

LEKWA LOCAL MUNICIPALITY BUDGET RELATED POLICY



FINAL METER REPLACEMENT AND INSTALLATION POLICY

2025 – 2026

Meter Replacement and Installation Policy

Purpose:

This policy establishes standardized procedures for the replacement and installation of meters to ensure accurate customer records, proper billing data, and adherence to municipal regulations. It aims to enhance service efficiency, prevent revenue losses, and ensure that all metering activities comply with technical and regulatory requirements.

The key objectives of this policy include:

- Ensuring that all meter replacements and new installations are properly recorded and documented.
- Providing clear guidelines for municipal personnel and contractors involved in meter management.
- Enhancing accountability and accuracy in metering processes.
- Preventing unauthorized installations and tampering with municipal infrastructure.
- Safeguarding municipal revenue through accurate billing and reporting.

2. Scope

This policy applies to all municipal personnel, contractors, and stakeholders involved in meter-related activities, including:

- Meter replacements due to malfunction, damage, or upgrading.
- New meter installations for new accounts, developments, or service connections.
- Any changes to metering infrastructure that impact municipal billing and service delivery.

It is applicable to all types of meters, including but not limited to:

- Water meters
- Electricity meters
- Prepaid and postpaid metering systems

3. Policy Requirements

3.1 Meter Replacement Requirements

A meter replacement is necessary when an existing meter is defective, damaged, outdated, or inoperable. The following steps must be followed for a successful replacement:

3.1.1 Customer Information Collection

Before replacing a meter, the following customer details must be collected and verified:

- Full Name of the account holder

- Physical Address where the meter is installed
- Account Number linked to the meter
- Contact Information (Phone number, Email if available)

3.1.2 Documentation of the Old Meter

- The serial number of the old meter must be documented before removal.
- The recorded meter readings must be cross-checked with the municipality's billing records for accuracy.
- If the serial number is missing or illegible, further verification must be conducted through historical billing records.

3.1.3 Affidavit Requirement (if necessary)

- If the old meter's serial number or reading cannot be retrieved, the customer must provide a signed affidavit.
- The affidavit should:
 - Explain the reason for the missing meter details.
 - Confirm the need for replacement.
 - Be signed in the presence of a municipal official or commissioner of oaths.

3.1.4 Testing and Verification

- The removed meter should be tested (where possible) to confirm the reported issue before finalizing the replacement.
- The new meter must be installed in accordance with manufacturer and municipal technical standards.

3.1.5 Documentation and System Update

- A replacement report must be completed and submitted to the relevant department.
- The municipality's billing and asset management systems must be updated with the new meter details.

3.2 New Meter Installation Requirements

New meter installations must adhere to regulatory, technical, and administrative standards to ensure proper functionality and compliance. The following requirements must be met before installation:

3.2.1 Proof of Municipal Account Opening & Technical Approval

- The customer must provide proof of a municipal account opening before requesting a meter installation.
- A technical approval letter must be obtained from the municipality's engineering or technical services department to confirm that the installation is within an approved service area and meets infrastructure capacity.

3.2.2 Site Inspection and Approval

- A municipal technician must inspect the proposed installation site to verify compliance with metering standards.
- The technician must assess:
 - The condition of existing service connections.
 - Accessibility for maintenance and meter reading purposes.
 - Potential risks such as tampering or environmental hazards.

3.2.3 Meter Commissioning Process

- After installation, a commissioning sheet must be completed and submitted.
- The commissioning process includes:
 - Verification of the meter serial number.
 - Recording initial meter readings.
 - Testing the functionality of the installed meter.
 - Confirming integration with the municipal billing system.

4. Compliance and Enforcement

4.1 Responsibilities of Municipal Personnel and Contractors

- All municipal employees and contractors responsible for meter replacements and installations must comply with this policy.
- Contractors performing meter work must be approved by the municipality and adhere to all service-level agreements.
- Any failure to comply with procedural requirements may result in disciplinary action or termination of contracts.

4.2 Unauthorized Meter Installations and Tampering

- Unauthorized meter installations or tampering will be considered a violation of municipal regulations and may lead to legal action.
- Any suspected fraudulent activities, such as meter bypassing or illegal connections, must be reported immediately.

4.3 Reporting and Record-Keeping

- All meter replacements and installations must be documented and stored in the municipal database.
- Monthly reports on meter activities must be submitted to the relevant department for auditing and quality control.

5. Policy Review and Updates

This policy will be reviewed periodically to ensure it remains aligned with municipal regulations, technological advancements, and best practices in metering. Any amendments will be communicated to all relevant stakeholders.

Effective Date :

Approved by :

Review dates :