

LESEDI LOCAL MUNICIPALITY

STANDARD OPERATING PROCEDURES

**FOR REVENUE MANAGEMENT – METER AND METER READING
MAINTENANCE**

(2013/2014)

NR	PROCEDURE	FREQUENC Y	RESPONSIBL E PERSON
	Meter and meter reading maintenance		
1	Import the meter reading on debtors accounts so that consumers can be billed accordingly	Daily / monthly basis	Debtors Clerk
2	Analysing of variance reports on meter readings	Daily / Monthly basis	Debtors Clerk
3	Conducting adjustments meter reading records and journalising corrections upon receipt of test readings	Daily	Debtors Clerk
4	Reporting of faulty / defective meters to Infrastructure department	Daily	Debtors Clerk
5	Update new meter records on debtors records (financial system)	Daily	Debtors Clerk
6	Advising stakeholders on all changes and adjustments	Daily	Debtors Clerk

7	Update readings on the system for industrial effluent before the billing	Monthly basis	Debtors Clerk
10	Journalise charges for replacement of damaged meters	Daily	Debtors Clerk
11	Manage estimated readings to an acceptable level	Daily	Debtors Clerk

APPROVAL OF SOP

SIGNATURE : LINE MANAGER

DATE

SIGNATURE : HEAD OF DEPARTMENT

DATE