

Commercial Supply Application

VERY IMPORTANT:

Electricity can not be supplied should this application form not be completed in full (each page must be signed and a copy of each director's I.D document must be attached together with a copy of the Company Registration Form.)

1. PERSONAL DETAILS

Title: Mr 1 Mrs 2 Miss 3 (Other) 4

First nam(s): (as per I.D.)

Surname:

I.D. Number:

2. COMPANY DETAILS

Company Tel: Code: Number:

Company Cell Phone No:

E-mail Address:

Company's Reg Number:

Company's Trade Name:

Trading As Name:

Company Type: Pty(Ltd) 1 CC 2 Non Profit 3

Company Representative's Name:

Representitive's Cell No:

Prepaid Meter No: 11-digit Meter No

3. ADDRESS DETAILS

Your Electricity Is Currently: Switched Off 1 Switched On 2 Don't Know Yet 3

Building Name:

Street Name:

Suburb:

Shop / Unit Number:

You Are The: Owner 1 Tenant 2 Contractor 3

4. COMPANY CONTACT DETAILS

Customer Service: 012 - 751 0665
Website: www.globalinternational.co.za



Fax: 086 - 659 7617 / 086 - 659 7600
E-mail: kappie1@iburst.co.za

1. RIGHTS OF ACCESS

- 1.1 You agree to, at all reasonable times, allow us and our agents or representatives to enter the premises and to have access to your conventional/prepaid electricity and/or water meter. It shall be your responsibility to keep the area around the meter location free of obstructions. If the meter is located in a locked area, you hereby agree to make the necessary arrangements to enable Global International Meter Services to gain access to your meter.
- 1.2 If our agents or representatives visit the premises by prior appointment and they are unable to gain access, or if they visit the premises without prior appointment during working hours and they are unreasonably denied access, we reserve the right to recover from you all reasonable charges associated with that visit.
- 1.3 Failing to co-operate in this matter is a violation of your contract with Global International Meter Services for the supply of electricity services and will result in discontinuance of your electricity service.
- 1.4 Global International must have access to the premises where electricity and/or water meters are being read. Should the meter reader not be able to gain access, an estimate will be calculated until such time that access can be gained during the normal meter reading date.

2. METER ACCURACY

Your electricity meter have been tested and checked by the suppliers for accuracy prior to installation. Global International Meter Services only buy meters from internationally accredited suppliers. This means that the meter we supplied you with complies with all the relevant SABS standards. All three main electricity meter brands supplied by Global International Meter Services to it's customers are installed and used by various supply authorities and city councils nationally and internationally.

- 2.1 If you dispute the accuracy of the electricity meter or suspect your meter to be out of order or inaccurate, application can be made to have the meter tested. We will arrange for a conventional test meter to be installed in line (in serie) with your current electricity meter in accordance with the relevant meter testing requirements. Should the test results show that the electricity meter is registering incorrectly:
 - 2.1.1 we will replace the defective electricity meter with a new meter at no cost to you
 - 2.1.2 you will not be charged for any meter test fees
 - 2.1.3 according to the percentage defective variance indicated by the meter test report, you will receive an credit adjustment which will reflect on your monthly account. This credit allocated to you will be calculated as the total percentage variance recorded during the testing phase, minus 5% allowed city council percentage valiance.
- 2.2 If the results show that your electricity meter is operating within the proper allowed 5% range (faster or slower), your following (next) tax invoice statement will include the deduction of the council prescribed meter test fee and no adjustments or refunds will then be made on your account.

3. SECTION HEADINGS

The section headings and subheadings and other titles contained herein are for convenience only and shall not be used in construing this agreement.

4. WAIVERS

No waiver of any default or right under this agreement shall be effective unless in writing and signed by the waiving party, and such waiver shall not operate as a waiver of any other default or right or of the same default or right on a future occasion.

5. VACATING YOUR PREMISES

When you vacate your premises where the electricity meter is installed, a final meter reading will be done and your final account will be processed. You hereby accept liability for all electricity and/or water consumption on the premises until the date on which Global International Meter Services receives your written notice of cancellation of services. A R900,00 meter damage cost will be deducted from your deposit if any damage was caused to the pre-paid meter. It is your duty to immediately report any defects or damages to the pre-paid meter before you sign this agreement. As with all South African city council amended By-laws, no refunds will be given for unused electricity tokens.

Global International's Signature

Occupant's Signature

6. SAME DAY PRE-PAID ELECTRICITY SERVICE

If you send us your payment notification per fax or e-mail, your pre-paid vending request will be processed the same day. We will however not accept any liability for circumstances beyond our control.

7. FAXES AND E-MAILS SENT TO UPLOAD CREDIT

Please note that Faxes and E-mails sent to Global International Meter Services to upload credit are manually verified Mondays to Thursdays between 08h00 - 16h00 and on Fridays between 08h00 - 13h00. We will not be answering phones on a Saturday, but will however be vending credit tokens from 09h00 - 13h00 (banking hours) and send them to your cellphone upon receipt of your proof of payment fax or e-mail.

Credit requests received after these times will be processed the following working day. If a vending request is sent to us during after hours, a Sunday or a Public Holiday, a R25,00 penalty fee will first be deducted and a 20-digit credit token will be vended for the difference.

8. PRE-PAID AND CONVENTIONAL METER RATES CHARGED

The city council have one bulk electricity connection just outside your building usually close to the entrance. Global International Meter Services is responsible for payment of all the individual energy consumptions which registers through this bulk electricity meter. There is a fixed kWh business electricity tariff rate charged by the city council for each unit (kWh) consumed through their bulk meter.

Therefore, you must be charged according to the reselling tariff prescribed by N.E.R.S.A. (National Energy Regulator of South Africa) for your area where the building is situated. It does not matter to N.E.R.S.A. or the city council, what type of metering system or equipment you use to bill the Tenants inside the building with, whether it is an AMR (Automatic Meter Remote System), normal conventional metering or pre-paid metering. We are still obligated to charge you the prescribed reselling tariff for your area according to the tariff scale applicable to electricity users within a business premises. Therefore the current city council pre-paid tariff will not apply to you, because you do not have a private, single connection at the council which is converted to pre-paid. You get supplied with electricity via a bulk connection outside your building. Only business bulk reselling tariffs will therefore apply to you.

9. PRE-PAID AND CONVENTIONAL METER TAMPERING

Should the pre-paid or conventional meter be found tampered with or the meter seals removed upon a periodic inspection, Global International Meter Services cc will, with immediate effect, terminate the main supply cable until the court case is settled, which in some cases may take up to six months. In terms of section 30(2) of the Standard Electricity Supply By-laws of the Municipality and section 27 of the Electricity Act, 1987 (Act 41 of 1987), it is a criminal offence to reconnect the electricity supply oneself. Apart from prosecution, a penalty amount of R 1 000,00 will be debited against the offender before Global International Meter Services cc will restore your electricity supply.

10. CAPACITY CHARGES (BUSINESS ACCOUNTS)

What is a Capacity Charge?

A capacity charge (also known as a "fixed charge or circuit breaker charge"), is a charge levied on a consumers' account whether electricity is consumed or not, the amount of which is determined by the rating of the main circuit breaker through which electricity is supplied to a premises. This is only applied in respect of business premises.

11. Who determines the capacity charges?

The Council determines the fixed charges as part of their approved electricity tariffs from time to time, and electricity re-sellers have no part in the setting of such tariffs.

11.1 How does the capacity charge influence your account?

The unit (kwh) tariff applied to business accounts in respect of which a capacity / circuit breaker(fixed) charge is levied, is significantly less than the tariffs applied to domestic accounts. Consumers are welcome to contact our offices for the latest approved business tariffs or to download them from the web at www.globalinternational.co.za under the "Forms" tab.

11.2 How can the capacity charge be reduced?

Consumers whose premises are equipped with a main supply circuit breaker of which the rating exceeds their needs, may downgrade the supply to effect a saving on the capacity charge. Such a down grade must be done at the consumer's cost by a qualified electrician, and with written permission from the landlord of the premises. Once the downgrade has been completed, Global International Meter Services must be notified thereof and a technician will be sent to inspect the installation. This inspection may carry a fee as determined from time to time by management. Once the installation has been approved, the capacity charge will be adapted accordingly.

12. IF WE INVOICE ADDITIONAL CHARGES

- 12.1 If you receive additional services from us: Each month, we will send you a paper invoice reflecting the amount due by you for additional services such as: service fees, service lights, service water, service sanitation, network charges, capacity charges, water and sanitation supplied to your premises.
- 12.2 If you receive prepaid supply services from us or the shops, each month after the first (1st), all newly raised fixed amounts (fixed monthly capacity / circuit breaker charges)will become due and payable before any new kWh unit tokens will be issued. If your fixed amount is R500, it will first be deducted and you will receive a power token for the difference. If you pay R400,00 (less than the monthly fixed charge) you will receive an ERROR MESSAGE because of the short payment made by you. Should you pay R600,00 at the shop, the shop assistant will give you a tillslip for the value of R100,00 because the fixed R500,00 was deducted first and a power token was vended for the R100,00 difference. So each month your fixed amount is deducted first. From there onwards, each power token you purchase will be for the total value of your purchase amount (with no deductions) throughout the rest of the month.
- 12.3 If you fail to pay the total sum due on or before the first (1st) of each month, you will be in material breach of this agreement and we may by law take action by blocking your pre-paid meter towards the vending of any new credit tokens for your meter or disconnect your electricity supply. Whether or not we take such action, we may also require you to pay interest to us on the sum overdue, such interest to accrue at the interest rate, as compounded annually from the date such sum first became due until the date we receive it.
- 12.4 You agree to pay all Value Added Tax (VAT)applicable to any account and to any other sums which you may have to pay under this agreement.
- 12.5 When you send us your vending request after the first (1st) of each month, all fixed and additional charges due for the month will first be deducted and you will receive a 20-digit credit token from us for the difference. These additional charges may include: service fees, service lights, service water, service sanitation, network charges, capacity charges, water or sanitation.
- 12.6 If we supply you with water, we will estimate and prepare your water and sanitation bill based on previous consumption data recorded by the meter. If:
 - (a) we do not have an up to date water meter reading; or
 - (b) the water meter fails to record correctly; or
 - (c) data is lost in transmission;

14. YOUR RISK DEPOSIT

Global International as the supplier remains responsible for the total consumption charge of a building. Therefore, each Tenant supplied with pre-paid power at a business premises are still required to pay a connection deposit, because the city council still require a bulk connection deposit (equal to twice the rand value of each Tenant's separate electricity consumption that gets added together to form the bulk city council deposit for the building).

A normal conventional / pre-paid electricity connection deposit will be raised on a Global International Meter Services paper tax invoice and hand delivered to your premises. You will need to pay this deposit within 30 (thirty days) of the take-on date. The power supply will be suspended to Tenants who fail to make a full payment before this due date.

Global International Meter Services will advise Tenants of the amount of this risk deposit, as deposit amounts differ between premises according to the size of the electricity connections and differences in types of electrical installations. A minimum deposit charge of R2 500,00 (electricity connection only) or R4 000,00 (electricity, water and sanitation connection) will be charged towards all new Tenants.

Adjustments will apply if double the monthly average consumption exceeds the minimum deposit on hand, or when the consumer becomes a credit risk. No service can therefore be provided after this 30 (thirty days) period without the required deposit payment. No interest is earned on risk deposits.

Deposits will only be refunded when the balance of the final account has been settled in full. The outstanding value may be deducted from the deposit on hand. Any refunds of deposits must be requested in writing for security purposes. The deposit will only be refunded to the person who signed the application form.

15. ADDITIONAL SUPPLY TERMS AND CONDITIONS:

1. You declare that, should any dispute whatsoever arise between Global International Meter Services and yourself, you undertake to still pay a monthly amount equal to the average of the previous three monthly amounts for the service (billing) in question until your enquiry has been addressed (as per city council rules).
2. You accept liability for any tracing costs and/ or legal costs incurred owing to your default.
3. You declare that you will not be exempt from settling your account if you have not received it [accept full liability for settling your account each month before the first (1st)].
4. You accept that Global International Meter Services has the authority to terminate the electricity supply to your premises due to non-payment by giving you a 3 (three) day disconnection notice letter. Global International will attempt to give the occupant reasonable notice (3days) of impending discontinuation of services for whatever reason, but reserves the right to discontinue services to consumers who are in default of payment, without such prior notice being given.
5. Should you vacate the premises, a notice should be given through 48 hours prior to vacating.
6. Global International is not obliged to give prior notification to the Tenant regarding changes in tariffs when such changes are instituted by the local authority as it is widely published when such yearly increases do happen. All new tariffs will be posted and available for download on Global International's website.
7. It is your responsibility to inform Global International should you wish to pay on a later date during the same month. A payment agreement must be signed before such an arrangement will be accepted. Payment of the account must still be received during the same month before the 20th. Failing to keep to such an arrangement will result in immediate suspension of services. Please note that with the new amended By-Laws enforced by Global International Meter Services: no telephonic or verbal payment arrangements may be accepted. We may however accept a PAYMENT AGREEMENT FORM (supplied by us and prescribed by the City Council) from you, if you undertake to pay a first installment of 60% upon signing of the document and to pay the difference in 6 subsequent monthly installments, together with the monthly current account. A copy of your ID or drivers license must be included. By Law, consumers are only allowed to sign two PAYMENT AGREEMENTS per annum, because in most cases, each agreement have a six month down payment duration period.
8. Global International is entitled to charge fees as determined by the local authority for re-connection of services, delivery of disconnection letters, meter testing and replacement of a meter.
9. You agree to pay the total balance outstanding of your account by the due date as indicated on the monthly tax invoice.
10. In the event that your account falls into arrears for longer than 10 days after the due date, Global International is entitled to discontinue services immediately without notice. Tenants are only allowed to be in arrears with R40,00 each month after the first (1st) to avoid immediate disconnection of their services.
11. 2 % Interest will be charged on a monthly basis on any arrears on an account.
12. You hereby accept all the conditions set out in the local by-laws and regulations governing the control of the supply of electricity and water.
13. All attorney's costs incurred as a result of slander, false accusations made and/or spread within your building or to any third parties shall be for your account.

Global International's Signature

Occupant's Signature

