A STUDY INTO THE EFFECTIVENESS OF PREPAID METERS IN IMPROVING CASH FLOWS AT THE ZIMBABWE ELECTRICITY TRANSMISSION AND DISTRIBUTION COMPANY (ZETDC).

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ABSTRACT

The use of electricity prepayment meters has a way of affecting cash flows of utilities as well as customers’ and has thus been widely adopted by utilities in different countries. The study sought to establish the effectiveness of prepaid meters at improving cash flows at ZETDC. Data was collected using a questionnaire distributed and collected from respondents from human resources, finance, engineering and operations divisions. A total of 50 questionnaires were distributed and 43 were collected from the respondents. The descriptive survey method was chosen as appropriate for the investigations carried out in this study. The questionnaire was the main research data collection instrument. The findings showed that indeed the prepayment meters improve cash flows although utilities still need to address loss of electricity due to pilferage as well as constantly improve on the technology which seems to be costly. Customers have adopted the use of Prepayment meter system (PMS), although usage and demand seem to have decreased. More advantages were cited over disadvantages and ZESA is recommended to improve technology and service to customers as well as introduce PMS to other customers in order to encourage usage and demand of electricity. It can be concluded that PMS has been a successful move for ZETDC.