

# Residential Application Form

Protea Account (Office use only)



Tel: 012 804 1039

Email: info@proteametering.co.za

www.proteametering.co.za

Fax: 012 804 0105

Fax: 086 610 5089

80 Rauch Avenue, Georgeville, Pretoria

P.O. Box 1785, Silverton 0127

Reg 2001/016660/07

VAT 4860168527

Please complete and sign this application form, and return along with

- Copy of ID
- Application applicable to tenant, copy of lease agreement, stipulating the date of occupation,
- Application applicable to owner, copy of offer to purchase or the deed of sale, stating date of transfer.

Important information regarding deposits, office hours and payment methods are on page 2 of this form.

Office use only

Conventional

 Water  No Water

Prepaid

 Water  No Water

## Part A - Personal Particulars

First full name(s)											Initials			Title													
Surname																											
Identity / Passport Number																	Please tick	<input type="checkbox"/> Owner	<input type="checkbox"/> Tenant								
Postal Address																											
Email Address																											
Preferred Tax Invoice Delivery	<input type="checkbox"/> Postal Address (As above) <input type="checkbox"/> Email (As above)																										
Tel Number																	Cell Number										

## Part B - Account and Premises Particulars

Complex / Flat Name											Unit Number				
Street Name											Street Number				
Suburb											Province				
Occupation Date (Date you moved into property)															

## Part C - Reference

References (relative or friend not residing with you)

Name & Surname											Relationship															
Residential Address																										
Tel Number																Cell Number										

## Part D - I hereby acknowledge and accept

- 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.
- I accept liability for any outstanding amount in respect of the premises in Part B above.
- I accept that 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 should there be any tampering or attempted tampering of the meter, a penalty will be charged at the rate set out in the bylaws of the relevant city council.
- 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 accept the address set out in Part B above as my domicilium citandi et executandi, if another address is desired, please provide it below the signature.
- I accept that I have read and understand all information on page 2 of this form.

Signature

Date

Please sign page 2 of this form as well.

## Office hours and contact numbers



Our office hours are from 8:00 to 16:30 from Monday to Friday.

Tel: 012 804 1039 Fax: 012 804 0105 Email: [info@proteametering.co.za](mailto:info@proteametering.co.za) Prepaid email: [prepaid@proteametering.co.za](mailto:prepaid@proteametering.co.za)

## Emergency technical standby service

Our standby service is available from 16.30 until 19:30

Emergency standby number: 072 805 2055 Emergency prepaid standby number: 082 328 3324

Receipt of payments will only be accepted until 18:00 for reconnections on the same day, reconnections received after 18:00 will only be attended on the following working date.

## Deposits

- Initial deposits charged will be based on the consumption profile for the specific unit, according to City legislation and bylaws, the deposit amount should be sufficient to cover twice the monthly consumption.
- The deposit will be reviewed after the first 3 months of invoices are available and automatically adjusted.
- The deposit will be reviewed again in the event of credit control action on an overdue account.

## Reading Confirmation/Meter Tests

Actual readings are taken once a month or weekly depending on the building and invoices are processed according to actual readings. In the event that the accuracy of a reading are in dispute, direct your request 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. The request must be in writing and must be accompanied by an upfront payment for the requested service. The amount is determined by the City Council and can be obtained on request. Should the confirmation of a reading or the testing of a meter reveal that the complaint was valid, we will reimburse you with a credit to your account.

## Payment methods for water accounts and conventional electricity

### • Electronic fund transfers (EFT)

Proof of payments must be sent to [info@proteametering.co.za](mailto:info@proteametering.co.za)

Your Protea Metering account number should be used as a ref only

### • Debit order

The debit order authorisation form must be completed and sent to [info@proteametering.co.za](mailto:info@proteametering.co.za).

Available debit order dates are the 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 23<sup>rd</sup> and the end of the month.

A debit order form can be found on our website [www.proteametering.co.za](http://www.proteametering.co.za), or can be sent by email by contacting our offices.

### Banking Details

FNB	Nedbank
Branch: 252445	Branch: 161845
Account: 62389132946	Account: 1618015419

## Payment methods for prepaid accounts

Registration required for all below payment methods

### EasyPay

- Prepaid electricity can be purchased at Pick 'n Pay, Shoprite, Checkers, Checkers Hyper and FNB ATM's.
- The meter number must be presented and the teller must be told to put the transaction through the ESKOM system
- A 20 digit token number is generated on the slip that you receive from the cashier
- Once the token number is punched into the prepaid meter the electricity is automatically loaded
- Easy Pay charge is 5.5% of the amount that you are purchasing for.



### Unipin

- Prepaid electricity can be purchased at selected outlets of Engen, Shell, Sasol, BP, Spar, Nedbank ATM's and Cash Express ATM's.
- Collect receipt from teller and follow the instructions to retrieve your 20 digit voucher.
- i.e. dial \*120\*41589\*pin number\*meter number# (now press call)
- Your request will be processed and you will receive a 20 digit voucher via sms and will be loaded automatically.
- Unipin charge is 5% of the amount that you are purchasing for.



### Online website

You can visit our website [www.proteametering.co.za](http://www.proteametering.co.za) and make a payment via credit card, please do not close the window until you have received a voucher via sms. Fixed transaction cost of R8 for purchases on the Protea Metering System

## Direct transfers into our FNB account – Your voucher number can be sent with 30min via SMS

You must first complete this registration form for this option to work, you cell phone number need to be registered to your meter.

Account Number: 62389132946 Branch code: 250655 Your reference: Your meter Number OR Protea account number Only

Please note - If you are paying from a FNB account into our FNB account, the SMS will be sent within 30min to 1 hour until 7pm  
Payments from any other bank will take 48 – 72 hours to reflect, excluding weekends and public holidays.

Fixed transaction cost on prepaid tokens is R8.00 for purchases on the Protea Metering System, Only 1 payment per day can be made if the same ref is used.

Signature:

Date:



# General information

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Emergency standby number: 072 805 2055

Emergency prepaid standby number: 082 328 3324

Receipt of payments will only be accepted until 18:00 for reconnections on the same day, reconnections received after 18:00 will only be attended on the following working date.

## Conventional electricity deposits

- Initial electricity deposits charged will be based on the consumption profile for the specific unit, according to City legislation and bylaws.
- The deposit amount should be sufficient to cover twice the monthly consumption.
- The deposit will be reviewed after the first 3 months of invoices are available and automatically adjusted.
- The deposit will be reviewed again in the event of credit control action on an overdue account.

## Water deposits

- The application form needs to be completed along with a R500 water deposit.
- The deposit will be reviewed after the first 3 months of invoices are available and automatically adjusted.
- A water account can either be linked with a prepaid account or combined with a conventional electricity account.
- These invoices will either be delivered or emailed to you as per your request.
- Readings for water consumption will be monthly or weekly depending on the building and billed accordingly.
- Monthly invoicing will have a 'Pay-by' date or due date.
- Weekly invoicing will be due and payable with immediate effect.

## Prepaid electricity with water accounts

- Water accounts need to be settled in order to purchase prepaid electricity.
- If you did not pay your water account by the due date or "Pay by" date, the outstanding amount will be deducted from your prepaid electricity voucher purchase.
- Easy pay transactions will deduct up to half of the prepaid electricity to compensate any outstanding amount on the water account.
- Unpin transactions will not be successful if there is any water amount outstanding.
- There is a SMS feature available to send you your water amount outstanding,
  - NB! Your cell phone number must be loaded to your account for this feature to work.

## Prepaid card

- Protea Metering will issue 1 card for every unit for a meter.
- If there is a new occupant in the premise, the card should be retrieved from the previous occupant.
- A lost card replacement will cost R30.
- This card is not a necessity
- The 11 digit meter reference number can be accepted on a written piece of paper and the cashier will still accept it for an EasyPay or Unipin transaction.

## Payment methods for water accounts and conventional electricity

- **Electronic fund transfers (EFT)**

Proof of payments must be sent to [info@proteametering.co.za](mailto:info@proteametering.co.za)

Your Protea Metering account number should be used as a ref only

- **Debit order**

The debit order authorisation form must be completed and sent to [info@proteametering.co.za](mailto:info@proteametering.co.za).

Available debit order dates are the 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 23<sup>rd</sup> and the end of the month.

A debit order form can be found on our website [www.proteametering.co.za](http://www.proteametering.co.za), or can be sent by email by contacting our offices.

- **Card facilities at our Pretoria and Midrand offices**

This is only available during our office hours (Mon – Fri 08:00 to 16:30)

Pretoria Branch: 80 Rauch Avenue, Georgeville

Midrand Branch: Tuscan Gardens Office Park, Suite 5, 14<sup>th</sup> Avenue

## Payment methods for prepaid accounts

Registration required for all below payment methods

### EasyPay

- Prepaid electricity can be purchased at Pick 'n Pay, Shoprite, Checkers, Checkers Hyper and FNB ATM's.
- The meter number must be presented and the teller must be told to put the transaction through the ESKOM system
- A 20 digit token number is generated on the slip that you receive from the cashier
- Once the token number is punched into the prepaid meter the electricity is automatically loaded
- Easy Pay charge is 5.5% of the amount that you are purchasing for.

### Unipin

- Prepaid electricity can be purchased at selected outlets of Engen, Shell, Sasol, BP, Spar, Nedbank ATM's and Cash Express ATM's.
- Collect receipt from teller and follow the instructions to retrieve your 20 digit voucher.
- i.e. dial \*120\*41589\*pin number\*meter number# (now press call)
- Your request will be processed and you will receive a 20 digit voucher via sms and will be loaded automatically.
- Unipin charge is 5% of the amount that you are purchasing for.

### Online website

- You can visit our website [www.proteametering.co.za](http://www.proteametering.co.za)
- You can make a payment via credit card or cheque card
- Do not close the window until you have received a voucher via sms.
- Fixed transaction cost of R8 for purchases on the Protea Metering System

### Direct transfers into our FNB account – Your voucher number can be sent with 30min via SMS

- You must first complete this registration form for this option to work, your cell phone number need to be registered to your meter.

Account Number: 62389132946

Branch code: 250655

Reference: Your meter Number OR Protea account number ONLY

Please note - If you are paying from a FNB account into our FNB account, the SMS will be sent within 30min to 1 hour until 7pm  
Payments from any other bank will take 48 – 72 hours to reflect, excluding weekends and public holidays.

- Only 1 payment per day can be made if the same ref is used.
- Fixed transaction costs on prepaid tokens are R8.00 for purchases on the Protea Metering System.

### HINT: How to save on transaction costs

- The transaction fees deducted when purchasing a token of R145 or less will be cheaper via the Easypay or Unipin vending systems, as this will be less than the fixed transaction fee of R8.00
- When purchasing tokens above R145, your transaction fees will be less by purchasing via the Protea Metering Vending Systems as its fixed at R8.00

### NB! Do not purchase more than one token per day.

- In the event that a second token is purchased on the same day, it could result in the first token being declared invalid, due to the configuration of the prepaid meters.

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Silverton 0127

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VAT No: 4860168527



**Debit Order Authorization**

**Protea Account / Reference No:**

**Occupant: Name & Surname:**

**ID / Passport No:**

**Address:**

**Email Address:**

**Tel No:**  **Cell No:**

**Bank:**  **Branch:**

**Account No:**  **Branch No:**

**Account Type: (Mark appropriate box)**  **Cheque**  **Savings**

**Account Holders Name:**

**Debit Order Date**  **1<sup>st</sup>**  **8<sup>th</sup>**  **15<sup>th</sup>**  **23<sup>rd</sup>**  **30<sup>th</sup>**

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**

**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**