

Policy Area	Technical		
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Approve By	<i>Role</i>	<i>Name</i>	<i>Signature/Date</i>
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	Board of Directors		

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1. BACKGROUND

In a bid to strengthen revenue recovery efforts through proper monitoring of our prepaid metered (PPM) customers, a review of the current operational modalities of PPM monitoring teams have become pertinent.

Prior to now, PPM teams have been deployed across the regions but with little monitoring and impact. While a structure exists, it has become increasingly necessary to create uniform operational protocols and standard performance assessment criteria for all PPM monitoring activities across our franchise areas.

2. PURPOSE

This policy introduces a dual approach to the PPM monitoring process such that data analytics, reporting, and performance monitoring are handled at the headquarters, while the regions handle the core field activities.

3. PROCEDURE

3.1 The MIS officer shall report directly to the regional manager and with dotted line to strategy team, headquarter for effective monitoring, training, and impact. Their primary responsibility will however be analytics along the lines of the three products (MD, PPM, and Non-MD postpaid).

3.2 Each PPM monitoring team shall be made up of 4 persons (2 DSSOs and 2 linesmen), who will be equipped with a clamp-on meter and a ladder.

3.3 The team shall capture video and pictorial evidence, detect bypass, and log infractions.

3.4 Revenue Protection Department (RPD) shall bill all infractions based on inputs from PPM monitoring teams.

3.5 In a situation where the evidence is deemed insufficient, RPD shall conduct a second level check and override existing decision if necessary.

3.6 The PPM monitoring team shall start and finish the process; booking infractions, disconnecting electricity supply, and ensuring payments are made.

3.7 The RPD team stationed at the regions shall vet and close bookings, including billing of LOR as per applicable rates and standards - this shall be closed out within 48 hours of receiving inputs from the PPM monitoring team.

3.8 Once LOR is booked, the PPM team shall immediately deliver the bill/advice to the customer and thereafter monitor the customer's premises to ensure that the customer is not illegally reconnected until all required payments are made (internal audit department to carry out periodic checks and recommend appropriate sanction against erring staff where applicable).

3.9 Strategy/Product Head PPM shall create a dashboard to track customer payments that would assist the PPM monitoring team for daily tracking.

3.10 When there is tamper on the meter, the customer is to be disconnected as per the above process.

3.10.1 Thereafter, the regional product manager shall inform the customer care officer who shall write to notify the customer (PPM team to ensure delivery) to either pay for a new meter (based on recertification) or write to be billed as a postpaid customer (with the reactivation of the existing post-paid account - pending meter replacement), failure to which the customer shall remain disconnected.

3.10.2 Where the customer contests the meter integrity/recertification report, the customer is allowed to invite NEMSA to ascertain the integrity of the meter. However, during this period, the customer shall be on disconnection (where there are many customers involved, BEDC can also invite NEMSA).

3.11 Each PPM monitoring team is expected to have a maximum of 6,000 customers/accounts, while a total of 100 customers minimum are to be visited daily by each team. This translates to visiting one customer once every three (3) months (inclusive of all customers flagged for possible infractions).

3.12 These visits are expected to be backed up by analytics - MIS officers at the regions/strategy unit HQ/PPM product head HQ shall provide records of non - vending and poor-vending PPM customers to allow for more streamlined and

- focused visits (metering and strategy departments shall provide training).

3.12.1 The MIS officer shall share the list amongst the PPM monitoring teams weekly.

3.13 Reporting shall be done daily by each PPM monitoring team to the regional MIS officer who shall then forward report through SharePoint to strategy team HQ/PPM product head HQ. The regional MIS officer shall have 24hours to input/communicate daily report given to them.

3.14 Strategy unit shall share weekly and monthly reports on monitoring performance and LOR collection with regional MIS officer/DSSO's.

3.15 A google sheet and appropriate app shall be used to monitor PPM disconnection activities. This information will be extracted by the MIS officer and shared with the DSSO to upload to the existing disconnection app - 24 hours for DSSOs to update the app.

3.16 Product managers will ensure compliance by the DSSOs.

3.17 For instances of burnt/faulty meters, the account shall be converted to non-MD postpaid except for MAP customers who shall be billed based on the higher

of load assessment or highest three months vending since the installation of the meter.

3.18 The PPM monitoring teams' performance shall be appraised based on reports on field visits, infractions uncovered, and recovery made from LORs and penalties.

3.19 Each team will be equipped with clamp-on meter, ladders, vehicle, and other required tools.

4. SUMMARY

4.1 A monitoring sheet shall be shared by the Product Head HQ for compliance monitoring with IAD looped in.

4.2 Strategy unit shall dedicate a resource person to monitor and collate activities and performance of the teams, whilst also providing required support.

5. ENFORCEMENT

All PPM monitoring teams (i.e., DSSOs and linesmen), product managers, MIS officers at the regions, regional managers, PPM product heads, head RPD, head revenue cycle management and all staff members are to ensure full compliance and escalate noted violations for management action.