

mSCOA REGULATIONS  
NATIONAL TREASURY BILLING WORKING GROUP MEETINGS

No.	Presented Agenda Item	Description of Comments/ Questions	Potential Impact	Contributor Name	Contributor Organisation	Date Received	Date Closed	Action Owner	Progress Status	Notes
1	Slide 7: mSCOA Requirements	Consideration of alternative energy sources.	Additional sub-process	Chat	Chat	31-May-24	02-Aug-24	Silma	Closed	Noted - will consider for future development.
2	Slide 8: mSCOA Requirements	Budget from sub-modules and collection of money due.	Integration	Chat	Chat	31-May-24	02-Aug-24	Silma	Closed	mSCOA requires budget preparation to originate from the sub-modules / systems, and push through (integrate) to the main budget. Cash receipting is catered for in Accounts Receivable.
3	Slide 11: mSCOA Requirements	Several municipalities are experiencing challenges with integration and require further discussions in this regard.	Integration	Chat	Chat	31-May-24	02-Aug-24	Silma	Closed	Noted - to be unpacked in a separate discussion.
4	Slide 12: Modelling tools and processes	Slide 12: Municipalities would like insight / access to the process modelling tools and the processes being presented.	Access to tools and processes	Chat	Chat	31-May-24	02-Aug-24	Silma	Closed	All the documentation will be provided on the NT website.
5	Slide 14: Revenue Cycle Billing	Suggested an addition for an upfront credit control step - risk determination/risk assessment before connecting services.	Risk mitigation measure	Jan Ross	City of Cape Town	31-May-24	02-Aug-24	Silma	Noted	The suggestion of a risk assessment before providing services could assist with containing the current increase in municipal debt. This should be accommodated in the municipal policy.
6	Slide 17: Account Creation	Commented that the account creation has two sources i.e. the application as already mentioned and the deeds office records.	Process start event - sources	Hennie Le Roux	Mossel Bay	31-May-24	02-Aug-24	Silma	Noted	Note the single source of truth - municipal register of properties. Also, one bill to the owner or a separate bill for services?
7	Slide 17: Account Creation	The account created through the deeds offices is not instantly linked to any service until the tenant applies for the supply of services.	Municipal Register of Properties	Jannie Fourie	Mossel Bay	31-May-24	02-Aug-24	Silma	Closed	A deed change will reflect in the Municipal Register of Properties. Municipality can create the new account, await application for the services.
8	Slide 17: Account Creation	Commented that there are four process flows related to creating accounts: existing accounts, new accounts, sundry, and contract management.	Current process - new accounts	Jannie Fourie	Mossel Bay	31-May-24	02-Aug-24	Silma	Noted	Sundry and contract management are different processes, integrating with this process.
9	Slide 17: Account Creation	Stated that the deposit can only be recognized once the customer has paid it and a deposit cannot be levied on the account.	Noted	Jannie Fourie	Mossel Bay	31-May-24	02-Aug-24	Silma	Closed	Process step moved.
10	Slide 17: Account Creation	Indicated the process for registration of sub-divisions - open an account for services and marked pending, await valuation of the divided property.	Should be reconciled with Municipal Register of Properties	Jannie Fourie	Mossel Bay	31-May-24	02-Aug-24	Silma	Closed	Creating municipal accounts before the Municipal Register of Properties is updated should not be allowed, billing will not be based on the single database?
11	Slide 17: Account Creation	The uMhlathuze Municipality raises the deposit before any service is linked to an account and ensures that there is no reconnection of services before the deposit is paid. The charge for a physical disconnection and connection is included in the connection charge.	Noted	Bongiwe Gwala	uMhlathuze	31-May-24	02-Aug-24	Silma	Closed	Process step moved.
12	Slide 17: Account Creation	Posed a question on whether there is a process flow that covers the creation of debtor accounts for sundry billing.	Noted	Shaylin Harichand	uMhlathuze	31-May-24	02-Aug-24	Silma	Closed	Separate process for Sundry Debtors.
13	Slide 17: Account Creation	Suggested the inclusion of two process flows i.e. existing properties not yet registered and properties that have already been registered.	Should be reconciled with Municipal Register of Properties	Francois Naude	Inzalo	31-May-24	02-Aug-24	Silma	Closed	Creating municipal accounts before the Municipal Register of Properties is updated should not be allowed, billing will not be based on the single database?
14	Slide 17: Account Creation	Commented that to ensure no billing duplication, discontinuing services on the previous owner's account is required.	Noted	Francois Naude	Inzalo	31-May-24	02-Aug-24	Silma	Closed	Process updated.
15	Slide 17: Account Creation	Requested for discussion around township development by social housing institutions, the limitation on processes as the municipality is unable to bill unregistered accounts. Registration of developments can take up to 25 years while occupants pay off the loans - keep billing parent erf.	Noted	Chris Nkonyana	Inkosi Yethu	31-May-24	02-Aug-24	Silma	Noted	Municipalities indicated that they continue billing the parent erf (developer / institution) until the new erf is registered. Electricity is different as pre-paid meters are installed.
16	Slide 17: Account Creation	Requested for discussion on consolidation of properties/units, where the account is unable to go for rate clearance - single owner.	Noted	Chris Nkonyana	Inkosi Yethu	31-May-24	02-Aug-24	Silma	Noted	No specific response from other municipalities - consolidation of accounts as well, with new valuation?
17	Slide 17: Account Creation	The municipality keeps record of the development of properties, only registered properties are valued and services are transferred to the individual erf after registration.	Noted	Riaan Brandt	Drankstein	31-May-24	02-Aug-24	Silma	Noted	When developments / houses are completed on an erf, the value of the mother-erf is increased if there is no sub-division or registration. All services are installed on the mother-erf and a separate account is only allocated after valuation of a (separate) registered erf. Similar with consolidation, all processes take place after the engineers have transferred the meters (and the new consolidated erf is registered and valued).

18	Slide 17: Account Creation	Customers submit a letter that confirms that the ownership will be transferred to them after development is done, which allows the creation of service accounts. Water services only - other services are lodged with the local municipalities.	Additional sub-process	Sandisiwe Duma	UGU District	31-May-24	02-Aug-24	Silma	Closed	Additional sub-process for water service authorities at district level.
19	Slide 17: Account Creation	The unregistered properties are valued on the parent property, with separate service accounts.	Noted	Vela Maretloane	Buffalo City	31-May-24	02-Aug-24	Silma	Closed	Noted - catered in the process.
20	Slide 17: Account Creation	Most municipalities use service providers to do disconnections and reconnections, so no service departments require notifications.	Noted	Jo-verda Ladouce	Not identified	31-May-24	02-Aug-24	Silma	Closed	Noted.
21	Slide 17: Account Creation	Municipalities have different by-laws and policies, and these should be adhered to. The City only provides services to owners and therefore does not require deposits - amounts owing are collected during rates clearance process.	Noted	Christie Munien	Cape Town	31-May-24	02-Aug-24	Silma	Closed	Noted.
16	Slide 18: Account Maintenance	An evaluation for awareness according to GRAP 3 is conducted. If the municipality lacks awareness, the materiality assessment is performed to determine if the correction affects the prior period.	Noted	Simon Mogale	Polokwane	31-May-24	05-Aug-24	Silma	Closed	Best practice - Post in current period, assess materiality, then post back to prior period if material.
17	Slide 18: Account Maintenance	Once the billing is closed off, one is unable to make changes on the module retrospectively.	Review system functionality	Nthabiseng Keketsi	Drankestein	31-May-24	05-Aug-24	Silma		Discussion with vendors pending - functionality to post in prior period. (Prior period posting a mSCOA requirement)
18	Slide 18: Account Maintenance	Requested clarification on how the correction will affect the customer's statement. Will the customer be in arrears due to the municipality's	Noted - to be advised	Riaan Alberts	Swartland	31-May-24	05-Aug-24	Silma		Discussion with NT / Team - status of account due to municipal back-posting.
	Slide 18: Account Maintenance	Suggested extending the workshop to cover error correction as it's a challenging topic, not just for revenue.	Noted - to be advised	Riaan Alberts	Swartland	31-May-24	05-Aug-24	Silma	Noted	Discussion of reporting and AFS to be scheduled.
19	Slide 18: Account Maintenance	Requested that consideration must be given to the age analysis of balances - affects ageing and interest charged.	Noted - to be advised	Sonneke Deysel	Chris Hani	31-May-24	05-Aug-24	Silma	Noted	Discussion of reporting and AFS to be scheduled.
20	Slide 18: Account Maintenance	Consideration must be given to the implications on the AFS prior period balances as well.	Noted - to be advised	Sonneke Deysel	Chris Hani	31-May-24	05-Aug-24	Silma	Noted	Discussion of reporting and AFS to be scheduled.
21	Slide 18: Account Maintenance	Suggested that the account maintenance be divided into two processes namely valuation roll and other services.	Noted - as requested	Henry Damons	Saldanha Bay	31-May-24	05-Aug-24	Silma	Closed	See VRM, only other changes discussed here.
22	Slide 18: Account Maintenance	Commented that for developers opening period 13 for billing/debtors is challenging as the age analysis as well as the control accounts are also affected.	Noted - to be advised	David Elsworth	R Data	31-May-24	05-Aug-24	Silma		Discussion with vendors pending - functionality to post in prior period, issues raised with balance of control acc.
24	Slide 21: Meter Allocation	Request an addition of steps of submission of an IR form by the technical department	Add step	Siyabonga Sibeko	uMhlathuze	31-May-24	06-Aug-24	Silma	Closed	Additional step added to the process
25	Slide 21: Meter Allocation	Request to ensure that the technical department's meter replacement step is included.	Add step	Siyabonga Sibeko	uMhlathuze	31-May-24	06-Aug-24	Silma	Closed	Additional step added to the process
26	Slide 21: Meter Allocation	Note - some technicians carry a stock of meters with them	mSCOA requirement	Siyabonga Sibeko	uMhlathuze	31-May-24	06-Aug-24	Silma	Closed	mSCOA requires that all stock / assets must be recorded. Use a virtual store if the items have not been issued / installed yet.
27	Slide 21: Meter Allocation	Request that the process flow to also address the warrantee issues	Add step	Siyabonga Sibeko	uMhlathuze	31-May-24	06-Aug-24	Silma	Closed	Refer to Inventory Management process
28	Slide 21: Meter Allocation	Add more detail to the WO	Add detail	Francois Cornelius	uMhlathuze	31-May-24	06-Aug-24	Silma	Closed	Add detail to WO as required per municipality
29	Slide 21: Meter Allocation	Requested that it be identified that there is integration on the asset register side regarding the meter assets	Integration	Jannie Fourie	Mossel Bay	31-May-24	06-Aug-24	Silma	Closed	Integration with asset process indicated
30	Slide 21: Meter Allocation	Request clarification on how inventory related to GRAP 17 is treated as an asset, specifically as capital spares.	Clarification	Hennie Le Roux	Mossel Bay	31-May-24	06-Aug-24	Silma	Closed	Discussion referred to Asset process discussion for clarification
31	Slide 21: Meter Allocation	Commented that not all removed meters return to stores as some are broken beyond repair	Disposal process	Riaan Alberts	Swartland	31-May-24	06-Aug-24	Silma	Closed	Refer to the Inventory / Assets disposal process
32	Slide 21: Meter Allocation	The meters that are still under warranty are booked back to stores and then returned to the supplier	Inventory (stores) process	Riaan Alberts	Swartland	31-May-24	06-Aug-24	Silma	Closed	Refer to the Inventory (stores) process
33	Slide 21: Meter Allocation	Requested to add the instances of stolen meters on the process, also to include the use of serial numbers	Move to meter maintenance process	Henry Damons	Saldanha Bay	31-May-24	06-Aug-24	Silma	Closed	Refer to meter maintenance process
34	Slide 21: Meter Allocation	Meter movements need to go back through stores for Inventory / Asset management sake - complete process and records	Check closure of processes	David Elsworth	R Data	31-May-24	06-Aug-24	Silma	Closed	Check closure of processes to update data on system
35	Slide 22: Meter reading	The municipality has two types of meters: a smart meter and a non-smart meter. The smart meter reading is automatic, while the reading for the non-smart meter is done manually. If the meter reading is not done, it should be indicated along with the reason. Processes should cater for both scenarios.	Additional sub-processes	Takisa Morris	Buffalo City	31-May-24	08-Aug-24	Silma	Closed	Added sub-processes
36	Slide 22: Meter reading	Requested clarification: If meter reading is outsourced, should the municipality / service provider give reasons for unread meters? Meters not being read should be noted, inspected and reasons documented for audit purposes.	Check process completeness	Jannie Fourie	Mossel Bay	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes
37	Slide 22: Meter reading	Requested consideration that some municipalities still using manual books to record meter readings.	Add process, move to automation	Francois Naude	Inzalo	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes

38	Slide 22: Meter reading	Stated that the scenario of outliers is not considered on the slide where the system creates an estimation.	Update process	Donovan Leeuwendaal	City of Cape Town	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes
39	Slide 22: Meter reading	Provide for both scenarios, internal meter readers and a service provider.	Check process completeness	Siyabonga Sibeko	uMhlathuze	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes
40	Slide 23: Meter Inspection	Suggested an inclusion of a scenario where a customer requests an inspection on the meter, and the meter would have to be removed from the field to be tested on the workbench.	Maintenance process	Donovan Leeuwendaal	City of Cape Town	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes
41	Slide 23: Meter Inspection	Suggested that for an additional error going back to the first block due to an unsuccessful inspection visit	Process updated	Donovan Leeuwendaal	City of Cape Town	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes
42	Slide 23: Meter Inspection	Require a process for a customer request to test a meter, includes a tariff for the service	Process updated	Donovan Leeuwendaal	City of Cape Town	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes
43	Slide 23: Meter Inspection	Mentioned that inspection is triggered by different instances e.g Call Centre, feedback from meter readers, non-purchasing of pre-paid, inactive for a period	Update start event	Nhlakanipho Mthembu	Ileembe	31-May-24	08-Aug-24	Silma	Closed	Updated sub-processes
44	Slide 23: Meter Inspection	Requested clarity on which department/unit is responsible for this process as a revenue department might not have capacity	Internal arrangements	Rochelle Rooms	Saldanha Bay	31-May-24	08-Aug-24	Silma	Closed	The process does not prescribe the internal arrangements of the municipality as the size and structure of municipalities differ. The municipality to accommodate the process.
45	Slide 24: Meter maintenance	Include a process for converting conventional meters with pre-paid (or smart meters) and replacement of faulty pre-paid meters	Add sub-process	Jo-verda Ladouce	Langeberg	31-May-24	10-Aug-24	Silma	Closed	Update sub-process
46	Slide 24: Meter maintenance	Start event - work order or system generated document? Replaced meters are kept as scrap	Review process	Hennie Le Roux	Mossel Bay	31-May-24	10-Aug-24	Silma	Closed	Update sub-process
47	Slide 24: Meter maintenance	Meters could be inventory or assets. Components are recorded in the asset register and capital spares kept in the stores, separate from inventory. Process should cater for both cases	Review process	Hennie Le Roux	Mossel Bay	31-May-24	10-Aug-24	Silma	Closed	Update sub-process - all capital and asset processes integrated with asset process and functionality
48	Slide 24: Meter maintenance	Two processes should be considered - spares / meters available in store for technical department, or on tender and service provider is responsible, for example pre-paid and smart meters	Review process	Portia	Oudtshoorn	31-May-24	10-Aug-24	Silma	Closed	Update sub-process
49	Slide 24: Meter maintenance	Review the process for receiving back into stores, or removed and not returned - process controls and disposal process	Review process	Kashnee Sewnarain	mSCOA Team	31-May-24	10-Aug-24	Silma	Closed	Update sub-process
50	Slide 24: Meter maintenance	The municipality does not return removed meters to the store. The process should also cater for stolen meters.	Review process	Henry Damons	Saldanha Bay	31-May-24	10-Aug-24	Silma	Closed	Update sub-process
51	Slide 24: Meter maintenance	The process should provide for meters which are returned to the store, and then from there to the provider, for maintenance or replacement.	Review process	Riaan Alberts	Swartland	31-May-24	10-Aug-24	Silma	Closed	Update sub-process
52	Slide 24: Meter maintenance	The City returns meters to the stores for warranty claims, refurbishment, maintenance and scrapping. These are treated differently, and kept in different bins.	Review process	Donovan Leeuwendaal	Cape Town	31-May-24	10-Aug-24	Silma	Closed	Update sub-process
53	Slide 24: Meter maintenance	The systems require municipalities to follow all the steps diligently, otherwise it is difficult to manage the meters electronically.	Noted	David Elsworth	R Data	31-May-24	10-Aug-24	Silma	Closed	Noted
54	Slide 26: Pre-paid Maintenance	The municipality ensures that all the meters in stores are also on the vending system	Noted	Jo-verda Ladouce	Langeberg	31-May-24	10-Aug-24	Silma	Closed	Updated the predecessor
55	Slide 26: Pre-paid Maintenance	Commented that the workflow is missing an initial step of the payment after the application	Process updated	Jannie Fourie	Mossel Bay	31-May-24	10-Aug-24	Silma	Closed	Process updated
56	Slide 26: Pre-paid Maintenance	Stated that there should be an additional step between the second and third steps to update the vending system, particularly around the pre-paid water meters	Process updated	Francios Cornelius	uMhlathuze	31-May-24	10-Aug-24	Silma	Closed	Process updated
57	Slide 26: Pre-paid Maintenance	The entire process is done by the Technical Department, and the Finance Department only is involved to update the vending system	Noted	Siyabonga Sibeko	uMhlathuze	31-May-24	10-Aug-24	Silma	Closed	Noted
58	Slide 26: Pre-paid Maintenance	Requested for the pre-paid water meter and pre-paid electricity meter to be separated	Process updated	Siyabonga Sibeko	uMhlathuze	31-May-24	10-Aug-24	Silma	Closed	Process updated
59	Slide 26: Pre-paid Maintenance	Mentioned that technicians do not have access to update the billing system so they need to send details to finance to update on the system	Noted	Simon Mogale Shokane	Polokwane	31-May-24	10-Aug-24	Silma	Closed	Noted
60	Slide 29: Property Rates Tariff modelling	Suggested to separate the revenue parameter from the budget / tariff increase as it can be two different percentages	Noted	Naiemah Ishmail	City of Cape Town	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
61	Slide 29: Property Rates Tariff modelling	The budget team calculates a n average increase considering affordability, used as departure point	Noted	Naiemah Ishmail	City of Cape Town	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
62	Slide 29: Property Rates Tariff modelling	Disagree with determining revenue tariffs first, scenarios that will affect cost need to be considered first	Noted	Donovan Leeuwendaal	City of Cape Town	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
63	Slide 29: Property Rates Tariff modelling	Stated that tariff modelling is more holistic, starting with the budget which then gives direction on the estimated cost, that builds up into modelling, and that would assist in recouping the expected expenditure through a revenue (balancing figure) - then backwards to the modelling	Noted	Jannie Fourie	Mossel Bay	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes

64	Slide 29: Property Rates Tariff modelling	There is a difference between a cost reflective tariff and a revenue reflective tariff, which terms should be used consistently to avoid confusion.	Noted	Hilton Renald	uMhlathuze	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
65	Slide 29: Property Rates Tariff modelling	Suggested that Property Rates tariff modelling falls under budget strategy instead of budget preparation processes.	Noted	Reggie Chetty	BCX	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
66	Slide 29: Property Rates Tariff modelling	Commented that the following should also be considered: indigent requirements, water losses, electricity distribution losses, grants and costs.	Noted	Sonneke Deysel	Chris Hani	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
67	Slide 29: Property Rates Tariff modelling	Requested clarity on whether this process is different from using the cost reflective tool, or is in line with the tool?	Noted	Sonneke Deysel	Chris Hani	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
68	Slide 29: Property Rates Tariff modelling	Requested the correct usage of terminology to make the explanations clear e.g. valuation roll instead of municipal register of properties.	Noted	Plaatjie Mahlobogoane	COGTA	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes
69	Slide 29: Property Rates Tariff modelling	Mentioned the limit to which system inefficiencies have been considered. Municipalities cannot "pile up losses", paying residents are expected to make payments.	Noted	Plaatjie Mahlobogoane	COGTA	31-May-24	Jul-24	Silma	Closed	Refer to Budget, Planning and Financial Modelling Processes