WAPDA

CHECKING

INSTRUCTIONS

FOR PRELIMINARY

METER READING

EXCEPTIONS

U.F.-86

PNA B((228

Pakistan Water And Power Development Authority

Telephones :

Telegrams :

OFFICE OF THE
G.M.(CUSTOMER SERVICES)
WAPDA, WAPDA HOUSE
LAHORE

No. 2106-12 /GMCS/DG(C)/DCSO/501

Date 31.12.1991

Mr. A. Qadeer,
Advisor Commercial PTAT,
LDA Plaza, Lahore

SUBJECT: CHECKING INSTRUCTIONS FOR PRELIMINARY METER READING EXCEPTIONS

Ref : Your IOM dated 01-12-1991.

The booklet "checking instructions for Preliminary Meter Reading Exceptions" revised after joint consultation with the representatives from this office, computer staff and Lahore/ Gujranwala Area Electricity Boards, received with your IOM referred to above, is hereby approved for implementation in Revenue Offices/Customer Services Offices, wherever PCs are used for entering and validating Meter Readings. The booklets may please be got printed and distributed to the concerned field offices for their guidance and official use.

Muhammad Ikram ul Haq
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GENERAL MANAGER(CUSTOMER SERVICES)

C.C.

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PRELIMINARY METER READING EXCEPTIONS

Introduction

Previously Meter Reading Lists were sent to computer centre for key entry and billing by the computer. Now a PC has been provided to each RO/CSO with a PC Supervisor and 2 PC Operators for the purpose of key entry and errors correction within the RO/CSO before billing takes place at the computer centre.

The meter readings lists CP-Form-217 (Appendix-I) of all sub-divisions will be forwarded to the PC Supervisor through RO/CSO on each working day. The PC Supervisor will assign the PC Operators to key enter all the meter readings into the PC and generate a "Preliminary Meter Reading Exception List". The PC Supervisor will check the exception list and mark key entry errors and omissions if any by the PC Operator. The PC Operator will correct those and produce an "Input for Corrections" required as per exception list. The "Preliminary Meter Reading Exception List" and "Input for Corrections" will then be forwarded to Billing Control Supervisor through RO/CSO. The Billing Control Supervisor will arrange correction of exceptions indicating action to be taken in each case by the Meter Reading Control Clerks in the light of these instructions. Sub-divisions may have to be contacted in order to obtain correct data. The Meter Reading Control Clerks will fill in the "Input for Corrections" in accordance with the filling instructions (Appendix II). The Billing Control Supervisor will check corrections and compare the two lists and put his stamp and dated signature in token of his check. He will forward the "Input for Corrections" to the PC Supervisor on the next working day at the latest.

The PC Supervisor will arrange the key entry of corrections through the PC Operator. The final diskettes will be prepared and after ensuring that the same are error free, will be despatched to the computer centre through the Data Control Clerk, alongwith "Forwarding Memo" signed by the PC Supervisor.

If the "Input for Corrections" is not supplied to the PC Supervisor within 24 hours, he will assume the meter reading to be correct and despatch the diskettes containing meter reading to the computer centre without going through the process of corrections in order to avoid delay in the billing of entire batch of circle/AEB.

An abstract of Preliminary Meter Reading Exceptions will be provided at the end of the list. RO/CSO should take necessary actions to avoid repetition of such errors in future.

PRELIMINARY METER READING EXCEPTIONS

Checking Instructions

CC.010 Meter Reading Record Missing

Meter reading record is missing. Reason might be:

i) The entry of meter reading has been omitted by the PC Operator. In this case PC Supervisor will get the meter reading updated.

ii) The reference number is a new addition on master file and the reading has not been supplied by the meter reading staff on Meter Reading List. In this case Billing Control Supervisor will arrange meter reading according to the instructions of RO/CSO. If reading could not be arranged, no bill will be issued.

iii) The reference No. has been changed through "Master Data Change". Billing Control Supervisor will investigate the matter through posted master data list. If the list confirms that it has been changed and present reading has been supplied in the wrong batch, Billing Control Supervisor will ensure billing in the relevant batch. If reading could not be arranged computer centre will arrange provisional billing as per instructions.

iv) If none of above conditions exists, Billing Control Supervisor will report to RO/CSO. Some unauthorized person might have changed the reference No.

CC.020 Basic Data Missing

There are three possibilities:

i) If the preprinted reference number on Meter Reading List does not appear on PC, it may be due to operational error while creating batch pre-entry file. PC Supervisor will get it corrected by recreation of pre-entry file.

ii) If the reference number is pre-printed on Meter Reading List but does not appear on PC then it may be due to deletion or change of reference number through "Master Data Change". Billing Control Supervisor will take actions as under:

a) In case of deletion, record the word "deleted".

b) If reference number is changed, record "changed reference number" and ensure its meter reading insertion in the correct batch.

iii) If the reference number is entered by hand in Meter Reading List then it is the consumption of a new addition forwarded on the Meter Reading List but the basic data has not been received in computer centre yet. Billing Control Supervisor will report to RO/CSO for arranging despatch of basic data to computer centre, through PC Supervisor.

CC.030 Card Type Wrong

Card type is not equal to 1, 2, 3 or 4. PC Supervisor will get the card type updated.

CC.040 Reference Number Invalid

In case of key entry error, PC Supervisor will take corrective action. In case of clerical error by Meter Reading staff, Billing Control Supervisor will arrange correction through "Input for Corrections" after confirmation from M/F addition list or change of reference number list.

CC.050 Meter Sequence Wrong

Meter sequence is not within the limit i.e. 1 to 4. The following actions will be taken:

a) In case of key entry error, PC Supervisor will take necessary action.

b) In case of clerical error by meter reading staff, Billing Control Supervisor will take corrective action through Input for Corrections after consulting M/F listing.

CC.060 Consumer Class of Meter Reading List & M/F Not Same

The consumer class of Meter Reading List does not tally with the consumer class of M/F. Consumer class of Master File has been assumed as correct. This message is for information of Billing Control Supervisor for taking corrective action, through "Master Data Change" if required.

CC.070 Invalid Consumer Class

Consumer class does not match with the tariff. That is, in case where Class '1' has been allotted to the

tariff other than commercial or Class '2' has been allotted to the tariff other than industrial. Billing Control Supervisor will get the consumer class updated on M/F through updating according to the case.

CC.080 No. of Meters on Meter Reading List is less than as on M/F

There are more than one meters and meter reading data of some of the meters is missing in Meter Reading Lists. Billing Control Supervisor will arrange necessary corrections through, "Input for Corrections" or, "Master Data Change" or both.

CC.090 No. of Meters on Meter Reading Lists is Greater Than as on M/F

Field of total No. of meters has been updated on M/F. Information of extra meters will be ignored by the program. If the reading of remaining meters is correct then ignore this message, otherwise Billing Control Supervisor will arrange to feed the corrections through, "Master Data Change".

CC.100 Meter Status Code Invalid

Invalid code appears in column 42 of Meter Reading List. Blank Code will be assumed. If status code is required, the Billing Control Supervisor will arrange correction through relevant column of "Input for Corrections".

CC.110 Cutting/Over-Writing Code Invalid

If column 44 of "Meter Reading Exception List" contains some invalid code, the program will assume it as blank. If there is over-writing or cutting, PC Supervisor will enter '1' in column 44.

CC.120 Check Present Reading

In case of key entry error, PC Supervisor will take corrective action. In case of clerical error by Meter Reading staff, Billing Control Supervisor will supply correct Meter Reading through relevant column of "Input for Corrections".

CC.130 Reconnected but Meter Reading Missing

Reconnection of a Reference No. has been posted on M/F but present reading has not been forwarded through Meter Reading List. Billing Control Supervisor will check the validity of reconnection

data, if reconnection is valid, arrange meter reading according to instructions of RO/CSO, and send to PC through "Input for Corrections". If reading could not be arranged, computer centre will arrange provisional billing as per instructions. If the reconnection is unauthorized, refer the case to RO/CSO.

CC.140 Disconnected on M/F

The reference No. is shown as disconnected on M/F. Billing Control Supervisor will confirm that it was previously disconnected and no reconnection was received from SDO. In case meter reading is supplied on Meter Reading List, Billing Control Supervisor will refer the case to RO/CSO.

CC.150 Multiplying Factor = Zero

Multiplying factor of this meter sequence is zero on master file. The program will assume it as '1' for billing. Billing Control Supervisor will arrange correction of multiplying factor through "Master Data Change".

CC.160 Reading Greater Than Range

The No. of digits of present reading of the meter is greater than its range as on M/F. The following actions will be taken:

i) If reading is wrongly key entered by PC Operator, PC Supervisor will take corrective action.

ii) If reading is wrongly supplied by SDO, Billing Control Supervisor will confirm correct M/R and supply through "Input for Corrections".

iii) If the range recorded on M/F is wrong, Billing Control Supervisor will arrange correction through "Master Data Change".

CC.170 Present Reading is Less than Previous Reading

Present reading is less than its previous reading, the following actions will be taken:

i) If reading is wrongly entered or round completed but not entertained by PC Operator, PC Supervisor will take corrective action.

ii) If "round completed" code is omitted by Meter Reading staff, Billing Control Supervisor will take corrective action through "Input for Corrections".

iii) If meter replacement has not been fed to PC, Billing Control Supervisor will arrange feeding of MCO through "Master Data Change".

CC.180 Meter Status Mismatch

There are more than one meters, whereas the status codes in the column 42 of Meter Reading Lists are not coded properly. In this case the program will take the status of 1st meter. For example, if 1st meter has been coded for locked then the status of all meters will be treated as locked. If change is required Billing Control Supervisor will feed the correction through "Input for Corrections".

CC.190 Defective Code Missing for Previously Defective meter without any Replacement

Previously defective meter is not forwarded with defective code without any replacement. The program will take the defective code internally. The meter status of previously defective meter should be got changed by Billing Control Supervisor through "Master Data Change".

CC.200 Lock Code in case of Previously Defective Meter

An estimated defective code will be taken by program. No action is required with regard to this message which is for information only.

CC.205 Defective Code against Previously Locked

The premises was shown locked in last month. Presently the meter has been shown to be defective. PC Supervisor will consult the Meter Reading List to check the remarks and status code. If the remarks are given as 'locked', correct the code. If it is shown as defective in remarks, omit the code to open the lock first. Defective status can be accepted in next month.

Note

In case of coding for defective, lock period credit will not be given to the consumer.

CC.210 Heavy Consumption

The computed consumption is more than 1000 units for domestic tariff, more than 2000 units for commercial tariff and more than 4000 units for all other tariffs. Following actions will be taken:

i) Check the reading entered with actual reading reported on Meter Reading List. If the reading entered does not tally with Meter Reading List, PC Supervisor will take corrective action.

ii) If the reading entered tallies with reading on Meter Reading List, and heavy consumption is correct, Billing Control Supervisor will enter code 2 in column 47 and code 1 in column 48 in the "Input for Corrections" to indicate 'Heavy OK' purpose. In case of multiple meters the above entry is to be made only for its first meter.

iii) If the reading entered tallies with reading on Meter Reading List, but needs correction, Billing Control Supervisor will supply the correct reading through "Input for Corrections" and take following actions:
   a) In case new consumption is "not heavy" enter code 9 in col. 47.
   b) In case new consumption is "heavy" enter code 9 in col. 47 and 1 in col. 46.

CC.220 Heavy Consumption for Lock Open Case

Make investigation on the basis of lock period consumption i.e. (present reading - reading at the time of first lock) and take actions according to para CC.210.

CC.230 Commercial Tie-Up Missing

Message shows that light meter for Tie-Up industrial meter is missing according to M/F information. Billing Control Supervisor will either get the consumer class corrected or feed information about light meter through "Master Data Change".

CC.240 Industrial Tie-Up Missing

Message shows that the industrial meter for Tie-Up light meter is missing according to M/F information. Billing Control Supervisor will either get the consumer class corrected or feed information about the industrial meter through "Master Data Change".

CC.250 Tie-Up Reference No. Not Consecutive

The tie-up has not been made according to its definition. The light meter should have consumer class '1' and industrial meter should have consumer class '2'. Further more reference Nos. of both the meters must be consecutive. In such cases, Billing Control Supervisor will arrange necessary correction through "Master Data Change".

CC.260 Tie-Up Status Mismatch

Either one of the Tie-Up meters has been disconnected on M/F or coded for lock status. Billing Control Supervisor will take action according to instruction of RO/CSO, and feed the correction through relevant input.

CC.270 Replacement (CT4) Missing

In this case the expected replacing meter statement is missing. Billing Control Supervisor/PC Supervisor will check the "Replacing Meter Statement" for corresponding entry. If it is available, arrange its processing on the PC accordingly. If it is not available, Billing Control Supervisor will take action for provisional billing as per instructions through "Input for Corrections" as advised by RO/CSO.

CC.280 Extra Replacement

Replacement code in Meter Reading List is missing. The following actions will be taken:

i) The replacement code has been omitted. In this case Billing Control Supervisor will get the replacement code entered in "Input for Corrections" with code 9 in column 47.

ii) The reference No. of replacement record has been wrongly entered by PC Operator. In this case PC Supervisor/Billing Control Supervisor will get the consumption record and new replacement corrected through "Input for Corrections".

CC.300 Range of New Meter Invalid

Range of new meter in case of replacement is invalid. Billing Control Supervisor/PC Supervisor will make investigation through Meter Reading List and proof list of replacement and get it corrected through "Input for Corrections".

CC.350 Present Reading of New Meter Less than Initial Reading

Present reading of new meter is less than its initial reading as on replacement. The reasons might be:

i) The present reading of new meter has been wrongly entered by PC Operator. In this case the PC Supervisor will take corrective action.

ii) The initial reading of new meter has been wrongly supplied through "Replacing Meter Statement". In this case Billing Control Supervisor will arrange correction through "Master Data Change".

iii) The present reading of new meter has been wrongly recorded by Meter Reader. In this case Billing Control Supervisor will take corrective action through "Input for Corrections".

In above said cases if the new calculated consumption would fall beyond the limits as per its tariff, take corrective action according to CC.210.

CC.360 Present Reading of New Meter Greater Than Range

Present reading of new meter is greater than the range entered in its replacement record. The reason might be:

i) The present reading of new meter has been wrongly entered by PC Operator. In this case PC Supervisor will take corrective action.

ii) The present reading of new meter has been wrongly supplied through Meter Reading List. The Billing Control Supervisor will arrange checking and feeding correction through "Input for Corrections".

iii) The range of new meter has been wrongly supplied through "Replacing Meter Statement". In this case the Billing Control Supervisor will arrange checking with MCO etc. and feeding correct "Replacing Meter Statement".

CC.460 Entered Units Not = Calculated Units to be billed

This message indicates following situations:

1) Present reading/consumption has been entered wrong by PC Operator. PC Supervisor will get it corrected.

2) Present reading has been correctly entered but consumption mentioned on Meter Reading List is wrong. In such cases no correction is required. However discrepancy needs to be pointed out to Meter Reading staff for taking remedial action in future.

3) Present reading has been wrongly recorded in Meter Reading list. Billing Control Supervisor will take up the matter with SDO/Meter Reading Section Supervisor to obtain correct reading. He will supply correct reading through "Input for Corrections".

Referred to in para 2,3
of CP 10 of Billing
Section (Computer)

WAPDA POWER WING
METER READING LIST
(S.D.O. COPY)

CP FORM 21C
(CONS <70KW)

ANNEX.-I

BATCH NO. SUB DIV MONTH PAGE NO.

TARIFF CODE	PREVIOUS METER STATUS / METER NUMBER	SANC LOAD	CONS CLASS	REFERENCE NUMBER	MULTI. PLAYING FACTOR	METER SEQ	PREVIOUS KWH METER READING	METER R...	PRESENT KWH METER READING	UNITS TO BE BILLED	STATUS CODE	REMARKS
			3	8 16		41			21 30	31 37	43	

ATED: 17.11.1987

SIGNATURE OF
METER READER: 1

METER READER: 2

SECTION SUPERVISOR

TOTAL

PROGRESSIVE TOTAL

SUB DIVISIONAL OFFICER

10

INSTRUCTIONS

1. The writing should be legible and there should be no cutting and overwriting on the CP-Form 21 C (Meter Reading List).

2. Enter present reading in column 23 39 from CP Form 11 (Meter Reading Record), keeping in view the range of meter.

3. Enter correct advance Units in column 30 36. Also enter correct page total and progressive total on each page.

4. Present reading entered should always be greater than the previous reading except in the following cases.

   (a) Previous reading is updated i.e. the reading recorded in last month was more than actual reading on meter hence it had to be updated.
   (b) Meter Disconnected. The present reading column would be blank.
   (c) Meter reading completes a round Give the remarks "ROUND COMPLETED" in remarks column.
   (d) Meter replaced: - Give the remarks "METER REPLACED" in remarks column and ensure that meter replacing statment CP-143 has an entry of the same consumer. Also ensure that final reading of removed meter and present reading of new meter are invariably entered in present reading column

5. Where a meter has been replaced and an entry is made in CP 143, also ensure that

   (a) Reference No. has been correctly written on PC-143.
   (b) Closing reading of the replaced meter is greater than its previous reading printed in CP-21 C.
   (c) Present reading entered in CP-21 C is equal to or higher than the intial reading for new meter given in CP-143.

6. If a meter was declared defective and estimated readings were supplied then to incorporate actual readings subsequently at any stage ensure that:

   (a) Either a meter replacement procedure is followed, or
   (b) Actual reading of such meter is updated through Change Notification CP-138.

Note that actual reading of a meter previously shown defective will not be accepted through CP 21 C. The computer will go on recording it as defective.

7. For a tie up case, ensure that if remarks PREMISES LOCKED is given against one connection then the same remarks must be given against its tie up number.

8. For meter disconnected from Pole and Meter removed, R.O. should ensure supply of CP-FORM-113 to W.C.C. and also give its memo No. and date in the remarks column in CP 21 C for reference.

9. When a temporary disconnected meter is reconnected and readings are once again recorded, then R.O. should ensure supply of CP-FORM 117 and also give its memo. No. and date in the remarks columns of CP-21 C for ready reference.

FILLING INSTRUCTIONS FOR M/R CORRECTION
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CC.040: FILL PRESENT READING IN COL. NO. 23..29 AND 9 IN COL.NO. 47.
CC.050: MAKE NEW RECORD i.e FILL ALL THE COLUMNS.
CC.080: FILL COL.40,41 AFTER COMPARING NO. OF METERS AND 9 IN COL.47.
CC.100: FILL STATUS CODE IN COL.42 AND 9 IN COL.47 IF REQUIRED.
CC.120: FILL PRESENT READING IN COL. NO. 23..29 AND 9 IN COL.NO. 47.
CC.160: FILL CORRECT READING IN COL.23..29 AND 9 IN COL.47 IF REQUIRED.
CC.170: FILL PRESENT READING IN COL. 23..29 AND 9 IN COL.47,7 IN 42
CC.180: FILL CORRECT STATUS CODE IN COL.42 AND 9 IN COL.47 IF REQUIRED.
CC.205: FILL READING IN COL. 23..29, STATUS CODE IN COL.42, AND 9 IN COL. 47 AFTER CHECKING MR.
CC.210: FILL 2 IN COL. 47 AND 1 IN COL. 48. IF NEW CONSUMPTION HEAVY, FILL 1 IN COL. 46 AND 9 IN COL. 47.
CC.220: FILL 2 IN COL. 47 AND 1 IN COL. 48
CC.270: MAKE NEW RECORD i.e FILL ALL THE COLUMNS.
CC.280: PRESENT READING IN COL. NO. 23..29 AND 2 IN COL.42 AND 9 IN 47.
CC.300: NO ENTRY.
CC.350: MAKE NEW RECORD i.e FILL ALL THE COLUMNS.
CC.360: FILL CORRECT READING IN COL. 23..29 AND 9 IN COL. 47.
CC.460: FILL CORRECT READING IN COL.23..29 AND 9 IN COL.47 IF REQUIRED.