

	Instruction	Meter Reading Services in the North-West Operating Unit (NWOU)
---	--------------------	---

Title: **Scope of Work for the Meter Reading Services in the North-West Operating Unit (NWOU) on an “as and when required” basis for a three-year (3) period.**

Document Number:

Alternative Reference Number: **N/A**

Area of Applicability: **Revenue Measurement**

Documentation Type: **Scope of Work**

Revision: **01**

Total Pages: **8**

Next Review Date: **December 2028**

Disclosure Classification: **CONTROLLED DISCLOSURE**

Contents

1 INTRODUCTION.....	3
1.1 SCOPE	3
1.1.1 Purpose	4
1.1.2 Applicability	4
1.2 NORMATIVE/INFORMATIVE REFERENCES	4
1.2.1 Normative	4
1.2.2 Informative	5
1.3 DEFINITIONS	5
1.3.1 Classification	5
1.4 ABBREVIATIONS	5
2 ABBREVIATION.....	5
2.1 ROLES AND RESPONSIBILITIES	5
2.1.1 The Employer	5
2.1.2 Contractor	6
2.2 PROCESS FOR MONITORING	6
2.3 RELATED/SUPPORTING DOCUMENTS	6
3 SCOPE OF WORK	6
3.1 EFFECTIVE DATE	8
3.2 WORKS	8
3.3 GENERAL REQUIREMENTS	8
4 AUTHORISATION	8
5 REVISIONS	8
6 DEVELOPMENT TEAM.....	8
7 ACKNOWLEDGEMENTS.....	8

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

1 INTRODUCTION

This document defines the contract works to be executed by the successful bidder, of which is evaluated and selected using the open tender process. The Scope of Work (SOW) for this contract entails Meter Reading Services in the North-West Operating Unit (NWOU) on an “as and when required” basis for a three-year (3) period. Supporting Clauses

1.1 SCOPE

The contractor shall read all the points on the meter reading route quarterly for the duration of the contract. Number of customer numbers may vary as new customers are acquired or customers moving to pre-paid and converted to Smart Meters

The meters can be identified by means of a physical address, installation number as well as a meter identification number visible on or in meter kiosk. The contractor shall be paid per customer installation (i.e., per stand) if there is a photo as evidence of the reading.

The contractor shall be provided with the reading schedule and Handheld Unit to enable them to find installations/premises. Contractors to provide meter readers with the GPS coordinate navigation tool to assist with the location of some installations.

All Small Power User SPU meter readings will be captured on Handheld Data Capture devices which will be provided by Eskom. All information must be downloaded as per Eskom requirements.

All SPU meter readings must be accompanied with the clear photo showing readings and serial/ meter number. A photograph will be taken in such a way that the meter readings and serial number will easily be read off the photo. Eskom will not pay for the activity if the requested reading on the photo is not sent or outside the prescribed timeline.

All documentation/equipment used to perform the required meter reading must be collected from the relevant Eskom Office (Meter Readers).

On completion of each route, readings to be delivered to relevant Eskom Office within agreed submission date. Penalty of 25% will be imposed on the unread points.

If the contractor provides readings late and the readings cannot be used for Eskom automatic billing, then no payment will be made for the entire route.

Disconnected points of delivery must be read during normal routes and if any movement or tampering is found it must be reported immediately to the relevant Eskom Office, so that the point get disconnected and issue a tamper fine.

The routes are classified as either Urban, Rural or Deep Rural depending on the geographical area, this is dependent on the distance to and in between the premises.

If access cannot be gained to the meter installation for any reasons this must be reported on the Eskom Handheld Unit (HHU) under remarks section. Eskom will audit the remarks for validity. Where there is no access due to refusal, locked gates, vicious dogs, bad roads etc. a digital photo with date and time will be required as proof, and this must be reported via the Contractors Cell phone to the Eskom office while the contractor is on site.

If the contractor fails to complete a round due to negligence of own staff, and if HHU are submitted outside the schedule date, the route will not be paid. The contractor must have sufficient field staff to

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

manage all the required activities within the timelines, ideally have separate resources to do route meter readings and the other activities.

The contractor will report all factors prohibiting the contractor from carrying out all relevant work to do meter readings i.e. bad roads, vicious dogs, access denied, gate locked etc. to Eskom. Failing to report these factors can result in Eskom not paying for the specific activity and/or imposing penalties as set out in this agreement.

Any incident that may occur between the contractor and any Eskom customer must be reported immediately to the relevant Eskom Officer, Meter readings.

Special meter readings may be requested by Eskom as and when required at the quoted rate of deep rural / rural / urban.

The contractor must update / correct applicable data on the Handheld Unit on site in the case where data is different between the Handheld Unit and in the meter box. Where the Handheld Unit does not make provision to change information i.e. pole number such information must be provided to Eskom in writing.

Any tampering on meters must be recorded on the Handheld Unit (HHU).

Eskom reserves the right to change the meter reading cycles as deemed necessary.

The contractors will ensure that all contractors' field staff has necessary tools, a cell phone for all communications, dog teaser, garmin and digital camera.

Note: (A photo will be requested by Eskom to substantiate the reason) Eskom will then try and contact the customer and make the necessary arrangements, if unsuccessful the contractor will have to return at an alternative date as advised by Eskom.

1.1.1 Purpose

The purpose of this scope of work is to outline all the contract work to be performed by the contractor, and the responsibilities of all parties involved. The contract scope of work serves to support the tender technical evaluation process.

1.1.2 Applicability

This document is applicable to Meter Reading Services in the North-West Operating Unit (NWOU)

1.2 NORMATIVE/INFORMATIVE REFERENCES

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

1.2.1 Normative

- [1] 240-168966153: Generation Tender Technical Evaluation Procedure
- [2] HSTTPMM060 Tender Technical Evaluation Strategy for Refurbishment, Supply and Delivery of Pump Spares
- [3] QM-58 Supplier Contract Quality Requirements Specifications
- [4] 240-105691858: Materials Management Safe Work Procedures Transportation Requirements for Material Handling

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

1.2.2 Informative

[5] ISO 9001 Quality Management Systems

[6] 32-1-34 Eskom Procurement Policy

1.3 DEFINITIONS

Term	Definition
Contractor	Service provider contracted for supplying a specific service to Eskom Meter Reading Services in the North-West Operating Unit (NWOU). Used interchangeably with the term <i>Supplier</i> .
Employer	The organization (Eskom) to which the supplier will be contracted for this tender and contracts that may result therefrom
Employer's Premises	Head Office Megawatt Park Maxwell Drive Sunninghill Sandton PO Box 1091 Johannesburg 2000 SA
Spares	Document submitted by tenderer for evaluation in support of tender bid
	Meter Reading Services in the North-West Operating Unit (NWOU)

1.3.1 Classification

Controlled Disclosure: Controlled Disclosure to external parties (either enforced by law, or discretionary).

1.4 ABBREVIATIONS

2 ABBREVIATION	Description
NWOU	North-West Operating Unit
HHU	Handheld Unit
SPU	Small power User
SANS	South African National Standard
SANAS	South African National Accreditation System
SI	Standards Implementation
TET	Technical Evaluation Team

2.1 ROLES AND RESPONSIBILITIES

2.1.1 The Employer

The responsibilities of the employer include the following:

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

- a) Inform the contractor when Meter Reading Services in the North-West Operating Unit (NWOU) on an “as and when required” basis for a three-year (3) period.
- b) Make all necessary arrangements, including permit to work (PTW), for the contractor to gain site access and perform work required.
- c) Send a representative to the contractor’s premises/workshop if there are any inspection, witness, or hold points.

2.1.2 Contractor

The responsibilities of the contractor include the following:

- a) Comply with the employer’s environmental, health, and safety standards, policies, and procedures.
- b) Inform the employer’s representative at least 48 hours prior to any hold points that may require the employer.

2.2 PROCESS FOR MONITORING

N/A

2.3 RELATED/SUPPORTING DOCUMENTS

N/A

3 SCOPE OF WORK

RISK	MITIGATING FACTORS	LEVEL (HIGH/MEDIUM/LOW)
Cost: Revenue loss	Task orders will be reallocated in the event of routes/meters not read	Medium
Scope: Non-compliance of terms and conditions of the contract	<ul style="list-style-type: none">• Issue non-conformance and apply penalties and task order may be allocated to another supplier.	Medium
People: Inexperienced people appointed to take readings	<ul style="list-style-type: none">• Verify photos taken by meter readers• Provide training and workshop on different types of meters during meter readers.	Medium
Suppliers: Non –compliance to contract conditions	<ul style="list-style-type: none">• Continuous audit of Suppliers to ensure compliance	Low
Time: Late submission of readings causing high volume of estimations	<ul style="list-style-type: none">• Suppliers will be based per area for quick response with constant supervision	Low

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

<p>Safety:</p> <ul style="list-style-type: none"> • Travelling • Heat exhaustion • Insect and animal bites • Assault by customers • Excessive direct sunlight 	<ul style="list-style-type: none"> • The contractor to use well maintained cars and valid driver licences • The contractor to provide lots of coolants such as water • The contractor to provide employees with appropriate PPE. • The contractor to ensure that the meter readers always work in pairs and always have emergency numbers. • The contractor to supply Sunscreen and Hats • The contractor to submit the SHE plans and files 	<p>Medium</p>
<p>Environmental:</p> <p>Possible Environmental incidents due to non-conformance to applicable legislation relevant to the scope of work</p>	<ul style="list-style-type: none"> • Conform to all legal requirements applicable to the scope of work. • Ensure all incidents identified on site are reported according to: 32-92 • Environmental Training and Awareness (EWT Training, Access to farms, Waste management standard) 	<p>Medium</p>
<p>Quality:</p> <ul style="list-style-type: none"> • The condition of the data logger used if not regularly checked may compromise the reliability of the data checked. • Contractors using people not trained properly to use the data capturing equipment. • The Control of records generated for each task order issued 	<ul style="list-style-type: none"> • The Data loggers used to be regularly inspected and records to be retained according to Customer Services Records Control Procedure; • The Proof of training to be part of the records retained for contract records. • Each task order when completed all records generated (electronically or hard copies) to be retained as per the Control of Records Procedure for Customer Services. 	<p>Low</p>

CONTROLLED DISCLOSURE

3.1 EFFECTIVE DATE

This document will be effective from the date that the contract is authorised.

3.2 WORKS

Meter Reading Services in the North-West Operating Unit (NWOU) as outlined in the SOW above.

3.3 GENERAL REQUIREMENTS

Other Meter Reading Services in the North-West Operating Unit (NWOU) on an “as and when required” basis for a three-year (3) period.

Related work required on an as and when needed basis subject to approval by both the *employer* and the *contractor*.

4 AUTHORISATION

This document has been seen and accepted by:

Name	Designation

5 REVISIONS

Date	Rev.	Compiler	Remarks
July 2025	0		First Issue

6 DEVELOPMENT TEAM

The following people were involved in the development of this document:

7 ACKNOWLEDGEMENTS

N/A

CONTROLLED DISCLOSURE

When downloaded from the EDMS, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.