

# WATER ESTIMATE POLICY 2024/25 FINANCIAL PERIOD

# Contents

No.	Subject Matter	Page
1	Declaration of Intent	3
2	Objective	3
3	Terminology of definitions	3
4	Scope of Application	4
5	Governing Prescripts	4
6	Guiding principals	4
7	Procedures	5
8	Management reporting	5
9	Policy implementation and review	5

# 1. DECLARATION OF INTENT

At its broadest level, the Municipal Finance Management Act No. 56 of 2003 endeavors' "to secure sound and sustainable management of the fiscal and financial affairs of the municipalities and municipal entities by establishing norms and standards and other requirements".

In particular Chapter 8 of the Municipal Finance Management Act No.56 of 2003 places the onus on the Accounting Officer to manage the financial administration of the municipality and for this purpose to take all reasonable steps to ensure:

- that the resources of the municipality are used effectively, efficiently and economically and
- that full and proper records of the financial affairs of the municipality are kept in accordance with any prescribed norms and standards.

#### 2. OBJECTIVE

The objective of the policy document is to ensure that water consumptions are reliably estimated when no meter readings are available for those meters where water consumption most probably did occur.

This policy document addresses the following areas:

- What gives rise to an estimate being levied
- When will estimates be levied
- How estimates are calculated
- Reasonability calculation for long outstanding estimates
- Provision adjustment at year end

# 3. TERMINOLOGY AND DEFINITIONS

In this policy, unless the context indicates otherwise, a word or expression to which a meaning has been assigned has the same meaning and -

**Actual consumption** - means the measured consumption of any consumer.

**Average consumption / interim -** means the estimated average consumption of a consumer, per meter.

Consumer - means

- a) Any person who occupies premises to whom, and in respect to which premises, the Municipality:
  - i. Has agreed to provide water services;
  - ii. Is actually providing water services;
  - iii. Has entered into an agreement with the Municipality for the provision of water services to or on any premises;

- b) The owner of any premises to which the Municipality is providing water services;
- c) Where water services are provided through a single connection to a number of accommodation units or consumers or occupiers, means the person to whom the Municipality has agreed to provide such water services; and
- d) Any end-user who receives authorised water services from the Municipality or other water service institutions.

**Consumer period** - means the period between successive monthly readings or reading estimates irrespective of the period between reading dates.

**Open Estimates** - Is all meters for which interims were levied during the year and at year end, no actual reading has been captured which means this is still an open estimate.

# 4. SCOPE OF APPLICATION

This policy directs those officers who are charged with accounting of water estimates, as well as those charged with the calculation of the year-end provisions.

#### 5. GOVERNING PRESCRIPTS

- 5.1. Municipal Finance Management Act
- 5.2. MUNSOFT: Meter Maintenance Manual
- 5.3. Water Service By-Law
- 5.4. GRAP 9: Revenue

# 6. GUIDING PRINCIPALS

Water Services By-law Paragraph 7(3): The Municipality may estimate the quantity of water services provided in respect of a period or periods within the interval between successive measurements and may charge a consumer for the services so estimated.

Munsoft Meter Averaging: Meters may be averaged or estimated only on unread meters. If the meter has been "actually" read the system will not average or estimate the meter.

GRAP 9: Revenue: Revenue should be recognised as follows:

Paragraph 20 - Rendering of services: When the outcome of a transaction involving the rendering of services can be estimated reliably, revenue associated with the transaction shall be recognised by reference to the stage of completion of the transaction at the reporting date. The outcome of a transaction can be estimated reliably when all the following conditions are satisfied:

- (a) The amount of revenue can be measured reliably.
- (b) It is probable that the economic benefits or service potential associated with the transaction will flow to the entity.
- (c) The stage of completion of the transaction at the reporting date can be measured reliably.
- (d) The costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

# 7. PROCEDURES

Refer to Annexure A of the policy

- 7.1 When will estimates be levied to consumers
- 7.2 Timeframes for a billing run
- 7.3 Exception reports
- 7.4 MUNSOFT calculation of water estimates
- 7.5 Year-end adjustments on water estimates with no actual reading

# 8. MANAGEMENT REPORTING

A monthly / quarterly report from the Revenue Manager should occur on all problems and progress regarding replacement of water meters. Such replacements / repairs to be done by Technical department.

# 9. IMPLEMENTATION AND REVIEW

This policy is effective from 01 July 2018 and shall be reviewed annually.

# **ANNEXURE A**

7.1) ESTIMATED LEVIES Estimates will be levied in one of the following circumstances:  (i) In the absence of an actual meter reading due to one of the following reasons the financial system (Nunsott) will calculate an estimate:  ERROR CODES Code - Description  O000 - Unknown  0000 - Unknown  0000 - Meter box covered  0003 - Meter to accept with 0005 - Meter upside down  0007 - Meter covered  0008 - Meter to accept 0018 - Meter to ac	Procedures	Implemented Yes / No	Source of Information	Time frame	Responsibility	Recommendation
Estmates will be levice in one of the following circumstances:  (i) In the absence of an actual meter reading due to one of the following reasons the financial system (Munsoft) will calculate an estimate:  ERROR CODES Code - Description  0000 - Unknown 00010 - Meler box covered 0003 - Meler damaged 0004 - Meler upside down 0006 - Meler upside down 0006 - Meler box filled with water 0007 - Meler box covered 0008 - Meler box filled with water 0009 - Meler box filled with water 0009 - Sees in box 0016 - Meler incorrectly installed 0021 - Dirty dials 0032 - University of the filled with water 0035 - Not unlocking (official) 0035 - Not unlocking (official) 0036 - Meler thox obstructed 0036 - Meter replaced with pre-poid 0036 - Meter thox obstructed 0036 - Meter replaced with pre-poid 0036 - Refused entry 0046 - Cannot locate meter 0056 - Private lack on meter box 0066 - Not physical address 0079 - Gate lacked 0080 - Dogs 0082 - Shake in box 0099 - Complex gate lacked 0100 - Possible change in land use 1010 - Internet reading 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Community refused entry						
of the following circumstances:  (i) In the absence of an actual meter reading due to one of the following reasons the financial system (Munsoff) will calculate an estimate:  ERROR CODES (Munsoff) will calculate an estimate:  ERROR CODES  Yes Munsoff Monthly Billing section  Code - Description  0000 - Unknown 0002 - Meter box covered 0003 - Meter damaged 0004 - Meter transpered with 0005 - Meter topside down 0007 - Meter covered 0008 - Meter box filled with water 0009 - Boes in box 0016 - Meter foo deep 0018 - Meter incorrectly installed 0023 - Unreads 0015 - Dirty dids 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0064 - No physical address 0079 - Gate locked 0090 - Dogs 0083 - Sinake in box 0097 - Care locked 0090 - Dogs 0083 - Sinake in box 0097 - Care locked 0010 - Possible change in land use 1011 - Internet reading 0110 - Internet reading 0110 - Protective structures 01010 - Meter too high to read 01010 - Obstructed by vehicle 0107 - Meter foo high to read 01010 - Community refused entry		V = -	A 4	A 4 = v= H= lv v	Dillion of the state of	
(i) In the absence of an actual mater reading due to one of the following reasons the financial system assimate:  ERROR CODES Code - Description  O000 - Unknown 0002 - Meter box covered 0003 - Meter damaged 0004 - Meter tampered with 0005 - Meter upside down 0007 - Meter covered 0008 - Meter box filled with water 0009 - Bess in box 0016 - Meter too deep 0018 - Meter foo deep 0018 - Meter incorrectly installed 0055 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box destructed 0061 - Meter removed 0062 - Meter removed 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0064 - No physical address 0079 - Garage locked 0080 - Sooke in box 0099 - Complex gate locked 0090 - Possible change in land use 1010 - Possible change in land use 1011 - Internet reading 1012 - Proto reading 1013 - Protocitive siructures 1014 - Not in route 1015 - Meter too high to read 1016 - Community refused entry		res	MUNSOTT	Monthly	Billing section	
(i) In the absence of an actual meter reading due to one of the following reasons the financial system (Nursoff) will calculate an estimate:  ERROR CODES Code - Description  0000 - Unknown 00000 - Meter box covered 0003 - Meter damaged 0004 - Meter tampered with 0005 - Meter tampered with 0005 - Meter box filled with water 0007 - Meter covered 0008 - Meter box filled with water 0008 - Meter too deep 0018 - Meter incomectily installed 0051 - Meter incomectily installed 0052 - Universed 0051 - Dirty dials 0053 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter replaced with pre-paid 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannol locate meter 0065 - Private lock on meter 0067 - Grabe locked 0080 - Dogs 0080 - Since in box 0099 - Complex gate locked 1010 - Possible change in land use 1010 - Possible change in land use 1011 - Internet reading 1012 - Photo reading 1012 - Photo reading 1013 - Protective structures 1014 - Not in route 1015 - Meter too high to read 1016 - Obstructed by vehicle 1017 - Unable to locate Property 1018 - Community refused entry	<u> </u>					
actual meter reading due to one of the following reasons the financial system (Munsoft) will calculate an estimate:  ERROR CODES  Code - Description  Monthly  Billing section  Monthly  Billing sec	Circumstances.					
actual meter reading due to one of the following reasons the financial system (Munsoft) will calculate an estimate:  ERROR CODES  Code - Description  Monthly  Billing section  Monthly  Billing sec	(i) In the absence of an					
one of the following reasons the financial system (Munsoft) will calculate an estimate:  ERROR CODES Code - Description  0000 - Unknown 0002 - Meter box covered 0003 - Meter damaged 0004 - Meter tampered with 0005 - Meter upside down 0007 - Meter covered 0008 - Meter box covered 0008 - Meter box covered 0008 - Meter box filled with water of 0009 - Bees in box 0016 - Meter too deep 0018 - Meter too deep 0019 - Meter box obstructed 0009 - Complex gate locked 0009 - Proble change in land use 1010 - Internet reading 0102 - Photo reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate property 0108 - Community refused entry 0108 - Community ref						
the financial system (Munsoft) will calculate an estimate:    Faror Code						
ERROR CODES Code - Description  O000 - Unknown O0002 - Meter box covered O003 - Meter damaged O004 - Meter tampered with O005 - Meter upside down O007 - Meter box filled with water O009 - Bees in box O016 - Meter too deep O018 - Meter too deep O019 - Motor incorrectly installed O023 - Unreads O051 - Dirty dials O055 - Not unlocking (official) O057 - Meter disconnected O060 - Meter removed O061 - Meter removed O061 - Meter removed O062 - Meter replaced with pre-poid O063 - Refused entry O064 - Cannot locate meter Dox O066 - Private lock on meter box O066 - No physical address O079 - Gate locked O009 - Complex gate locked O100 - Possible change in land use O101 - Internet reading O102 - Photo reading O102 - Photo reading O103 - Protective structures O104 - Not in route O105 - Meter too high to read O106 - Obstructed by vehicle O107 - Unable to locate Property O108 - Community refused entry						
ERROR CODES COde - Description  0000 - Unknown 00002 - Meter box covered 0003 - Meter damaged 0004 - Meter tampered with 0005 - Meter upside down 0007 - Meter covered 0008 - Meter too Geep 0018 - Meter too Geep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0040 - Meter box obstructed 0061 - Meter replaced with pre-poid 0062 - Meter replaced with pre-poid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0077 - Carte locked 0080 - Dogs 0081 - Internet reading 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Dostructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	(Munsoft) will calculate an					
Code - Description  0000 - Unknown 00002 - Meter box covered 0003 - Meter box covered 0003 - Meter upside down 0005 - Meter upside down 0007 - Meter upside down 0007 - Meter upside down 0008 - Meter box filled with wafter 0009 - Bees in box 0016 - Meter too deep 0118 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0051 - Dirty dials 0055 - Not unlocking (official) 0057 - Meter disconnected 0040 - Meter box obstructed 0040 - Meter box obstructed 0041 - Meter removed 0062 - Meter removed 0063 - Refused entry 0064 - Cannot locate meter 0055 - Private lock on meter box 0064 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Profective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	estimate:					
Code - Description  0000 - Unknown 00002 - Meter box covered 0003 - Meter box covered 0003 - Meter upside down 0005 - Meter upside down 0007 - Meter upside down 0007 - Meter upside down 0008 - Meter box filled with wafter 0009 - Bees in box 0016 - Meter too deep 0118 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0051 - Dirty dials 0055 - Not unlocking (official) 0057 - Meter disconnected 0040 - Meter box obstructed 0040 - Meter box obstructed 0041 - Meter removed 0062 - Meter removed 0063 - Refused entry 0064 - Cannot locate meter 0055 - Private lock on meter box 0064 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Profective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry					5.111	
0000 - Unknown 0002 - Meter box covered 0003 - Meter domaged 0004 - Meter upside down 0005 - Meter upside down 0007 - Meter covered 0008 - Meter tox filled with water 0009 - Bees in box 0016 - Meter tox deep 0018 - Meter incorrectly installed 1023 - Unreads 1056 - Not unlocking (official) 1057 - Meter disconnected 1060 - Meter box obstructed 1061 - Meter removed 1062 - Meter box obstructed 1061 - Meter replaced with pre-paid 1063 - Refused entry 1064 - Cannot locate meter 1065 - Private lock on meter 1065 - Private lock on meter 1067 - Sprake in box 1082 - Snake in box 1083 - Refused and to see the	ERROR CODES	Yes	Munsoff	Monthly	Billing section	
0003 - Meter damaged 0003 - Meter damaged 0004 - Meter tampered with 0005 - Meter upside down 007 - Meter covered 0008 - Meter position down 007 - Meter covered 0008 - Meter box filled with water 0009 - Bees in box 0016 - Meter too deep 0018 - Meter foo deep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter disconnected 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter 0065 - Private lock on meter 0065 - Private lock on meter 0069 - Osa dialess 0079 - Garte locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 1055 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	Code - Description					
0003 - Meter damaged 0003 - Meter damaged 0004 - Meter tampered with 0005 - Meter upside down 007 - Meter covered 0008 - Meter position down 007 - Meter covered 0008 - Meter box filled with water 0009 - Bees in box 0016 - Meter too deep 0018 - Meter foo deep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter disconnected 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter 0065 - Private lock on meter 0065 - Private lock on meter 0069 - Osa dialess 0079 - Garte locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 1055 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	0000 - Unknown					
0003 - Meter damaged 0004 - Meter tampered with 0005 - Meter upside down 0007 - Meter covered 0008 - Meter box filled with water 0009 - Bees in box 0016 - Meter to deep 0018 - Meter foo deep 0018 - Meter foo deep 0018 - Meter foo deep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty diols 0054 - Not valocking (official) 0055 - Not valocking (official) 0057 - Meter disconnected 0060 - Meter disconnected 0061 - Meter replaced with pre-paid 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0055 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Intermet reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0004 - Meter tampered with 0005 - Meter upside down 0007 - Meter covered 0008 - Meter box filled with water 0009 - Bees in box 0016 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0055 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter replaced with pre-paid 0061 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannol locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gafe locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0101 - Internet reading 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Neter too high to read 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unsoble to locate Property 0108 - Community refused entry						
0005 - Meter upside down 0007 - Meter covered 0008 - Meter box filled with water 009 - Bees in box 0016 - Meter too deep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter moved 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	_					
0008 - Meter box filled with water 009 - Bees in box 0016 - Meter too deep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 1010 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not fin route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
water 0009 - Bees in box 0016 - Meter too deep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (afficial) 0057 - Meter disconnected 0040 - Meter box obstructed 0041 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	0007 - Meter covered					
0009 - Bees in box 0016 - Meter too deep 0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter replaced with pre-paid 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0016 - Meter too deep 0018 - Meter incorrectify installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0018 - Meter incorrectly installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter disconnected 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
installed 0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter removed 0062 - Meter replaced with pre-paid 0033 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gafle locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	·					
0023 - Unreads 0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	1					
0051 - Dirty dials 0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0056 - Not unlocking (official) 0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0057 - Meter disconnected 0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0060 - Meter box obstructed 0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0061 - Meter removed 0062 - Meter replaced with pre-paid 0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
pre-paid  0063 - Refused entry  0064 - Cannot locate meter  0065 - Private lock on meter box  0066 - No physical address  0079 - Gate locked  0080 - Dogs  0082 - Snake in box  0099 - Complex gate locked  0100 - Possible change in land use  0101 - Internet reading  0102 - Photo reading  0103 - Protective structures  0104 - Not in route  0105 - Meter too high to read  0106 - Obstructed by vehicle  0107 - Unable to locate Property  0108 - Community refused entry	0061 - Meter removed					
0063 - Refused entry 0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry	0062 - Meter replaced with					
0064 - Cannot locate meter 0065 - Private lock on meter box 0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0065 - Private lock on meter box  0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
box  0066 - No physical address  0079 - Gate locked  0080 - Dogs  0082 - Snake in box  0099 - Complex gate locked  0100 - Possible change in land use  0101 - Internet reading  0102 - Photo reading  0103 - Protective structures  0104 - Not in route  0105 - Meter too high to read  0106 - Obstructed by vehicle  0107 - Unable to locate Property  0108 - Community refused entry						
0066 - No physical address 0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0079 - Gate locked 0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0080 - Dogs 0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0082 - Snake in box 0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0099 - Complex gate locked 0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0100 - Possible change in land use 0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0101 - Internet reading 0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0102 - Photo reading 0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0103 - Protective structures 0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0104 - Not in route 0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0105 - Meter too high to read 0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0106 - Obstructed by vehicle 0107 - Unable to locate Property 0108 - Community refused entry						
0107 - Unable to locate Property 0108 - Community refused entry						
Property 0108 - Community refused entry						
0108 - Community refused entry						
entry entry						
	0109 - Meter dials unclear					

1011 - Meter face down   1011 - Class broken   1012 - No meter, straight pipe   1013 - Water leak   1014 - Replaced lid   1014 - Replaced lid   1015 - Premises vacant   1015 - Premises vacant   1016 - Meter disconnected   1017 - Can't see meter No.   1018 - Read by Consumer   1019 - New installation   1020 - Unknown location   19799 - Unknown location   1016 - Meter adjustment or bulk meter adjustment   1018 - Meter adjustm						
10.12 - No meter, straight pipe   10.13 - Water leak   10.14 - Replaced lid   10.14 - Replaced lid   10.15 - Premises vacant   10.16 - Meter disconnected   10.17 - Can't see meter No.   10.18 - Read by Consumer   10.19 - New installation   10.20 - Unknown (cotiano 9999 - Unknown   10.120 - Unknown tocation   10.120 - Unknown tocation   10.15 - New installation   10.15	0110 - Meter face down					
Dilla - Water leak   Dilla - Premises vacant   Dilla - Neter disconnected   Dilla - Premises vacant   Dilla - Premises v	0111 - Glass broken					
10114 - Replaced lid 10115 - Premises vacant 10116 - Meter disconnected 10117 - Can't see meter No. 1018 - Read by Consumer 1019 - New installation 10120 - Unknown location 9999 - Unknown 1019 - New installation 1019 - Purchnown location 9999 - Unknown 1019 - New installation 1019 - Meter adjustment or bulk meter adjustment or bulk meter adjustment or bulk meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN 101 Reading are read on the 101	0112 - No meter, straight pipe					
10114 - Replaced lid 10115 - Premises vacant 10116 - Meter disconnected 10117 - Can't see meter No. 1018 - Read by Consumer 1019 - New installation 10120 - Unknown location 9999 - Unknown 1019 - New installation 1019 - Purchnown location 9999 - Unknown 1019 - New installation 1019 - Meter adjustment or bulk meter adjustment or bulk meter adjustment or bulk meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN 101 Reading are read on the 101						
1011.5 - Premises vacant 0114 - Meter disconnected 0117 - Can't see meter No. 0118 - Read by Consumer 0119 - New installation 0120 - Unknown location 9799 - Unknown (ii) These estimates will be reversed by means of a meter adjustment or bulk meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN (i) Reading are read on the 01 monthly, unless the 11 falls on the weekend, in this case the first applicable working adjustment of the place between the 2019 8, 2519 monthly, unless prevented by circumstances beyond the municipality's control, a suitable adde will be determined.  7.3 EXCEPTION REPORTS The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code Description 10 - Active meters with Consumption 0.4 - Meters with read 0.5 - Deviation report 0.6 - Bad meters 0.7 - High consumption 0.8 - Meters with capacity 0.9 - Meters estimated more						
Dilla - Meter disconnected   Dilla - Meter disconnected   Dilla - Read by Consumer   Dilla - New installation   Dilla - New ins						
Dility - Can't see meter No.   Dility - New installation   Dility - New installation   Dility - New installation   Dility - New installation   Dility - Diknown   D						
Dilla - Read by Consumer   Dilla - Read by Consumption   Dilla - Read by						
D119 - New installation   D120 - Unknown location   9999 - Unknown   D120 - Unknown location   9999 - Unknown   D120 - Unkn						
Di 20 - Unknown location   Pyes   Unknown   Dilling section	0118 - Read by Consumer					
(ii) These estimates will be reversed by means of a meter adjustment or bulk meter adjustment or bulk meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN  (i) Reading are read on the 01st monthly, unless the 1st and to solve the first applicable working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by clircumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORIS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  01 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters set imade and more	0119 - New installation					
(ii) These estimates will be reversed by means of a meter adjustment or bulk meter adjustment or bulk meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN (I) Reading are read on the 014 monthly, unless the 14 falls on the weekend, in this case the first applicable working day. (Ii) Billing to take place between the 2014 & 251 monthly, uses prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Cade - Description 01 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters setimated with monthly before between the summer of the consumption 08 - Meters with capacity 09 - Meters setimated more	0120 - Unknown location					
reversed by means of a meter adjustment or bulk meter adjustment or bulk meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN  (i) Reading are read on the 01st monthly, unless the 1st falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code - Description  10 - Active meters with no Consumption  02 - Inactive meters with Consumption  03 - Negative consumption  04 - Meters not read  05 - Deviation report  06 - Bad meters  07 - High consumption  08 - Meters with capacity  09 - Meters with capacity  09 - Meters settimated more	9999 - Unknown					
reversed by means of a meter adjustment or bulk meter adjustment or bulk meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN  (i) Reading are read on the 01st monthly, unless the 1st falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code - Description  10 - Active meters with no Consumption  02 - Inactive meters with Consumption  03 - Negative consumption  04 - Meters not read  05 - Deviation report  06 - Bad meters  07 - High consumption  08 - Meters with capacity  09 - Meters with capacity  09 - Meters settimated more	(ii) These estimates will be	Yes	Munsoft	Monthly	Billing section	
meter adjustment or bulk meter adjustment.  7.2 IME-FRMAES FOR BILLING RUN  (1) Reading are read on the Off monthly, unless the 1st falls on the weekend, in this case the first applicable working day.  (1) Billing to take place between the 20st 25st monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  10 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - 8ad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more				,	319 000	
meter adjustment.  7.2 TIME-FRMAES FOR BILLING RUN  (I) Reading are read on the O1st monthly, unless the 1st falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20m & 25m monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  11 - Active meters with no Consumption  12 - Inactive meters with Consumption  13 - Negative consumption  14 - Meters not read  15 - Bad meters  17 - High consumption  18 - Meters with capacity  19 - Meters estimated more						
7.2 TIME-FRMAES FOR BILLING RUN  (i) Reading are read on the 01st monthly, unless the 1st falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20m & 25m monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report on 8 on Meters with capacity 09 - Meters estimated more						
BILLING RUN   (1) Reading are read on the 10 1st monthly, unless the 1st falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.    7.3 EXCEPTION REPORTS   The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.    Code Description   Yes   Munsoft   Monthly before billing   Monthly before billing   Monthly before billing   Monthly before   Monthly Billing   Monthly   Monthly Billing   Monthly   Monthly Billing   Monthly   Monthly Billing   Monthly Billing	meter adjosiment.					
BILLING RUN   (1) Reading are read on the 10 1st monthly, unless the 1st falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.    7.3 EXCEPTION REPORTS   The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.    Code Description   Yes   Munsoft   Monthly before billing   Monthly before billing   Monthly before billing   Monthly before   Monthly Billing   Monthly   Monthly Billing   Monthly   Monthly Billing   Monthly   Monthly Billing   Monthly Billing	7.0 TIME FRAMES FOR					
(i) Reading are read on the Old monthly, unless the lad falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  101 - Active meters with no Consumption  02 - Inactive meters with Consumption  03 - Negative consumption  04 - Meters not read  05 - Deviation report  06 - Bad meters  07 - High consumption  08 - Meters with capacity  09 - Meters estimated more						
Olist monthily, unless the list falls on the weekend, in this case the first applicable working day.		V	A 4 51	A 4 = 11 1	Dillion and 12	
falls on the weekend, in this case the first applicable working day.  (ii) Billing to take place between the 20" & 25" monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  101 - Active meters with no Consumption  102 - Inactive meters with Consumption  103 - Negative consumption  104 - Meters not read  105 - Deviation report  106 - Bad meters  107 - High consumption  108 - Meters with capacity  109 - Meters estimated more		Yes	Munsoff	Monthly	RIIIIng section	
case the first applicable working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  10 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
working day.  (ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  01 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviction report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more	I					
(ii) Billing to take place between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  01 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption  O2 - Inactive meters with Consumption  O3 - Negative consumption  O4 - Meters not read  O5 - Deviation report  O6 - Bad meters  O7 - High consumption  O8 - Meters with capacity  O9 - Meters estimated more						
between the 20th & 25th monthly, unless prevented by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption O2 - Inactive meters with Consumption O3 - Negative consumption O4 - Meters not read O5 - Deviation report O6 - Bad meters O7 - High consumption O8 - Meters with capacity O9 - Meters estimated more	(ii) Billing to take place	Yes	Munsoft	Monthly	Billing section	
by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  01 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
by circumstances beyond the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption  O2 - Inactive meters with Consumption  O3 - Negative consumption  O4 - Meters not read  O5 - Deviation report  O6 - Bad meters  O7 - High consumption  O8 - Meters with capacity  O9 - Meters estimated more	monthly, unless prevented					
the municipality's control, a suitable date will be determined.  7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption  O2 - Inactive meters with Consumption  O3 - Negative consumption  O4 - Meters not read  O5 - Deviation report  O6 - Bad meters  O7 - High consumption  O8 - Meters with capacity  O9 - Meters estimated more						
suitable date will be determined.  7.3 EXCEPTION REPORTS The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  10 - Active meters with no Consumption  10 - Inactive meters with Consumption  10 - Negative consumption  10 - Meters not read  10 - Deviction report  10 - Bad meters  10 - High consumption  10 - High consumption  10 - Meters with capacity  10 - Meters estimated more						
T.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption  O2 - Inactive meters with Consumption  O3 - Negative consumption  O4 - Meters not read  O5 - Deviation report  O6 - Bad meters  O7 - High consumption  O8 - Meters with capacity  O9 - Meters estimated more						
7.3 EXCEPTION REPORTS  The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption  O2 - Inactive meters with Consumption  O3 - Negative consumption  O4 - Meters not read  O5 - Deviation report  O6 - Bad meters  O7 - High consumption  O8 - Meters with capacity  O9 - Meters estimated more						
The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption O2 - Inactive meters with Consumption O3 - Negative consumption O4 - Meters not read O5 - Deviation report O6 - Bad meters O7 - High consumption O8 - Meters with capacity O9 - Meters estimated more	determined.					
The following exception reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption O2 - Inactive meters with Consumption O3 - Negative consumption O4 - Meters not read O5 - Deviation report O6 - Bad meters O7 - High consumption O8 - Meters with capacity O9 - Meters estimated more	7.3 EXCEPTION REPORTS					
reports should be done run and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  O1 - Active meters with no Consumption O2 - Inactive meters with Consumption O3 - Negative consumption O4 - Meters not read O5 - Deviation report O6 - Bad meters O7 - High consumption O8 - Meters with capacity O9 - Meters estimated more						
and reviewed on a monthly basis for each billing cycle before the dummy billing is done.  Code- Description  1 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
basis for each billing cycle before the dummy billing is done.  Code- Description  Yes  Munsoft  Monthly before billing  O1 - Active meters with no Consumption  O2 - Inactive meters with Consumption  O3 - Negative consumption  O4 - Meters not read  O5 - Deviation report  O6 - Bad meters  O7 - High consumption  O8 - Meters with capacity  O9 - Meters estimated more						
before the dummy billing is done.  Code- Description  Yes  Munsoft  Monthly before billing  O1 - Active meters with no Consumption O2 - Inactive meters with Consumption O3 - Negative consumption O4 - Meters not read O5 - Deviation report O6 - Bad meters O7 - High consumption O8 - Meters with capacity O9 - Meters estimated more						
done.  Code- Description  Yes  Munsoft  Monthly before billing  O1 - Active meters with no Consumption O2 - Inactive meters with Consumption O3 - Negative consumption O4 - Meters not read O5 - Deviation report O6 - Bad meters O7 - High consumption O8 - Meters with capacity O9 - Meters estimated more						
Code- Description  Yes  Munsoft  Monthly before billing  O1 - Active meters with no Consumption  O2 - Inactive meters with Consumption  O3 - Negative consumption  O4 - Meters not read  O5 - Deviation report  O6 - Bad meters  O7 - High consumption  O8 - Meters with capacity  O9 - Meters estimated more						
01 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more					D.III. II.	
01 - Active meters with no Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more	Code- Description	Yes	Munsoff	,	Billing section	
Consumption 02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
02 - Inactive meters with Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more				billing		
Consumption 03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
03 - Negative consumption 04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more	02 - Inactive meters with					
04 - Meters not read 05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
05 - Deviation report 06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more						
06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more	04 - Meters not read					
06 - Bad meters 07 - High consumption 08 - Meters with capacity 09 - Meters estimated more	05 - Deviation report					
07 - High consumption 08 - Meters with capacity 09 - Meters estimated more	06 - Bad meters					
08 - Meters with capacity 09 - Meters estimated more						
09 - Meters estimated more						
	Than 3 months					
Procedures to be executed		1				
on this report:						
All deviations and Yes Munsoft Monthly Billing section		Voc	Muncoff	Monthly	Rilling soction	
		162	1010112011		billing section	
exceptions should be before						
identified on the meter billing				Dilling		
exception reports should be						
investigated, adjustments						
made and properly						
	documented.					
		Yes	Munsoft	-	Billing section	
The report with all the Yes Munsoft Monthly Billing section				before		
The report with all the proposed changes / Yes Munsoft Monthly before Billing section	adjustments should be	ĺ	ī	billing	I	

signed by the Revenue Manager and / or Revenue Accountant as evidence of review. All reports should be filed	Yes	Munsoft	Monthly	Billing section	
with the supporting documents for audit purposes.			before billing		
7.4 MUNSOFT CALCULATION OF WATER ESTIMATES					
The MUNSOFT formula used to determine the water estimate for the particular month and any underlying assumptions used by the formula to determine the estimate:	Yes	Munsoft	Monthly	Billing section	
Meter Daily Average x 30days / 6 months					
Any codes if applicable, used by the MUNSOFT system in order to inform the system of the estimate to be made for the particular month.					
The system looks at the reading - if zero the system sees the meter as 'unread'.					
Averaging is done on 'not read' meters indicated by an 'N'					
7.5 YEAR END ADJUSTMENTS ON WATER ESTIMATES WITH NO ACTUAL READINGS					
The Municipality should process an adjustment at year end based on the outcome of a reasonability test performed on the					
meters for which estimates were levied but no actual reading was available for the 12 month period.					
Procedures:  1.) Obtain a list of all water meters with estimates as at 30 June:					
a) As minimum, a list should include the following:					
i) Account number ii) Meter number iii) Code/Reason for estimate iv) Date of last meter reading and last meter reading					

Prepare a list from the information above that includes only water meters where estimates / interims were levied for 12 months and longer.			
2.) Prepare the journal for the year end correction to water income due to the over / (under) estimated water income. Date of journal is 30 June			
3) This journal should be authorised and signed by the Snr Manager: Finance before it is captured on the financial system (Munsoft)			