Nelson Mandela Bay Municipality | Middle East & Africa | South Africa | Public Service Sector | Meter Reading Solution

Mobile solution provides a smarter way of work for
Nelson Mandela Bay Municipality

At a glance

Which services?
- Monitor, verify and record actual meter readings
- End-to-end mobile solution
- Integration

Which technologies?
- Atajo
- GPS
- Real time data and analytics

Which partners?
- Atajo

'The smart meter reading application enables the contractors to take accurate meter readings, enter a comment or exception, as well as record and verify the readings with an image.

Johan van Vuuren, Assistant Director, Revenue

Why NMBM chose a comprehensive digital solution to capture data

Nelson Mandela Bay Municipality's (NMBM) mobile infrastructure was outdated and faced an incredibly high cost to replace. In the last five years mobile software technologies have become comprehensive digital solutions - able to gather a far greater amount of information with instantaneous data capturing functionality. NMBM required a new smart solution to assist their contractors perform their daily tasks accurately and efficiently.

Read more

How a mobile solution ensures accurate meter reading and billing

A smart mobile meter reading application enables the contractors to take accurate meter readings, enter a comment or exception, as well as record and verify the readings with an image. The Atajo platform successfully and flawlessly integrates into NMBM's multifaceted backend system. NMBM is now able to verify the location of each contractor and meter read.

Read more

What the mobile solution is comprised of, to ensure accuracy

An end-to-end mobile solution used to capture meter readings using handheld devices and Cloud technology, implemented with the next-generation business platform, Atajo. The image capture and upload functionality increases visibility and gives the control back to NMBM through a customized backend. Adapting to change being the only constant, the entire solution can easily evolve and adjust to increased business needs to ensure long term sustainability.

Read more

case study

'NMBM partnered with Britehouse Mobility to successfully develop an end-to-end smart meter reading solution which is reliable and sturdy'

Johan van Vuuren, Assistant Director, Revenue

Why NMBM chose a comprehensive digital solution to capture data

Environmental awareness and social responsibility, coupled with a low rate of educated youth, are amongst the primary reasons why NMBM constantly seeks innovative ways to reduce expenditure whilst maximizing available skills and resources within the region.

NMBM was formed as an administrative authority, to service the 1.15 million populace, within the greater Port Elizabeth region, neighboring towns and surrounding agricultural areas, covering approximately 2000km². NMBM provides electricity and water meter readings to over 297,000 facilities, coupled with the added responsibility to continuously deliver accurate billing and collect payment for these primary services. Although NMBM are amongst the first adopters of mobile technology in the workplace, the original solution was in dire need of an upgrade.

Third party NMBM contractors are responsible to employ reliable teams that physically go out and read the meters. NMBM remunerates these contractors per meter reading and requires this pertinent information to deliver readings for accurate billing purposes. At times, it is not possible for a contractor to conduct an accurate meter reading owing to damaged or tampered meters, contractors denied access or meters that have been removed. In the past, the contractors weren't able to record or prove these factors. Meter readings were erroneously captured, which resulted in incorrect billing of water and electricity usage. NMBM needed an innovative and effective solution to address these challenges, facilitate new requirements and accommodate for the unstable South African Cellular networks.

How a mobile solution ensures accurate meter reading and billing

NMBM partnered with Britehouse, a Division of Dimension Data Mobility to successfully develop an end-to-end mobile solution and reliable, sturdy hardware - implemented with the next-generation business platform, Atajo.

Britehouse Mobility adopted the concerns of NMBM, embraced a partnership approach to develop a smart mobile meter reading application that exceeded requirements and facilitated each need to enhance the solution and give NMBM a citizen centric deliverable. The smart meter reading solution enables the contractors to take accurate meter readings, enter a comment or exception, as well as record and verify the readings with an image. The image capture and upload functionality increases visibility and gives the control back to NMBM through a customized backend.

NMBM is now able to view the reasons for variances and the ability to accept or reject any reasons for not reading a specific meter. Verified, accurate water and electricity meter readings are now possible. The captured data syncs in real time and in the event of no connectivity, the system continues to operate offline and captures data. Once connectivity is restored, it automatically uploads into the existing backend and NMBM ERP software system. This guarantees no loss of data, or the need to re-submit data once captured. This is especially critical to accommodate unreliable networks in South Africa and Africa.

What the mobile solution is comprised of, to ensure accuracy

Verified, accurate water and electricity meter readings are now possible with real-time data vizualisation.

Atajo, with its robust technological capabilities, enables NMBM to discard former constraints, whilst adhering to stringent POPI requirements, and its internal policies. Atajo successfully and flawlessly integrates into NMBM's multifaceted backend system.

Through the intelligent meter reading application with full GPS capabilities and the route map functionality within the Atajo platform, NMBM is now able to verify the location of each contractor and meter read.

12. Technology accelerates digital business

Adapting to change being the only constant, the entire solution can easily evolve and adjust to increased business needs to ensure long term sustainability.