



# MUNICIPAL ACCOUNTS **DISPUTES**

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*Municipal Problems Solved!*

COMPANY PROFILE







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## HERITAGE

Our company, MAD was established to assist all various industries and role players nationwide within the electricity industry to join the global trend in responsible energy consumption and management.

We have more than 25 years of solid experience in dealing with complex accounts, industrial, mining and commercial customers within the electricity distribution industry.

We have been approached by various industries – Municipalities, mines and large industrial consumers to assist them to save energy as well as to maximize their electricity management in all fields including the power conservation programme.

MAD renders a service of undisputed quality and professionalism and the foundation of our business is our clients and our employees.

The environment in which we operate has seen growth and development in terms of both clients and employees. Companies, like individuals, also need to grow and be receptive to change. MAD welcomes change and in response has identified improved ways of understanding and communicating with our clients and employees.

It is important to MAD to build sustainable relationships with our clients and employees to become partners who have each other's best interests at heart. We aim to earn the trust and loyalty of our clients and employees, and do all we can to strengthen these partnerships and to do so with integrity and honesty, to the best of our ability.

We would therefore like to assume the responsibility and take the opportunity to demonstrate to you that MAD is a service provider and employer of choice.

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*Making a difference by being part  
of the solution!*



## MISSION & VISION

To create consistent value for our clients in a sustainable manner that will maximise shareholder value.

We will do this by managing our business with integrity and the highest ethical standards, while acting in a socially responsible manner with particular emphasis on the wellbeing of our employees and the communities we serve.

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## VALUES

Along with our principles, our values guide the behaviours that shape our working relationships with each other, our employees and our partners.

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## OUR PRINCIPLES

Our principles articulate MAD's distinctive approach to our everyday activities:

- Honesty is how we obtain business
- Integrity and Trust are the reasons that our clients become our partners
- We treat all people with Respect
- We are strategically focused in our work
- Achievement is a priority
- We are externally focused
- Mutual interdependency is a way of life
- A sustainable outcome is our promise to our clients

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## UTILITY MANAGEMENT

MAD has extensive experience in electricity and water management. We act as an on-site municipality to manage the electricity and water supplies to residential estates, shopping centres, commercial developments and businesses. With our input, estate managers, body corporate's, tenants and residents are assured that they will receive reliable services and guaranteed revenue collection delivered through state of the art equipment using advanced billing and account management systems. Additional services offered include network maintenance and engineering of electricity and water systems.

Our advanced monitoring and collections processes ensure that residents have the benefit of unbroken, reliable service delivery. This results in better account management, more accurate readings and more controlled usage.

Our approach can save estate developers significant initial infrastructure development costs. We design the network to make allowance for load shifting capabilities, which reduces development costs and removes the administrative burden.



## EXPERTISE

MAD has gained vast and valuable experience in the reading of meters and geared itself for delivering the required service by developing a computerised system that offers high certitude in the collection of metered consumption data and associated services as per specific customer requirements.



- Site walk-downs and data capture are done by using cellphone technology for database updates.
- Our utility management services consist of a wide variety of management services associated with facility management in the building environment in South Africa. A unique touch is added to our service through the introduction of a professional energy-efficiency engineering service.
- Auditing and checking of ESKOM/MUNICIPAL electricity accounts and all other accounts to ensure that each account is on the correct tariff and billed correctly and accurately on a monthly basis.
- Ensuring that incorrect accounts are rectified and the necessary adjustments (credits) done by the relevant Local Municipality.
- Advising on the correct tariff (maximum cost saving) and ensuring its implementation.
- Advising on network problems and implementation including load shedding updates and schedules.
- Make use of statistics, demand and consumption patterns to minimize electricity costs.
- Attend public hearing with regards to tariff increases and make objections.
- Electrical installation advice and applications.
- Contract Management, in depth knowledge of electricity acts and legislation including MFMA, PFMA and municipal by laws.
- Notified Maximum Demand Management – apply for increases on customer's behalf and ensure minimum costing (mutual contributions) – if necessary and applicable
- Negotiation with regard to supply agreements and ensure compliance from relevant Local Municipality (power interruptions) and Eskom.

## COMPANY DETAILS

Tel: 014 594 2702  
Cell: 079 878 1976  
E-mail: [jillian@madrtd.co.za](mailto:jillian@madrtd.co.za)

Address: 146 Kock Street | Rustenburg | 0299

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[www.madrtd.co.za](http://www.madrtd.co.za)