Page 1

OAMI Application Form

Online – Automated – Metering – Infrastructure

Tel: 012 804 1039

Email: info@proteametering.co.za

Fax: 012 804 0105 Fax: 086 610 5089 80 Rauch Avenue, Georgeville, Pretoria

Protea Account (Office use only)

www.oami.co.za www.proteametering.co.za P.O. Box 1785, Silverton 0127

Reg 2001/016660/07	VAI 4860168527	
Copy of IDApplication apApplication ap	plicable to tenant, copy of lease agreement, stipulating the date of occupation, colicable to owner, copy of offer to purchase or the deed of sale, stating date of transfer. Description of the deed of sale of transfer. Description of the deed of sale of the deed of transfer.	Office use only OAMI system □ Water □ No Water
Part A - Personal Particulars		
First full name(s)	Initials	Title
Surname		
Identity / Passport Nu	mber Please tick	Owner Tenant
Postal Address		
Email Address		
Preferred Tax Invoice Delivery Postal Address (As above) Email (As above)		
Tel Number	Cell Number	
Part B - Account and Premises Particulars		
Complex / Flat Name	Unit	: Number
Street Name	Stree	et Number
Suburb	Prov	vince
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	owledge 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.		
Signatu	re Date	

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 Prepaid email: prepaid@proteametering.co.za



Emergency technical standby service

Our technical standby service is available from 16.30 until 19:30 Emergency technical standby number: 082 328 3324

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

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

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.

Payment methods for OAMI prepaid accounts

Registration required for all below payment methods

Nedbank

Branch: 161845 Account: 1618015419

Banking Details

Branch: 252445

Account: 62389132946

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.

SHOPRITE

PnP



SasoL reactions new frontiers

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.





\$

OAMI debit order - You must complete a Oami debit order form

- Once your banking details have been registered you will be able to purchase pre-paid electricity.
- When you Top-up your account via a debit order you can send an SMS to the OAMI number that you saved after receiving the registration SMS.
 Only send the amount you would like to purchase with the word "PAY"; for example PAY 500
- Alternatively you can log in to your OAMI account and click the Top-up option and follow the onscreen instructions.
- The meter will be loaded automatically with the electricity purchased and you will receive a confirmation SMS.
- Your debit order amount will then be deducted within 5 working days (excluding Saturdays, Sundays and Public Holidays).
 You will receive an SMS in advance to indicate the exact payment date; <u>Fixed cost of R8.00 for purchases on the Protea Metering System.</u>

Credit card option

- Please visit <u>www.oami.co.za</u> and log into your account
- Go to TOP UP / PAY option and click CREDIT CARD. You will be redirected to a safe and secure banking platform to complete the transaction.
- The meter will be loaded automatically with the voucher and you will receive a confirmation SMS; Fixed transaction cost on prepaid tokens is R8.00.

Direct transfers into our FNB account - You must first register on www.oami.co.za

Account Number: 62389132946 Branch code: 250655 Your reference: Your Meter Number

<u>Please note</u> - 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.





Introduction to OAMI

Online - Automated - Metering - Infrastructure

Step 1 – Register on www.OAMI.co.za

- Visit the OAMI website, click on "login" or "register" and complete the registration form.
 Once you are registered your cell phone becomes your KEYPAD for the meter.
- You will receive a confirmation SMS once the registration was successful.
 Remember to save this contact number to your phone for example as "Pre-paid Electricity".
- Remember to save your login "username & password".

You will need to use it when managing your account and to purchase pre-paid electricity.

You must first register on OAMI to purchase prepaid electricity

OAMI

Step 2 - Top-up / Payment options:

- You have 4 different options to purchase pre-paid electricity:

- Debit Order Send an SMS via the OAMI number or select the Top-up option once you have logged into your OAMI profile.
 This option requires a signed debit order authorization form.
- Credit card Select the Top-up option once you have logged into your OAMI profile and select Credit Card.
- EFT payments <u>direct</u> into our FNB account.
- o Easypay & Unipin Purchase electricity at a selected outlet. The vendors charge an additional charge of 5% and 5.5%.

Once you purchased electricity using any one of the mentioned options, the electricity purchase is automatically loaded onto the meter, that is to say you, will never receive a voucher nor do you need to interact personally with your meter in any way.

1. Oami Debit Order:

- Once your banking details have been registered you will be able to purchase pre-paid electricity.
- When you Top-up your account via a debit order you can send an SMS to the OAMI number that you saved after receiving the registration SMS.
 Only send the amount you would like to purchase with the word "PAY"; for example PAY 500
- Alternatively you can log in to your OAMI account and click the Top-up option and follow the onscreen instructions.
- The meter will be loaded automatically with the electricity purchased and you will receive a confirmation SMS.
- Your debit order amount will then be deducted within 5 working days (excluding Saturdays, Sundays and Public Holidays).
 You will receive an SMS in advance to indicate the exact payment date; <u>Fixed cost of R8.00 for purchases on the Protea Metering System.</u>

2. Credit Card Option:

- Please visit <u>www.oami.co.za</u> and log into your account
- Go to TOP UP / PAY option and click CREDIT CARD. You will be redirected to a safe and secure banking platform to complete the transaction.
- The meter will be loaded automatically with the voucher and you will receive a confirmation SMS; Fixed transaction cost on prepaid tokens is R8.00.

3. EFT Payment into FNB:

Account Number: 62389132946 Branch code: 250655 Your reference: Your Meter Number

- . 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, Only 1 payment per day can be made if the same ref is used.

4. Easy Pay:

- 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.

5. Unipin:

- Prepaid electricity can be purchased at <u>selected</u> 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.

The OAMI Numbers:

In the event that you wish to transact via SMS from your registered cell phone, the following Service Providers and their respective contact numbers can be used.

(If you are a Vodacom client, use the Vodacom number; if you are an MTN client, use the MTN number and so on.)

 Vodacom:
 082 007 0059 06183
 Cell C & Virgin:
 084 000 2280 06183

 MTN:
 083 797 7800 06183
 Telkom (8TA):
 081 160 0080 06183

Transacting via your registered Cell phone:

- To check your available credit, SMS the word "Balance" to the OAMI cell phone number (as mentioned above).
- If you have completed and submitted a Debit Order form. Electricity can be purchased by SMSing the word "PAY" followed by the value of the purchase, e.g. PAY 100

How to deregister when you move out; Send a sms to 1 of the above numbers with the word "dereg" to cancel your account on OAMI.

Page 2 Introduction to OAMI

Office hours and contact numbers

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

Tel: 012 804 1039 Email: info@proteametering.co.za

Fax: 012 804 0105 Prepaid email: 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.

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,
 - o NB! Your cell phone number must be loaded to your account for this feature to work.

Payment methods for water accounts

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

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.

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, 14th Avenue

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.