



FRESH START - WATER SERVICE AGREEMENT

Meter to Person Communications

Volunteer to make an arrangement with your Municipality for a "Fresh Start" and avoid legal prosecution or CUT offs

Free Hardware Installation. DOMESTIC CUSTOMERS ONLY – NOT KEY ACCOUNTS

Municipality/Utility: _____ **Acc. Number:** _____

Surname:		First Name(s):	
ID number:		Address:	
Cell:			
Work:		Code:	

Packages: (subject to confirmation)

Registration Fee:	R200 (once off)	R200 (once off)	R200 (once off)
Monthly Fee:	R60.00p/m	R80p/m	R160p/m
Inclusive Water:	0kl	9kl	12kl

Terms and Conditions:

- Consumer agrees without prejudice or duress to pay the monthly fee, every month, for the hardware to be supplied, installed and fully maintained and receive stipulated water before needing to pay for more.
- Stipulated water is at the discretion of the Municipality, noted above and MyWater cannot be held liable for discrepancies therein.
- Payment is to be made on/before the 1st of the month, but no later than the 7th day of every month and made via **Mobile** payment. In the event of this payment being made and a positive balance maintained with the municipality, after six months the outstanding debt is halved, a further six months will see total old debt written off.
- For customers who maintain a positive balance will then have access to a "Letter of good standing" as an instrument to help build or improve their personal credit profile with the Credit Bureaus'.
- In the event customers have difficulty in paying the Contract amount no later than the 7th of the month, the consumer agrees to make alternative arrangements by sending an SMS with their Monitor serial number to **4935**.
- In the event consumer(s) default without notice or consultation, MyWater reserves the right to suspend the service, reclaim the hardware (at consumer's expense) and notify the Credit Bureaus of such which may have an adverse effect on their credit rating. Furthermore, the information will be handed to the municipality/utility that may reinstate the old debt, plus add R 1,250.00 for the hardware to the present and/or past debt.
- First Lease payment at start of the new month.
- **R200.00 registration fee payable on/before installation.**
- **Exit notice 60 days by SMS or writing**
- Consumers to open MOBILE MONEY account Dial *120*668# or visit any Pick & Pay or boxer Store.
- **Top Up** payments are made directly to the Municipality and made anytime via MOBILE MONEY.
- It is the responsibility of the Consumer to insure the MyWater system remains fully functional all times by notifying MyWater of any Queries or changes, as well as any change of Cell phone number and/or details.
- The MyWater meter will not replace the Municipal meter which remains the Legal measurement instrument for tender
- The MyWater system will not dissolve the Municipality of their responsibility to enforce Municipal by-laws or debt management policies.
- MyWater reserves the right to cancel the lease agreement and uplift the hardware in the event of a dispute between the municipalities meter and the MyWater meter.

I, the undersigned, by my signature below hereby bind myself to, and warrant that

1. I agree without prejudice to these conditions and understand that in the event of default without arrangement, **MyWater** are to suspend and remove the hardware, at my expense as well as notify the credit bureaus of same.
2. I shall adhere to and have both read and understood the Terms and Conditions herein.
3. I understand municipal by laws with debt management polices take precedence over this agreement.

Name:

Sign:

Date:

Municipality Approval

Name:

Signed:

Date: