

REG 2001/016660/07 VAT 4860168527

**Partially completed forms will not be accepted and may result in utilities supply not being disconnected.**

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

- ☐ Owner of the property – Copy of the offer to purchase or deed of sale, stipulating the date to transfer
- ☐ Tenant – Copy of lease agreement, stipulating the occupation date
- ☐ Copy of the proof of payment for the risk deposit
- ☐ Copy of ID

**Please send your completed signed application with proof of payment of your deposit and payments to applications@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)

## Part A PERSONAL PARTICULARS

First full name(s)			Initials		Title	
Surname						
Identity / Passport Number			Please Tick	<input type="radio"/> Owner	<input type="radio"/> Tenant	
Postal Address						
Email Address						
Preferred Tax Invoice Delivery	<input type="radio"/> Postal Address (As above)		<input type="radio"/> Email (As above)			
Telephone Number			Cellphone Number			

## Part B ACCOUNT AND PREMISES PARTICULARS

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

## Part C REFERENCE (RELATIVE OR FRIEND NOT RESIDING WITH YOU)

Name & Surname			Relationship	
Residential Address				
Telephone Number			Cellphone Number	

## Part D DECLARATION

- I declare that the information on this application form is true and correct.
- I declare that I have read and understand all the information on pages 2 and 3 of this form.
- I accept liability for any outstanding amount(s) in respect of the premises in Part B above.
- I accept that the reading on the electricity or water meter shall be proof of the consumption on the premises.
- I declare that I will not be exempt from settling my account if I have not received it.
- I accept that in the event of a dispute with the invoice received, I am not entitled to defer payment, and must continue to settle the due charges in full while the matter is being investigated.
- I accept that Protea Metering has the authority to terminate my services due to non-payment and that I may be liable for reconnection fees.
- I accept liability for any tracing costs and/or legal costs incurred owing to my default.
- I accept that I am responsible for using the correct reference number with payment, as it appears on the monthly utility invoice.
- I accept that a penalty fee may be charged for manual allocation due to incorrect payment references.
- I acknowledge my responsibility to ensure meter readers have access to the meters. Alternatively, I will arrange at my own expense for Protea Metering to relocate the meter to where it can be easily accessed.
- I accept that a completed Residential Termination of Service Form must be submitted at least 30 days prior to my disconnection date. A termination form submitted fewer than 7 days before vacating may incur a penalty fee.
- I acknowledge that failing to submit a termination form upon vacating the premises will result in my liability for all consumption charges until the day that either a termination form or a new application form is submitted.
- I accept that should there be any tampering or attempted tampering of a meter, a penalty will be charged at the rate set out in the Local Supply Authority's relevant Bylaws. Any consumption incurred during the tampering period will be calculated based on my average usage and retroactively billed to my account.

Signature		Date	
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## OFFICE HOURS & CONTACT EMAILS

**Monday to Thursday:** 08:00 – 16:30  
**Friday:** 08:00 – 14:00

Email: info@proteametering.co.za  
Prepaid Email: prepaid@proteametering.co.za

Tel: 012 804 1039  
Tel: 086 006 1039

## EMERGENCY TECHNICAL STANDBY SERVICE

### Standby service is available:

Weekdays Mon – Fri 16:30 to 20:00 (sms's until 21:00)

Weekends & Public Holidays – 08:00 to 20:00 (sms's until 21:00)

Conventional – Emergency Standby number: 066 301 4849  
Prepaid & Smart Metering – Emergency Standby number: 066 301 4849

## TERMS & CONDITIONS

### DEPOSITS

- A refundable security deposit, as determined solely by PROTEA METERING, is required to be paid before the electricity supply connection. PROTEA METERING has the discretion to adjust the security deposit at its own discretion, and it reserves the right to withhold electricity connection or disconnect the supply until the required risk deposit is paid.
- Initial deposits charged will be based on the consumption profile for the specific unit. According to the Local Supply Authority's 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 and if found to be insufficient will be automatically adjusted.
- In the event of a credit control action on an overdue account the deposit will again be reviewed and if found to be insufficient will be automatically adjusted.
- No interest is payable by PROTEA METERING to the Applicant/s on any money held as a security deposit over the period of this contract. This aligns with the Local Supply Authority's by-laws governing the management of security deposits.
- If vacating the unit, the final billed amounts and arrears will be subtracted from the security deposit. The remaining deposit will be refunded to the client once a Termination Form has been submitted and the account is closed.

### ACCESS TO YOUR PROPERTY FOR READINGS

If a meter is situated inside your property, the Applicant(s) must ensure unhindered access for meter readings. Failure to comply may result in estimated averages for utility consumption and, at PROTEA METERING's discretion, an upfront fee may be charged for lack of access.

### OVERDUE WARNING & DISCONNECTION

An overdue account will be subject to a Final Demand Notice issued 48 hours after the payment due date. A final demand fee will be applied in accordance with the Local Supply Authority's Bylaws. All fees are subject to annual changes without prior notification.

PROTEA METERING is entitled to charge interest on all overdue amounts according to prescribed legislation.

PROTEA METERING shall be entitled to blacklist the Applicant/s on the National Credit Bureau in the event of the account falling into arrears.

Reconnection of discontinued services will incur a cost in accordance with the Local Supply Authority's Bylaws. All fees are subject to annual changes without prior notification.

### CALL OUTS

PROTEA METERING reserves the right to levy a fee if a call-out is deemed unnecessary at its sole discretion. Unnecessary call outs include, but are not limited to, a fault of trip inside the living unit, no funds loaded to the meter, faulty wiring between the meter and the living unit and faulty breakers.

### DISPUTES

If a dispute arises between the applicant(s) and PROTEA METERING, the Applicant(s) must continue to pay the account until the dispute is resolved. The parties must resolve the dispute within 60 days.

The Applicant(s) will not have any entitlement to claim damages of any kind or from any cause against PROTEA METERING and/or its agents, unless it can be demonstrated that PROTEA METERING acted negligently.

### READING CONFIRMATION / METER TESTS

Actual readings are taken once a month or weekly and invoices are as far as reasonably possible processed according to actual readings. If the accuracy of a reading is in dispute, kindly direct your request to PROTEA METERING instead of the Body Corporate, Managing Agents, or the Rental Agency.

The Applicant(s) has the right to request a meter test at any time at a fee determined by the Local Supply Authority's prescribed fees. Payment for the test is required upfront. Should the meter be found to be functioning properly and without any faults, the testing fee will be refunded.

### TERMINATIONS / CANCELLATION

A Residential Termination of Services Form must be submitted in writing to PROTEA METERING at least 30 days prior to the desired disconnection date.

PROTEA METERING retains the right to impose an administrative fee on any account terminated with less than 7 days' notice. The Applicant(s) acknowledges the potential liability

### PAYMENT REFERENCE NUMBERS

Applicant(s) take full responsibility for payments made using incorrect account references or meter numbers. In such instances, PROTEA METERING assumes no liability and is not obliged to facilitate exchanges, recourse actions, or reversals. PROTEA METERING cannot assist in recovering payments made in error.

Signature

Date

## PAYMENT METHOD A

### Electronic fund transfers (EFT)

Proof of payments must be sent to  
info@proteametering.co.za

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

## PAYMENT METHOD B

### Debit order

The debit order authorisation form must be completed and sent to info@proteametering.co.za.  
Available debit order dates are the 1st, 8th, 15th, 23rd and the end of the month.

A debit order form can be found on our website www.proteametering.co.za, or can be sent by  
email by contacting our offices.

## BANKING DETAILS

### Nedbank

Branch: 161845  
Account: 1618015419

### FNB

Branch: 252445  
Account: 62389132946

\*Transaction fees may apply

\*Use correct reference/meter number when making  
payment to avoid a penalty fee.

## 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 to purchase prepaid electricity or credits.
- A 20-digit token number is generated on the slip that you receive from the cashier, enter this token into your meter to load the credits.
- Easy Pay applies a transaction fee, calculated as a percentage of the purchasing amount.

### 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, which you should enter into your meter to load the purchased credits.
- Unipin applies a transaction fee, calculated as a percentage of the purchasing amount.

### Do not purchase more than 1 token per day:

In the event that a second token or payment is made on the same day, it may render the first token invalid and prevent it from loading.

A penalty fee will be applied for re-issuing tokens resulting from multiple payments within a day.

### Online Website

#### Standard Prepaid Meters:

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.

A fixed transaction fee is charged per purchases / payments.

#### Smart Prepaid Meters & Credit Wallet Smart Metering:

Login to your OAMI online profile on [www.oami.co.za](http://www.oami.co.za)

Select the option **Top-Up/Pay** and make a payment via credit card, please do not close the window until you have received the credit.

A fixed transaction fee is charged per purchase/payment.

## EASYPAY LOCATIONS



## UNIPIN LOCATIONS



## PREPAID ELECTRICITY WITH A CONVENTIONAL WATER ACCOUNT

Water accounts must be settled in order to purchase prepaid electricity. Failure to pay your water account by the due date or "pay by" date will result in the outstanding amount being deducted from your subsequent prepaid electricity purchase. The purchase must be equal to or be greater than your current arrears for the deduction to occur; attempting to buy less than your arrears will result in an unsuccessful transaction.

**EFT & Credit Card Purchases:** The purchased amount will first be applied to any outstanding water arrears. Any remaining balance will then be allocated towards the prepaid purchase.

**EasyPay Purchases:** EasyPay will deduct a portion of the prepaid electricity amount purchased to compensate the outstanding amount on the water account. The purchase amount must match or exceed the total water arrears, or the transaction will not be successful.

**Unipin Purchases:** Unipin transactions will not succeed if there is an outstanding water amount. The water account must be settled before purchasing prepaid electricity via Unipin.

Signature

Date

The Applicant(s) agrees to comply with all relevant by-laws and regulations pertaining to the supervision and administration of utilities (such as electricity, water, and sanitation). These regulations may be amended periodically by the relevant Local Supply Authority overseeing the account. The Applicant(s) hereby designates the address provided above as the domicilia citandi et executandi for all matters related to this agreement. Any communication, including notices, accounts, invoices, or other correspondence ("Notice") as mentioned in this agreement, may be directed to any of the specified addresses of the applicant(s), including their email address. PROTEA METERING maintains the right to withhold the connection of electricity in cases where the necessary application documentation, as outlined and specified on page one of this Agreement, is not in possession and verified by PROTEA METERING.

I, \_\_\_\_\_ have read and understand the above Terms & Conditions.