

KEY PERFORMANCE INDICATOR 2024



DIVISION	Corporate Services
DEPARTMENT	Information Technology
UNIT	System and Business Application
JOB TITLE	AMI Administrator

Objective: To ensure that employers' expectations are defined, communicated and agreed to by the employee as targets measuring employee's performance and accountability in alignment with the company's strategic focus for the Financial Year. The KPIs stated in this document shall form the basis for employees' monthly scorecard which shall be communicated accordingly.

Please note that the cumulative score of every individual will ultimately be read as the team's monthly performance.

JOB KEY PERFORMANCE INDICATORS(KPI)		Target	WEIGHT	TIME BOUND OUTCOME (TURN AROUND TIME) 24hrs/48hrs/72hrs.
1	Configuration and integration of LVMD Meters into the AMI System. Integration of available smart meters (Feeders, DTs & MD customers) into AMI - 100% completion rate within 24hrs of receipt.	100%	25	24hrs
2	Carry out on-site configuration of offline installed DT Meters in the Business Hubs, ensure meters are online, and can remotely be read from the AMI System. 99.8% Availability of all on-site DT meters on the AMI System.	100%	15	72hrs
3	Update AMI System with the Meter information and maintain high-quality data upload into the system. Daily update of AMI system with meter information.	100%	15	24hrs
4	Analyze load profile data of installed Distribution Transformer Meters and escalate identified power quality anomaly to the Technical Department for maintenance and power grid improvement. Daily analysis of DT Meters load profile and immediate escalation of power quality anomalies.	100%	10	24hrs
5	Provide monthly and on-demand energy consumption report to relevant stakeholders to guide the business on revenue collection and monthly energy billing. Periodic (Monthly) report to be submitted to the Lead, AMI Administrator by first week of every month.	100%	15	Monthly
6	Report any fraud event captured by the AMI System on installed Meters to Asset and Revenue Protection department for proper investigation and monitoring. Carrying out Daily Audit check on AMI System to identify fraud – Immediate report of identified fraud.	100%	15	24hrs
7	Provide technical support for IT related issues. 100% resolution of all escalated issues and closure of tickets relating to IT related issues within 72hrs.	100%	5	72hrs

ERODERS

- 5% down for every 24hrs default in meeting timeline
- 5% down for noncompliance with HSE Standards.

BOOSTERS

- 5% up for all documented cost reduction initiative(s).
- 5% up for all positive activities not captured under this Agreement i.e. Process improvement, Projects, Training/training facilitator etc.