STANDARD OPERATING PROCEDURE (SOP)

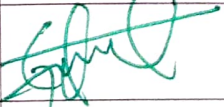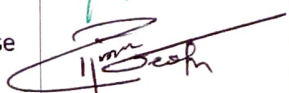## FOR

BILLING OPERATIONS

BILLING OPERATIONS DEPARTMENT

1. DOCUMENT DETAILS

Document Name	Standard Operating Procedure (SOP)
Initiating Department	Billing Operations Department
Document Owner	Head, Billing Operations
Date	October 04, 2023
Document Version	Version 1.0
Effective Date	October 4, 2023

2. DOCUMENT APPROVAL DETAILS

S/N	AUTHORISING OFFICERS' ROLE	JOB TITLE	NAME	SIGNATURE	DATE
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6	Approval	MD/CEO	Deolu Ijose		23/10/2023

Note: *This sign-off authorizes the immediate implementation of this document.*

3. TABLE OF CONTENT

4. STANDARD OPERATING PROCEDURE (SOP)

4.1   DEFINITION OF TERMINOLOGIES

Definition: This Standard Operating Procedure (SOP) is a set of written procedures that describes the activities required to complete a specific task in the Billing Operations department to achieve the desired objectives in accordance with Nigerian Electricity Regulation Commission's (NERC) regulations. This SOP is expected to comply with the required best practices, regulations, professional standards and controls to mitigate risks.

ACRONYM	MEANING
ADC	Average Daily Consumption
API	Application Programming Interface
BM	Business-unit Manager
BU	Business Unit
CAAD	Customer Account Adjustment Document
CCO	Chief Commercial Officer
CCT	Clear Tamper Token
CCU	Customer Care Unit
CDR	Consumption Demo Report
COO	Chief Operating Officer
Cr	Credit
CRM	Customer Relationship Management
CRMD	Customer Record Maintenance Document
CRO	Customer Relations Officer
CSP	Customer Sales Point
CTT	Clear Tamper Token
RA	Regional Accountant
Dr	Debit
DSS	Distribution Substation
SMARTPOWER	Utility Billing and Vending System
GEOcode	Geographical Coordinates
HBO	Head, Billing Operations
HO	Head Office
ISS	Injection Substation
KCT	Key Change Token
Kv	Kilovolt
KwH	KiloWat Hour
LAR	Last Actual Reading

LOR	Loss Of Revenue
MAN	Manufacturers Association of Nigeria
MAP	Meter Asset Provider
MD	Maximum Demand
MDA	Ministries, Departments and Agencies (of government)
MIS	Management Information System Officer
MYTO	Multi-year Tariff Order
NERC	Nigerian Electricity Regulatory Commission
NIMC	National Identity Management Commission
NIN	National Identification Number
NMD	Non-Maximum Demand
NMMP	National Mass Metering Programme
PPM	Prepayment
RH	Regional Head
RPO	Revenue Protection Officer
RPU	Revenue Protection Unit
SGC	Supply Group Code
SOP	Standard Operating Procedure
STS	Standard Transfer Specification
TL	Team Lead
TM	Team Member
VIN	Voters Identification Number

4.2 PURPOSE

This document is to ensure Billing operations' tasks are carried out correctly and always in the same manner by the operators or processors in Billing Operations department. The document will also guide other departments with review functions (Internal control, compliance or Audit) and other units /departments that interfaces with Billing Operations for their operations and/or on behalf of customers (Regions, Sub-Regions, customer care, etc.).

The SOP assigns responsibilities to Billing Operations staff for accountability. It states the turnaround time (TAT) for processing each of the activities in the SOP.

It will strengthen the internal processes of Billing Operations' functions, reduce possible risk and help to achieve the organisation's goals.

4.3 SCOPE

The procedures shall be applicable to Billing Operations functions and Billing Operations department.

4.4 PREREQUISITES/REQUIREMENT

The tools available to carry out the procedures are the Utility Billing system (Smart Power Billing application), Billing Operations (Quality Assurance) network shared folder using the defined url/link for keeping the source documents of all transactions processed by Billing Operations staff etc.

4.5 RESPONSIBILITIES

The Head Billing Operations is responsible for the implementation and review of this SOP.

4.6 POSTPAID UNIT

4.6.1 Customer Account Adjustment Document (CAAD)

4.6.2 Process Owners

WORKFLOW ACROYNYM	SOURCES OF DATA	INITIATORS DESIGNATION	1ST LEVEL APPROVAL	2ND LEVEL APPROVAL	PROCESSED BY
CAAD	Hard copy, Email	CCU Regional Accountant DSSO/SCO AUDIT	BM / RH	AUDIT	Billing

4.6.3 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Credit adjustment:** This is the process of posting a debit (Dr) amount to a customer's account on the billing system (SMARTPOWER) to decrease a customer's outstanding debt or increase BEDC's indebtedness to a customer **Debit adjustment**: This is the process of posting a credit amount to a customer's account on the billing system (SMARTPOWER) to increase the customer's outstanding debt or reduce BEDC's indebtedness to a customer **Sources of credit or debit adjustment requests** • From CAAD sent by the sub-regions to Postpaid unit. This could be due to payments not captured on the customer's account, under/over-billing etc	Billing Analyst	5th-20th monthly

	• From uncredited payments or multiple payments sent by payment channels unit to Postpaid unit etc		
Documentation and approval required	**Credit or debit adjustment requests through CAADs** ❖ Accountant's approval by signing the CAAD ❖ BM/RH approval or the designate ❖ Auditor's approval/signature and stamp ❖ In addition to the above, the below approving officers shall sign/approve a credit/debit adjustment when the amount falls within the below limits ❖ Email approvals by the BM, RH, Auditor, CRCM, CCO and MD/CEO could replace their signatures/stamp **Credit or debit adjustment requests from payment channels unit to Postpaid unit** ❖ For online transactions through payment aggregators i.e Interswitch etc, the treasury department must seek approval from the Risk department for the request (credit/debit adjustments) to be treated.	Billing Analyst	5th-20th monthly
Procedure	**Credit or debit adjustment requests through CAADs** **I. Billing Operations** a) The Regional Accountant collates the list of all validly approved CAADs and sends the requests to billing operations to treat. The Billing manager/Head Billing reviews and assigns the request to a team member for posting on the billing system	• Billing manager/Head Billing, Central Billing Billing Analyst	48 Hrs

b) The Billing Analyst must review the request for accuracy of words, figures and approved signatories based on the adjustment amount before posting the transaction

II. Postpaid Operations Central Billing

a) Where the request is sent to the Postpaid team (billing operations) to treat, the Billing Analyst will check the signatories and treat the transaction.

Credit or debit adjustment requests from Agency and Channels unit, processed by Postpaid Operations team (HO)

I. The treasury department collates the list of online transactions requiring credit and debit adjustments, verifies the accuracy and validity of the transactions, and sends the request to the Risk department for approval before sending the credit/debit adjustment request to Billing operations to treat.

II. The Billing manager/Head Billing reviews the request and assigns it to a team member to treat

III. The Billing Analyst checks for all applicable approvals depending on the adjustment amount, reviews the transaction for correctness and treats the request on the billing system to complete the transaction.

4.6.4 Flowchart for Customer Account Adjustment Document

CAAD → Check for approval (BM/RH, Auditor)

Check for approval (BM/RH, Auditor) → Credit Adjustment?

Credit Adjustment? → Billing analyst treat as debit adjustment

Credit Adjustment? → Billing analyst treat as credit adjustment

Billing analyst treat as debit adjustment → QA vet treated CAAD transactions

Billing analyst treat as credit adjustment → QA vet treated CAAD transactions

QA vet treated CAAD transactions → CAAD marked as treated correctly

4.7 POSTPAID UNIT

4.7.1 Customer Record Management Document (CRMD)

4.7.2 Process Owners

WORKFLOW ACROYNYM	SOURCES OF DATA	INITIATORS DESIGNATION	1ST LEVEL APPROVAL	2ND LEVEL APPROVAL	FINAL APPROVAL	PROCESSED BY
CRMD	E-mail Hardcopy Mobile App	DSSO CCU	SCO	PM BM RH	AUDIT	Billing Analyst

4.7.3 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
A)	**UNMETERING A CUSTOMER'S ACCOUNT**		
Overview	When a customer's account is unmetered on the Billing system, the Billing Analyst updates the CRMD on SMARTPOWER billing application. The request could come through CRMDs. Metered postpaid customers with faulty, bad or non-functional meters could be placed on Direct for a period based on request by the DSSO/SCO (Region). Customers' accounts on fixed mode are billed using average daily consumption (ADC).		
Documentation and approval required	The customer's average daily consumption (ADC) used must be approved by the Head customer care. Where the request comes through CRMD, it must be approved by the RH/BM, then approved and stamped by the Auditor. Email approvals by the RH and the Auditor could replace their signatures and stamp for requests through CRMD.	• Head Customer care • RH/BM • Auditor	
Procedure	Billing operations receive a request from the Region to Unmeter a postpaid customer's	• RH/BM	48 hrs

	account or place the account on Direct which must have been approved by the RH and Auditor **Single customer requests** a) The Billing Manager reviews the request and assigns it to a team member to treat on the billing system. b) The QA Officer reviews the postpaid meter number on the CRMD to be same with the existing meter number on the billing system for the customer, review other details of the customer to be accurate. c) The QA reviews the changes on the customer's account on the billing system as captured by the Billing Analyst and confirms the transaction on the billing system. He/she informs the Billing Analyst of any error in the transaction treated. **Bulk request for upload** a) QA reviews the request and compiles the list of customers involved, their postpaid meter number and any other details required to the Billing Analyst covering the region to treat. b) The Billing Analyst reviews the request and treats it on the billing system	• Auditor • The Central Billing	
B)	**ACCOUNT REACTIVATION/ DEACTIVATION**		
Overview	**Account Reactivation** This involves changing the status of an existing account on the billing system (SMARTPOWER) to **ACTIVE** status. **Account Deactivation** This involves changing the status of an existing account on the billing system (SMARTPOWER) to **INACTIVE, SUSPENSION** or **CLOSED** statuses.	Billing Analyst	20th – 25th Monthly

	• When a Postpaid customer's account status is on Inactive, SMARTPOWER application will **not** bill the customer and bill will not be printed for the customer for the period the account remains on Inactive status • When a Postpaid customer's account is on Suspension, the customer will **not** be billed on SMARTPOWER application. • When a customer's account is closed, the customer's bill details will **not** be generated on SMARTPOWER application. This means that SMARTPOWER application will **not** bill the customer and bill will not be printed for the customer for the period the account remains closed.		
Documentation and approval required	❖ Account deactivation request (CRMD) should be signed-off by the RH/BM. ❖ Account reactivation request (CRMD) should be signed-off by the RH/BM and the Regional Auditor. ❖ The request must be approved by the RH or the designate. Email approvals by the RH/BM could replace their signatures and stamp on the request form. ❖ The RH must approve all account reactivation and deactivation requests	• RH/BM • Auditor	20th – 25th Monthly
Procedure	I. The Regional MIS collates the list of customers' accounts to be reactivated or deactivated, review and sends the softcopy/ hardcopy (CRMD) of the collated and duly approved list of accounts to Billing Operations to treat. **Single processing request**	• Billing	48 Hrs

	II. The Billing manager/Head Billing reviews the request and assigns it to a team member to treat. III. The Billing Analyst reviews the request and treats it if accurate. **Bulk request for upload** II. The Billing Analyst treats for the Region he/she covers. The Billing Team must be in copy of the mail to monitor compliance. III. The Billing Analyst reviews the request and treats.		
C)	**MIGRATING A CUSTOMER TO PREPAID**		
Overview	CRMD is raised for customer to be migrated to a prepaid customer. The Billing system (SMARTPOWER) does not bill customers' accounts that are converted to PPM. The outstanding balance on a Postpaid customer's account is nil-off on the billing system (SMARTPOWER) and migrated as debt to the prepaid account. Functional postpaid meter should be read off and billed off before migration to PPM. The prepaid account details should include the migrated postpaid account number in case the prepaid meter got bad. There should be a 'Read off' of a postpaid account with functional meter before it is replaced with a prepaid meter.	• MIS • Regional Accountant • RH/BM • Regional Auditor or Risk Officer	20th – 25th Monthly
Documentation and approval required	A list containing the details of customers to be migrated to PPM	• RH/BM • Auditor	

Procedure	The Billing Analyst treats the CRMD for migration to PPM The Billing Analyst place the customer on close and nill off the outstanding amount to be migrated to the PPM account details for the customer. **Note:** *The QA confirms the right procedure was taken by the Billing Analyst*	• Billing Analyst	20th – 30th Monthly

D)	**CHANGE/CORRECTION OF ACCOUNT NAME, ADDRESS & PHONE NUMBER**		
Overview	Customers' names, addresses and phone numbers could be changed, corrected or updated as applicable. Change /correction of name or address involves changing a customer's existing name or address to a new name or new address on SMARTPOWER. Name change could be due to change of house ownership. Both name change and address change must not be as a result of relocating a meter assigned to the original customer or previously mounted in a particular property/ location.	Billing	20th – 30th Monthly
Documentation and approval required	❖ **Change of name** Customer's written request addressed to BEDC or a filled CRMD with the approving signatories below ❖ RH's approval (Name and signature) ❖ For outright/complete change of all account names belonging to a particular	• RH/BM • Auditor	20th – 30th Monthly

	customer, the customer's valid means of identification showing all the new names is required for the change ❖ Court affidavit stating that the old prepaid account names attached to the meter number xxxxx are now changed to the stated xxxx new names with reasons ❖ If the name change is due to change of house/property ownership, the document showing the sale/transfer of the property to a new owner is required in place of the court affidavit (Email approvals by the RH, Auditor and the RH could replace their signatures and/or stamp on the request form or CRMD) ❖ **Correction of name** ❖ For correction of name, changing part of any of the names not correctly spelt or addition of a name to the existing names, customer's request approved by the RH only are sufficient to treat the request. ❖ **Address change/correction** ❖ Customer's request or a filled CRMD approved by the RH is sufficient to treat the request. ❖ **Phone number change/correction** ❖ Customer's request or a filled CRMD approved by the RH is sufficient to treat the request. (Email approvals by the RH could replace their signatures and/or stamp on the request form or CRMD. Where the approvals are on the CRMD, every sheet of the CRMD must be signed by the approving officers)		

	(Note: The Postpaid billing operations department could process account name change, address change and phone number change based on management's directive, business decision or as advised by MIS unit with necessary approvals.		
Procedure	I. The Billing manager receives customer's instruction, request from a filled CRMD duly approved for change/correction of name, address or phone number, reviews the request and assigns it to a team member to treat **Single processing** II. The Billing Analyst checks the request for the below: a) Completeness of the details to be changed/corrected b) The documentation and approvals required c) He/ She then treats the request if okay. III. Where the requirements are not met, the QA must officially notify the sender of the request of the deficiencies and why the request could not be treated. **Bulk request for upload** II. Upon RH/BM's approval, the MIS sends the request to Billing operations to treat. The billing team must be in copy of the mail to monitor compliance. III. The Billing Analyst reviews the request for the below:	• MIS/CCU • Billing Analyst • QA	

	a) Completeness of the details to be changed b) The documentation and approval required c) He/ She then treats the request if okay.		
E)	**CUSTOMER'S ACCOUNT TARIFF CHANGE**		
Overview	Change of customer's tariff involves changing the account classification of an existing customer on SMARTPOWER from one tariff class to another. A change in customers' tariff may affect the customer's bill due to the difference in tariff amount, whether upwards or downwards. The service reflective tariff ranges from Band A-E <table><tr><td>**Service Band**</td><td>**Hours of supply**</td></tr><tr><td>Band A</td><td>Minimum of 20 hours</td></tr><tr><td>Band B</td><td>Minimum of 16 hours</td></tr><tr><td>Band C</td><td>Minimum of 12 hours</td></tr><tr><td>Band D</td><td>Minimum of 8 hours</td></tr><tr><td>Band E</td><td>Minimum of 4 hours</td></tr></table>	Billing	
Documentation and approval required	❖ The DSSO must sign-off the request (CRMD) for change of customer's tariff ❖ The request must be approved by the RH/Audit (Email approvals by the RH/BM, Audit could replace their signatures/stamp on the request form)	• DSSO • RH/BM • Auditor	N/A
Procedure	I. The MIS sends a duly approved request by RH/BM for customer's tariff change to the central billing.	• MIS • RH/BM • Billing Analyst	

	II. The Billing manager/Head Billing assigns the request to a team member to treat.		24 hrs
	III. The Billing Analyst reviews the customer's details for correctness and the required approvals and treat the request.		
	IV. Requests from other departments are sent to the Postpaid team (HO) to treat.		
	V. The Billing Analyst reviews the request for correctness, ensures that the required approvals are in place and treats it.		

F)	CHANGE OF CUSTOMER'S LAST ACTUAL READING (LAR)		
Overview	Change of LAR is the process of changing the last actual Meter reading for a Postpaid customer's account on the billing system. Often times, where a customer's meter reading was wrongly captured previously, the wrong reading will need to be changed to the correct reading. LAR change must not be as a result of fraudulent change/alteration of the physical meter reading at the customer's premises	Billing	N/A
Documentation and approval required	❖ A request signed by the DSSO showing customer's correctly captured meter reading ❖ RH/BM approval, Auditor and CRCM approval ❖ Where the approvals are on the CRMD. each page of the CRMD must also be signed by the approving officers	• DSSO • RH/BM • Auditor • CRCM	N/A
Procedure	I. The MIS sends the duly approved request to billing operations to treat	• MIS	Same day

	Single processing request II. The Billing manager/Head Billing assigns the request to a team member to treat III. The Billing Analyst reviews the request for the required approvals, correctness of customer's details and treat the request on SMARTPOWER IV. The QA checks that the information captured by the Billing Analyst is correct. **Bulk request for upload** II. The Billing manager/Head Billing sends the bulk request to the Billing Analyst covering the region to treat. The Billing Analyst must be in copy of the mail to monitor compliance. III. The Billing Analyst reviews the request for appropriate approvals, required template for upload and treats it on the billing system (SMARTPOWER). IV. The QA checks that the information captured by the Billing Analyst is correct	• Billing Manager • Billing Analyst • QA	
G)	**ADDING OF LATITUDE & LONGITUDE TO AN ACCOUNT**		
Overview	*Latitude* and **longitude** are points that show the geographical coordinates of a customer's address/location on the earth. *Latitude* points North or South while longitude points West or East. An example of latitude and longitude is 41°11'21.7''**S** 185°43'58.7''E or 8.204498,5.56075 Where an existing account does not have latitude and longitude on SMARTPOWER, the correct latitude and longitude can be uploaded afresh on the account through the GIS enumeration update.	N/A	N/A

	Where an existing account have a wrong/incorrect latitude and longitude, an upload of the correct latitude and longitude overrides/replaces the existing wrong one on the billing system from GIS data.		
Documentation and approval required	❖ A request approved by the RH, showing customer's correctly captured latitude and longitude ❖ Where the approvals are on the CRMD, each page of the CRMD must also be signed by the approving officers (Email approvals by the RH could replace their signatures/stamp on the request form/CRMD)	• MIS • GIS • RH/BM	N/A
Procedure	a) The GIS team sends the duly approved request to the central billing. b) The Billing Analyst sends the request to the Billing manager/Head Billing to treat. The billing team must be in copy of the mail to monitor compliance. c) The Billing manager/Head Billing reviews the request for appropriate approvals, required template/format for upload and treats the request on the billing system (SMARTPOWER).	• GIS • Billing Manager	24 hrs
H)	**INTERHUB MIGRATION OF POSTPAID ACCOUNTS**		
Overview	This is the process of moving/transferring/migrating customers' accounts from one sub region to another sub region on the billing system (SMARTPOWER). This could also be as a result of splitting a region, creation of a new sub region or other reasons	Billing	N/A

Documentation and approval required	❖ CRMD request signed/approved by the concerned RHs. ❖ The Risk department approves this request. ❖ The RCM/CCO gives the final approval on this request.	• RH/BM • Auditor • RCM/CCO	N/A
Procedure	I. The RH sends the duly approved CRMD/request to the central billing for processing. II. The Billing manager/Head Billing reviews the request for correctness and the required approvals and sends the request to the Billing Analyst to treat III. The Billing Analyst reviews the request for correctness and the required approvals before treating it on the billing system (SMARTPOWER).	• Billing Analyst	48 hrs

I)	CHANGE/ADDING OF METER DETAILS TO A POSTPAID ACCOUNT		
Overview	**Change of meter details:** This is the process of changing the meter information of an existing metered post-paid customer on the billing system (SMARTPOWER). This may occur if the previous meter is faulty or damaged and the customer is given a new meter. **Insertion of meter number/details:** This occurs when an existing Postpaid customer's account that was previously unmetered is now metered. The customer's account will be updated with the new meter details on the billing system (SMARTPOWER)	Billing	N/A
Documentation and approval required	❖ A signed request from the DSSO ❖ RH/BM's and auditor's approval ❖ Requests and approvals can also be made via email and the meter installation form should be added to the CRMD or mail.	• DSSO/CNSO • RH/BM • Auditor	N/A

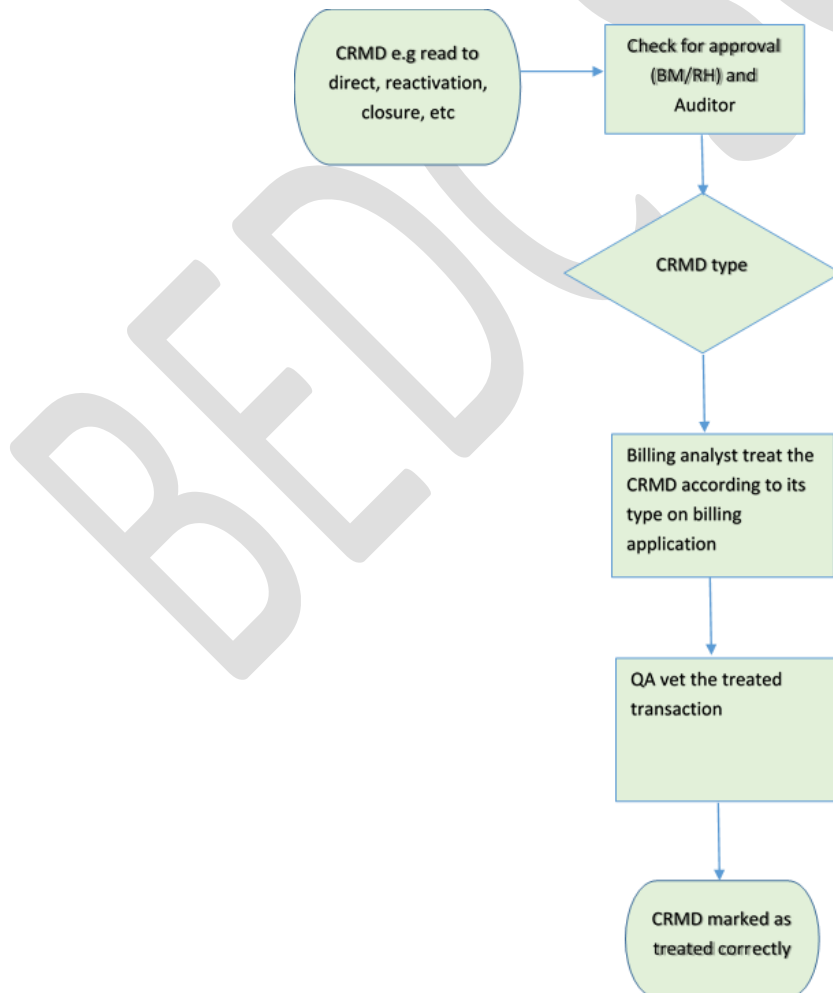|			
Procedure	I. The DSSO sends the approved request to Billing operations through the Regional MIS. II. The Billing manager/Head Billing assigns the request to a team member to treat III. The Billing manager/Head Billing reviews the request for the required approvals, correctness of customer's details and treat the request. IV. The QA checks the changes carried out on SMARTPOWER for correctness and appropriateness.	• MIS • Billing Analyst	24hrs

4.7.4   Flowchart for Customer Record Management Document (CRMD)

4.8   POSTPAID UNIT

4.8.1   Postpaid New Customer Setup/Billing Suite

4.8.2   Process Owners

WORKFLOW ACROYNYM	SOURCES OF DATA	INITIATORS DESIGNATION	1ST LEVEL APPROVAL	2ND LEVEL APPROVAL	FINAL APPROVAL	PROCESSED BY
Postpaid new customer setup/billing suite	Billing Suite App	DSSO/BU	SCO	Billing Operation	BM/RH	Smart Power Billing Application

4.8.3   Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	This is the process of capturing the details of new customers, bringing them into the billing net and creating a new postpaid account with an account number in the billing system for the new customers.	N/A	N/A
Documentation and approval required	❖ New setup is captured by DSSO using the company approved mobile App e.g., Route Marshal or softcopy of excel format of the details to be captured. ❖ New setup details should include the coordinates of the customers' building. ❖ **Approval**: SCO verifies the transaction via the company approved mobile App e.g., Route Marshal app. Then the Audit and Billing team Approves using the Audit and Billing Suite. The Excel files for Manual capture where the APP is not available is approved by the BM/RH and Audit	• DSSO • CSO • BM/RH • AUDIT	N/A
Procedure	I. The new setup gets updated on the billing application automatically using the API.	• DSSO • SCO	

	II. QA checks for the confirmation of the new setup on the billing system and provide the new account details to the team.	• QA	
			72 Hrs

4.8.4 Flowchart for Postpaid New Customer Setup/Billing Suite

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┌──────────────────┐         ┌──────────────────┐         ┌──────────────────┐
│ Capture New setup│────────▶│  SCO Verification │         │ Excel Format of  │
│ via DSSO Mobile  │         │                   │         │ Details from BU  │
│ App              │         │                   │         │ for Manual       │
└──────────────────┘         └──────────────────┘         │ Capturing        │
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                             ┌──────────────────┐                  │
                             │ BILLING SUITE    │                  │
                             │ APPROVAL         │                  │
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                             ┌──────────────────┐                 │
                             │  API Handshake   │                 │
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                             │ Manually on      │
                             │ Billing Application│
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                             │ accounts         │
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                             │ New Account setup│
                             │ on billing       │
                             │ application      │
                             └──────────────────┘
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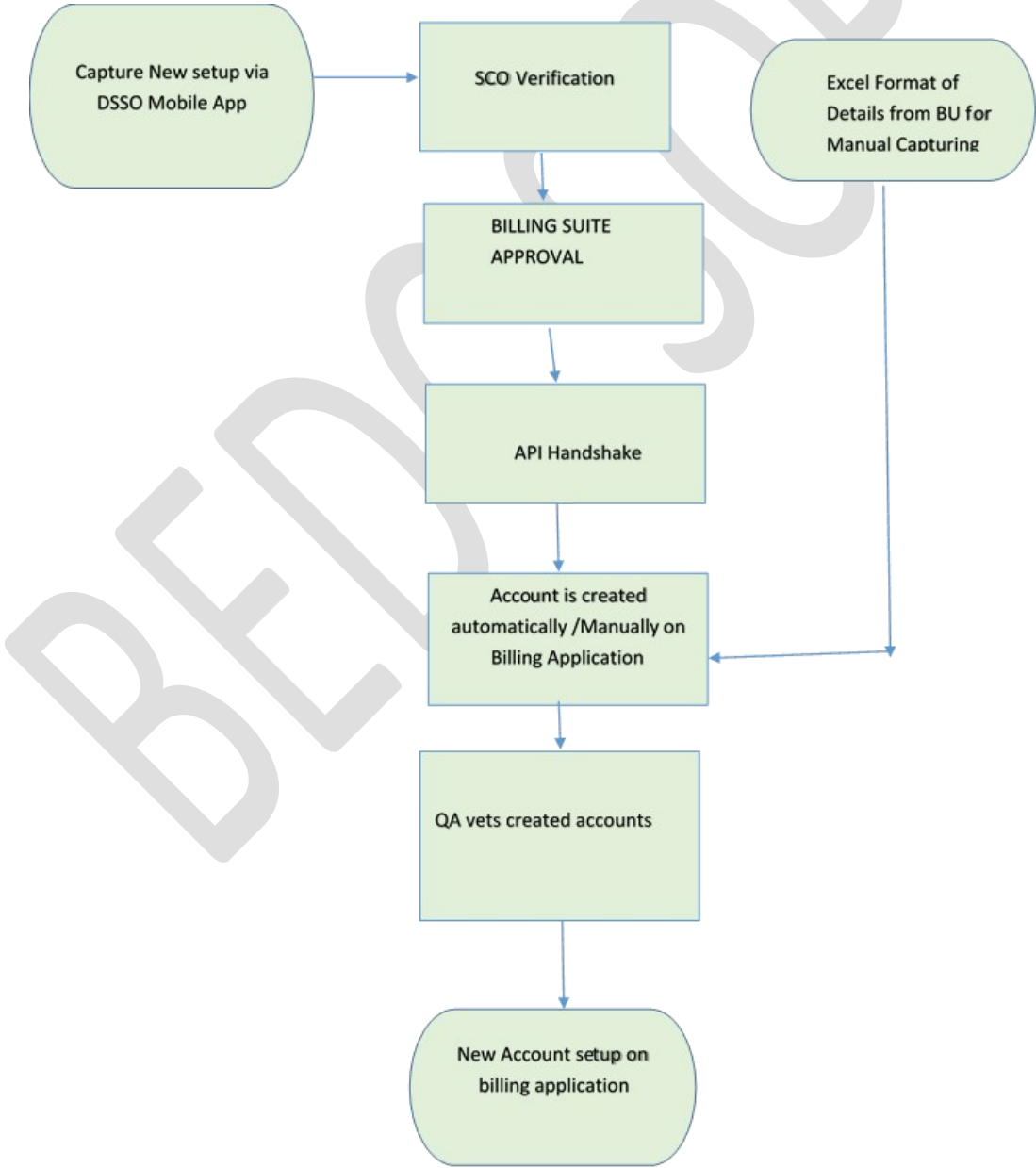
4.9 POSTPAID UNIT

4.9.1 Postpaid Billing Activities

4.9.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
A)	**BILL GENERATION**		
Overview	This is the generation of energy consumption invoice for metered & unmetered customers, MD & NMD customers. It involves obtaining customers' meter readings and consumption units of unmetered customers based on hours of power supplied to the unmetered customers and billing the customers on the billing system based on the customer's service band and tariff class. The Postpaid billing cycle commences from when the billing file module is opened for monthly billing to when it is closed after billing the customers on the billing system. Oftentimes, this is within 1st – 5th of the month **Trial Billing (TB) This is a pre-billing report which** Contains details of customers with current readings that are equal to or greater than their meter readings used in the previous billing month. It often contains both active and suspended customers It also contains details of customers to be billed on direct and averages including their read modes **Reading sheet:** Contains all active and suspended customers that are metered	Billing	N/A

	Billing efficiency report: This shows the percentage comparison in the amount of energy received by each subregion, Feeder or DT per month and the energy billed for that same month		
	Billing variance report: This shows the current month's billing figures per subregion, less the previous month's figures		
Documentation and approval required	❖ Reading sheet and list of consumption units ❖ Consumption demo report ❖ Consumption proof list ❖ RH/BM approval	• RH/BM	N/A
Procedure	I. The Billing manager/Head Billing sends a request mail to the RHs for consumption figures/ meter readings for the consumption month preceding the billing month. II. The MIS collates and sends to the Regional Head to review for correctness and sends it to the Billing Analyst covering the region. The billing team must be in copy of the mail III. The Billing Analyst carries out the below tasks on the consumption figures/meter readings received: a) Uploads the meter readings b) Generates the reading sheet and uploads the meter readings sent from the region c) The team downloads trial billing and sends to the Region. d) The CCU is copied for validation of Benchmarked customers	• MIS • DSSO • SCO • PMs • RH/BM • CCU • Billing	25th – 5th of next month

	billing and revert where necessary corrections are required.		
	IV. The read customers and estimated customers (Metered customers) are sent by the Billing manager/Head Billing to the RH/BM to review for correctness with what the RH/BM sent initially and if he/she intends to make further changes		
	V. The RH then sends correction for uploading on the billing system		
	VI. Correction continues by the region within the timeline		
	VII. Where there are no further corrections, the Billing manager/Head Billing sends the final trial billing to the RH/BM for final approval.		
	VIII. The RH/BM considers the billing efficiency report and the billing variance report in consideration while approving.		
	IX. The RH/BM will review the final trial billing (metered/unmetered or MD/NMD), the required approvals for the below criteria		
	a) All customers to be billed are attached to DSS and feeder		

b) Ensure that active prepaid customers are not billed and that their accounts are moved to PPM on the billing system

c) Review the previous billing pattern of customers with high/low consumption figures on the final trial billing against their current bill

X. QA reviews the list showing customers' energy consumption for the billing period for the below:

a) All customers to be billed are attached to DSS and feeder

b) Ensure that active prepaid customers are not billed and that their accounts are moved to status P on the billing system

c) Review the previous billing pattern of customers with high consumption figures on the final trial against their current bill

XI. The QA must ensure that all customers are billed based on the approved trial billing

XII. The Billing manager/Head Billing then generates the customer's bills on the billing system (SMARTPOWER) to complete the billing process and notifies the billing team for bill printing.

Note:

	a) Bills should be generated from billing operations Postpaid Operations unit b) The generated bills should be downloaded and printed at the central billing centre and dispatched to the Business units/service centres (1st – 5th for all customers)		
B)	**BILL DELIVERY**		
Overview	This is to ensure that bills printed are collected and delivered to the customers to enable customers commence payment timely	Billing	N/A
Documentation and approval required	Billing operations have a register named **"BILL DESPATCHED REGISTER"** in place in the below format to track bill collection • Name Of Sub Region • Customer Type • Service Unit • Count Of Bills • Name And Designation Of Staff For Bill Pick-Up • Date And Signature	Business Unit staff	N/A
Procedure	I. The Billing manager/Head Billing notifies all region through their RH to come for pickup of customers' electricity consumption bills printed for their bills for the month. This should be immediately after printing of the bills	• Head of Billing • Billing Manager • Billing Analyst	Immediately after bill printing

	II. The Regions are expected to send a representative for pick-up of the bills with a means of identification.	
	III. The representative shall acknowledge receipt and collection of the printed electricity consumption bill at the Billing centre by signing off the bill despatch register with their name, designation, date and sign.	

4.9.3 Flowchart for Postpaid Billing Activities
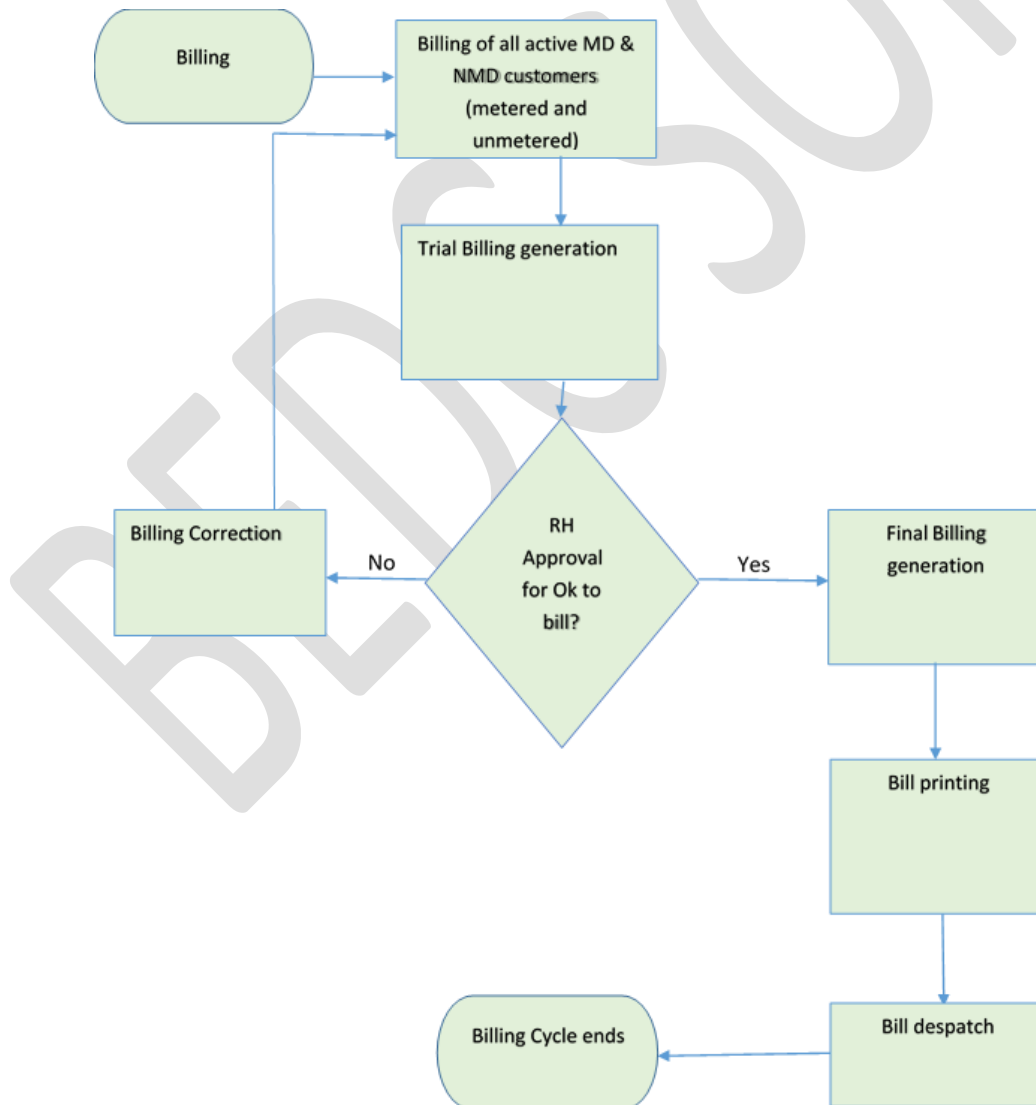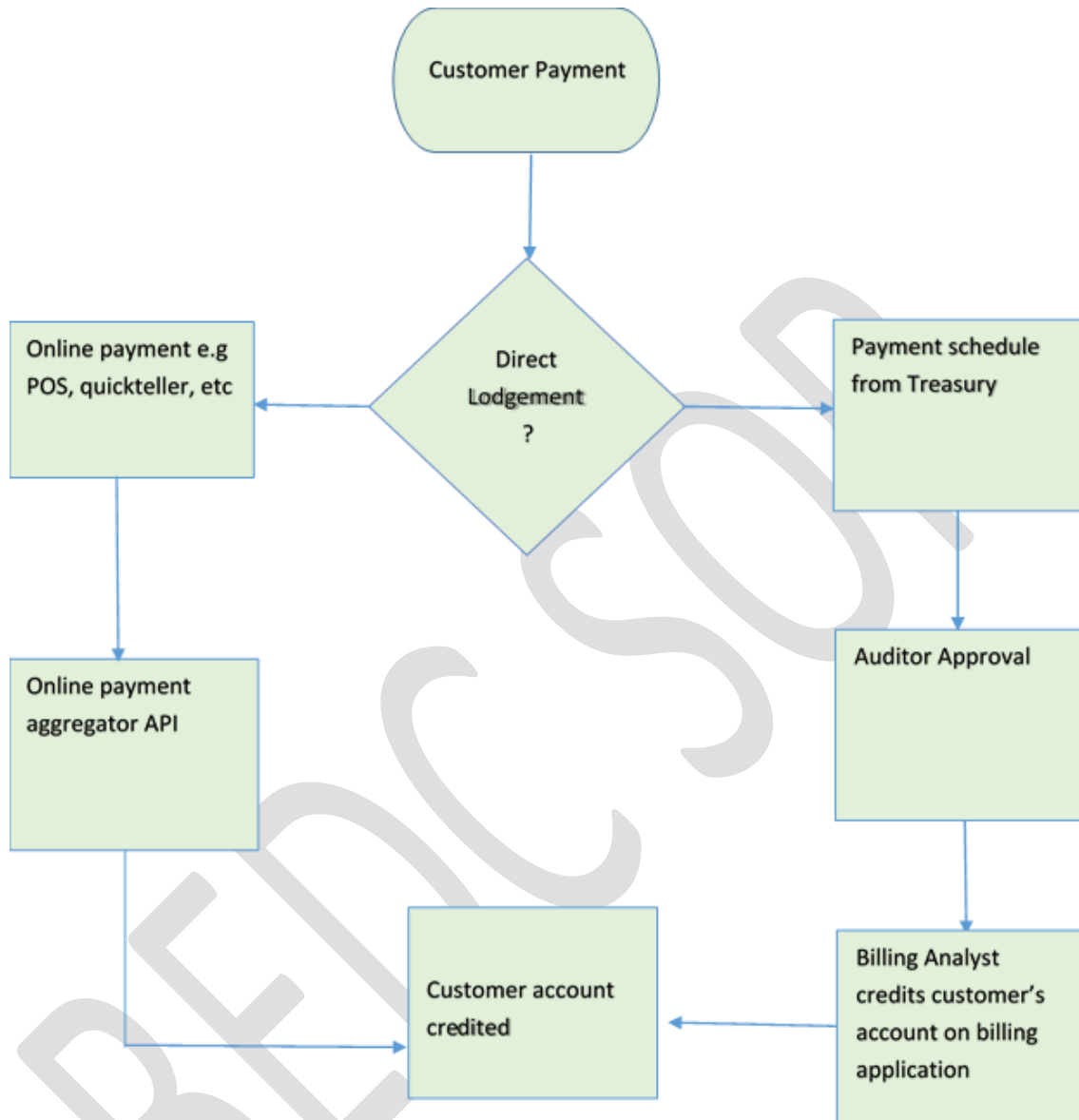
4.10   POSTPAID UNIT

4.10.1 Direct Payment

4.10.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	These are payments made directly into BEDC's bank account by customers through cheque deposits, cash deposits and bank transfers. Direct payments are different from payments made through payment aggregators to BEDC i.e baxi, interswitch etc	N/A	N/A
Documentation and approval required	❖ A schedule of direct lodgement payments to be posted by the Postpaid Team member. The Risk officer approval/signature must be on the direct payment schedule ❖ BEDC bank statement of account evidencing receipt of the direct payment.	• Regional Accountant • Treasury • Risk Officer	N/A
Procedure	I. The DA sends a signed and auditor's approved direct payment schedule to the Billing manager. The direct payment schedule must show the customer's name, account number, payment amount, payment date, Business Unit's name etc. The DA must also send BEDC's bank statement capturing all payments in the schedule II. The Billing manager/Head Billing reviews the request and assigns it to a team member to treat III. The Billing Analyst reviews the request for the below before treating it: a) There are no duplicated entries on the schedule with a single payment on the bank statement. b) Check for same account number with different account names in more than 1 entry	• Regional Accountant • Risk officer • Billing Analyst	24 Hrs

	c) The request exists on the bank statement		
	d) The payment on the bank statement has not been posted to the customer or any other customer previously		
	e) Check for completeness of the account numbers on the schedule sent by the DA		
	f) Diligently check each of the entries (Account name, payment date and amount) on the schedule against what is on the bank statement for similarities/differences		
	g) Confirm on the billing system that the account name assigned to the account number on the system is same with the account name assigned to the account number on the schedule sent by the DA		
	h) Where there are established discrepancies, The billing manager should send back the schedule to the DA for clarifications, adjustment of the schedule, sign-off and representation of the new/corrected schedule for posting		
	IV. QA reviews the accuracy of the postings made by the Billing Analyst on the billing system		

4.10.3 Flowchart for Direct Payment

```
                        ┌─────────────────────┐
                        │   Customer Payment   │
                        └─────────────────────┘
                                   │
                                   ▼
┌──────────────────┐         ◇ Direct ◇         ┌──────────────────┐
│ Online payment   │◀────── Lodgement ──────▶  │ Payment schedule │
│ e.g POS,         │          ?                  │ from Treasury    │
│ quickteller, etc │                             └──────────────────┘
└──────────────────┘                                      │
         │                                                ▼
         ▼                                      ┌──────────────────┐
┌──────────────────┐                            │ Auditor Approval │
│ Online payment   │                            └──────────────────┘
│ aggregator API   │                                      │
└──────────────────┘                                      ▼
         │                                      ┌──────────────────┐
         │            ┌──────────────────┐      │ Billing Analyst  │
         └──────────▶ │ Customer account │◀──── │ credits          │
                      │ credited         │      │ customer's       │
                      └──────────────────┘      │ account on       │
                                                │ billing          │
                                                │ application      │
                                                └──────────────────┘
```

4.11   PREPAID UNIT
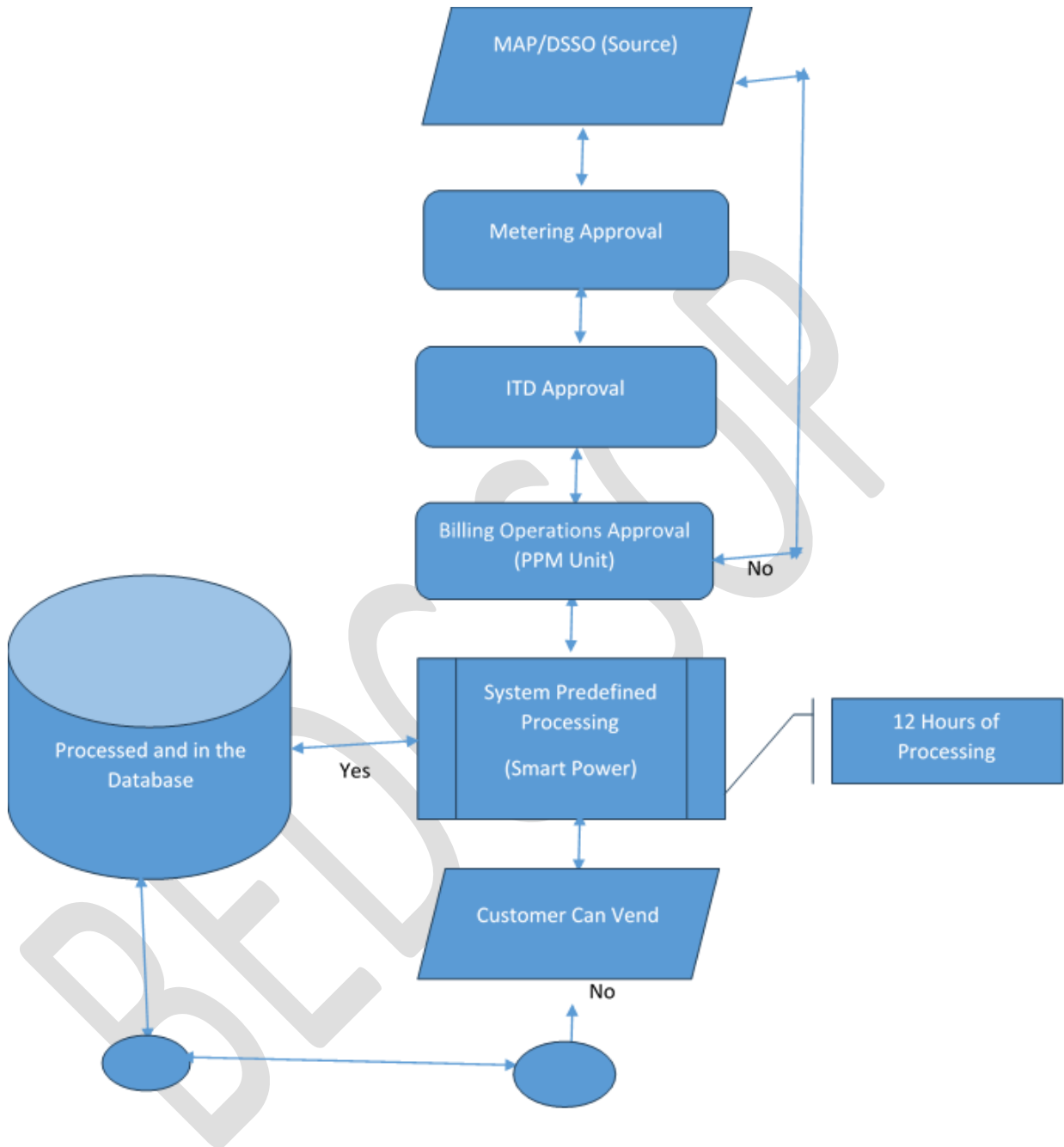
4.11.1 PPM/Billing Suite

4.11.2 Process Owners

WORKFLOW ACROYNYM	SOURCES OF DATA	INITIATORS DESIGNATION	1ST LEVEL APPROVAL	2ND LEVEL APPROVAL	FINAL APPROVAL	PROCESSED BY
Meter awaiting	Billing Suite App	MAP DSSO	Metering	ITD	Billing Operation	Smart Power

PPM/Billing Approval					Billing Application

4.11.3 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
A)	**METERS AWAITING PPM / BILLING APPROVAL**		
Overview	Meters Awaiting PPM/Billing Approval are those Meters that are either MAP or Rollout for seamless Capturing or programming into the Smart Power Billing Application. The MAP must follow the MAP specification and payment made before the Meter will be finally programmed into the Billing System. The Rollout Meters are those owing huge outstanding that will be made to pay some percentage of the debt before they will be given a free meter in the Rollout program.		
Documentation and approval required	The MAP and BEDC (Regions) are responsible for the documentations via the PPM/Billing Suite. MAP Team documents the MAP and the BEDC (Regions) documents the Rollout Meters. Awaiting Meter Approval will then show in the dash board of PPM Operations for checking and approval by the Team.	• MAP/DSSO • Metering • ITD • PPM-Operation	
Procedure	Billing operations receive a request from Metering and the Regions to check via the dash board of the Billing Suite and then approved for the Smart Power Billing Application to process for the customers to vend.	• MAP/DSSO • Metering • ITD • PPM-Operation	12 hrs

4.11.4 Flowchart for PPM/Billing Suite

4.12   PREPAID UNIT

4.12.1 Prepaid Meter Programming

4.12.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	Programming of prepaid meters involves assigning customers' Postpaid accounts to prepaid meters with a prepaid meter number on the billing system (Smart Power). This enables the customers to purchase electricity units (KWH) for use through vending. The requests could come through NMMP, MAP or Rollout, Etc. **Factorization Of Arrears, Preload and Unbilled Consumption** • **Arrears:** During the installation process of a meter, the customer's arrears on his/her post-paid account (if any) are factored by the Prepayment Operations (PPM-IT) Unit on the customer's prepaid account on the billing system (SP). This must be factored immediately during installation of the meter if written in the installation for or later through batched migration, adhering to the repayment schedule • **Default/Initial Units:** The default or initial amount factored is based on the number of units the prepaid	• Metering • Risk	N/A

	meter was programmed with by the manufacturers. The unit is multiplied by the customer's tariff class and service band charge by the PPM-IT Unit to arrive at the default unit amount to be factored. This must be factored immediately during programming of the meter by the PPM-IT Unit. • **Unbilled energy used:** This is the naira equivalent of the energy consumed by a Post-paid customer between the last billed date on the billing system and when the customer was programmed on the billing system (Smart power), provided the programmed date is before the next billing date. This is calculated by the BU or Region and sent to Risk and internal Audit for Confirmation and then send to PPM-IT using the customer's tariff, hours of supply (feeder service band) and the number of days based on the debt repayment plan signed by the customer and BEDC • Postpaid meter number be included in the prepaid meter debit ledger.		
Documentation and approval required	**Documentation**	• Metering • Risk • PPM-IT	N/A

	❖ E-mail request in the standard programming template from the BU or Regional Head. ❖ Download of customers' installation form approved by Risk **Approval** ❖ Risk and Internal Audit Manager approval (for requests on MD and Special meters only)		
Procedure	**MAP** I. All MAP Meter and other meters are captured or uploaded seamlessly by the App. II. ITD tag the meter after payment and send to risk and internal Audit for Approval. III. Risk and Internal audit Approved for Seamless capturing a) That the customer's details are on the MMS or Route App list b) If the meter number has been uploaded on Smartpower by ITD and Risk c) Customer's Post-paid account arrears on the billing system (smart power).	• Risk Manager • ITD • PPM-IT Unit	

	I. If okay, the PPM-IT treats the requests on the billing system (smart Power).		

4.13   PREPAID UNIT

4.13.1 Change/Correction of Prepaid Customer's Tariff

4.13.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	This is the change/ correction of customers' existing tariff class on the billing system (SP and SPI). The old tariff codes are aligned with the new tariff classes (NMD, MD1 & MD2) for each service band. <table><tr><th>New Tariff Class</th><th>Old Tariff</th></tr><tr><td>Lifeline</td><td>R1</td></tr><tr><td>NMD (Non-Maximum Demand)</td><td>R2, C1, D1, A1</td></tr><tr><td>MD1 (Maximum Demand) - Low Voltage</td><td>R3, C2, D2, A2, S1</td></tr><tr><td>MD2 (Maximum Demand) - Medium/High Voltage</td><td>R4, C3, D3, A3</td></tr></table>	• Metering • Risk • PPM-IT	N/A
Documentation and approval required	❖ An email request from the BU or region ❖ Risk manager approval	• BU • Region • Risk	N/A
Procedure	I. The BU or Region or his designate sends the request to the Risk and copy PPM-IT Unit II. Risk approval the mail III. The Head PPM-IT assigns the request to a team member to treat	• PPM-IT • Head Billing	N/A

4.14   PREPAID UNIT

4.14.1 Reversal of Wrong Transaction (Credit Token)

4.14.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	Reversal of wrong transaction is to undo a transaction done in error by a customer or cashier by reversing the transaction value back to the customer or the customer's correct account. **Causes of wrong transaction** • Wrong meter number used • Wrong amount inputted etc	• PPM-IT • Treasury • CCU/CNSO	N/A
Documentation and approval required	❖ An email request from the BU/Region/ customer care unit ❖ Treasury Confirming the Transaction to ensure amount involved is in BEDC account ❖ Risk manager approval	• Treasury • Risk	N/A
Procedure	I. The BU/region or his designate/ CCU sends an email request to the Risk and copy PPM-IT II. The PPM-IT assigns the request to a team member to treat III. The PPM-IT requests for approval where necessary, reviews the request to ensure that the transaction was actually processed using the wrong meter number or processed with wrong amount inputted/purchased, whichever is applicable IV. If the transaction actually existed, the PPM-IT requests the Account Officer/Risk/RPD to; a) Load the purchased credit token on the meter. The meter that has the meter number used for the wrong vending. b) Where the request is wrong amount inputted/purchased, the Officer loads the	• Regional Accountant • Risk • PPM-IT	N/A Or the Availability of light in the feeder

purchased token on the customer's correct meter, whichever is applicable

V. The PPM-IT and Risk will request for pictorial evidence of the below details from the Officer to arrive at the actual amount of compensation token to be generated

a) Pictorial evidence of the unit balance on the meter **before** loading the credit token
   b) Pictorial evidence of the unit balance on the meter **after** loading the credit token

   c) Pictorial evidence of the unit balance on the meter after loading the **clear token**

   d) Pictorial evidence of the balance after load the token generated for the equivalent of the units in the meter when arrived before loading the token.

VI. The TM, PPM Ops must have generated clear token for use by the RPO to clear the entire credit unit loaded on the prepaid meter after citing pictorial evidences of the unit balances before and after loading the credit token on the meter.

VII. The PPM-IT then generates the compensation token on the billing system (SPI or Quick Pay). This should be the equivalent of the unit balance on the customer's meter before the wrong purchased credit token was loaded on the meter.

VIII. The PPM-IT sends the compensation token to the Officer to be loaded on the customer's prepaid meter

IX. All compensation tokens generated must be sent using staff official E-mail or the particular

	complaint channel through which the complaint was received.		
	X. The PPM-IT must ensure that the wrong transaction is immediately reversed from the customer's account on the billing system (SPI)		
	XI. The PPM-IT then notifies the payment channels for reversal of the credit token payment back to the customer's account to enable the customer re-vend with the correct meter number or the correct amount, whichever is applicable.		

4.15 PREPAID UNIT

4.15.1 Compensation Token Request

4.15.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	The generation of compensation token involves generating credit token as refund in units (KwH) where clear token was applied or for unused credit token issues, refund for overcharging a customer or over factorization of a customer's arrears on the billing system (SPI). **Possible reasons for compensation token request** • Due to unused token • Overcharged arrears which could be as a result of wrong service band or overbilling before being migrated to prepaid • The customer has unused payment on the billing system (SP) • Invalid purchase amount. Purchasing the wrong amount of credit token i.e ₦500,000 instead of ₦5,000	N/A	N/A
Documentation and approval required	❖ An email request from BU/ CCU/ Region	• BU/ CCU/ RPD	N/A

	❖ Pictorial evidence of the value in units on the customer's meter from the RPD ❖ Risk approval		
Procedure	**Overcharged arrears** I. BU / Region / CCU / RPO sends a refund or compensation token request to Risk and copy PPM-IT II. The Risk reviews the request for correctness, confirming that the customer was actually overcharged and sought for the Risk Manager approval to treat the request. III. Risk Manager establishes the reason for the request and approve for PPM-IT to treat IV. The Team Lead PPM-IT assigns the request to a team member to treat V. ITD load the wallet of the PPM-IT Officer assigned to treat VI. The PPM-IT then generates the compensation token on the billing system (SPI or Quick Pay). This should be the equivalent of the unit balance on the customer's meter before the wrong purchased credit token was loaded on the meter. VII. The PPM-IT sends the compensation token to the BU/Region/CCU/RPO to be loaded on the customer's prepaid meter VIII. All compensation tokens generated must be sent using staff official E-mail or the particular complaint channel through which the complaint was received **Customer who has unused payment on Post-paid**	• BM/CCU • RPD • Risk • PPM-IT	N/A Or the Availability of supply on the Feeder

III. The TM, PPM Ops reviews the request for correctness, confirming that the customer has unused payment on the billing system (SP) and sought for the Risk approval to treat the request.

IV. Where the unused payment on SP is lesser than the outstanding debt initially factored on SPI, the outstanding debt on SPI must be refactored to capture the unused payment

V. Where the customer already started making payment or has completed payment on the billing system (SP) from the outstanding debt initially factored into the customer's prepaid account;

a) The equivalent amount of compensation token of the unused payment on the billing system (SP) will be generated for the customer where the customer has finished paying the debt previously factored on the prepaid account

b) Where the outstanding debt is lesser than the unused payment, compensation token of the difference will be generated for the customer and the debt will be refactored to zero- and no longer indebted

c) Where the unused payment is lesser than the outstanding debt on the customers' prepaid account, the customer debt on the prepaid account will be refactored to capture the unused payment and no compensation token will be generated for the customer.

d) Where the customer's debt on the billing system (SPI) is same with the unused payment on the billing system (SPI), the customer's debt will be refactored to zero and no longer indebted

Unused token

III. The PPM-IT reviews the request for correctness, confirms from the Metering Unit by mail that the

token is unused and sought for the Risk approval to treat the request after the Metering Unit confirmation

IV. The PPM-IT then generates the compensation token on the billing system (SP{/Quick Pay). This should be the equivalent of the unused token.

V. All compensation tokens generated must be sent using staff official E-mail or the particular complaint channel through which the complaint was received

Invalid purchase amount

III. The PPM-IT and Risk reviews the request to ensure that the transaction exists and was processed with wrong amount. He/she then requests for approval where necessary

IV. If the transaction actually existed, the PPM-IT requests the MO/AO/RO/RPD to load the wrongly purchased credit token on the customer's prepaid meter

V. The PPM-IT will request for pictorial evidence of the below details from the MO/AO/RO/RPD to arrive at the actual amount of compensation token to be generated

e) Pictorial evidence of the unit balance on the meter **before** loading the credit token

f) Pictorial evidence of the unit balance on the meter **after** loading the credit token

g) Pictorial evidence of the unit balance on the meter after loading the **clear token**

h) Pectoral evidence of the balance Units after compensational token has been loaded.

VI. The PPM-IT must have generated clear token for use by the MO/AO/RO/RPD to clear the entire credit unit loaded on the prepaid meter after citing pictorial evidences of the unit balances before and after loading the credit token on the meter.	
VII. ITD will load the wallet of the PPM-IT officer before the generation of the compensational Token	
VIII. The PPM-IT then generates the compensation token on the billing system (SPI or Quick Pay). This should be the equivalent of the unit balance on the customer's meter before the wrongly purchased credit token was loaded on the meter.	
IX. The PPM-IT sends the compensation token to the BU/Region/RPD to be loaded on the customer's prepaid meter	
X. All compensation tokens generated must be sent using staff official E-mail or the particular complaint channel through which the complaint was received.	
XI. The PPM-IT must ensure that the wrong transaction is immediately reversed from the customer's account on the billing system (SPI)	
XII. The PPM-IT then notifies the CCU to inform Agent or the payment channels for reversal of the credit token payment back to the customer's account to enable the customer re-vend with the correct meter number or the correct amount, whichever is applicable.	
Note: Before a compensation token is generated for a customer, mostly for unused payment on SP, the Risk and PPM-IT should confirm on SP that compensation token has not been previously generated for the customer for that same unused payment.	

4.16   PREPAID UNIT

4.16.1 Disconnection/Reconnection of Prepaid Meters on the Billing System

4.16.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Reconnection of prepaid meters:** involves reactivating a prepaid meter for electricity usage and vending activities **Disconnection of prepaid meters:** involves deactivating a prepaid meter from electricity usage and vending activities.	N/A	N/A
Documentation and approval required	❖ An email request from the BU/Region or his designated ❖ Risk approval	• BU/Region • Risk	N/A
Procedure	I. The BU/Region or the designated sends a request to the PPM-IT for disconnection or reconnection of a prepaid meter with reason(s) II. The PPM-IT reviews the validity of the request, ensuring that the request is duly approved by the RH and treats it on the billing system (SP)	• BU • Region • RH • PPM-IT	N/A

4.17   PREPAID UNIT

4.17.1 Change of Prepaid Meter Number on a Prepaid Account

4.17.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	Exchange of meter/ meter number is the process of unassigning an old meter number from a customer's account on SP application and assigning a new meter number to the customer's account. This could arise where a customer's meter was wrongly assigned previously or the customer's meter is damaged or burnt etc	N/A	N/A

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Documentation and approval required	❖ An email request from the BU/Region or his designated ❖ Risk approval, where the request is not approved by Risk	• BU/Region	N/A
Procedure	I. The BU/Region or the designated sends a request to the Risk and copy PPM-IT for change or exchange of a customer's meter number with reason(s) II. Risk reviews the request and the stated reason(s) and Risk Manager approve and send to PPM-IT III. The Head PPM-IT assigns the request to a team member to treat IV. The PPM-IT reviews the validity of the request and the stated reason, ensuring that the request is duly approved and treats it on the billing system (SP)	• BU • Risk • PPM-IT	N/A

4.18   PREPAID UNIT

4.18.1 Change of Customer's Account Number on the Prepaid Billing System

4.18.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Change of customer's account number**: This is the removal of a customer's Post-paid account number attached to the customer's prepaid account and replacing it with a new or another Post-paid account number.	N/A	N/A
Documentation and approval required	❖ An email request from BU/Region/ CCU/ Metering Unit ❖ RH approval ❖ Risk approval ❖ HBO's approval ❖ RH approval *(Only where the name of the new account number differs from the customer's prepaid*	• BU/Region/ CCU/ MO • Risk • HBO • RH	N/A

	account name and will require the prepaid account name to be changed to the name of the new account number			

Procedure	I. BU/ CCU/ MO sends a request for change of customer's account number to the PPM-IT
	
	II. The PPM-IT reviews and assigns the request to a team member to treat
	
	III. The PPM-IT ensures that
	   a) The request is duly approved as applicable.
	   b) That the name and address of the new post-paid account is same with what's on the prepaid account. If same, he/she initiates the replacement of the old account number with the new one on SP
	
	IV. After changing the customer's account number on SP, the PPM-IT:
	   a) Refactors the balance of the customer's arrears previously captured on the billing system (SP) to capture the total debt on main account and the bypassed account(s) If the old or new account is a bypassed account of same customer
	
	   b) Where the name difference is as a result of initial wrong meter programming, PPM-IT staff must request for the HBO's approval to correct the error. The debt must be refactored to reflect that of the correct post-paid account.
	
	   c) The Risk Manager must ensure that the Post-paid team restores the wrong account back to its initial status before the error was made, as long as the wrongly assigned post-paid account does not currently have a prepaid meter attached to it
		• BU/ CCU/ MO
		
		• RISK
		
		• PPM-IT
			N/A

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
	d) Where the name and address of the new post-paid account differs from the prepaid account name on the billing system (SP), the PPM-IT changes the name and address only after it must have been approved by the (RH and Risk Manager in addition to the documentation requirements for name change as stated in the SOP for name change) V. Bulk request can be uploaded in the required template on the billing system (SP) to process more than one customer's request on a single upload.		

4.19   PREPAID UNIT

4.19.1 Change of Prepaid Customer's Name, Address or Phone Number

4.19.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	Name change could be due to change of house ownership or other reasons. Both name change and address change must not be as a result of relocating a prepaid meter previously assigned to the original customer or previously mounted in a particular house address/ location. Any change of name on a customer's prepaid account must first be treated on the customer's post-paid account for ease of customer data synchronization in the entire billing system and to prevent possible loss of revenue	N/A	N/A
Documentation and approval required	❖ **Change of name** Customer's written request addressed to BEDC or a filled CRMD with the approving signatories below a) RH's approval (Name and signature) b) Risk Manager's approval (name, signature and stamp)	• BU • Risk • RH	N/A

c) Risk, HBO and RH's approval (Only for outright change of all names of a customer on SP)

d) For outright/complete change of all account names belonging to a particular customer, the customer's valid means of identification showing all the new names is required for the change

e) Court affidavit stating that the old prepaid account names attached to the meter number xxxxx are now changed to the stated xxxx new names with reasons

f) If the name change is due to change of house/property ownership, the document showing the sale/transfer of the property to a new owner is required in place of the court affidavit

(Email approvals by the RH, Risk Manager and the RH could replace their signatures and/or stamp on the request form or CRMD.)

❖ **Correction of name**
g) Changing part of any of the names not correctly spelt or addition of a name to the existing names, customer's request approved by the RH only are sufficient to treat the request. This must first be treated on the customer's post-paid account.

❖ **Address change/correction**
h) Customer's request or a filled CRMD approved by the RH is sufficient to treat the request.

❖ **Phone number change/correction**
Customer's request and RH approval is sufficient to treat

(Note: MIS/Operations support team could send a list of customers' correct account name, address or phone number to the PPM-IT to be updated on the customer's

	prepaid accounts on SP. This must be approved by the HBO and RH)		
Procedure	I. A request from the BU, duly approved, is sent to the PPM-IT II. The PPM-IT reviews the request and assigns the request to a team member to treat **Address and phone number change/correction** III. If the request is for address and phone number change/correction only, the PPM-IT checks the request for the below: d) The request has already been treated on the customer's post-paid account (For address change only) e) Completeness of the details to be changed/corrected f) The documentation and approvals required (For address change only) g) He/she then treats the request if "a)" to "c)" are okay. Where the requirements are not met, the team member must officially notify the sender of the request of the deficiencies and why the request could not be treated	• BU • RH • PPM-IT	N/A

4.20   PREPAID UNIT

4.20.1 Generation of Management/Engineering Tokens (KCT, CTT & CCT)

4.20.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Key change token (KCT)**: It comprises of 2 sets of numbers (Usually 20 digits each) loaded into a prepaid meter to enable the prepaid meter work seamlessly with BEDC's vending system (SP) by accepting credit tokens generated from vending system/Application.	N/A	N/A

	The KCT (Tariff index: first 20-digit token and supply group code, SGC: second 20-digit token) changes the manufacturer's initial configuration of the prepaid meter to BEDC's configuration		
	Clear tamper token (CTT): this is generated and used to clear/unlock a STS prepaid meter showing the meter tamper symbol/error code preventing a prepaid meter from supplying power/current to a customer's premise. Meter tamper error message could be as a result of opening the meter or other reasons which will necessitate the request for CTT. The customer's vending history on SP is reviewed before generating the CTT		
Documentation and approval required	Request through BU or email from BU, CCU, RPU, MO, Risk etc	• BU, CCU, MO, Risk, etc	N/A
Procedure	I. The PPM-IT receives a request for generation of KCT or CTT from the WFM, BU, CCU, MO and sends the request to a team member to treat. Where the TL had already assigned functions, the request could be treated II. The PPM-IT reviews the request and generates the token on the billing system (SPI) He/she then sends the token to the requesting staff or the complaint channel through which the request was received	• CCU • BU • Risk • PPM-IT	Within 24 hours

4.21 PREPAID UNIT

4.21.1 Debt Management-Customer's Arrears Management

4.21.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	This involves the change or correction of already factored customer's outstanding debt on the customer's prepaid account on the billing system (SP)	• PPM-IT	N/A

	Sources of requests for change of already factored arrears		
	• **Payments made on Post-paid:** Payments made on SP or remittance account that have not been used. Requests may come from the BU, CCU, Treasury or payment channels		
	• **CAAD:** Customer Account Adjustment Document, Credit adjustments raised by the business hub to reduce arrears. The request usually comes from the BU or CCU		
	• **Change in outstanding debt previously analysed on the new prepaid meter request portal (Route App or Clone jobs):** This is when the debt previously captured by the post-paid team for a customer had errors and the erroneous debt had been factored into the customer's prepaid account. The wrong debt should be corrected on the customer's prepaid account by refactoring it. The request should come from the CCU/BU/Region		
	• **Loss of Revenue (LOR):** This could come through the Route App or Clone jobs. LOR factored can be changed due to 3 reasons:		
	a) Reduction of amount due to customer engagement/ part payment to Remittance account b) Payment of lump sum to BU or Region remittance account/Total removal of LOR initially factored		
Documentation and approval required	**Documentation** ❖ An email request from the BU/Regions through the RH or ❖ Request from CCU or ❖ Email request from the BU or Region for change in outstanding debt erroneously analysed on Route App or Clone jobs application previously **Approval**	• CCU /CNSO	N/A

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
	❖ Risk Manager Approval (For all request except for new migration that RH can be considered) ❖ Post-paid Operations concurrence in addition to the existing credit/debit adjustment approvals and the Risk approval (for CAAD requests only)		
Procedure	I. Requests from CCU/ BU / Region is sent to the PPM Operations II. The PPM-IT assigns the request to a team member to treat III. The PPM-IT reviews the request for correctness, ensuring that the request is duly approved IV. He/she then treats the request on the billing system (SP)	• CCU or BU • Risk • PPM-IT	N/A

4.22   PREPAID UNIT

4.22.1 Clear Credit Token Generation

4.22.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Clear Credit Token (CCT):** This involves the process of wiping out or clearing the entire KWh unit balance (credit/debit) in a customer's prepaid meter This is a token that is used to clear all negative units that customer has used in the meter unknown to him/her. The negative unit will be displayed in the screen of the meter in KWH that will be converted to Monetary value and migrated to Customer's PPM account. **Reasons for Clear Token requests** • This could be as a result of overdraft (negative value in unit) on a customer's prepaid meter or • Credit token was purchased with wrong meter number or wrong amount by a customer	N/A	N/A

Documentation and approval required	❖ An email request from the Bu, CCU or Region ❖ Risk 's approval ❖ Pictorial evidence of the prepaid meter unit balance from Revenue Protection Officer (RPO)/CCU/BU a) Pictorial evidence of the unit balance on the meter **before** loading the credit token b) Pictorial evidence of the unit balance on the meter **after** loading the credit token c) Pictorial evidence of the unit balance on the meter after loading the **clear token** d) Pictorial evidence of the balance of loading the unit meet in the meter before weeping	• BU • Risk	N/A
Procedure	I. **Clear Credit Token (CCT),** that must be calculated in monetary value and approved by the Risk manager with pictorial evidence showing the negative units in the Screen of the prepaid meter. II. PPM-IT officer must first of all migrate the equivalent monetary value to the customer Prepaid account and generate the Token only when Risk manager has approved of the request. III. The PPM-IT receives the request from the BU, CCU etc, reviews it and assigns it to a team member to treat IV. The PPM-IT reviews the request for correctness, the required approvals and against the pictorial evidences from the RPO/CCU/BU V. He/ She then processes the request on the billing system (SPI) if okay and generates the clear token which is sent to the RPO/CCU/BU for use on the customer's meter VI. Where the issue is an overdraft (negative unit balance on the customer's meter), the PPM-IT then factors the Naira equivalent of the negative	• BU • Risk • PPM-IT	24 hrs

| | KwH/unit on the meter linked with the customer's account on the billing system (SPI) as calculated and approved by the Risk and Internal Audit unit. | | |

4.23   PREPAID UNIT

4.23.1 Resolving Uncredited Payments (Postpaid Accounts)

4.23.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Due to wrong transaction type** This is when a customer/cashier selects the wrong payment type at the point of payment. That is, choosing Postpaid instead of Prepaid or vice versa, meter registration, reconnection bill, LOR instead of electricity bill etc. **Payment made by postpaid customers into their old postpaid accounts** This is when a customer/cashier inputs the wrong account number at the point of payment, may be due to typographical error, account migration etc **Due to synchronization issues from Third Party applications** This is when there are no issues at the point of processing a payment using a third-party application but the payment was not successfully synchronized with SMARTPOWER application by the third party, making the payment not to reflect in the customer's account **Due to other errors such as System Bulk Load, Error from Host** These are errors that occur when payment aggregator is synchronizing payments with SMARTPOWER. This may be largely due to network issues	N/A	N/A
Documentation and approval required	Complaint request through email, etc.	N/A	N/A

Procedure	I. The customer care receives payment complaint from any of the complaint channels (Email, letter etc.) and treats it based on the complaint resolution schedule put in place by the HQ customer care. II. The HQ customer care may assign requests received to billing team to treat. Complaints received by a MD/CEO should be treated immediately with the Billing manager/Head Billing in copy **<u>Due to wrong transaction type selected (Postpaid)</u>** III. The risk officer analyses the complaint by confirming the wrong transaction type and the payment on Pay direct using the customer's receipt and transaction reference numbers. IV. Where "**II**" above is confirmed okay, the risk officer approved the customer request and a confirmed complaint resolution is sent to the billing team to treat and reflect the payment on SMARTPOWER by the customer care unit. V. The Billing manager/Head Billing assigns the request to a Billing Analyst to treat and effect the payment in the customer's account. **<u>Payment made by postpaid customers into their old postpaid account/another customer's account</u>** II. The Regional Accountant analyses the complaint by confirming the payment on smartpower and the payment aggregator using the customer's receipt number, the transaction reference number and the wrong postpaid account number. The complaint should also include the customer's correct postpaid account number	• Customer care	48 hours - for part of the resolution meant for FETS Next billing cycle - for central billing capturing of the payment on customer's account

III. After the payment has been confirmed and the wrong account number used is the customer's old account number or another account belonging to the same customer, or where it was a non-existent account with errors in one/ few digits from the customer's (complainant's) account number, the Regional Accountant sends the payment extract from risk department for approval to debit the wrong account number with the stated amount and credit the correct account number with same amount deducted

IV. The treasury department then forwards the approved payment CAAD to billing team to effect the payment in the customer's account for capturing in the next billing cycle.

V. Where the Regional Accountant response in "**II**" above is that the payment cannot be confirmed (the Regional Accountant could not find the payment-on-payment channel aggregator could not confirm the payment), the customer is advised through the complaint channel used to seek refund from his/her bank by the payment channels.

Due to synchronization issues from Third Party applications or due to other errors such as System Bulk Load, Error from Host etc.

II. The Regional Accountant analyses the complaint by confirming the payment on smartpower or payment aggregator using the customer's receipt number and the transaction reference number.

III. Where "**II**" above is confirmed okay, the Regional Accountant sends the payment extract from smartpower or payment aggregator to risk department for approval.

IV. After the payment has been confirmed, the Regional Accountant forwards the approved

	payment posting schedule to the billing team to treat.		
	V. The Billing manager/Head Billing assigns the request to a Billing Analyst to treat and effect the payment in the customer's account for capturing.		
	VI. Where the Regional Accountant response in "**II**" above is that the payment cannot be confirmed (the Regional Accountant could not find the payment on smartpower and payment aggregator could not confirm the payment), the customer is advised to seek refund from his/her bank by the payment channels		
	*(**Note:** After the next billing but before file closure, the QA is expected to confirm that the all requests/issues sent to the postpaid team to treat was treated by the Postpaid team to complete the process)*		

4.24 PREPAID UNIT

4.24.1 Transaction Reversal (Postpaid and Prepaid Accounts)

4.24.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Due to payment into wrong meter number (Prepaid)** This is when a customer/cashier inputs the wrong meter number at the point of payment **Due to multiple payment (Postpaid)** This is when a customer is credited multiple times with same payment amount, same day. **Due to payment of wrong amount** This is when a customer/cashier inputs the wrong amount at the point of payment	N/A	N/A
Documentation and approval required	❖ Complaint request through email, letter etc. ❖ Risk officer approval for reversal of wrong amount		N/A

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Procedure	I. The Regional Accountant receives complaint from any of the complaint channels (Email, letter etc.) and treats it based on the complaint resolution schedule.	• Regional Accountant	

4.25 BILLING REPORTS

4.25.1 NERC Reports

4.25.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	These are reports requested by NERC in specified formats and templates from BEDC • BEDC capping report • BEDC population and enumeration of metered postpaid and prepaid customers report (Total figures only) • BEDC energy sales report • BEDC vending and billing of customers report • BEDC MDA billing and payment report	Billing manager/Head Billing, QA	N/A
Procedure	**BEDC capping report** I. After billing of all regions for the month, the Billing manager/Head Billing assigns the generation of the report showing all unmetered NMD customers, the consumption units, the amount etc billed for the month to QA to treat using the report generation and review schedule in place. II. The Billing manager/Head Billing and QA generates the report showing all unmetered NMD customers billed for the month III. The Billing manager and QA carries out a sample review of the report and sends it to the Head Billing Operations for delivery to NERC	• Head Billing • Billing manager • QA	

Procedure	*IV.* The Head Billing receives the report from the Billing manager and delivers the report to NERC		
	BEDC population and enumeration of metered postpaid and prepaid customers' report (Total figures only) I. The QA generates the report for the previous month for postpaid and prepaid customers to performance department. II. The QA and Billing manager reviews the report for accuracy and sends it to the Head Billing for delivery to NERC III. The Head Billing receives the report from the TL, Billing manager and delivers the report to NERC on or before the due date	• QA • Performance	On or before 10th of the month
	• **BEDC energy sales report** • **BEDC vending and billing of customers report** • **BEDC MDA billing and payment report** I. After billing for the month and payments made by customers for the previous month's bill have been captured on SMARTPOWER for postpaid customers, Billing manager/Head Billing assigns the generation of energy sales report and vending & billing report for the previous month for postpaid and prepaid customers to QA to treat. II. The QA and Billing manager carries out a 100% review of the report for accuracy and completeness and sends the report to the Head Billing III. The Head Billing receives the report from the Billing manager and delivers the report to NERC on or before the due date **Note**	• TM, MIS/Ops Support • TL, MIS/Ops Support • HBO	On or before 15th of

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
	• With regard to postpaid customers, the energy consumption month, the energy billed month and the month payments are captured on the customer's account on SMARTPOWER differs. For example, where a customer consumes energy in January 2022 (Energy consumption month), the customer will be billed in February 2022 (energy billed month) and any payment made by the customer after receiving his/her bill in February 2022 will reflect in the customer's postpaid account when billed in March 2022 (payment month) • As such, for reports that require both postpaid and prepaid energy/ amount billed, the figures for the previous month should be used for both postpaid and prepaid customers. This also applies to any internal report with the above requirements		the month

4.26   BILLING REPORTS

4.26.1 Internal Reports

4.26.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	These are reports prepared for use by other BEDC units/departments and management for decision making or as an input for the completion of another report by other units/departments **REPORTS** • Energy sales by class report • Energy consumption by service band report • Tentative billing reports (Generated after Postpaid billing of all subregions but before file closure) • Final billing reports (Generated after file closure of billing for the month) • billing and collection report • MDA outstanding balance report • Customer response analysis report (Postpaid/PPM) • Top 100 customers report • Refund report	N/A	N/A

	• Schedule of adjustment passed on billing report • Other adhoc reports from subregions, different units and departments		

Procedure	I. The Billing manager/Head Billing assigns the generation of the reports to QA to treat.
	
	II. The Billing manager/Head Billing and QA generates the report review as assigned on the report preparation and review schedule in place
	
	III. The Billing manager/Head Billing and QA carries out a 100% review of the report for accuracy and completeness and sends the report to the corresponding department.
	
	IV. The QA carries out a sample review of the report and sends it to the recipient with the Billing manager/Head Billing in copy
	
	Note
	
	• The Billing manager/Head Billing should approve the final billing report before it is sent to the recipients
	• The tentative billing reports should include
	  a) Tentative billing analysis for postpaid & prepaid customers
	  b) Tentative billing variance report
	  c) Tentative billing efficiency report
	
	• The final billing reports should include
	  a) Analysis by tariff report
	  b) Final billing variance report
	  c) Billing by subregion report
	  d) Final billing efficiency report
		• QA
		
		• Billing manager/Head Billing	

4.27   GENERAL BILLING PROCEDURES

4.27.1 Call over of Functions/Transactions

4.27.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Callover** This is the process where QA calls-over the functions/transactions processed by their respective colleagues in central billing	N/A	N/A
Procedure	**Callover** I. The QA callover the functions/ transactions of another team member using a callover schedule II. The QA calls over the functions of another team member assigned to him/her in the callover schedule within 24 hours of processing the transaction and sends any error discovered by E-mail, with the Billing manager/Head Billing in copy of the mail **III.** Where the error is correctable, the QA team member advised and notify the Billing Analyst by Email, with the Billing manager/Head Billing in copy	• QA • Billing Analyst • Billing manager	

4.28   GENERAL BILLING PROCEDURES

4.28.1 Change of Tariff Rate

4.28.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	This happens when there is a change of tariff rate approved by NERC through the MYTO (Multi-year Tariff Order)	N/A	N/A
Documentation and approval required	❖ Document from NERC or BEDC stating the tariffs and their new rates ❖ MD/CEO approval	• MD/CEO • CRO	N/A
Procedure		• Billing manager/Head Billing	Before the

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
	I. The CRCM sends the Document from NERC or BEDC stating the tariffs and their new rates to the Billing manager/Head Billing to treat II. The Billing manager/Head Billing ensure the request is treated on SMARTPOWER as stated on the document from NERC or BEDC and ensure it takes effect on the specified due date. III. The Billing manager/Head Billing treats the request but must ensure QA revalidate the changes for accuracy.	• QA	specified due date

4.29 GENERAL BILLING PROCEDURES

4.29.1 Creation of New Feeder, Change of Feeder Name/Service Band

4.29.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Feeders:** These are majorly 11Kv and 33Kv power lines used for transmitting electrical power/voltage to the end users. **Service band:** This categorises customers into hours of voltage supplied to the feeders the customers are connected to through a DSS. Service bands are assigned to feeders only. The categories of service bands are 	Service Band	Hours of supply
---	---
Band A	Minimum of 20 hours
Band B	Minimum of 16 hours
Band C	Minimum of 12 hours
Band D	Minimum of 8 hours
Band E	Minimum of 4 hours		N/A	N/A
Documentation and approval required	❖ Email request from the performance in Microsoft excel format ❖ RH approval ❖ CRCM approval	• RH • CRCM • CCO	N/A

	❖ Technical department: Head Energy management or Head, Technical Operations (HEM or HTO). *(The HEM or HTO's approval is for all feeder issues that require NERC's notification and concurrence i.e creation of new feeder, change of feeder name and upgrade/downgrade of feeder service bands)* ❖ CCO's approval *(CCO's approval is for creation of new feeder and upgrade/ downgrade of feeder service bands only)*		

Procedure	I. Email request from the performance duly approved as above is sent to the CRCM/CCO
	
	II. The CRCM/CCO sends the request to the Billing manager/Head Billing, who then assigns it to a team member to treat.
	
	Creation of new feeder
	III. The Billing manager/Head Billing is expected to review for the below
	
	  a) That the request was duly approved as applicable.
	  b) That the new feeder's name is not same with an existing feeder name
	
	IV. Where "**III**" above is okay, the Billing manager/Head Billing sends the request to the billing team.
	
	V. For SMARTPOWER application;
	  a) The Billing manager/Head Billing assigns the request to a team member to treat.
	  b) The Billing Analyst reviews the request for accuracy and treats it by uploading the request in the required MS Excel template on SMARTPOWER. After treating the request, the
		• CRCM
		• CCO	

Billing Analyst is expected to respond to the mail stating that the request has been treated

Change/correction of feeder name

III. The Billing manager/Head Billing is expected to review for the below

    a) That the request was duly approved as applicable.
    b) Confirm the correctness of the existing feeder name on SMARTPOWER
    c) That the new feeder's name is not same with an existing feeder name

V. Where "**III**" above is okay, the Billing manager/Head Billing sends the request to the billing team

VI. For SMARTPOWER application;
    a) The Billing manager/Head Billing assigns the request to a team member to treat.

    b) The Billing Analyst reviews the request for accuracy and treats it by editing the existing feeder name to reflect the new name on SMARTPOWER. After treating the request, the Billing Analyst is expected to respond to the mail stating that the request has been treated

Upgrade/Downgrade of feeder service band

III. The Billing manager/Head Billing is expected to review for the below

    a) That the request was duly approved as applicable.
    b) That the feeder's name exists on SMARTPOWER
    c) Confirm the correctness of the existing feeder service band on SMARTPOWER

IV. Where "**III**" above is okay, the Billing manager/Head Billing sends the request to the billing team.
 	
V. For SMARTPOWER application;
  a) The Billing manager/Head Billing assigns the request to a team member to treat.
  b) The Billing Analyst reviews the request for accuracy and treats it by editing the existing service band details to reflect the new service band details on SMARTPOWER. After treating the request, the Billing Analyst is expected to respond to the mail stating that the request has been treated	

4.30 GENERAL BILLING PROCEDURES

4.30.1 Creation of New DSS, Change of DSS Name and Assigning of DSS to Feeder

4.30.2 Procedures

ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
Overview	**Distribution Substation (DSS):** This comprises of electrical components working as a unit to step down electrical voltages from higher voltages (33Kv, 11Kv) to 0.415 Kv (415V). This differs from Injection substation that majorly steps down voltages from 33Kv to 11Kv **Assigning DSS to feeder:** This means attaching a DSS (newly created or previously unassigned from an existing feeder) to a new feeder on SMARTPOWER **Unassigning DSS from a feeder:** Detaching or removing a DSS from an existing feeder on SMARTPOWER	N/A	N/A

Documentation and approval required	❖ Email request from the subregion in Microsoft excel format ❖ RH approval	• RH	N/A
Procedure	I. Email request from the MIS duly approved as above is sent to the billing team II. The MIS sends the request to the Billing manager/Head Billing, who then assigns it to a team member to treat. The request can also be sent to any member of the billing team, with the Billing manager/Head Billing in copy **Creation of new DSS on SMARTPOWER** III. The Billing manager/Head Billing is expected to review for the below: a) That the request was duly approved as applicable. b) That the DSS new name is not same with an existing DSS name on the same feeder IV. Where "**III**" above is okay, the Billing manager/Head Billing sends the request to the billing team to treat. V. For SMARTPOWER application;	• RH • DSSO	N/A

a) The Billing manager/Head Billing assigns the request to a team member to treat.

b) The Billing Analyst reviews the request for accuracy and treats it by uploading the request in the required MS Excel template on SMARTPOWER. After treating the request, the Billing Analyst is expected to respond to the mail stating that the request has been treated

Change/correction of DSS name on SMARTPOWER

III. The Billing manager/Head Billing is expected to review for the below:

a) That the request was duly approved as applicable.

b) Confirm that the DSS name to be changed exists on SMARTPOWER

c) That the DSS new name is not same with an existing DSS name on the same feeder

IV. Where "**III**" above is okay, the Billing manager/Head Billing sends the request to the billing team

V. For SMARTPOWER application;
a) The Billing manager/Head Billing assigns the request to a team member to treat.

b) The Billing Analyst reviews the request for accuracy and treats it by editing the existing DSS name to reflect the new name on SMARTPOWER. After treating the request, the Billing Analyst is expected to respond to the mail stating that the request has been treated

Unassigning of DSS from a feeder on SMARTPOWER

III. The Billing manager/Head Billing is expected to review for the below:

   a) That the request was duly approved as applicable.

   b) Confirm that the DSS to be unassigned exists on SMARTPOWER

   c) Where there are more than one Meterbook in the DSS, further clarification is required from the RH before treating the request

IV. Where "**III**" above is okay, the Billing manager/Head Billing sends the request to the billing team.

V. For SMARTPOWER application;
   a) The Billing manager/Head Billing assigns the request to a team member to treat.
   b) The Billing Analyst reviews the request for accuracy and treats it by deleting the DSS from the feeder on SMARTPOWER. After treating the request, the Billing Analyst is expected to respond to the mail stating that the request has been treated

Assigning of DSS to feeder

III. The Billing manager/Head Billing is expected to review for the below:

   a) That the request was duly approved as applicable.

	b) Confirm that the DSS to be assigned exists on SMARTPOWER c) Where there are more than one Meterbook in the DSS, further clarification is required from the RH before treating the request d) That all Meterbooks in a DSS that is to be assigned to another feeder with a different service band is brought to the knowledge of the RH for concurrence IV. Where "**III**" above is okay, the Billing manager/Head Billing sends the request to the billing team. V. For SMARTPOWER application; a) The Billing manager/Head Billing assigns the request to a team member to treat. b) The Billing Analyst reviews the request for accuracy and treats it by uploading the request in the required MS Excel template on SMARTPOWER. After treating the request, the Billing Analyst is expected to respond to the mail stating that the request has been treated		

5. PPRC MEMBERS RATIFICATION

S/N	Name	Designation	Position	Signature	Date
1	Akinleye Ogunleye	CCO	Chairman		6/10/23
2	Evwienure Agama	CFO	Member		06/10/23
3	Collins Igwe	CRCM	Member		6/10/23
4	Gilbert Owoupele	CIA	Member		6/10/23
5	Jonathan Lawani	CTO	Member		6/15/23
6	Opeoluwa Afolabi	Head, TS&CP	Member		06/10/2023
7	Chizim Owhor	Head, R&C	Member		09/10/2023
8	Felix Ndidi Nkeki	Head, GIS	Secretary		06/10/2023