

SEBATA Meterman™

Sebata Meterman is a South African product, developed by MICROOmega Revenue Management Solutions, a company owned by Sebata Municipal Solutions, South Africa's leading provider of meter reading, bureau and customer account management services, and revenue enhancement.



Meterman

Meterman is an integrated, web-enabled system that provides reliable, accurate and functional monitoring and management of meter data. Meterman directly addresses the needs of municipalities and utilities for accurate and efficient billing information. It enables improved communication between utilities and consumers, which results in strengthened relationships, trust and transparency. Meterman is a management system that does not replace the billing system, but integrates with it, with the ultimate goal of providing a holistic view of the meter reading and management function.

▲ Meterman assists with:

- Real-time, web-based management of meter readings
- Advanced consumer reporting and access to the information portal – history of accounts, etc
- Accurate, efficient and transparent meter reading
- Performance management of meter readers
- Submission of meter reading files for billing purposes
- GIS integration for enhanced user experience and analysis of data
- The work order module allows maintenance and revenue managers to monitor and receive information online as their technical personnel install meters
- The work order module also ensures validation and photographic record-keeping of all meters removed and installed, as well as updating meter number changes timeously on the billing system

SEBATA iRead

Meterman has expanded further with the use of a meter reading module, iRead – a next-generation meter reading system that utilises cellphone technology to perform the traditional meter reading function. Meter reading and integrity checks are performed in real time, thus increasing performance and accuracy of meter readings which, ultimately, results in increased revenue for municipalities and utilities.

The following two modules make up the core of the system:

1. Desktop Management System

This system was developed to assist local government departments, utility companies and private entities with managing and ensuring accurate and billable meter readings. The system includes the following features:

- Ability to upload, compare and amend client data
- History of consumers records (readings for up to 24 months)
- Validation of raw data received from meter readers
- Submission of meter reading files for billing purposes
- GIS integration

Secure login criteria and data integrity are protected through firewalls and a hierarchical structure that is monitored by Sebata.

2. iRead Mobile System

This system uses cellphones to record readings and transmit data, in real time, to a central database. In the database, an immediate integrity check is performed on the reading and the results are transmitted back to the cellphone, either accepting or rejecting the reading. Once the reading has been accepted and a picture taken, the validation process is complete. The reading is then sent to the municipality for billing. This can be done daily, weekly or monthly.

Both the reading and the pictures are also posted to the URL, www.meterman.co.za, where they can be viewed by municipal staff or consumers. The web application allows the client to monitor and manage the meter reading process effectively and efficiently. The route management console (RMC) gives the client an overview of the current live status of the meter reading being taken, or taken earlier that day.

The following diagram illustrates the workflow:

