Title	MLM Meter Reading Portal
Organisation	Matjhabeng Local Municipality, Free State Province
Innovation	The Meter Reading System is a web application designed to streamline the collection and processing of household utility meter readings (water and electricity) while addressing key stakeholder needs. Through consultations with meter readers, municipal utility managers and billing departments, the system was developed to meet both functional and operational requirements. Key functional capabilities include meter reading submission, task scheduling for field readers, automated data validation, and seamless integration with billing systems. The solution also emphasizes critical non-functional aspects including user-friendly interfaces, system scalability, and robust data security measures. The system serves multiple purposes: • Reducing operational stress in meter reading collection, • Improving accessibility to municipal service platforms, • Ensuring billing accuracy, and • Minimising citizen complaints through timely and precise data collection.
Impact	Billing disputed ranged from plus/minus 500. They are now less than 200 per month, a 60% reduction. Operational costs have decreased, based on the contract to collect readings compared to using existing resources and the new system. Citizen satisfaction has been achieved, based on the system reviews to alleviate the meter reading issues between the municipality and citizens. For meter readers, mobile tools reduced administrative tasks by 40%, allowing focus on high value activities. GPS enabled travelling enabled scheduling cuts travel time. For municipal staff, dashboards provide real-time coverage metrics. Automated reports replaced 20+ hours of weekly manual data consolidation. There is also fewer billing complaints due to transparent, auditable reading histories. Citizens have web/mobile access to their own consumption trends which empowers users to monitor their own consumption.