

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.

Banking Details

FNB

Branch: 252445

Account: 62389132946

Nedbank

Branch: 161845

Account: 1618015419

Payment methods for OAMI 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.



SHOPRITE

Checkers

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.

SPAR



ENGEN

Shell

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; **Fixed cost of R8.00 for purchases on the Protea Metering System.**

Credit card option

- Please visit www.oami.co.za 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

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:

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

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 - direct into our FNB account.
 - 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; Fixed cost of R8.00 for purchases on the Protea Metering System.

2. Credit Card Option:

- Please visit www.oami.co.za 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 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.

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.

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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,
 - 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)**

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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.