

NamPower Prepaid Billing System Project Rollout

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1.Introduction



- NamPower Pre-payment because of advances in metering technology and frequent requests from customers to convert to pre-payment (esp. small power users).
- NamPower Location: Windhoek, Namibia – (Southern Africa)
- Generation, Transmission & Energy Trading + Distribution
- 1000+ employee
- 3000+ ISU contract customers
- SAP S/4 HANA; ISU for Billing
- Itron MV90 – for meter reading
- Design comprise of Breaker, Recloser & NetVend, etc

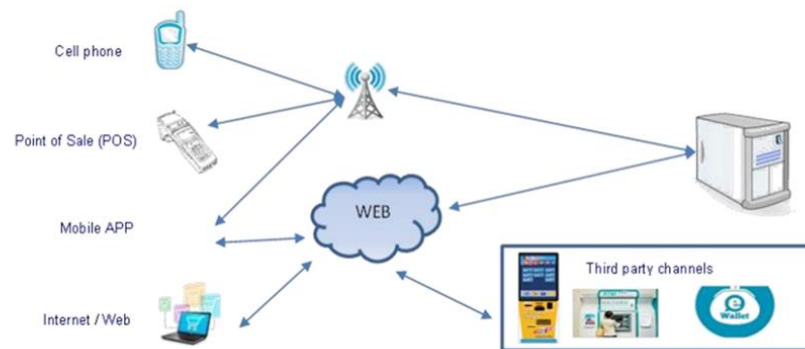
2. Benefits of pre-payment systems

- ❑ Ability of customers to manage electricity usage (pay as you go).
- ❑ Prevention of accumulation of debt.
- ❑ Modernization of metering Infrastructure.
- ❑ Controlled environment for Account verification.
- ❑ Reduction of operating cost of utilities (passed down to consumers)



3. Small Power Users

- ❑ Conventional pre-payment meters to be used.
- ❑ Meters rated up to 120 A adequate.
- ❑ Token system to be used to buy units.
- ❑ Vendors and cell-phone token buying mechanism to be adopted.
- ❑ Customers with debt to arrange to have a formula splitting between debt servicing and allocation to units.



3.1 Trial at Brakwater

- ❑ Trial underway on a plot at Brakwater.
- ❑ 16 kVA supply point.
- ❑ Assessment of performance before actual project rollout.
- ❑ Issues identified rectified.

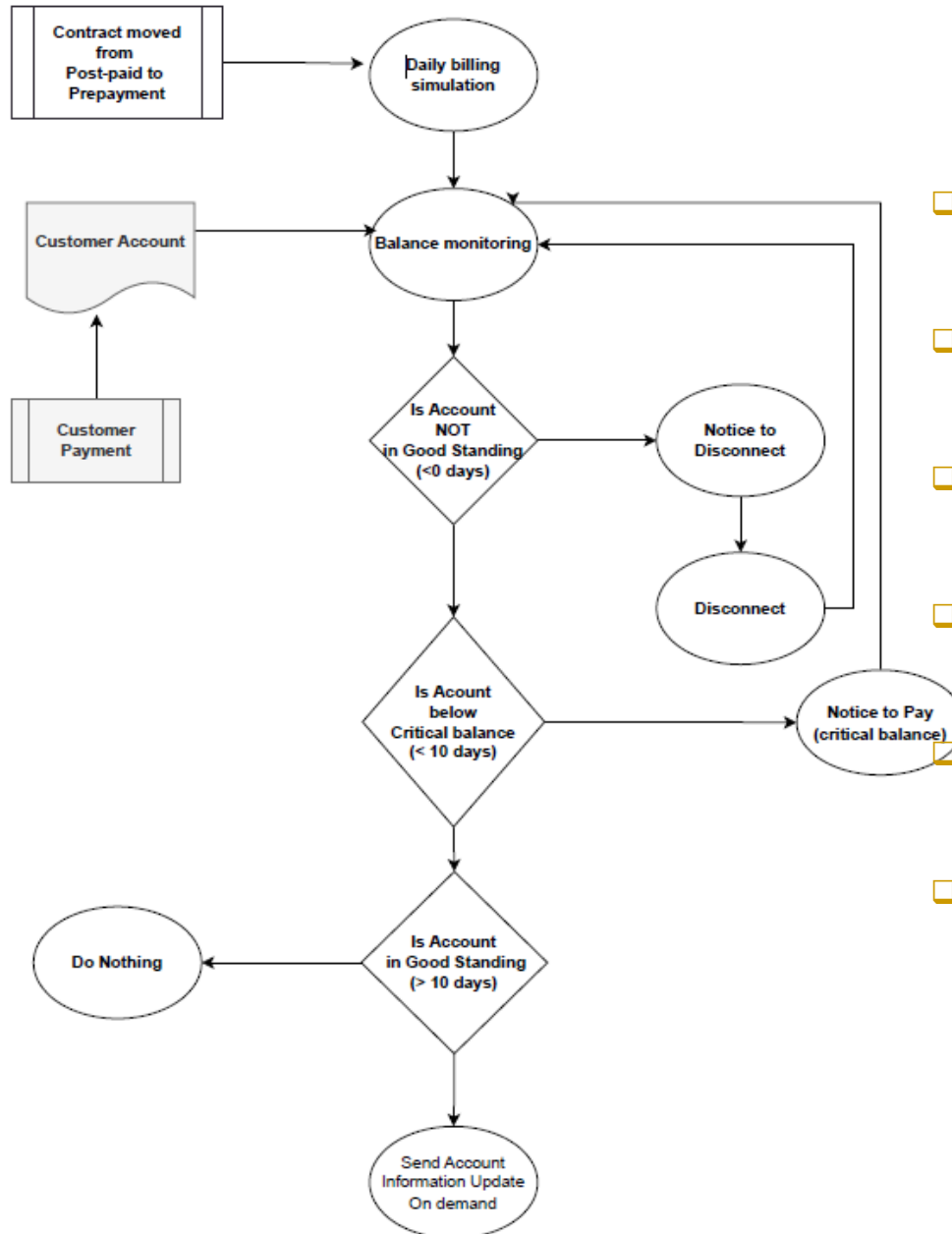


4. Large Power Users



- ❑ Requires the use of smart meters (already installed for most customers).
- ❑ Pre-payment for utilities integrated in SAP to be used.
- ❑ Allows Large Power Users' tariffs to be incorporated (e.g Maximum Demand charge) , including historic debt servicing.
- ❑ Warning messages send out early enough via SMS etc. to account owners when pre-paid funds are about to be depleted.
- ❑ Makes use of Meter Data Management System.
- ❑ Net metered customers will not be converted.

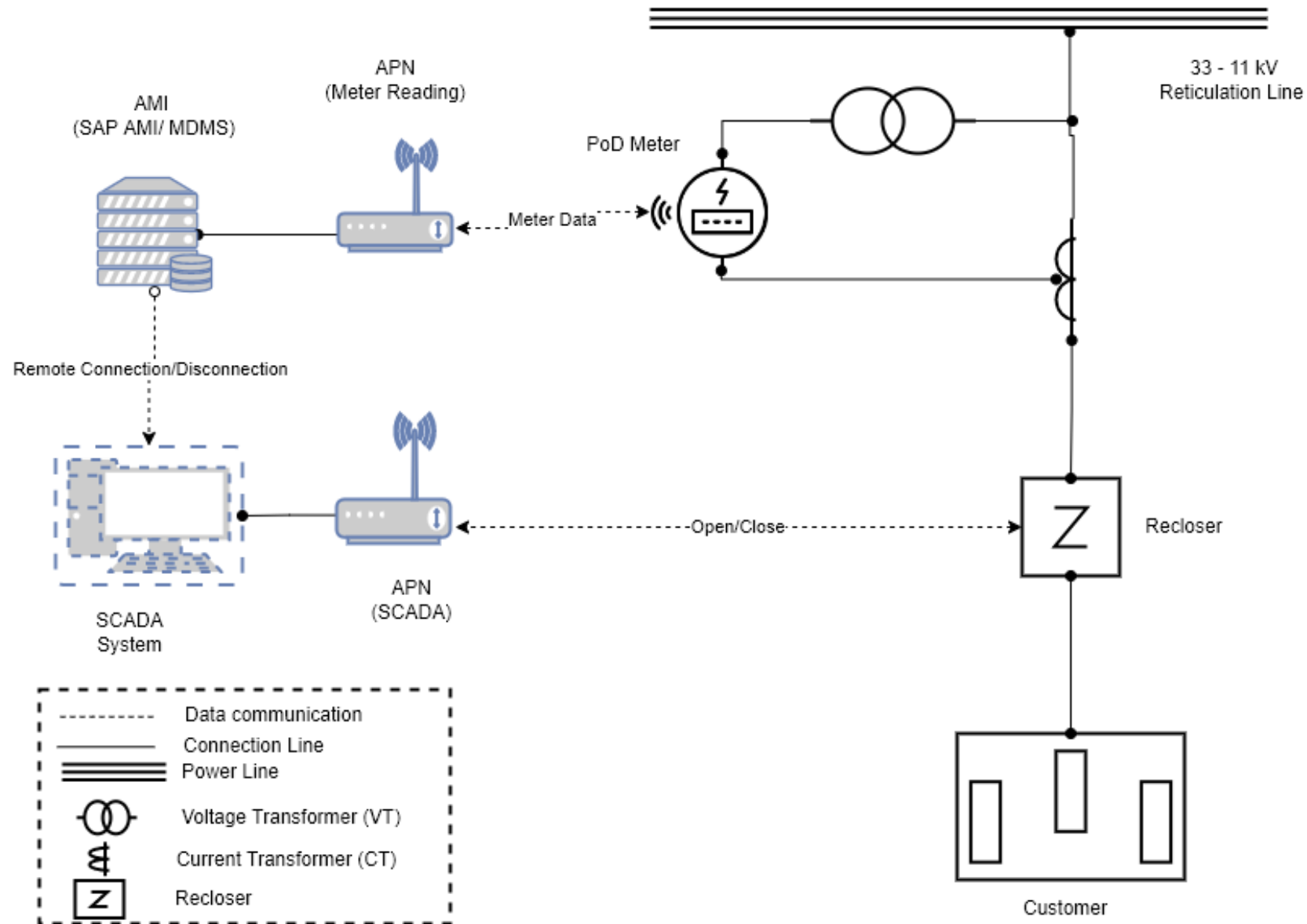
4.1 Process flow for Large Power Users



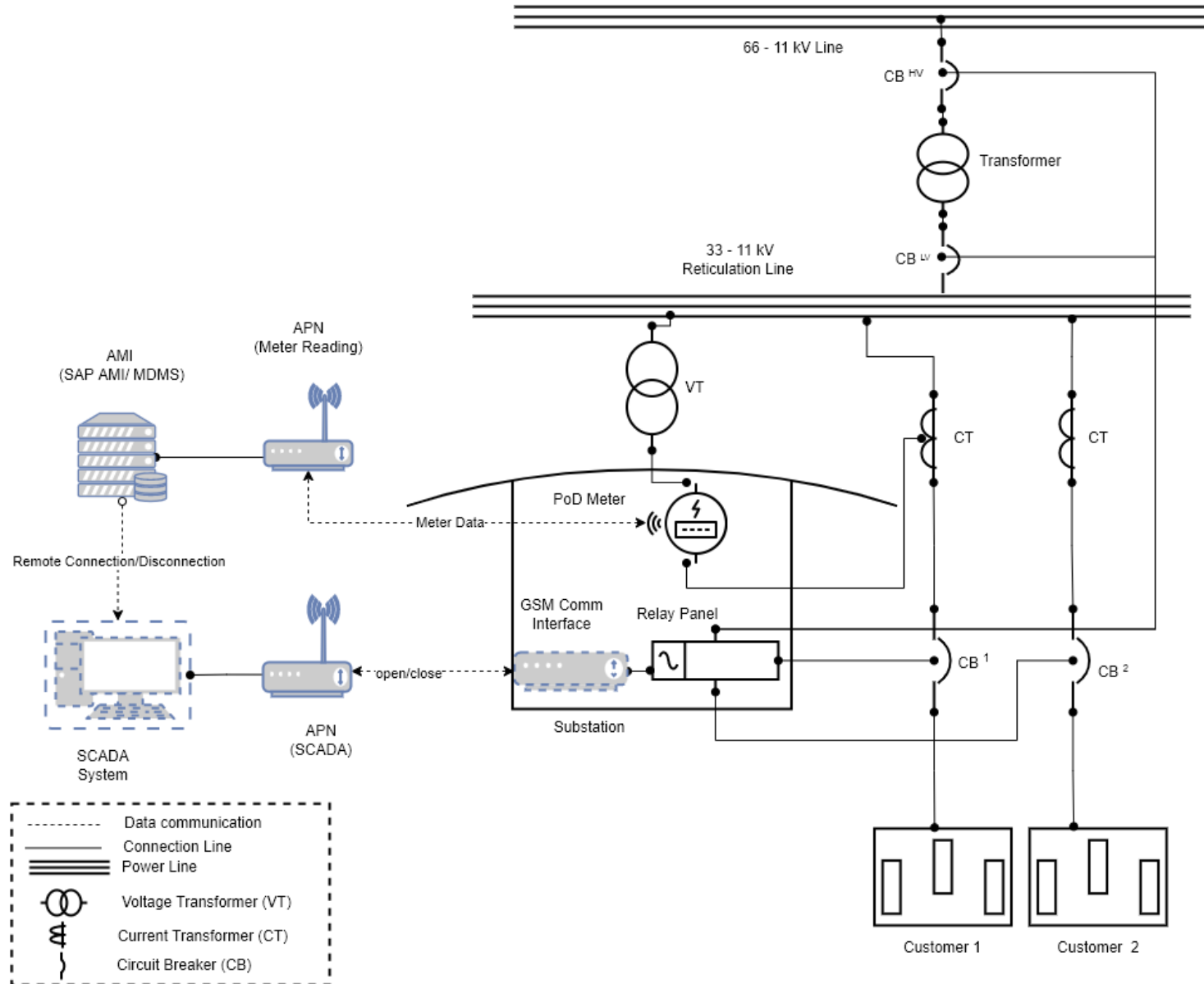
- Change post-paid customers to pre-paid customers' contract
- Repayment agreement (if indebted)
- Daily billing simulation and account balance monitoring
- Notifications to customers regarding balance
- Notifications to customers for disconnection/payment
- Disconnection/Reconnection

Type of Customer connection (technical)

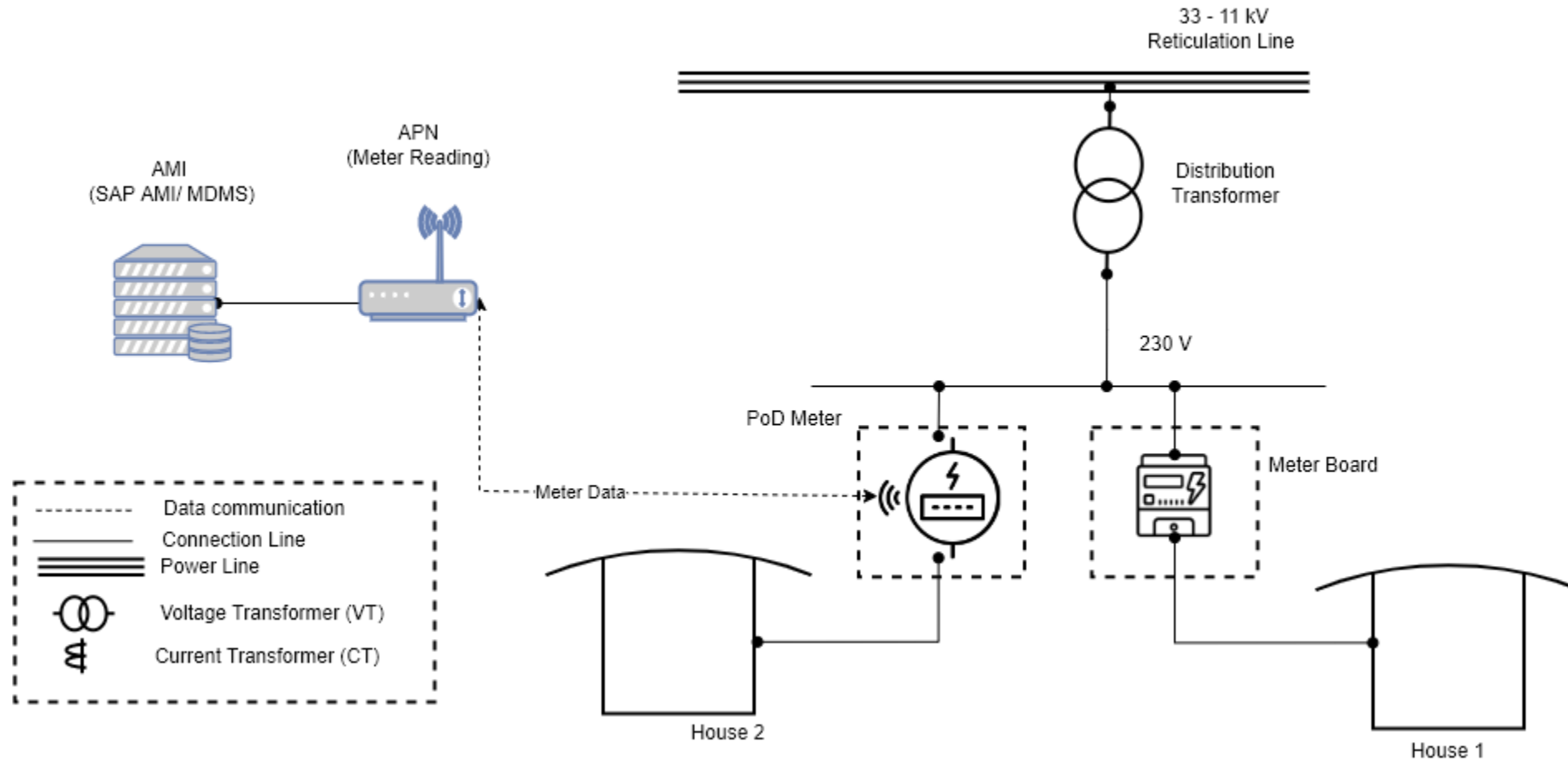
1. Retic – Reclosure Connection



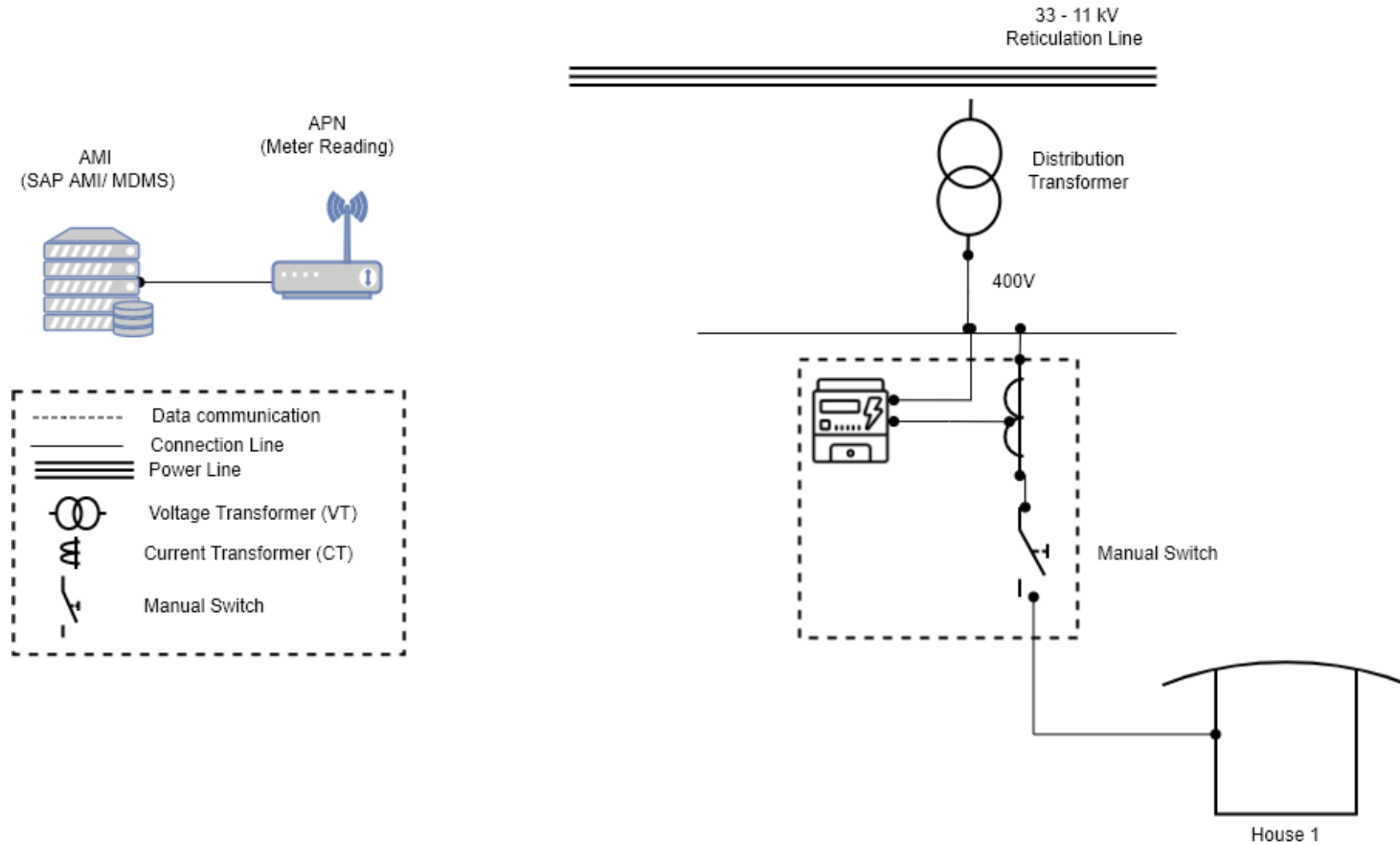
2. Substation Connection



3. Small Distribution Connection



4. Large Load Distribution Connection



6. Payment systems

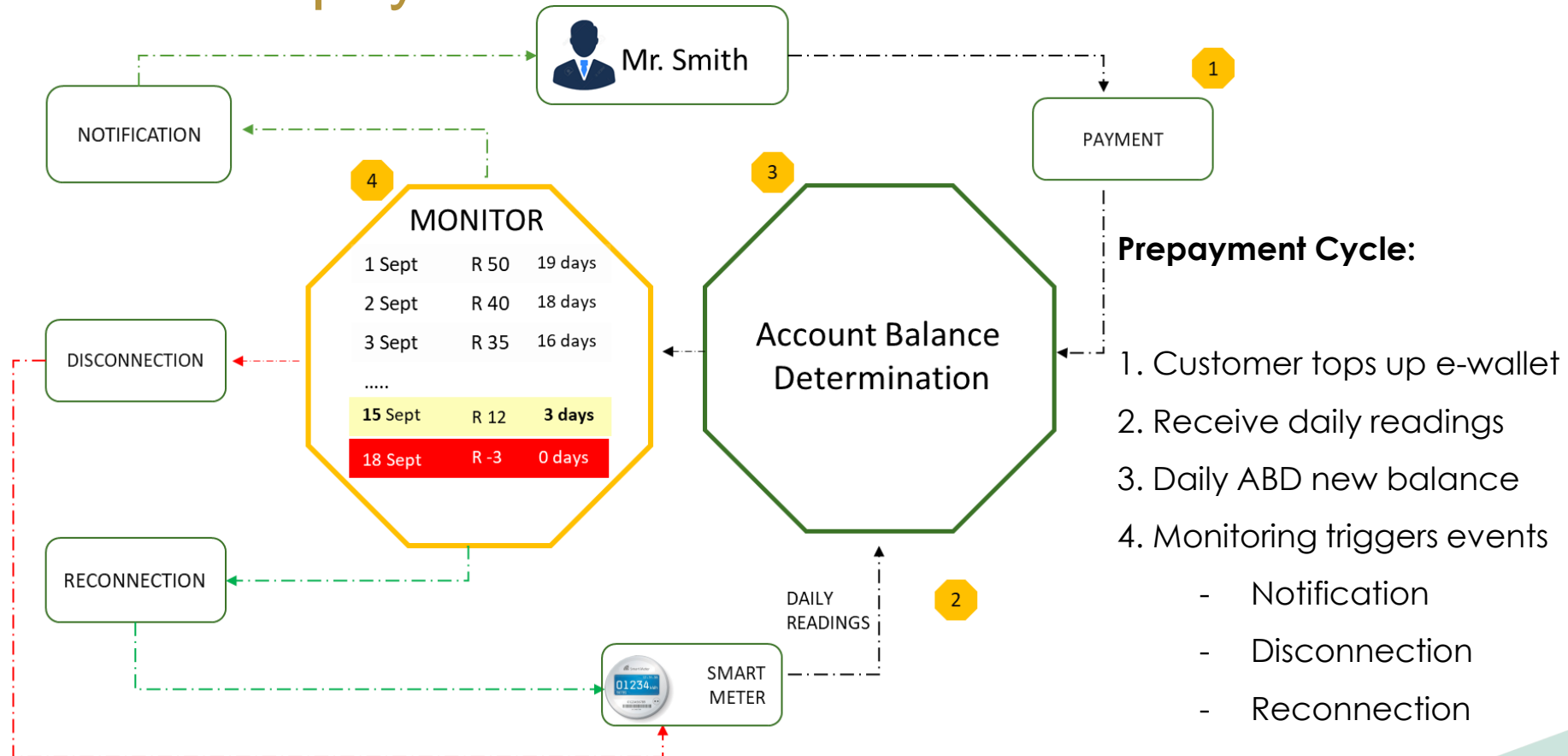


Post Pay, Token STS, and SAP Smart Prepayment

Post Pay	Token Based Prepayment	SAP Smart Prepayment
<ul style="list-style-type: none">✓ Post pay is a payment solution that allows customers to consume the service and pay later✓ Payment is received only after due date, which can be 30 days, 60 days or 90 days, etc	<ul style="list-style-type: none">✓ An STS (Standard Transfer Specification) Token is a digit voucher that is entered directly into an STS prepaid electricity meter by typing the voucher number on the meter keypad✓ The Utility requires a third-party system to manage the vending, billing cycle	<ul style="list-style-type: none">✓ It works as a wallet which lets you pre-load any amount of money. This amount will remain as available credit✓ Wallet based prepayment functionality is available in SAP Prepayment✓ SAP ISU Billing and Invoicing is used to calculate consumption and reduce the wallet balance

7. Smart Prepayment

SAP Prepayment for Utilities



8. Customer Portal



NamPower has Customer portal with the following functions:

- ❑ Yearly, Monthly, daily, hourly consumption data
- ❑ Past Invoices, Open Position and Account statement
- ❑ Payment history, and payment debts (open item)

8. Customer Portal cont'd






www.nampower.com.na > Customer Service > Customer Online Service > Online Service

The screenshot displays the NamPower website interface. At the top, there is a navigation bar with the following items: Home, About NamPower, Projects, STCS, Vacancies, Procurement, Customer Service, Investor Relations, CSI, Media Centre, and Contact Us. The 'Customer Service' menu item is highlighted with a red box. A dropdown menu is open under 'Customer Service', listing: Accounts, Tariffs, Application for Electricity, Supplier Registration, Conditions of Supply, Customer Online Service, Quality of Electricity Supply Portal, and MSB Market Documents. The 'Customer Online Service' item is also highlighted with a red box. A second dropdown menu is open under 'Customer Online Service', listing: Online Service, Online Service Guides, and Southern African Power Pool (SAPP) Bids. The 'Online Service' item is highlighted with a red box. The main content area shows a 'Welcome to NamPower Official Website' message and a breadcrumb trail: 'You are here: Home'. Below this, there is a section titled 'Welcome to NamPower Official Website' with introductory text about NamPower's core business.

Yearly, Monthly, daily, hourly consumption







View Invoice, Open Position, Account Statement

Description	Due Date	Invoice amount	Open amount	Download
Invoicing	Jul 24, 2023	NAD 8,110,671.74	NAD 6,507,638.99	
Invoicing (unread)	Jun 26, 2023	NAD 8,036,000.24	NAD 6,484,658.49	
Invoicing (unread)	May 23, 2023	NAD 7,693,555.20	NAD 6,233,728.82	
Invoicing (unread)	Apr 24, 2023	NAD 7,989,353.54	NAD 6,497,177.62	
Invoicing (unread)	Mar 22, 2023	NAD 7,248,084.37	NAD 5,959,148.97	

Account statements

Here you can view up to 50 of your last account statements and download them as PDF. You can print the account statement from the downloaded PDF.

Description	Date	Date of issue	PDF
Account Statement	Jul 4, 2023, 3:30:28 PM	Jul 4, 2023	
Account Statement	Jun 5, 2023, 11:49:42 AM	Jun 5, 2023	
Account Statement	May 3, 2023, 3:59:08 PM	May 3, 2023	
Account Statement	Apr 4, 2023, 8:41:49 AM	Apr 4, 2023	

Open position (invoice and interest)

Mar 22, 2023	Interest	NAD 1,288,935.40	NAD 143,118,771.61
Apr 24, 2023	Invoicing	NAD 6,497,177.62	NAD 157,067,274.12
Apr 24, 2023	Interest	NAD 1,492,175.92	NAD 150,570,096.50
May 23, 2023	Invoicing	NAD 6,233,728.82	NAD 164,760,829.32
May 23, 2023	Interest	NAD 1,459,826.38	NAD 158,527,100.50
Jun 26, 2023	Invoicing	NAD 6,484,658.49	NAD 172,796,829.56
Jun 26, 2023	Interest	NAD 1,551,341.75	NAD 166,312,171.07
Jul 24, 2023	Invoicing	NAD 6,507,638.99	NAD 180,907,501.30
Jul 24, 2023	Interest	NAD 1,603,032.75	NAD 174,399,862.31
TOTAL AMOUNT		NAD 180,907,501.30	

Payment History, and Pay Debts

Payment history		
Description	Payment Date	Amount
Payment Lot	Jul 3, 2023	NAD 500,000.00
Payment Lot	Jul 3, 2023	NAD 6,500,000.00
Payment Lot	May 31, 2023	NAD 500,000.00
Payment Lot	May 31, 2023	NAD 3,500,000.00
Payment Lot	May 9, 2023	NAD 2,000,000.00
Payment Lot	Apr 28, 2023	NAD 500,000.00
Payment Lot	Apr 28, 2023	NAD 3,500,000.00
Payment Lot	Apr 13, 2023	NAD 2,500,000.00
Payment Lot	Mar 29, 2023	NAD 500,000.00
Payment Lot	Mar 29, 2023	NAD 2,500,000.00

Here you can view your last 12 payments.

<input type="checkbox"/>	Debit Transfer during Invoic.	NAD 1,234,138.87	Dec 27, 2022
<input type="checkbox"/>	Debit Transfer during Invoic.	NAD 13,125.58	Dec 27, 2022
<input type="checkbox"/>	Consumption billing receivable	NAD 6,385,675.69	Jan 24, 2023
<input type="checkbox"/>	Consumption billing receivable	NAD 48,178.68	Jan 24, 2023
<input type="checkbox"/>	Consumption billing receivable	NAD 63,836.75	Jan 24, 2023
<input type="checkbox"/>	Debit Transfer during Invoic.	NAD 1,281,367.78	Jan 24, 2023
<input type="checkbox"/>	Debit Transfer during Invoic.	NAD 13,475.59	Jan 24, 2023
<input checked="" type="checkbox"/>	Consumption billing receivable	NAD 6,393,752.00	Feb 22, 2023
<input type="checkbox"/>	Consumption billing receivable	NAD 48,441.41	Feb 22, 2023
<input type="checkbox"/>	Consumption billing receivable	NAD 64,184.87	Feb 22, 2023
<input type="checkbox"/>	Debit Transfer during Invoic.	NAD 1,384,814.53	Feb 22, 2023
<input type="checkbox"/>	Debit Transfer during Invoic.	NAD 14,312.91	Feb 22, 2023

TOTAL AMOUNT

6,393,752.00

NAD

[SUBMIT PAYMENT](#)

9. Expectations from customers



- ❑ Embracement of project and cooperation.
- ❑ Need for addendums of current supply agreements to be signed.
- ❑ Grant access to supply points in case modems need to be added for remote communication.
- ❑ No disconnection for customers without any prior arrangement.



Thank You!