



	Pretoria	Midrand	Prepaid
Telephone Number:	012 804 1039	011 238 2900	012 804 1039
Standby Number:	072 805 2055	072 805 2055	082 328 3324
Fax Number:	086 610 5089	086 610 5089	086 540 6760
Email:	<a href="mailto:info@proteametering.co.za">info@proteametering.co.za</a>		<a href="mailto:prepaid@proteametering.co.za">prepaid@proteametering.co.za</a>

## **NEW APPLICATIONS FOR BUSINESS CONSUMER**

**We would like to welcome you as a client of Protea Metering.**

### **Please email / fax the following documents to us:**

- Application form – completed in full
- General Information - Signed
- Copy of the Identity document of the applicant or Copy of Passport
- In case of newly built buildings, a certificate of occupation and an electricity approval certificate.
- In case of Owner or buyer, a copy of the offer to purchase or the deed of sale, stipulating the date of occupation, must be supplied.
- If the applicant is a tenant, a copy of the Lease Agreement, stipulating the date of occupation, must be supplied.
- Copy of the registration document of the business / copy of the founding statement of the trust.
- Letter of authority in which the proxy is named.
- Copy of the proxy's identity document.
- Identity document of the person handing the application form in.
- Deposit – Please communicate with the office.

**NB: IF NOT ATTACHED, THE APPLICATION CANNOT BE PROCESSED AND ELECTRICITY WILL NOT BE RECONNECTED.**

**Management**

**Protea Metering**



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## GENERAL INFORMATION REGARDING THE SUPPLY OF ELECTRICITY

### APPLICATION FOR THE SUPPLY OF SERVICES

According to Council legislation, electricity and/or water cannot be supplied without the application for these services. An application form should be accompanied by the consumer's ID document as well as the lease agreement (tenants) or registration document (owners) and should be handed in at our offices.

### DEPOSITS

The electricity deposit is payable by occupation of any unit. According to Council legislation and bylaws the deposit amount should be sufficient to cover twice the monthly account. Should the initial deposit charged found to be insufficient, an increase may be done after 3 months' consumption figures are available, and to be equal with the highest account processed in the first 3 months. The deposit will also be reviewed in the event of a reminder notice being processed for an overdue account.

### READING CONFIRMATION/METER TESTS

Actual readings are taken once a month and invoices are processed accordingly. In the event that the accuracy of a reading or the proper functioning of a meter is disputed, please direct your query to our offices and not to the Body Corporate, Managing Agents or the Rental Agency. It is part of our service agreement to attend to queries of this nature. Such a query should be in writing and should be accompanied by upfront payment of the relevant amount for the requested service, whether it is for the confirmation of a reading or testing of a meter. The applicable amounts are determined by the City Council and can be obtained on request. Please note that should the confirmation of a reading or the testing of a meter indeed reveal that the complaint was valid, a credit will be passed for the amount paid for the requested service.

### BUSINESS HOURS AND CONTACT NUMBERS

Our office hours are from 8:00 to 16:30 Mondays to Fridays. During these hours we can be contacted on telephone number (012) 804 1039, Fax no. (012) 804 0105 or via email at [info@proteametering.co.za](mailto:info@proteametering.co.za). The after hours number for emergencies is (012) 804 1039 where calls are taken until 19:30. After 19:30 voice messages can be left which will be scanned and attended to in order of priority.

### MONTHLY INVOICES

Please note that invoices are processed and sent on a monthly basis. Non-receipt of an invoice will not be acceptable as an excuse for non- or late payment. If the monthly invoice was not received, please contact us for a copy to be sent.

**Invoices can also be viewed on our web page [www.proteametering.co.za](http://www.proteametering.co.za).** On our Home page, click on **Login**, then on **Client login**. Type in your **Protea account number** to gain access. Then click on a specific date to view that invoice.

Please contact us should any further information or assistance be required.

### **PROTEA METERING MANAGEMENT**

I, \_\_\_\_\_ (name) have read the above and have taken note of the content.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**



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## AFTER HOURS STANDBY SERVICES

We would like to provide information regarding our after hour's standby service.

**After hours standby number: 072 805 2055**

**Prepaid after hours standby number: 082 328 3324**

If your electricity was suspended due to non-payment, receipt of payment will be accepted until **18:00** for a reconnection on the same day.

Reconnection for payments received after **18:00** will be attended to the following working day. On Saturdays payments will be accepted until **12:00**.

Our reconnections starts only at **16:00** in the afternoon and we do have time **until midnight** to reconnect all clients on our list for each day.

**Trips reported after 20:00 will also be attended to the following working day.**

To report trip or power failures after **20:00**, please send a sms to the above mentioned numbers, shortly explaining the problem and providing your name, contact telephone number and the name of your complex along with your unit number.

Yours Faithfully

**Management**

**Protea Metering**



# Business Service Application

Protea Account (Office use only)

Tel: 012 804 1039

Email: [info@proteametering.co.za](mailto:info@proteametering.co.za)

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

Fax: 012 804 0105

Fax: 086 610 5089

Physical Address: 80 Rauch Avenue, Georgeville, Pretoria

Postal Address: P.O. Box 1785, Silverton 0127

Reg 2001/016660/07      VAT 4860168527

- Please complete and sign this application form, return along with
  - Copy of registration of the business/Copy of the founding statement of the trust.
  - Letter of the authority in which the proxy is named.
  - ID Copy of the proxy.
  - ID copy of person handing in application on behalf of applicant.
  - In case of newly built buildings, a certificate of occupation and an electrical approval certificate.
- Proof of payment of your deposit and payments must be sent to [info@proteametering.co.za](mailto:info@proteametering.co.za)
  - New Application EFT Ref " **Complex name and Unit** "
  - Completed Application EFT Ref " **Protea account number** " (This will be stated below on Tax Invoice)
- In case of owner or buyer, a copy of the offer to purchase or the deed of sale, stipulating the date of transfer, must be supplied.
- If applicant is a tenant, a copy of lease agreement, stipulating the date of occupation, must be supplied.
- Signed General information document.
- Partially completed forms will not be accepted and may result in utilities supply not being connected.
- Initial deposits charged will be based on the consumption profile for the specific building.
- The deposit will be reviewed after the first 3 months of invoices are available.
- The deposit will be reviewed again in the event of a letter of demand being sent on an overdue account.
- Kindly confirm with our office if all documentation has been received.

**Banking Details**

Ned bank	FNB
Branch: 161845	Branch: 252445
Account: 1618015419	Account: 62389132946

**Part A - Company Particulars**

Name of Business											
Company Registration Number						VAT Registration Number					
Type of Business						Telephone Number					
Proxy Name & Surname											
Proxy Identity / Passport Number											

**Part B - Directors/Members/Partners/Trustees**

Initials and Surname	Residential Address	Suburb	Contact Number
			/
			/
			/
			/
			/

**Part C - Account and Premises Particulars**

Building Name		Unit Number	
Street Name		Street Number	
Suburb		Province	
What Utility are you signing up for <input type="checkbox"/> Water Only <input type="checkbox"/> Electricity Only <input type="checkbox"/> Water and Electricity			
Please tick <input type="checkbox"/> Owner <input type="checkbox"/> Tenant		Please provide applicable documentation depending on weather you are the owner or tenant	
Occupation Date (Date you moved into property)		Date on lease agreement	

**Alternatively the following part can be completed for LEASED properties by Agent/Owner/Caretaker**

I, \_\_\_\_\_ confirm that \_\_\_\_\_ (the tenant)  
 Moved/will move into the premises on \_\_\_\_\_ (date of occupation).

\_\_\_\_\_  
 Signature, Capacity and Stamp                      Telephone Number of Agent/Owner/Caretaker                      Date

Please Turn Over

**Part D - Contact Persons for Account**

Name &amp; Surname

Postal Address

Email Address

Preferred Tax Invoice Delivery

Postal Address (As above)

Email (As above)

Telephone Number

/

Cell Number

/

**Part E - Declaration**

- I declare that the information on this application is true and correct.
- I accept the conditions set out in the by-laws and regulations for the control of electricity and water, as amended from time to time.
- I accept in the event of a dispute with the invoice received, the client is not entitled to defer payment, and must continue to settle the due charges in full while the matter is being investigated.
- Deposits are refunded 3 weeks after the termination date.
- I accept liability for any outstanding amount in respect of the premises in Part C above.
- The reading of the electricity or water meter shall be proof of the consumption on the premises unless proven by factual information.
- I declare that I will not be exempt from settling my account if I have not received it.
- I accept that the client is responsible for using the correct reference number, as it appears in the month utility invoice.
- I accept that Protea Metering has the authority to terminate services due to non-payment of services or incorrect ref was used, and can include basic services.
- I accept liability for any tracing costs and/or legal costs incurred owing to my default.
- I accept responsibility for ensuring that meter readers have access to the meters or, alternatively, I will arrange for Protea Metering to move the meter, at my own cost, cost outside to where they can be read.
- I choose the address set out in Parts C above as my domicilium citandi et executandi, if another address is desired please provide it below the signature.

Signature

Date

P.O. Box 1785  
Silverton 0127

Tel: (012) 804-1039

Fax: (012) 804-0105

Email: info@proteametering.co.za

Fax: (086) 610-5089

VAT No: 4860168527



## Debit Order Authorization

Protea Account / Reference No:	
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Occupant: Name & Surname:	
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ID / Passport No:	<table border="1" style="margin: 0 auto;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>																				

Address:	
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Email Address:	
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Tel No:	Cell No:
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Bank:	Branch:
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Account No:	Branch No:
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Account Type: (Mark appropriate box)	<input type="checkbox"/> Cheque	<input type="checkbox"/> Savings
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Account Holders Name:	
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Debit Order Date	<input type="checkbox"/> 1 <sup>st</sup>	<input type="checkbox"/> 8 <sup>th</sup>	<input type="checkbox"/> 15 <sup>th</sup>	<input type="checkbox"/> 23 <sup>rd</sup>	<input type="checkbox"/> 30 <sup>th</sup>
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I / We hereby request Protea Metering to draw against my / our account whichever bank it may be at present the amount being the total amount outstanding on my account and I/We request my / our bank, whichever it is or will be, to debit my/our account with such amounts drawn against it by Protea Metering in terms of the request and understand that the bank charges currently R3.00 will also be collected from myself.

SIGNED AT	ON THIS	DAY OF	20
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**Signature**

**If Minor/joint account**

**NB: PLEASE TAKE NOTE OF THE FOLLOWING**

1. A second signature will be required for joint account.
2. A legal guardians signature must accompany that of a minor.
3. If a company is the subscriber, the full name of the company must be shown and the authorized person(s) must sign indication of his/their capacity(ies). The company stamp must also appear here.
4. Please ensure that your bank account and branch code is correct.
5. If the details are not correct it will hinder the process of having the debit order authorization activated, which will leave your account in arrears. **Interest will be charged on arrears.**
6. Debit orders returned as unpaid will be charged an unpaid debit order charge of R100.
7. Please note that this debit order form can not be loaded for your prepaid electricity account.

**Company Stamp**

# Using too much electricity? Here's how to save!

## ELECTRICITY CONSUMPTION OF ELECTRICAL APPLIANCES

1 line = 100 watt. A frying pan therefore uses 1 500 watts (15 lines).  
1 000 watt per hour = 1 kWh = 1 unit of electricity.

### HOME:

Hair drier (400-1000 W)		600 watt
Hair curlers		400 watt
Hi-Fi		100 watt
Infrared lamp		300 watt
Electric Blanket		100 watt
Lights (average 10x75 W)		800 watt
Radio		100 watt
Vacuum cleaner		600 watt
Iron (600-2 000 W)		1 500 watt
Television (66cm colour)		300 watt
(48cm colour)		80 watt
(66cm black and white)		70 watt
Floor polisher		400 watt

### KITCHEN:

Dishwasher		2 800 watt
Stove (3 000-8 000 W) depending on use		
2 plates and oven together		3 000 watt
Frying pan		1 500 watt
Frier (rotating)		1 400 watt
Toaster		1 100 watt
Coffee filter		600 watt
Kettle (1 500-3 000 W)		2 000 watt
Coffee grinder		300 watt
Microwave oven		1 500 watt
Juice extractor (large)		300 watt
Juice extractor (small)		100 watt
Food mixer		200 watt
Freezer		600 watt
Waffle grill		800 watt
Warming tray (Salton)		900 watt

### HEATERS:

Oil		2 000 watt
Fan		2 000 watt
Ceramic/Capil		1 500 watt
Panel		1 100 watt

### LAUNDRY:

Washing machine		
(1) Not heated		800 watt
(2) Automatic		
(a) Heated		2 000 watt
(b) Wash/dry motor		800 watt
Tumble drier		3 000 watt
Geyser		3 000 watt

### GARAGE / WORKSHOP:

Battery charger		600 watt
Drill		500 watt
Grinder		300 watt
Soldering iron		300 watt
Welder (portable and single phase)		3 000 watt

On your appliance you will see the number of **WATTS** that the appliance uses. This number is usually stamped underneath or at the back of your appliance.

An iron for example uses **1 500 WATTS**.

This is **1,5 KILOWATTS**.

(To change **WATTS** to **KILOWATTS** move the comma three spaces to the left, i.e. 1 500 = 1,5 kilowatts)

You then multiply the number of **KILOWATTS** by the price of one unit of electricity, for example 40 cents.  
(1,5 x 40 cents = 60 cents)

This is the cost of using an iron for 1 hour.

**REMEMBER TO CHECK WHAT THE PRICE OF A KILOWATT HOUR (UNIT) IS IN YOUR AREA.**