

SARPA Convention

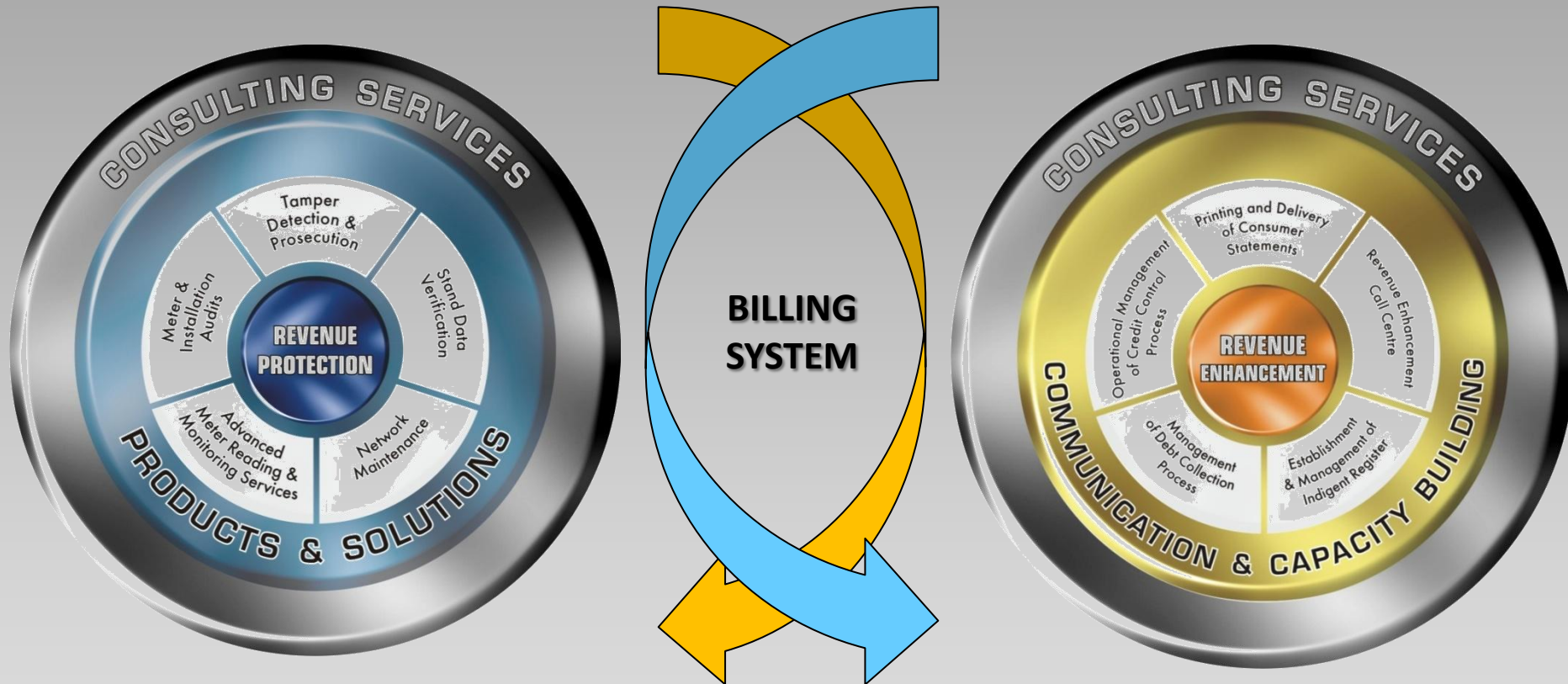
Revenue Enhancement through Data Cleansing and Data Management

13 July 2012



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Focus Areas



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Arrears Collections

- Credit Control
- Debt Collection
- Indigent Management

UMS-Volumes: 2 Year Period

➤ 1 July 2010 – 30 June 2012

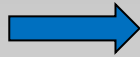
- ◆ 3.3 million credit control actions
- ◆ R 1.933 billion cash collected
- ◆ R 399 million arrangements
- ◆ 2 million km's travelled
- ◆ 105 000 Illegal reconnection actions
- ◆ 43 000 meter audits
- ◆ 15 400 technical service actions

Meter Audit Results



← Meter bypassed

Illegal connection
and distribution unit
damaged



Meter bypassed →



Meter Audit Results (Cont)

1.



Findings:

Meter with no isolation valve.



2.





Findings:

No isolation valve and meter underground.

Meter Audit Results (Cont)

3.		<p>Findings: No isolation valve found.</p>
4.		<p>Findings: Meter underground.</p>

Meter Audit Results (Cont)

5.		<p>Findings:</p> <p>Valve damaged, does not open or close.</p>
6.		<p>Findings:</p> <p>Found a leaking gate valve.</p>

Referral Management

- Technical – Status of meter
- **Non Technical** – Status of Data
- Can you link an account to the right stand, address, meter, meter number?
- Can you link all the above to the right person?
- Between 20% and 40% is Non Technical
- In one instance: Non Technical = R 140 m

Change of Approach

- Instead of focussing solely on Arrears Collection actions Municipalities must broaden their focus to include the following:
 - ◆ Stand Data Verification
 - ◆ Data Assessment & Financial Profiling
 - ◆ Campaign to validate cell phone numbers
 - ◆ Demographic Analysis

Data Assessment and Financial Profiling

- Debt book Analysis into Collectability
- Propose Write Off's
- Arrears Collection Strategy
- Debtor Profile
- Data Cleansing

Data Assessment and Financial Profiling (cont)

- Demographic Economic Analysis
- Consumer Vetting
- Economic Active
- Customer Database Management

Stand Data Verification

- Purification in terms of data on billing system
- Data from billing system i.t.o.
 - ◆ Big Five (Rates, Sewage, Refuse, Water & Electr)
 - ◆ Owner details
- Stand visits
- Type & Condition of Meters
- Integrity checks & quality control
- Update of billing systems

Data Assessment and Financial Profiling (cont)

- Case Study
- NO Data, NO Formal metering, NO Stands
- Mogale City Indigent Informal Settlements

Data Analysis Proposal

- Study on the extend of Informal Settlements
- Formalising areas in order to:
 - ◆ Bill for services used; and
 - ◆ Determine Indigent households
- Demographic research is the science of analysing GIS (cadastre) information to be used in the planning process of formalising larger areas.

Data Analysis Proposal (cont.)

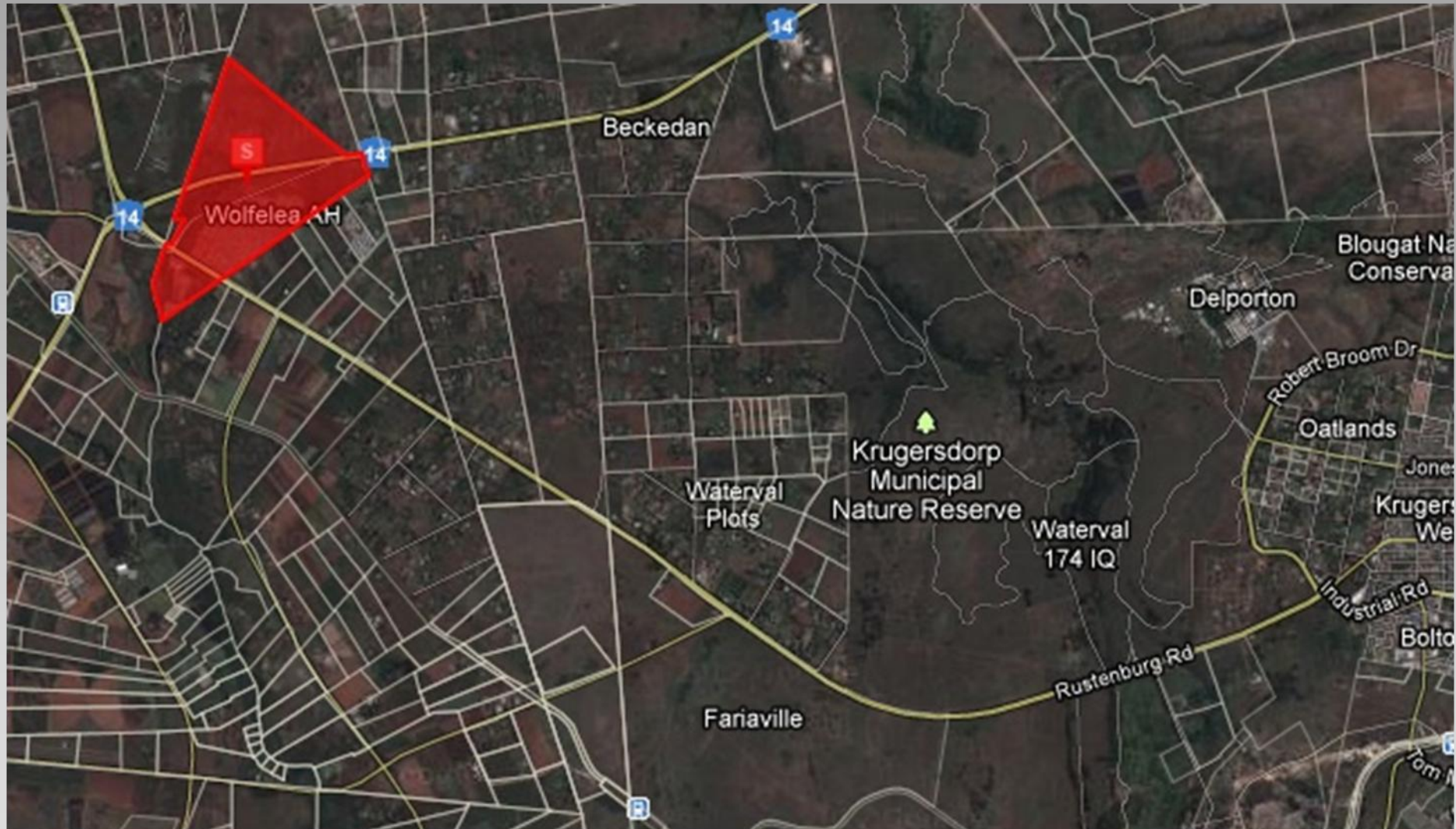
- Typical results of such a search will indicate the following:
 - ◆ Unaccounted billing areas
 - ◆ Properties (formal or informal) at the Surveyor General
 - ◆ Properties registered at the Deeds office
 - ◆ What services are delivered
 - ◆ Depicts which areas are formal or informal

Data Analysis Proposal (cont.)

- Currently there is approximately 56 000 properties registered at the Deeds Office in Mogale City
- There are about the same erven at the Surveyor General.
- Ward 27 was used, Open Space 234, Stand 160, Portion 6, Farm Vlakplaats near Tarlton, Wolfelea AH – as a sample. (Indicated by the red circle on the map below).

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Farm Vlakplaats near Tarlton, Wofelea AH

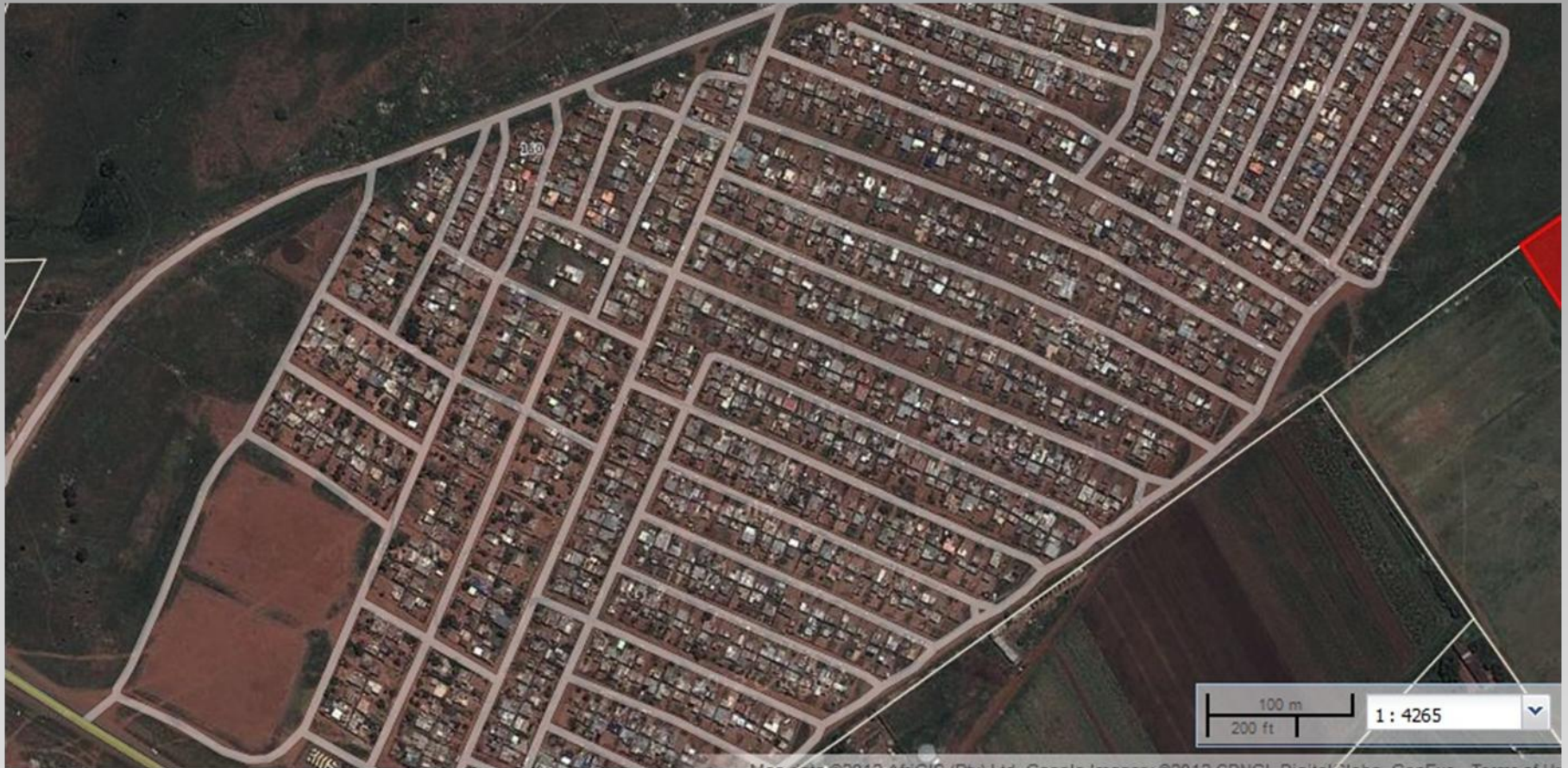


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Data Analysis Proposal (cont.)

- According to the Deeds Office, this farm belong to Mr Louis Joseph La Grange, with title deed T31409/1980.
- Surveyor diagram indicates a single farm portion, however, aerial analysis indicates that an informal settlement is on this farm.
- This property could not be found on the FMS, or any relevant information i.e. Stand number etc.

Farm Vlakplaats near Tarlton, Wofelea AH



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Farm Vlakplaats near Tarlton, Wofelea AH



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Data Analysis Proposal (cont.)

- The following questions are raised:
 - ◆ What services are being delivered to these properties?
 - ◆ Are there indigents residing in these properties?
 - ◆ What revenue is the municipality generating from this area?
 - ◆ What is the cost for the municipality in these areas?

Data Analysis Proposal (cont.)

- There is electricity supply in the area as the photos clearly indicate high masts
- There are also television aerials and satellite dishes – which is another indicating of electricity being present
- Tankers making water available
- Sewage and refuse removal

Data Analysis Proposal (cont.)

- The aerial pictures above show that this is in fact a densely populated area with approximately 1 300 households.
- ◆ Of the 1 300 households, below is a list of 5 households that have been randomly selected

Occ. Name	Occ. Surname	Occ. ID	Occ. Cell	Occ. Postal	Income
Samuel	Machaka	5506215374084	0783066837	Mosetshane Street, Wolfelea, 1739	No income
Maria	MMusi	7409070907080	0739341232	3266 Mosetshane Street, Wolfelea, 1739	No income
Collen	Mabulana	5706055630088	0783953937	3210 Mosetshane Street, Wolfelea, 1739	No income
Colleen	Mosiko	7708081130081	0724038023	3268 Mosetshane Street, Wolfelea, 1739	R2 980.00
Matseko Stokkie	Kerakiloe	5205070726088	0822653951	3214 Mosetshane Street, Wolfelea, 1739	R4 760.00

Revenue that COULD be Collected

- The table below is an indication of what the Municipality could be collecting if the following services are billed for

Service	Quantity	Estimated Rate	Added Revenue
Basic Water	1 300	R30.00	R 39 000.00
Basic Electricity	1 300	R110.00	R 143 000.00
Basic Sewerage	1 300	R30.00	R 39 000.00
Basic Refuse Charges	1 300	R30.00	R 39 000.00

Advantages to Local Municipalities

- Immediate improvement of revenue to be billed
- Controlled implementation of revenue collection strategies
- Direct contact with defaulters/consumers
- Data purification
- Identification of network deficiencies
- Job creation and skills development in area

A large, dynamic splash of water, likely from a fountain or a large container, is the central focus of the image. The water is captured in mid-air, creating a complex, sculptural shape with many droplets and ripples. The color of the water is a deep, slightly brownish-grey, suggesting it might be mineral water or a specific type of liquid. The background is a solid, light grey, which makes the water splash stand out. The text 'Thank You' is overlaid in the center of the splash, in a bold, blue, sans-serif font. The text is slightly transparent, allowing the water's texture to be seen through it.

Thank You

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