



## **MEDIA RELEASE**

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### **Knysna Municipality announces data cleansing project**

The Knysna Municipality will soon commence with a clean-up of its customer data aimed at improving the reliability of the revenue data which will ultimately result in improved revenue collection for the municipality. A Service Provider, Ntiyiso Consulting, has been appointed to conduct the survey which is expected to take approximately three months to complete.

This project will include, customer data cleansing, data quality check, data enrichment, billing data cleansing, data verification, monitoring and verification. Once the data clean-up is complete the new accurate data will assist the municipality with timely and accurate meter readings, correct billing as a direct result of accurate readings, timely billing due to automating the meter reading process and reduction in billing errors. Additionally, the new data will result in a reduction in administrative errors and queries on the exceptions report and eliminating the system of estimations.

Knysna Executive Mayor Mark Willemse said, "I hope residents will support our initiative and open their doors to the data collection field workers. Twenty two (22) field workers have been appointed and will collect data door to door. The data collection officials will be identified with branded identity cards and will be wearing yellow safety vests. Should residents have any doubts about the field workers, they may contact the Finance Section on 044 302 6597/6550 to confirm of the identity of the official."

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