



PUBLIC NOTICE – MAKANA MUNICIPALITY TO UNDERTAKE DOOR-TO-DOOR VERIFICATION OF CUSTOMER DATA AND DATA CLEANSING

Makana Municipality is hereby informing residences and businesses that it will commence with a cleanup of its customer data, for which at least 10 field workers per ward have been appointed to collect information on a door-to-door basis. The project is initiated by Sarah Baartman District Municipality.

The aim of the cleanup is to improve the reliability of the revenue data, which will ultimately result in improved revenue billing and collection. A service provider, A2A Kopano Incorporated, has been appointed to provide an electronic application and technical support to conduct the survey, which is expected to take about three months to complete. The aim of the app is to ensure a cloud backup of the data and also to minimise the human contact.

The field workers will verify the property information such as the Erf number, physical address, property usage, the owner's or occupant's information, ID, contact details, electricity and water meter details, reading, faults, refuse bins and access to property.

Once the data cleanup is complete the new accurate data will assist the municipality with timely and accurate meter readings, correct billing as a direct result of accurate readings, timely billing due to improving the meter-reading process and a reduction in billing errors. The new data will also result in a reduction in administrative errors and queries on the exceptions report and eliminating the system of estimations. For consumers, the advantages of the improved data base will be no more incorrect bills, the application of correct tariff structures and ensuring that consumers receive the right services.

We urge residents to support our initiative and open their doors to the data collection field workers who will be identified with branded identity cards which contains the name and photo of the field worker as well as the logos of both the local and district municipality and wearing bright green safety vests / bibs.

Should residents have any doubts about the field workers, they may contact the finance section on 046 603 6009 / 6130 to confirm the identity of the official. Samples of ID's are below:

DATA CLEANSING PROJECT		DATA CLEANSING PROJECT	
 <p>Name: Jenny Pieterse ID nr: 9406180222085</p>	 	 <p>Ntombikayise Mpati ID nr: 9508151141085</p>	 


RIANA MEIRING
ACTING MUNICIPAL MANAGER