Case Study eThekwini Electricity



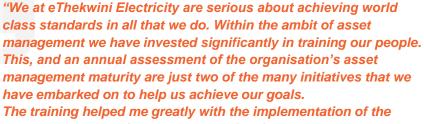


Client Background

eThekwini Electricity is the licensed electricity distributor of the eThekwini Municipality, which is on the east coast of South Africa. They purchase approximately 11 000 GWH of power annually from Eskom at 275 000 volts. eThekwini Electricity transforms and redistributes this power to approximately 630 000 customers, ranging from the large sophisticated customer supplied at 132 000 volts to the rural and peri-urban informal communities supplied at 230 volts.

Key Challenges

- · Managing over two million assets.
- · eThekwini Electricity's outsourced Asset Care Centres contract, managed by Jayshree Pershad through the leadership of Sandile Maphumulo, would be ending.
- In preparation for this, eThekwini Electricity required a comprehensive skills transfer programme to help transfer the Asset Care Centre's responsibilities to eThekwini employees.



asset management improvement project in the department. It raised awareness and aided the change management process by creating buy-in at certain levels of the organisation."

> Jayshree Pershad, Project Manager Asset Management, eThekwini Electricity



Pragma presented the three-year Certificate in Asset Management (CAM) programme to 20 top management (Strategic), 40 middle management (Tactical) and 120 operational employees (Operational). The training is aligned to the Pragma AMIP framework, GFMAM and ISO 55000.

CAM modules facilitated:

- · Strategic Overview of AM
- · Principles of Practical AM
- AM for the Tactical Team
- PAS 55
- · Principles of Change Management
- Asset Life Cycle Management
 Root Cause Analysis
- Asset Life Cycle Management Risk Management Overview
- · Developing an Asset Management Scorecard
- · Information Systems and Data · Project Management Velocity
- · From Data to Information

- Asset Management Essentials Maintenance Planning and Scheduling
 - Maintenance Plan Development
 - Technical Information
 - Technical Information Overview
 - · Structured Problem Solving

 - Risk Management Overview
 - The Importance of Work Order

 - Project Management Overview Organisation and
 - Practical 5S

- Lubrication Principles
- Tool Management
- · Contract Management
- · Contractor Management
- Contractor Management Overview
- · Sustainable Development
- · Health, Safety, Security and Environment
- · Asset Financial Management Public Sector
- · Asset Financial Management Overview
- Development.



Value Add

- · The skills programme highlighted the importance of asset management, the tools required and the elements to be considered during implementation of an ISO aligned asset management improvement project.
- Learners now understand eThekwini Electricity's standards of service delivery, and know where they need to improve to effectively deliver an exceptional service to their customers.
- · eThekwini Electricity further realises that moving from firefighting to excellence in asset management will take time, and success depends on having a welldocumented asset management policy and strategy supported by an implementation master plan.
- · All stakeholders must be engaged in a project. The identification of all stakeholders is a critical step in managing assets. Total lifecycle costs must also be considered.
- Asset management and service delivery within the communications network factor into the priority matrix.
- The programme stimulated meaningful discussions and challenged thinking and methodology.
- HV operations work order count backlog down by 67% as at April 2013 compared to February 2010.
- HV operations total work orders closed in 2012 was up 584% compared to
- · Asset Management Maturity Improvement over the last two years: 13% improvement in Best Practices and 26% improvement in Key Performance Indicators.

