



| Head Office | Midrand |
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| | | |
|-------------------|----------------------------------|---------------------|
| Telephone Number: | 012 804 1039 | 011 238 2900 |
| Standby Number: | 072 805 2055 | 076 686 2388 |
| Fax Numbers: | 012 804 0105 | 011 318 7855 |
| | 086 563 3335 | |
| E-mail: | info@proteametering.co.za | |

Dear Sir / Madam

NEW APPLICATIONS FOR RESIDENTIAL 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 the case of minors, the prescribed letter of consent and of undertaking by the legal parent / guardian and copy of their ID.
- 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.
- **Deposit payments: Please communicate with the Head Office**

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

Please take note that 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.

**Management
Protea Metering**



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Dear client

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. 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.** 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.

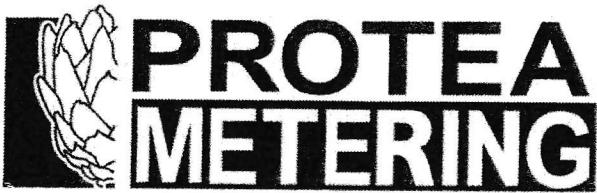
PROTEA METERING MANAGEMENT

I, Areyeng Mphahlele (name) have read the above and have taken note of the content.

28 February 2024

SIGNATURE

DATE



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Dear Sir/Madam

AFTER HOURS STANDBY SERVICES

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

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

The standby numbers for after hours is 072 805 2055 and for Prepaid after Hours 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.

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



Residential Service Application

Protea Account (Office use only)

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Tel: 012 804 1039

Email: info@proteametering.co.za

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
 - ID copy of applicant
 - ID copy of person handing in application on behalf of applicant
- Proof of payment of your deposit and payments must be sent to 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.
- 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 unit.
- 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 - Personal Particulars | | | | |
| First full name(s) | Areyeng | Initials | A | |
| Surname | Mphahlele | Title | Ms | |
| Identity / Passport Number | 9910090026080 | Please tick | <input checked="" type="checkbox"/> Owner <input checked="" type="checkbox"/> Tenant | |
| Telephone Number | / | Cell Number | 076 / 0867263 | |
| Postal Address | 20449 Mamelodi East Pretoria 0122 | | | |
| Email Address | yengymphahlele@gmail.com | | | |
| Preferred Tax Invoice Delivery | <input checked="" type="checkbox"/> | Postal Address (As above) | <input checked="" type="checkbox"/> | Email (As above) |

| | | | |
|--|--|--|---|
| Part B - Account and Premises Particulars | | | |
| Complex / Flat Name | Delta Valencia | | Unit Number |
| Street Name | Bernini Cres | | Street Number |
| Suburb | Die Hoewes | | Province |
| What Utility are you signing up for | <input checked="" type="checkbox"/> Water Only | <input checked="" type="checkbox"/> Electricity Only | <input checked="" type="checkbox"/> Water and Electricity |
| Occupation Date (Date you moved into property) | 2 March 2024 | Date on lease agreement | 1 March 2024 |

| | | | |
|---------------------|-----------------------------------|---|------------|
| Part C - Reference | | References (relative or friend not residing with you) | |
| Name & Surname | Ramadimetja Mphahlele | Relationship | Mother |
| Residential Address | 20449 Mamelodi East Pretoria 0122 | | |
| Telephone Number | / | Cell Number | 0827512652 |

| | | | |
|---|--|--|--|
| Part D - Declaration | | | |
| <ul style="list-style-type: none"> 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. I accept liability for any outstanding amount in respect of the premises in Part B 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 Part B above as my domicilium citandi et executandi, if another address is desired, please provide it below the signature. | | | |

Signature

Date 28 February 2024

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:

Occupant: Name & Surname:

ID / Passport No:

Address:

Email Address:

Tel No:

99

Cell No:

Account No:

Branch:

Account Type: (Mark appropriate box)

Cheque

Savings

Account Holders Name:

Debit Order Date

1st

8th

15th

23rd

30th

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/WWe 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.

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 1500 watts (15 lines).
1 000 watt per hour = 1 kW.h = 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) (48cm colour) | | 300 watt |
| (66cm black and white) | | 80 watt |
| Floor polisher | | 70 watt |
| | | 400 watt |

KITCHEN:

| | | |
|--|--|------------|
| Dishwasher | | 2 800 watt |
| Stove (3 000-8 000 W) depending on use | | 3 000 watt |
| 2 plates and oven together | | 1 500 watt |
| Frying pan | | 1 400 watt |
| Frier (rotating) | | 1 100 watt |
| Toaster | | 600 watt |
| Coffee filter | | 2000 watt |
| Kettle (1 500-3 000 W) | | 300 watt |
| Coffee grinder | | 1 500 watt |
| Microwave oven | | 300 watt |
| Juice extractor (large) | | 100 watt |
| Juice extractor (small) | | 200 watt |
| Food mixer | | 600 watt |
| Freezer | | 800 watt |
| Waffle grill | | 900 watt |
| Warming tray (Salton) | | |

HEATERS:

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

LAUNDRY:

| | | |
|--------------------|--|-----------|
| Washing machine | | 800 watt |
| (1) Not heated | | |
| (2) Automatic | | 2000 watt |
| (a) Heated | | 800 watt |
| (b) Wash/dry motor | | |
| Tumble drier | | 3000 watt |
| Geyser | | 3000 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.