**

**12 July 2013**

# Problem Setting

- ③ Featherbrooke Estate is an affluent residential estate in Mogale City
- ③ Consisting of 1025 stands
- ③ Stands are fully developed with established gardens
- ③ Both electricity & water infrastructure are managed by way of pre-paid meter systems
- ③ Until commencement of the project, income through water sales was approximately R 150k per month (*R 146,00 per household per month*)

# Problem Setting.....continue

- ⚠ The “old” water pre-paid meter system was not maintained sufficiently to the point that water was in essence supplied unmetered
- ⚠ Some problems with the pre-paid water meters were -
  - ⌚ ***Straight connections (by-passes)***
  - ⌚ ***Malfunction of control unit – “dummy meters installed”***
  - ⌚ ***Faulty meter replacement procedure .....***
  - ⌚ ***Meters buried under debris***
  - ⌚ ***Could not locate/find meter***



# Problem Setting.....continue

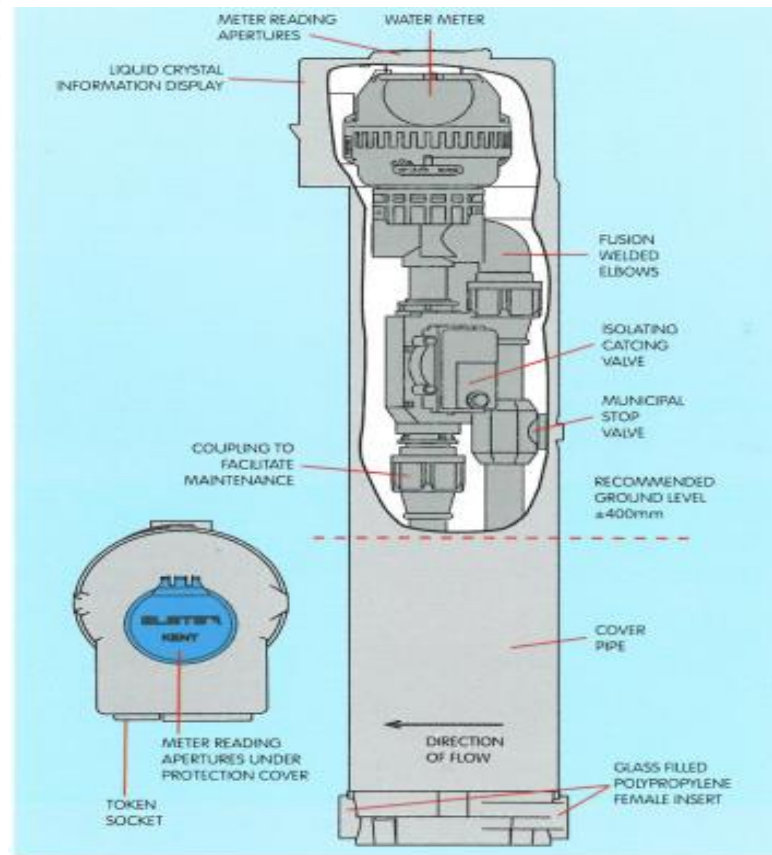


# Scope of Pilot Project

- ③ UMS (*existing Service Provider*) was appointed to execute a pilot project in the Featherbrooke Estate
- ③ The scope of the pilot project were –
  - ⌚ *Entire Featherbrooke Estate included in Scope of Works*
  - ⌚ *Investigate water infra-structure –*
    - 👉 *Borehole water fed into consumer system*
    - 👉 *Evaluate in- and outlet bulk meters*
  - ⌚ *Compile report on status of water infrastructure in Featherbrooke Estate*
  - ⌚ *Propose new pre-paid water meter solution to replace existing meters, including budget*
  - ⌚ *Replace/install inlet water supply meter (bulk meter)*

# New Pre-paid Meter System

- After considering many options, the EZ3 (Elster Kent) pre-paid water meter system was approved as the preferred solution



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# Features of the EZ3 meter

- ⌄ Dual system of metering water (*passes through conventional meter, followed by electronic unit before dispensing to consumer*)
- ⌄ Above ground concentric meter box
- ⌄ Non-metallic UV resistant material
- ⌄ Plastic V130T manifold meter is an approved Class B, 15mm specification
- ⌄ Pulse output of 2 pulses per litre
- ⌄ New generation Zonke box recently launched – *EZ3 will be faced out*

# 1<sup>st</sup> Zonke installation in SA



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# Pilot Project

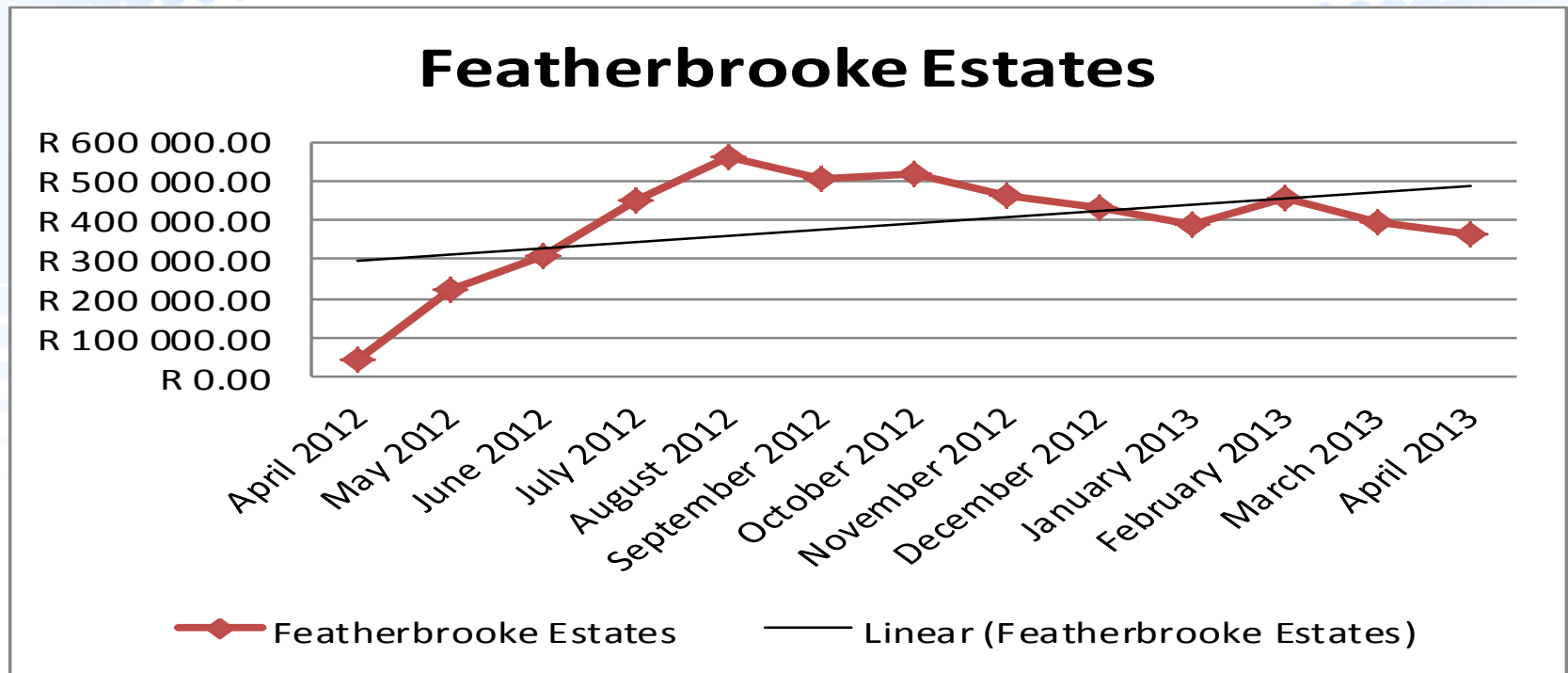
- ⚙ The pilot project commenced in April 2012
- ⚙ UMS established and managed 2 Communication Forums for the purpose of the project -
  - ⌚ Estate Manager – **to communicate with residents**
  - ⌚ Manager: Water & Sanitation – **to provide feedback on progress and problem areas; weekly meetings**
  - ⌚ *UMS compiled installation plan which was approved by Mogale City*
  - ⌚ *UMS managed all consumer & meter information, including credit transfers to new meters*
  - ⌚ *UMS responsible for stock management of old & new meters*
  - ⌚ *UMS provided “on the spot” training and managed all consumer complaints 24/7*
  - ⌚ *Last of 1025 meters were installed on 23 July 2012*
- ⚙ *Pilot was concluded with comprehensive close-out report*

# Old & New Meter



# Financial Results

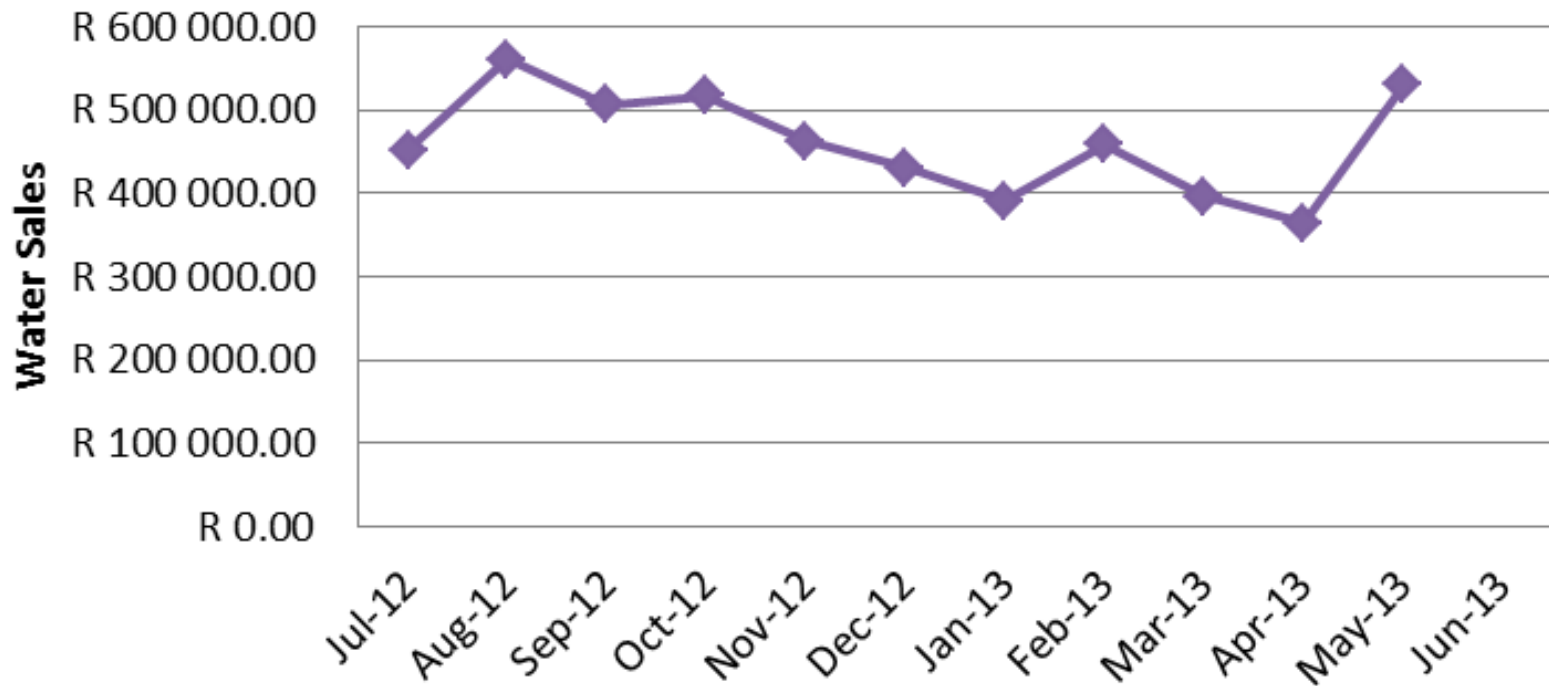
Average monthly revenue increased by 246% from R150k (*prior to April 2012*) to R 530k in May 2013





# Financial Results.....continue

## Featherbrooke Estate Financial year 2012 to 2103



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# Technical Results

- ③ Conventional meters are read monthly as part of water demand management
- ③ Reading information are also used to -
  - ⌚ *Verify sales data*
  - ⌚ *Locate possible meter problems*
  - ⌚ *Identify maintenance tasks*
  - ⌚ *Consumers are aware to the fact that UMS visit each meter monthly.....eliminate tampering*



# THANK YOU

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