

## BILL PAYMENTS OPTIONS



### Debit Order

- Avoid queues, late payments, the risk of your service being disconnected and the possibility of having to pay interest.
- Should you choose to pay your account by debit order, please contact the Contact Centre on the number or address given on the front of this bill.
- You set a limit on your Debit Order, so that you can keep control.
- Should your Debit Order details change, please contact the Contact Centre on the number or address given on the front of this bill.



### Direct Deposits

- Make direct deposits or transfers at bank counters and ATM's.
- Eskom's banking details may be found on the front of this bill.
- Ensure that your Eskom account number is used as a reference for the Direct Deposit.



### Collection Agencies

#### Pay your bill at:

- Any Pick n Pay store, Hypermarkets, Family stores, Spar or any other retail outlet that provides EasyPay and Pay@ services.
- Shoprite/Checkers Money Market Kiosks and Foodworld stores.
- Take note that SAPO branches are utilized for payments by one of our main Agents
- Take your bill with you when making a payment through one of our Agencies.
- Please note that certain restrictions apply to the form of payments that may be tendered. (i.e. cash, cheques or credit cards, depending on the particular agency).



### Internet Payments

#### Internet Payments can be made:

- Through your own Bank's web site (contact your bank for more information).
- Through the collection agent's web site.
- Ensure that your Eskom account number is used in the reference field at all times.



### Telephonic Payments

- Use your banks phone-in services to transfer payments to Eskom from your Bank account (contact your Bank for more information).
- Credit card payments can be made by calling the Eskom Contact Centre number given on the front of this bill.



### Multiple Account Payments

- If multiple payments are made to one account, please send a breakdown of each account together with amounts to the Contact Centre shown on the front of this bill. To prevent interest accruing, or disconnections on these accounts, schedules should be sent immediately.



### Postal Payments (No post-dated cheques will be accepted)

- Cheques, made payable to Eskom Holding SOC Ltd and marked "Not Transferable" between two parallel lines, can be mailed to the postal address shown on the front of this bill. Eskom does not support this channel and may charge for this channel of payment.
- For your own security, cash and cash cheques should not be sent through the post.
- Eskom will not be responsible for any loss sustained.

## BILL DELIVERY OPTIONS



- Accounts can be emailed directly to your email address in a secure 128 bit encrypted format.
- The electronic bill complies with SARS regulations
- To make use of this facility send an email to [customerservices@eskom.co.za](mailto:customerservices@eskom.co.za) stating your account number and required email address.
- Please note once the email option is selected you will no longer receive a printed copy of your bill.
- For small power users the bill is available on request in the official language of your choice.

### ACCOUNT NUMBER

### NAME

### POSTAL ADDRESS

### POSTAL CODE

### TELEPHONE NUMBER (BUS)

### TELEPHONE NUMBER (HOME)

### TELEPHONE NUMBER (CELL)

### E-MAIL ADDRESS

### FAX NUMBER

## GENERAL ACCOUNT INFORMATION

### Conditions

- Electricity services are supplied, and this bill is rendered, in terms of Eskom's conditions of contract, as amended from time to time.

### Auto Increase in Debit Order Limit

- As a service, Debit Order limits will be increased by the average rate increase as announced by Eskom.

- **Small power supplies;** in effecting payment pursuant to this invoice, I specifically agree that Eskom's Standard Prices (as amended and approved by the NERSA) and its Standard Conditions of Supply for Small Power users shall apply. Copies of the said documents are available on request from Eskom's Contact Centres. Any objection to the above shall be lodged with Eskom within 14 days of receipt of this invoice, which may result in Eskom terminating the supply.

### VAT Registration Number

- While we endeavour to ensure the information supplied is updated, Eskom Holdings Ltd accepts no responsibility for any incorrect VAT registration number of a CUSTOMER appearing on the invoice. Please advise Eskom of any change in your VAT registration number.

### Payment of Accounts

- Due Date means the date the electricity account is deemed to be received by the customer as provided for in the electricity supply agreement
- Final Payment Date means the date by when the customer's payment of the full invoiced amount must be reflected in Eskom's bank account, failing which interest will be charged, from the Due Date to the date of payment, on the outstanding amount.
- Accounts are due and payable when rendered. The due date on the account is in respect of the current month's electricity consumption.
- Estimated readings will be automatically adjusted after the next actual meter reading.
- Payments may not be deferred.
- If going away, please pay in advance to cover any accounts which may become due in your absence.
- If there is a delay in the receipt of your account, please pay an average amount based on your last account and advise Eskom accordingly.
- All payments that are more than R3 500 per account per month made by either a credit card, debit card or cash will attract a bank fee charge recovery which will be debited to your next bill of account.

### Late Payments, Non Payments & Disconnection

- Interest is payable on overdue accounts.
- Eskom is entitled to disconnect supply for non-payment.
- In the event of a disconnection and in addition to the repayment of all outstanding amounts due, a disconnection/visit fee and additional deposit will become payable.
- Meter tampering is a criminal offence, punishable by law. In addition, charges associated with damage to Eskom property will be for your account.
- Your agreement may not be taken over by a 3rd party. You are legally liable for all charges reflected on this bill.

### Accounts Handed Over for Collection

- Eskom has contracted to National Debt Collectors for accounts handed over.
- All payments for accounts handed over are still payable to Eskom.
- Should the customer pay the debt collector directly and not into Eskom's account, then Eskom will not be held liable.

**PLEASE ADVISE ESKOM IF ANY OF YOUR DETAILS CHANGE OR ARE INCORRECTLY REFLECTED ON THIS BILL. PLEASE PHONE, E-MAIL, FAX OR MAIL THE INFORMATION TO US. DETAILS ON FRONT OF BILL. USE TEAR OFF SLIP ALONGSIDE.**

**THE INFORMATION AS STATED ABOVE IS AVAILABLE, ON REQUEST, IN THE OFFICIAL LANGUAGE OF YOUR CHOICE.**