

MEDIA RELEASE

Embargo: Immediate
DATE: Monday 8 July 2019

Data cleaning project to commence in Ward 9

On Tuesday, 9 April this year, the municipality announced its data-cleansing project. Aimed at improving the reliability of the municipality's revenue data the successful completion of the project will ultimately result in improved revenue collection for the Council.

From tomorrow, Tuesday 9 July, the data cleansing field workers will start collecting data in the following areas in Ward 9: Hunters Home, Rexford, Fisher Haven, Leisure Island, The Heads, Old Place & Costa Sarda.

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.

What are the advantages to the consumer?

- No more incorrect bills
- Ensuring that correct tariff structures are applied
- Ensuring you receive the right services

The following information will be verified:

- Property information: Erf no, physical address, property usage
- Owner/Occupant information: Name, ID, contact details
- Electricity meter details, reading, faults
- Water meter details, reading, faults
- Refuse bins
- Access to property

The municipality appointed Ntiyiso Consulting to conduct the surveys. For your and our safety, each field worker has been provided with an Identification card and a green bib (see pictures). The ID card contains the name and picture of the field worker as well as the logo of both the municipality and the service provider. If you are in any way uncomfortable to provide access to your property, please contact our Revenue department on 044 302 6597 / 6550 to confirm the identity of the official.

In the event where access is not possible, a notice will be left. We appreciate your cooperation.

ENDS
