

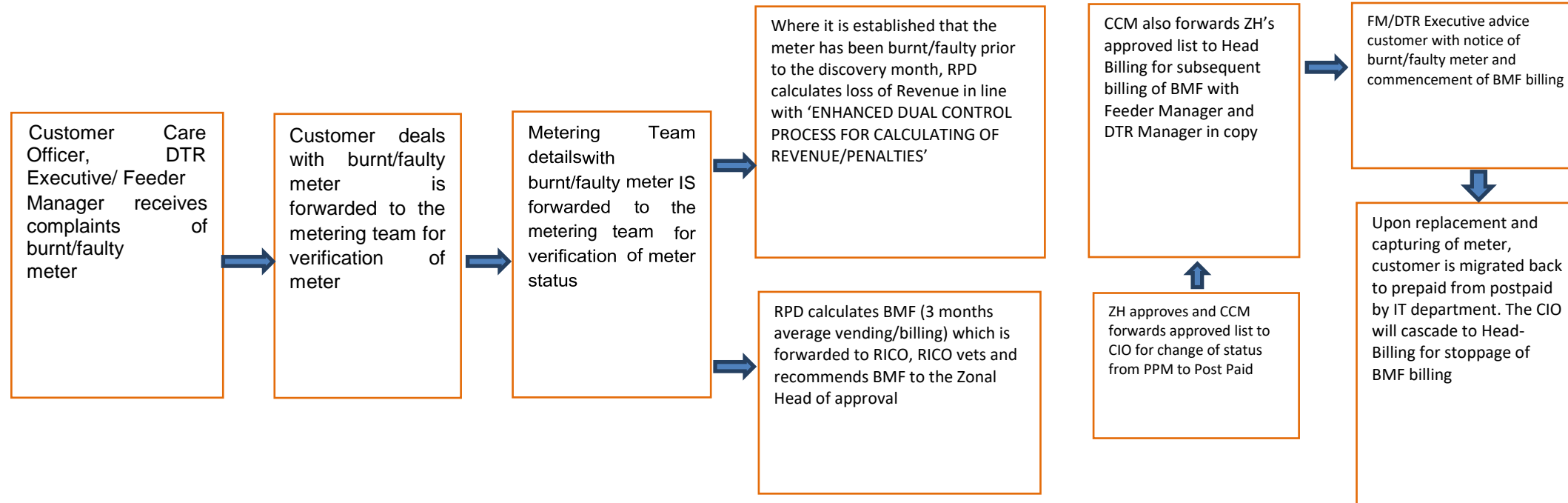
Subject:	Policy on Treatment of Burnt Meter Cases
Revision No.	Version
Approval:	MD/CEO
Reference:	BEDC/.../... /...../2022
Approval Date:	July 29, 2022

Based on the need to adequately account for the functional prepaid meters within BEDC network and effectively address issues emanating from prepaid customer population, Management has approved the policy on treatment of burnt meter cases for immediate implementation. Going forward, the following procedures should be followed in resolving all cases of burnt meter.

#### **PROCEDURE FOR HANDLING BURNT METER CASES**

- i. Customer or any other person reports a burnt/faulty meter case to the Customer Care Officer/DTR Executive/Feeder Manager. Customer's details and complaint are documented and forwarded to the metering team.
- ii. The metering team verifies the status of the meter to ascertain if it is burnt/faulty.
- iii. If meter is confirmed burnt/faulty, the metering team forwards details of the customer and meter status to Revenue Protection Department.
- iv. The revenue protection team calculates the burnt meter fee (BMF) which is a monthly fixed charge to be paid by the customer pending replacement of meter using an average of the last three months vending/billing.
- v. Where it is established that the meter has been faulty/burnt during previous month(s) (i.e., non-recent incident) before it was detected/reported, the customer will be charged for Loss of Revenue (**refer to BEDC/.../.../2022/ approved process on 'Enhanced Dual Control Process for Calculating Loss of Revenue/Penalties'**) after which it will be placed on BMF for subsequent months.
- vi. The revenue protection team forwards the BMF to the Regional Internal Control Officer (RICO) to vet for accuracy and recommend amount for approval by the Regional Manager.
- vii. Upon approval by the Regional Manager, the Customer Care Manager (CCM) forwards the approved list of customers immediately to the Chief information Officer (CIO) to change account status from prepaid to post-paid.
- viii. Furthermore, the CCM forwards the same approved list using a cut-off date of 15<sup>th</sup> of every month to Head-Billing with the approved BMF for the subsequent month's billing with the affected Feeder Managers and DSSOs in copy.
- ix. The Feeder Manager/DSSO advises the customer with the notice of burnt/faulty meter and commencement of burnt meter fee billing pending replacement of meter.
- x. Upon replacement and capturing of the new meter, the customer will automatically be migrated from the post-paid customer population to the prepaid customer population.
- xi. The CIO and Head-Billing should ensure the discontinuation of burnt meter fee billing on the account forthwith (**refer to BEDC/.../.../.../2022/ 'Policy on Billing of Customers Migrated from Post-Paid to Prepaid Status before the End of a Month'** and **BEDC/.../.../2022/ 'Policy on Migration of Arrears from Postpaid to Prepaid Accounts'**).

**PROCESS FLOW**



All Internal Audit/Control Officers, Meter Engineers, RPD Officers, Customer Care Officers, **CIO, Head- Billing, Regional Heads, Feeder Managers, DSSO and all staff members** are expected to ensure full compliance and escalate noted violations for Management's action.

Approval.....  
**Dr. Henry AJagbawa**  
**MD/CEO**