



ASSESSMENT OF THE PERFORMANCE OF THE PREPAYMENT METERING SYSTEM PROJECT IN UMEME LTD

Abstract

In Uganda as in any other country, elimination of energy losses is an increasing key concern for the players in the utility metering market. The study aimed at examining the level of performance of the Prepayment metering project, challenges of the Prepayment metering system and making suggestions for improving and strengthening the system at UMEME Ltd.

The study adopted both descriptive and qualitative cross sectional survey. A sample of 201 was selected using simple random sampling technique. A pretested questionnaire was used to gather information about the study variables, Frequency counts, percentages, means, standard deviation and factor analysis were generated using SPSS(Statistical Package for Social Scientists) and analyzed. Findings showed that there were extra costs incurred on the project than was budgeted. In addition, despite the systems' ability to integrate all its components to function, it needs to be enhanced to be able to monitor and control to ensure accuracy is not compromised especially in the metering section by unethical persons. But also care has to be taken when setting tariffs to strike a balance between profitability and affordability for the customers as this in the long run may contribute to reduction in energy losses. It was recommended that management upgrades the

technology to a two way token system to make meters intelligent to access information as and when customers load credit, involve community vigilance and most importantly work with the government to have strict enforceable laws with heavy penalties for culprits.