



**Enhancing municipal
efficiencies through
our digitised solutions**

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**vodacom
business**



The challenge

Buffalo City Metropolitan Municipality has experienced challenges collecting outstanding electricity and water revenue due to lack of capacity. The systems and processes in use were not integrated, often resulting in incorrect meter reading and tariffing.

The solution

- Improvement of commercial and industrial billed revenue.
- Bill verification by its bulk supplier, Eskom.
- Daily control of electricity utilisation by residential municipal customers.
- Reaction and recording via alarm of any tampering related activities.
- Supply and installation of +/- 63000 meters over a three-year period.

The benefits

- A reduction in estimated billing through improved overall collection rates.
- Alignment of tariff-based customer profile which reduces disputes.
- Billing integration has improved billing efficiency which is now based on mapping the correct account to usage information.

Why Vodacom Business

- 1 Reliable and cost-friendly communications solutions across mobile, fixed-line voice, and data.
- 2 Vodacom Business takes the journey with customers, backed by always available support and quick problem-solving.
- 3 Technology partners that specialise in specific sectors and meet customer requirements on their market terms.
- 4 Access to the insight and support that blends technology and business, allowing stakeholders to benefit from these advantages.
- 5 Fast and reliable deployment, meeting, and often exceeding deadlines.

