

	<b>OPERATING PROCEDURE</b>  <b>BILLING</b>  REF: DDB/COM/OP/24	Issue No: Draft  Issue Date:  Rev. No: 00  Page 1 of 3
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**1. PURPOSE:**

The purpose of this procedure is to ensure a systematic, accurate and effective billing process.

**2. SCOPE:**

The scope of this procedure refers to all customers eligible to be billed at Dawasco.

**3. DEFINITION AND ABBREVIATIONS:**

- 3.1 Dawasco – Dadaab Water & Sanitation Company Limited
- 3.2 DW – Dadaab Water
- 3.3 CD – Commercial Department
- 3.4 BP – Billing Process
- 3.5 CM-Commercial Manager.
- 3.6 Zonal Officers – Officers in charge of a Zone for purposes of meter reading, meter servicing, disconnection, reconnection or any other anomaly in the zones as shall be directed.

**4. REFERENCES:**

- 4.1 New Connection Agreement forms
- 4.2 Meter Reading field cards
- 4.3 Meter Status Report
- 4.4 Meter Transaction Report
- 4.5 Bills Mailing Summary

**5. RESPONSIBILITY:**

The Revenue Accountant is responsible for the entire billing process.

## **6. PROCEDURE ON BILLING PROCESS**

- 6.1 Upon receipt of duly approved Agreement forms 2days after physical installation, the data clerk shall key into the system the Name and Meter information details.
- 6.2 The billing officer shall produce meter reading field cards a day before schedule of zonal meter reading and forward to the Zonal Officers through the Head of Metering.
- 6.3 After meter reading, the billing officer shall receive the meter reading field cards from the respective Zonal Officers.
- 6.4 The billing officer shall key in the meter reading data to enable production of meter status report a day before meter servicing schedule.
- 6.5 Upon receipt of the meter status report from the metering department, the Billing Officer shall effect corrections in the system and produce final meter transaction report.
- 6.6 The Billing officer shall commence billing procedure whereby he/she shall produce bills mailing summary report and forward to the Revenue Accountant for cross checking.
- 6.7 The Revenue Accountant shall cross check the billing mailing summary against the transaction report to confirm that all the consumers have been billed.
- 6.8 Billing Officer shall archive consumer bills into the database.
- 6.9 The billing officer shall prints bills and forward to mailing office for dispatch through the respective Zonal Officers or the agreed upon means of bills dispatch by the management.
- 6.10 Billing Officer shall produce monthly billing reports for management purposes.

## **7. RECORDS**

- 7.1 Bills Delivery Sheet
- 7.2 Billing Summary total
- 7.3 Monthly Consumer Meter Status
- 7.4 Summary of bill Adjustment

Reviewed by: \_\_\_\_\_

Approved by: Managing Director

Sign \_\_\_\_\_

Sign: \_\_\_\_\_

Date \_\_\_\_\_

Date: \_\_\_\_\_