

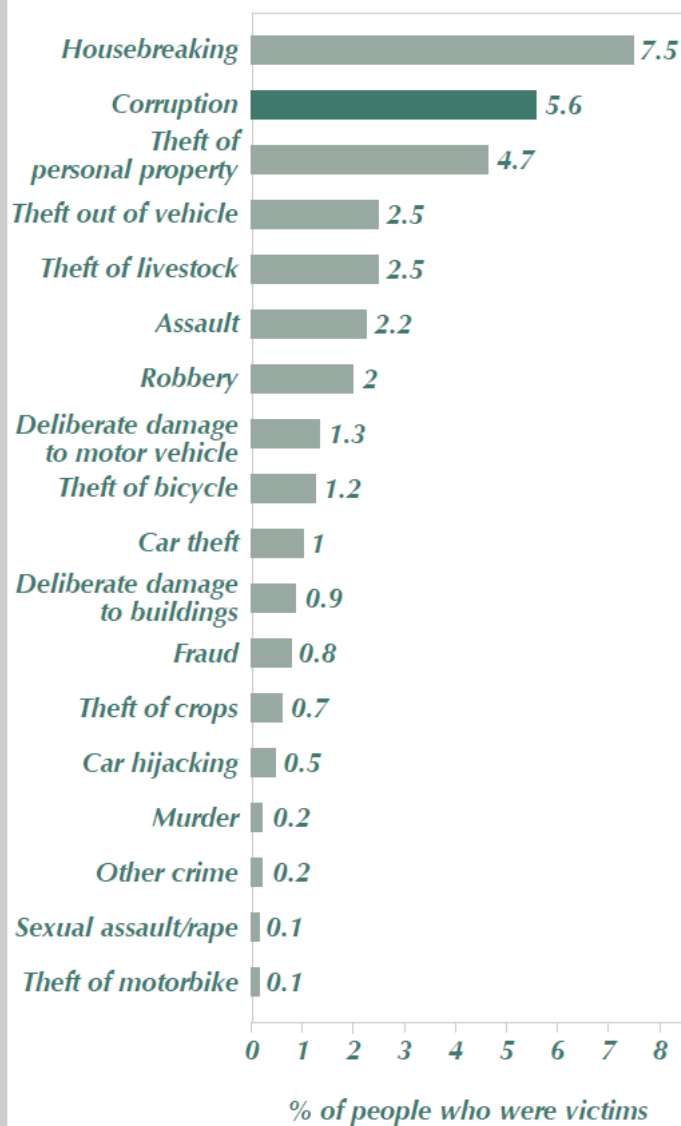


**Mitigation of theft and corruption in an
unstable social political context**

Although grand corruption like that associated with the arms deal, receives most media attention, petty corruption can be as damaging if left unchecked. According to the ISS 2003 National Victims of Crime survey, petty corruption was the second most prevalent crime in the country after housebreaking. Of most concern is that many citizens do not know how to report corruption, do not believe that doing so will change anything, and, despite good whistle-blower provisions, are afraid of the consequences if they do report.

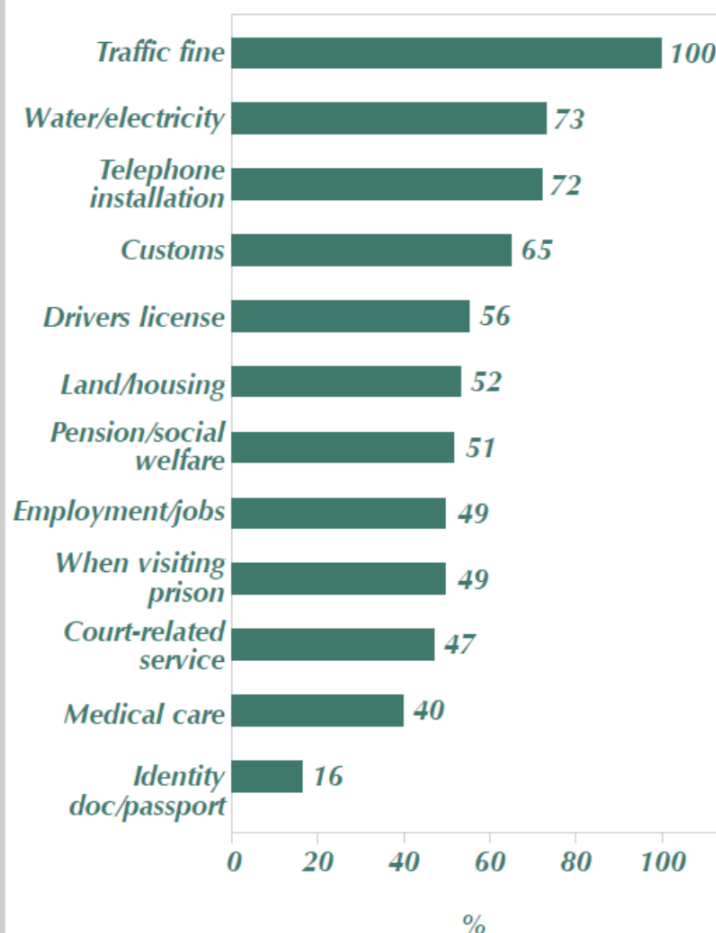
Hennie van Vuuren, Institute for Security Studies

Figure 1: Victimisation rates in South Africa, 2003



Source: ISS National Victims of Crime Survey, 2003

Figure 3: Percentage of respondents, of those who were asked, who paid the bribe, in the past year



Source: ISS National Victims of Crime Survey, 2003

After traffic fines, other services for which bribes were often paid were utilities (water or electricity) and telephone installation. These could well be illegal connections or illegal reconnections after disconnection, highlighting the discrepancy between the availability of such services and the ability of many people to pay for them.

The fact that many who have been disconnected, resort to 'illegal' connections to ensure access to basic services underscores the fact that bribery is possibly seen as a means to facilitate access to public utilities. The privatisation of these services is unlikely to lessen this practice, given that a real need exists among poverty stricken households to have sustained basic services (water, electricity, telephony) and not merely a 'connection' which users are unable to afford given competing livelihood needs.

Tata my Billions The poor?



3 429 355 households stealing 150 Kwh per month?

How do we remedy this ever increasing Spiral?

1. Excellent service delivery. (Choice)
2. Governance. (No Choice)

By implementing AiMiR Technology

Excellent Service Delivery: Know your Customer/Choice

AiMiR 3.0 - Portal

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AIMIR

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System MTR NMS Gadget Setting

Customer and Contract

Entire Customer List Electricity Customer Water Customer New Customer

Customer ID: Meter ID: Contract Demand[kW]: Customer Name: Supply Status: Payment Type: Location: DR Customer: SIC: Tariff Type: ContractDay: Search

Contract	Customer	Location	Tariff Type	Contract	Contract ID	Supply St	DR Custo	Industry C	E-Mail	Landline	MOBILEN
9876	Emmanuel	AIK/1	Home Pow	Termination	1				Louis@etp.	--	083-456-001
1681910851	ADAMS I	AIK/1	Home Pow	Termination	0				0@0.com	--	0832461081
1688610863	VAN DEVEI	AIK/1	Home Pow	Termination	0				0@0.COM	--	0739613246
1729910899	KOMAPE C	AIK/1	Home Pow	Termination					0@0.com	--	0724279454
177517481	HITACHI PC	AIK/1	Home Pow	Termination					0@0.COM	--	0832613165
1679710841	MOLOTO K	AIK/1	Home Pow	Termination	0				0@0.COM	--	0843388226
1765010909	NDLOVU M	AIK/1	Home Pow	Termination	0	Home			0@0.COM	--	083-556205
PrepayCus	Emmanuel	AIK/1	PRE-PAID	Termination	1				Louis@etp.	--	083-456-001
1688610863	VAN DEVEI	AIK/1	Night Save	Normal	0				0@0.COM	--	0739613246
1699620852	Emmanuel	AIK/1	PRE-PAID	Termination	1				Louis@etp.	--	083-456-001
1699620853	PrePaid Te	AIK/1	PRE-PAID	Normal	1				Louis@etp.	27-011-886	27-83-4560
1675511009	GWASHAN	AIK/1	Home Pow	Normal	0	Home			0@0.COM	--	082-635478
176523125E	DE JAGER	AIK/1	Home Pow	Normal	0	Home			0@0.COM	--	--
1765310910	SLANDELA	4A1K/2	Home Pow	Normal	0	Home			0@0.COM	--	083-682908
175527482E	HITACHI PC	4A1K/2	Home Pow	Normal	0	Home			0@0.COM	--	083-236316

Emmanuel's Details

Customer ID	000001
Customer Name	Emmanuel
Customer Address	Plot 90 Fourth Road Chartwell 10202020
E-mail	Louis@etp.co.za
E-mail Notification settings	Allow to receive
Tel No	--
Cellular Phone	083-456-0066
SMS Receive Settings	Allow to receive
More Information	See more information

Excellent Service Delivery: Choice Differentiated Rates

AiMiR 3.0 - Portal

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System MTR NMS

Gadget Setting

Customer and Contract

Entire Customer List Electricity Customer Water Customer

New Customer

Customer ID: Customer Name: Location: Tariff Type:

Meter ID: Supply Status: DR Customer: SIC:

Contract Demand[kW]: Payment Type: ContractDay:

Contract	Customer	Location	Tariff Type	Contract	Payment	Meter ID	Supply St	DR Custo	Industry C	E-Mail
9876	Emmanuel	A1K/1	Home Pow		postpay		Terminator	1		Louis@etp.
1681910851	ADAMS I	A1K/1	Home Pow		postpay		Terminator	0		0@Q.COM
1688610863	VAN DEVEI	A1K/1	Home Pow		postpay		Terminator	0		0@Q.COM
1729910899	KOMAPE C	A1K/1	Home Pow		postpay		Terminator			0@Q.COM
177517481	HITACHI PC	A1K/1	Home Pow		postpay		Terminator			0@Q.COM
1679710841	MOLOTO K	A1K/1	Home Pow		postpay		Terminator	0		0@Q.COM
1765010909	NDLOVU M	A1K/1	Home Pow		postpay		Terminator	0	Home	0@Q.COM
PrepayCus	Emmanuel	A1K/1	PRE-PAID		prepay		Terminator	1		Louis@etp.
1688610863	VAN DEVEI	A1K/1	Night Save		postpay		Normal	0		0@Q.COM
1699620852	Emmanuel	A1K/1	PRE-PAID		prepay		Terminator	1		Louis@etp.
1699620853	PrePaid Te	A1K/1	PRE-PAID	60	prepay	2007012911	Normal	1		Louis@etp.
1675511009	GWASHAN	A1K/1	Home Pow	40	postpay	2007012911	Normal	0	Home	O@O.COM
176523125E	DE JAGER	A1K/1	Home Pow	40	postpay	2007012911	Normal	0	Home	O@O.COM
1765310910	SLANDELA	4A1K/2	Home Pow	40	postpay	2007012911	Normal	0	Home	0@Q.COM
175527482E	HITACHI PC	4A1K/2	Home Pow	40	postpay	2007012911	Normal	0	Home	0@Q.COM

Details

000001

Emmanuel

Plot 90 Fourth Road

Chartwell

10202020

E-mail: Louis@etp.co.za

E-mail Notification settings: Allow to receive

Tel No: --

Cellular Phone: 083-456-0066

SMS Receive Settings: Allow to receive

More Information: See more information

06:59 AM 2012/07/12

Excellent Service Delivery: Debt Management



AiMiR 3.0 - Portal

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AIMIR

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System MTR NMS Gadget Setting

Customer and Contract

Entire Customer List Electricity Customer Water Customer New Customer

Customer ID: Customer Name: Location: Tariff Type:

Meter ID: Supply Status: DR Customer: SIC:

Contract Demand[kW]: Payment Type: ContractDay:

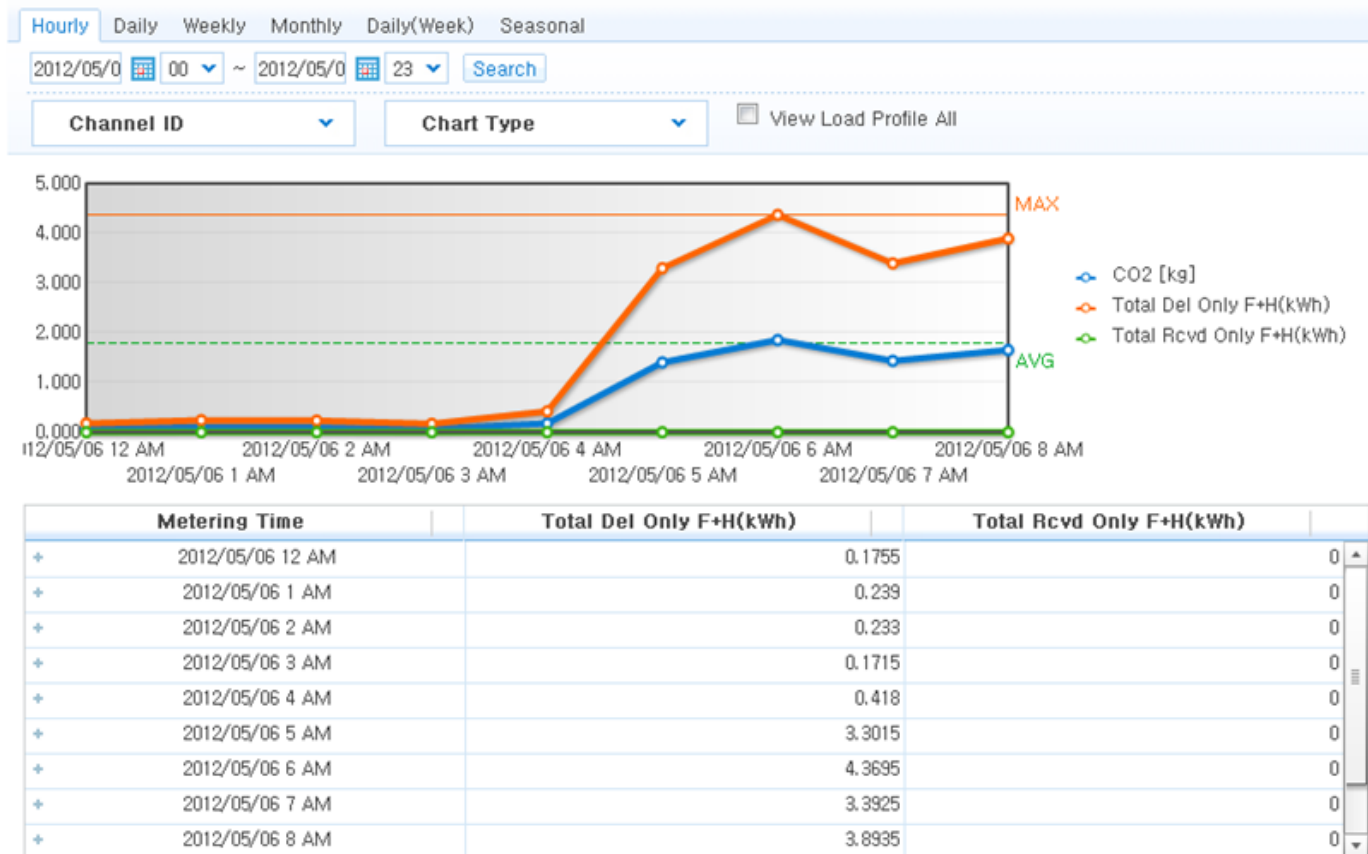
Contract	Customer	Location	Tariff Typ	Contract	Payment	Meter ID	Supply St	DR Custo	Industry C	E-Mail	Landline	MOBILEN
9876	Emmanuel	A1K/1	Home Pow		postpay		Termination	1		Louis@etp.	--	083-456-001
1681910851	ADAMS I	A1K/1	Home Pow		postpay		Termination	0		0@0.COM	--	0832461081
1688610863	VAN DEVEL	A1K/1	Home Pow		postpay		Termination	0		0@0.COM	--	0739613246
1729910899	KOMAPE C	A1K/1	Home Pow		postpay		Termination			0@0.COM	--	0724279454
177517481	HITACHI P	A1K/1	Home Pow		postpay		Termination			0@0.COM	--	0832613165
1679710841	MOLOTO K	A1K/1	Home Pow		postpay		Termination	0		0@0.COM	--	0843388226
1765010909	NDLOVU M	A1K/1	Home Pow		postpay		Termination	0	Home	0@0.COM	--	083-556205
PrepayCus	Emmanuel	A1K/1	PRE-PAID		prepay		Termination	1		Louis@etp.	--	083-456-001
1688610863	VAN DEVEL	A1K/1	Night Save		postpay		Normal	0		0@0.COM	--	0739613246
1699620852	Emmanuel	A1K/1	PRE-PAID		prepay		Termination	1		Louis@etp.	--	083-456-001
1699620853	PrePaid Te	A1K/1	PRE-PAID	60	prepay	2007012911	Normal	1		Louis@etp.	27-011-886	27-83-45601
1675511009	GWASHAN	A1K/1	Home Pow	40	postpay	2007012911	Normal	0	Home	0@0.COM	--	082-635478
176523125E	DE JAGER	A1K/1	Home Pow	40	postpay	2007012911	Normal	0	Home	0@0.COM	--	--
1765310910	SLANDELA	4A1K/2	Home Pow	40	postpay	2007012911	Normal	0	Home	0@0.COM	--	083-682908
175527482E	HITACHI P	4A1K/2	Home Pow	40	postpay	2007012911	Normal	0	Home	0@0.COM	--	083-236316

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Customer ID	000001
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Customer Address	Plot 90 Fourth Road Chartwell 10202020
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E-mail Notification settings	Allow to receive
Tel No	--
Cellular Phone	083-456-0066
SMS Receive Settings	Allow to receive
More Information	See more information

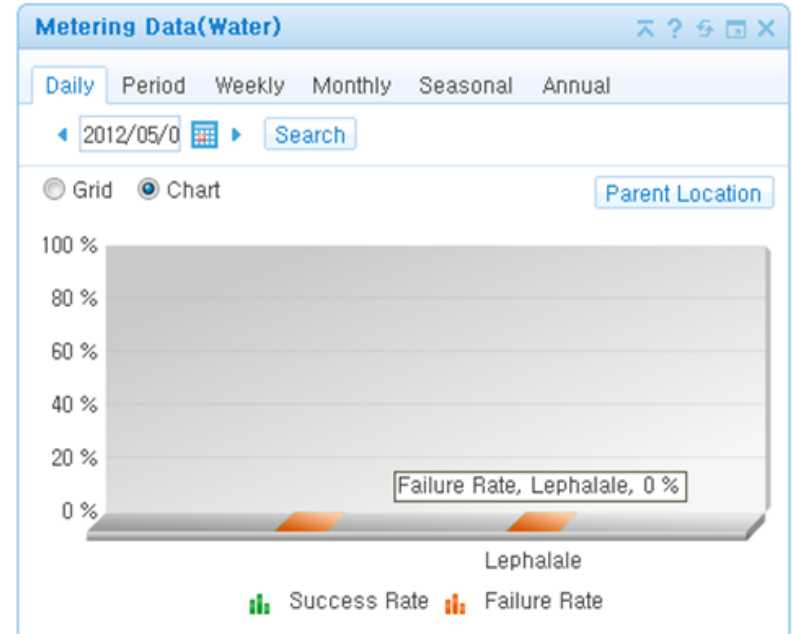
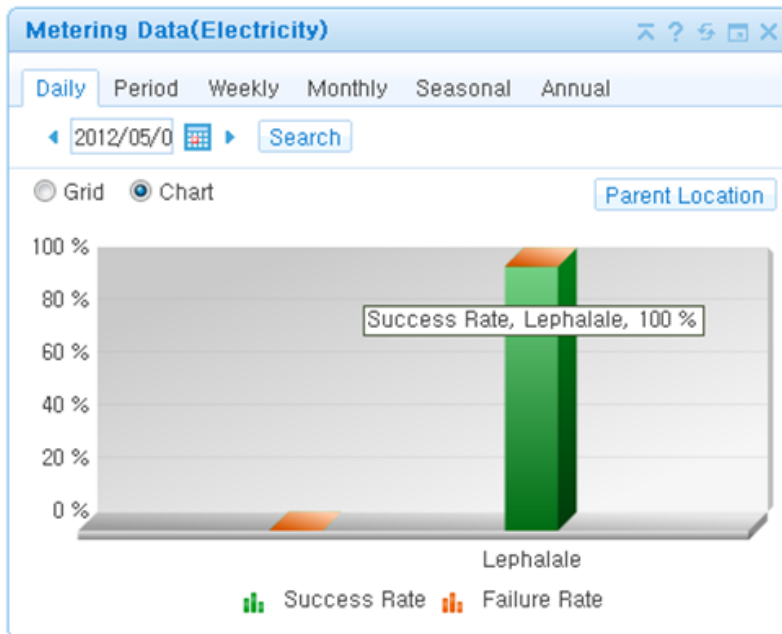
07:00 AM
2012/07/12

Excellent Service Delivery: Correct Information

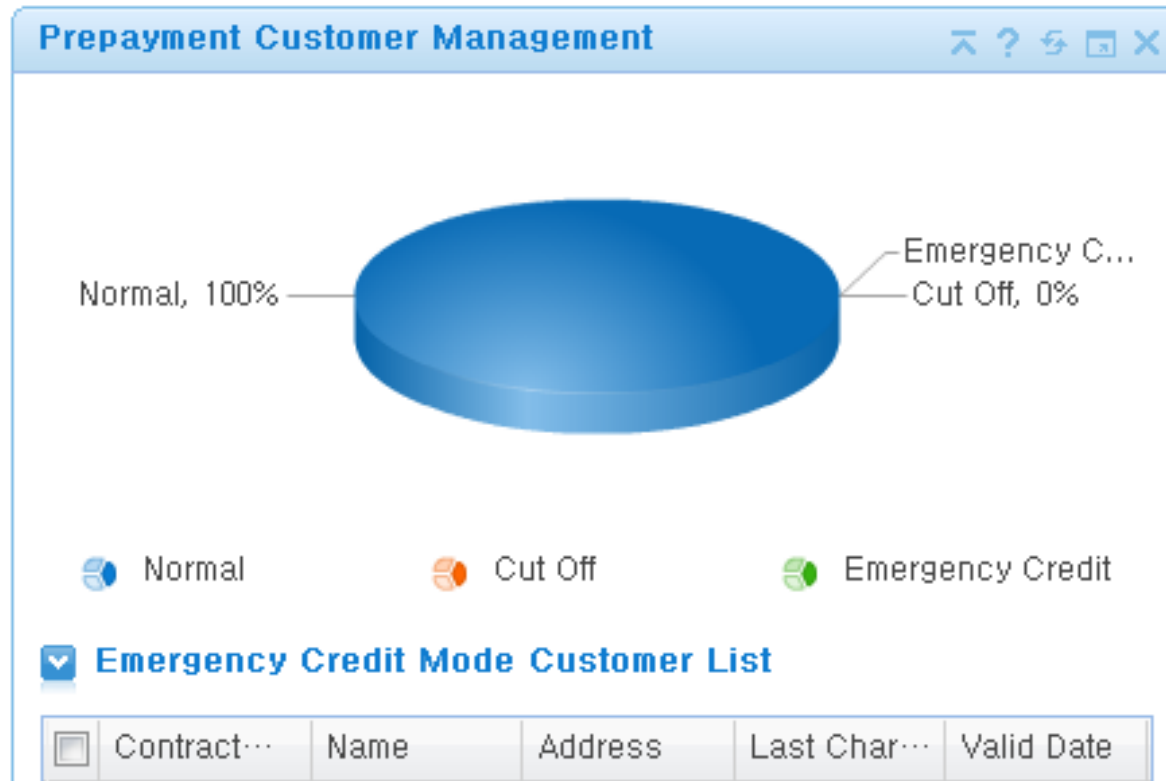


Electricity

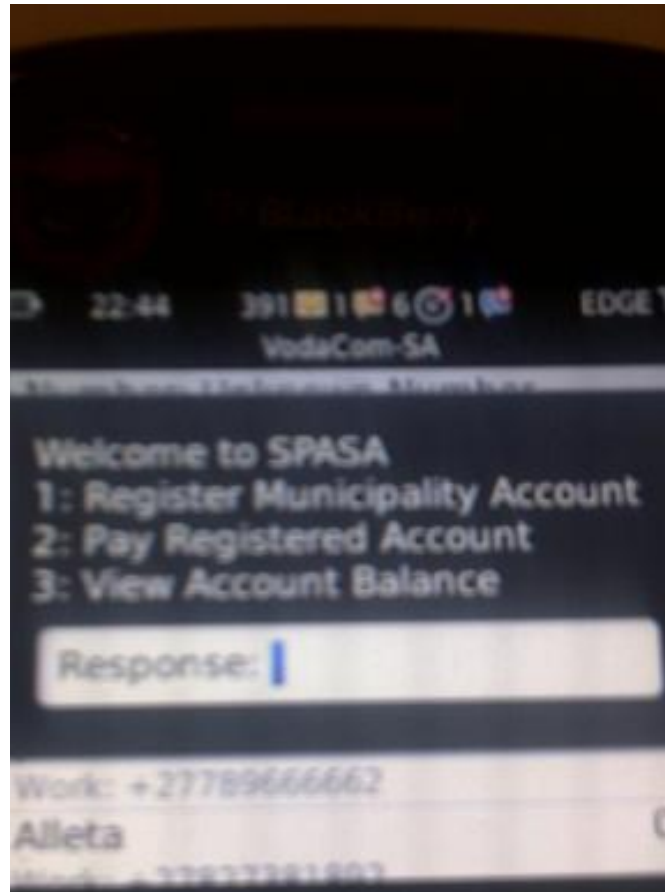
Excellent Service Delivery: Reliable Communication



Excellent Service Delivery: Managing Pre-Paid



Excellent Service Delivery: Pre-Payment



Financial Services Industry Compliant

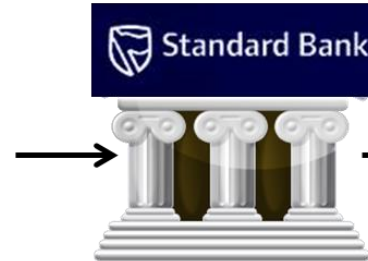
Excellent Service Delivery: Pre-Payment



Any Bank



Consumer Registered
on SPASA USSD



Pays

SPASA Merchant Account
Managed by SBSA
Each Municipality has own
Merchant Account



USSD Transaction also
updates SPASA MasterStation
System by crediting consumer
account



SPASA MasterStation System
reconciles payments and
consumption daily that Lephale
signs off daily

Lephale Local Municipality



+



At the end of the month both SPASA and Lephale Local Municipality
signs an instruction to SBSA that authorises SBSA to:

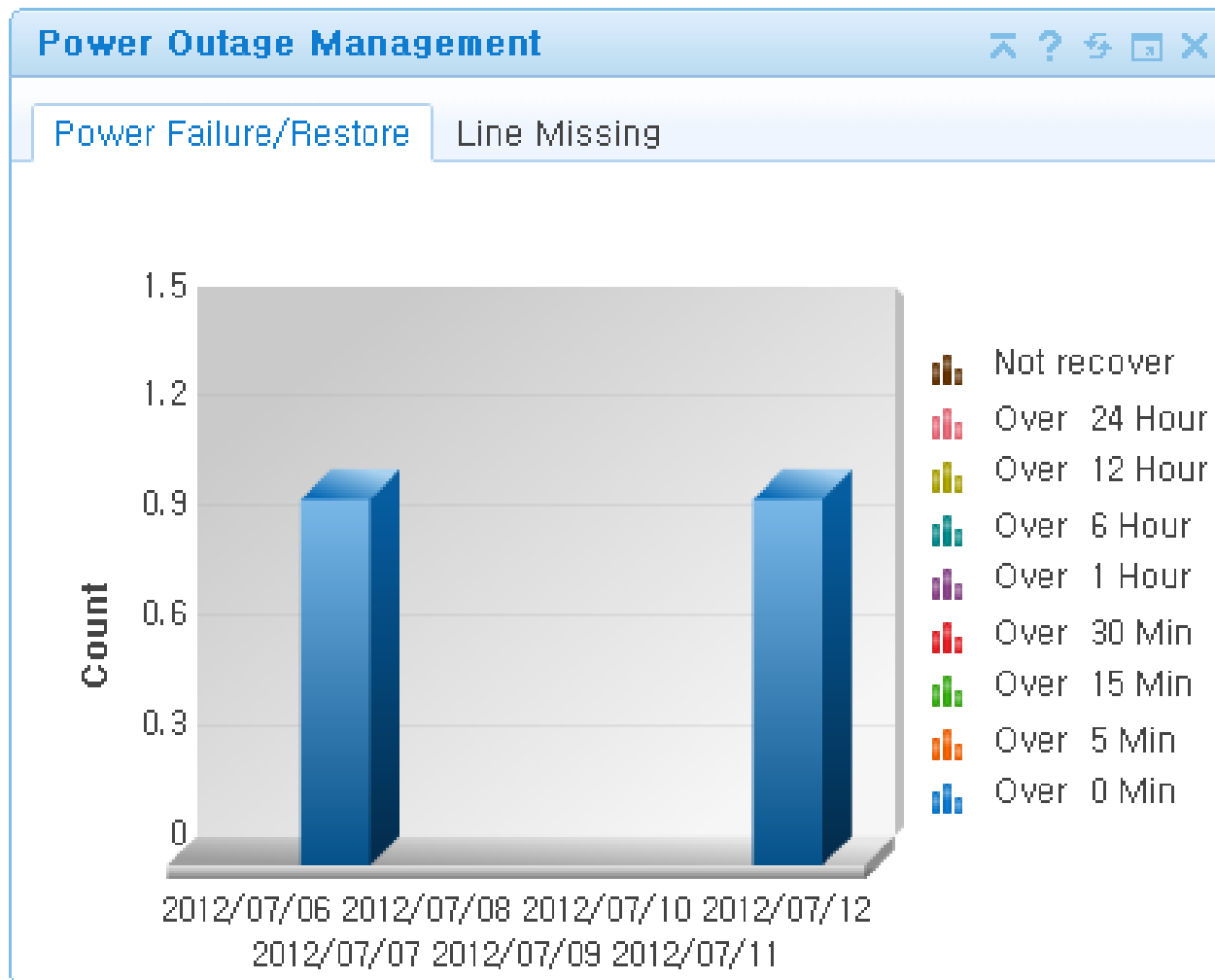
1. Transfer SPASA service fees to SPASA SBSA Account
2. Transfer SBSA transaction fees to SBSA Account
3. Transfer remaining funds to Lephale Local Municipality Account.

Financial Services Industry Compliant

Excellent Service Delivery: 24/7 Operations Centre



Excellent Service Delivery: Outage Management



Governance: Power Quality



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System MTR NMS Gadget Setting

Power Quality

Voltage Levels Power Instrument

Period Weekly Monthly

Today 2012/07/12 ~ 2012/07/12

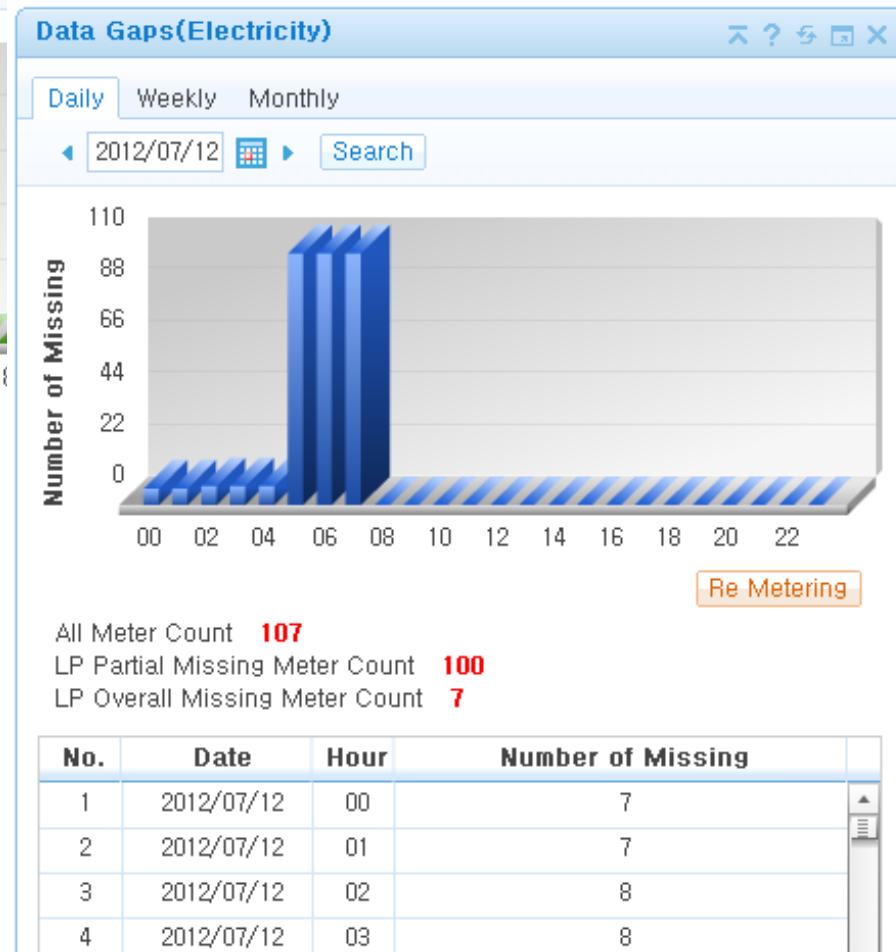
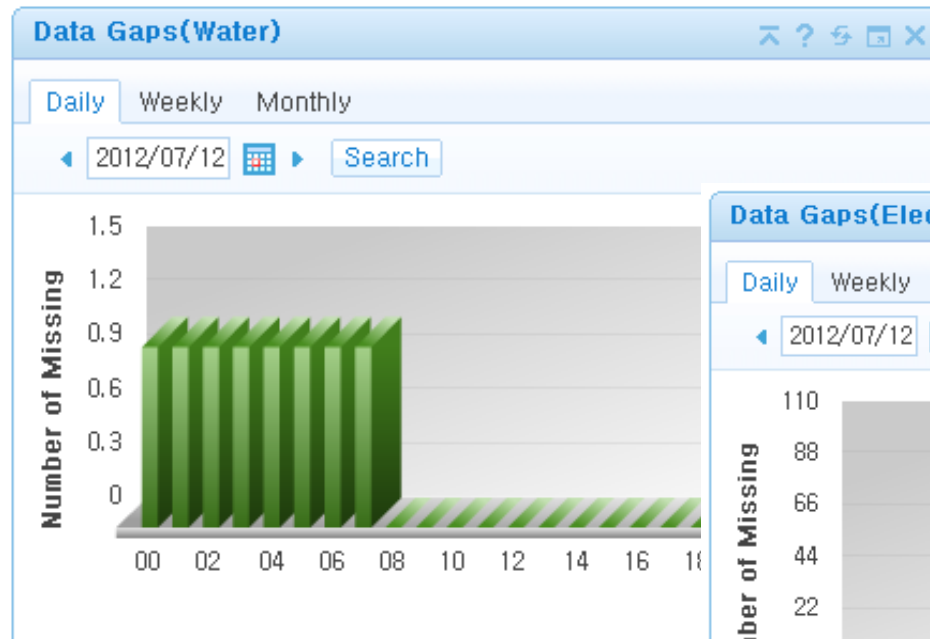
Equip. Type All MIN/MAX Deviation 0 More than(%) Search

Excel

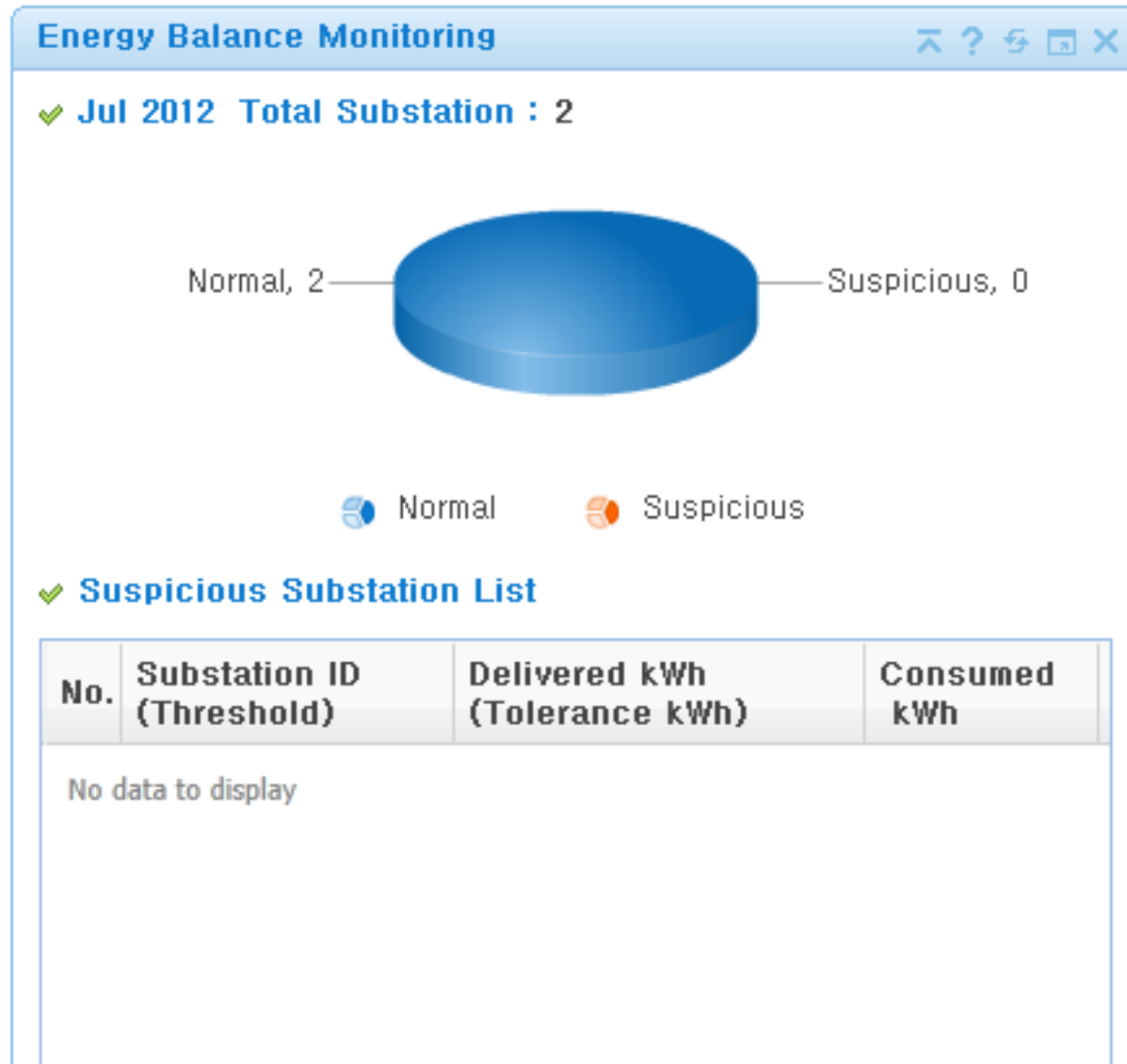
Date	Equip. Type	Equip. ID	Custome...	Voltage(A)			Voltage Angle(A)			Voltage(B)			Voltage Angle(B)			Voltage(C)			Voltage Angle(C)		
				Min	MAX	AVG	Min	MAX	AVG	Min	MAX	AVG	Min	MAX	AVG	Min	MAX	AVG	Min	MAX	AVG
2012/07/12	Meter	200701291191706	BOTHA HJ	231.800	236.000	234.640	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191707	MURRAY ANI	230.300	235.200	233.540	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191708	MURRAY ANI	230.100	235.200	233.540	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191704	MURRAY ANI	230.800	235.700	233.760	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191709	MURRAY ANI	230.200	234.900	233.580	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191710	MURRAY ANI	230.800	234.900	233.760	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191751	ADAMS I	243.900	248.300	246.750	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191705	NENGOBELA	244.400	248.100	246.900	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191745	GWASHANA I	242.500	247.800	246.050	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191744	SIKHAKHANE	242.300	248.100	246.183	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191749	MABIZELA S	242.600	248.500	246.400	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191746	DE JAGER H	241.200	247.900	245.683	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191756	MURRAY ANI	230.700	235.300	233.820	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191747	KHANYILE S	243.500	248.300	246.600	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
2012/07/12	Meter	200701291191752	MURRAY ANI	231.600	235.800	234.300	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000

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Governance: Hourly Measurement and Management



Governance: Energy Balancing Management



Governance: Measurement



Meter Event Log			⏮ ? ↻ 📄 ✕
By event type Filter Setting			Apply
Check	No.	Event Name	
<input type="checkbox"/>	14	DC detection condition cleared	▲
<input type="checkbox"/>	15	Default	
<input checked="" type="checkbox"/>	16	Demand Overload	
<input type="checkbox"/>	17	Demand Overload Condition Cleared	
<input type="checkbox"/>	18	Demand Reset Occurred	⋮
<input checked="" type="checkbox"/>	19	Detection of magnet	
<input type="checkbox"/>	20	Disconnect(follows High)	
<input type="checkbox"/>	21	Disconnect(follows Low)	
<input type="checkbox"/>	22	Error at EEPROM access Error at restore or ba	
<input type="checkbox"/>	23	Forced End Of Demand	
<input type="checkbox"/>	24	Internal relay control status(Error)	
<input type="checkbox"/>	25	Internal relay control status(No Error)	
<input type="checkbox"/>	26	KMP command SetClock PutRegister 1047	
<input type="checkbox"/>	27	Load Profile Cleared	

Governance: Data Integrity Measurement



VEE Management(Electricity)

Data Validation Check

VEE History

Daily

Weekly

Monthly

Daily(Week)

◀

2012/07/12

▶

Search

No.	Category	Count
1	Negative Consumption	0
2	Zero Consumption	0
3	Data Gaps	99
4	Abnormal High Usage	0
5	Abnormal High Demand	0
6	Abnormal Low Usage	97
7	Abnormal Low Demand	0

Governance: Real Time Asset Management



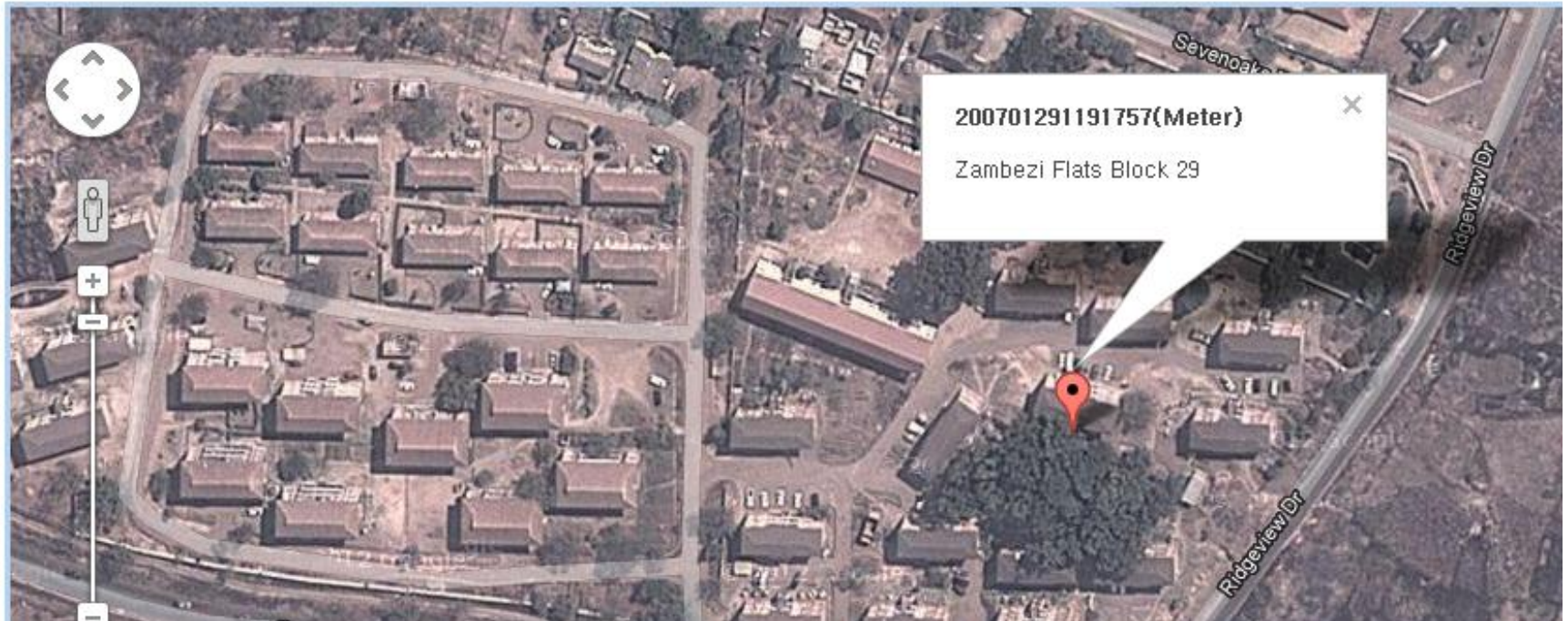
AIMIR

System

MTR

NMS

Google Map For Device



Conclusion: Attitude Gear Change



- 1. Service Delivery (Treat all Consumers as Royalty)**
- 2. Governance: Measure, Manage! Measure, Manage!
Measure, Manage!
Measure, Manage!**

Dankie!
Enkosi Kakhulu!
Thank You!