

Residential Pre-paid Supply Application

VERY IMPORTANT:

Prepaid Electricity can not be supplied should this application form not be completed in full (each page must be signed and a copy of your drivers liscence or I.D document must be attached.)

1. PERSONAL DETAILS

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

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

Surname:

I.D. Number:

2. CONTACT DETAILS

Home Tel: Code: Number:

Cell Phone No:

E-mail Address:

Spouse's Tel No: Code: Number:

Spouse's Cell Phone No:

Spouse's Date Of Birth:

Marital Status: Married 1 Single 2 Widowed 3 Divorced 4 Live Apart 5

Spouse's Name:

Spouse's I.D. Number:

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

Complex Name:

Street Name:

Suburb:

Erf / 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: globalinternational@vodamail.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 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 prepaid 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. PRE-PAID METER ACCURACY

Your prepaid 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 prepaid 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 prepaid meter in accordance with the relevant meter testing requirements. Should the test results show that the pre-paid electricity meter is registering incorrectly:
 - 2.1.1 we will replace the defective electricity pre-paid 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 a 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 pre-paid 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 water meter is installed, a final water meter reading will be done and your final account will be processed. You hereby accept liability for all water consumption on the premises until the date on which Global International Meter Services receives your written notice of cancellation of services. A R800,00 meter replacement cost will be deducted from your deposit if any visible 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(remaining) electricity tokens.

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6. INSTALLATION PROCESS

The pre-paid keypad meter is installed inside your property, right next to the main distribution board. The pre-paid meter is designed in such a way that when the tokens have run out on the meter, the electricity will cut off until such time as the meter has been recharged with a new 20-digit electricity voucher. Our pre-paid installation done inside your premises will not have any affect on the geyser, the distribution board's panel wiring or existing individual old conventional electricity meter already installed at your premises.

7. ELECTRICITY TOKEN PURCHASES

7.1 CigiCell's UNIPIN ELECTRICITY PRE-PAID SHOP PURCHASES

Dial *120*41588# to get a listing of the UniPIN coverage areas or view the list at www.globalinternational.co.za. You can buy (ask for) a unipin at selected CigiCell shop outlets in your area.

You can buy a UniPIN prepaid electricity token for any value you prefer. When you ask the shop assistant for a UniPIN, he/she will print you a tillslip with your unique **PINnumber** printed on the slip. To receive your 20-digit electricity token you can SMS your **METERnumber*PINnumber to 41589** (standard SMS rates apply) or dial *120*41589***PINnumber*METERnumber# and press OK/ENTER** (dial button).

Please visit www.globalinternational.co.za to access our UniPIN shop location facility.

7.2 ONLINE WEB ELECTRICITY PRE-PAID PURCHASES

Power tokens can be bought from the internet at the following websites:

www.easypay.co.za

8. PRE-PAID METER RATES CHARGED

The city council have one bulk electricity connection just outside your complex 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 step kWh body corporate 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 step tariff prescribed by N.E.R.S.A. (National Energy Regulator of South Africa) for your area were the complex 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 residents inside the complex 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 step tariff for your area according to the step tariff scale applicable to electricity users within a body corporate complex. Therefore the current city council private house 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 complex. Only sectional title and body corporate bulk reselling step tariffs will therefore apply to you.

9. PRE-PAID AND CONVENTIONAL METER TAMPERING

Should the pre-paid meter be found tampered with or the meter seals removed upon a periodic inspection, Global International Meter Services cc reserves the right to, 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 800,00 will be debited against the offender before Global International Meter Services cc will restore the electricity supply.

10. PRE-PAID VENDING MANAGEMENT FEE (10%)

The entire prepaid power vending system for sectional title and body corporate complexes are **not subsidized** by the South African Government. Only city councils throughout South Africa are subsidized as it forms part of the

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Government's national budget. Therefore, each sectional title and body corporate complex must carry all these vending and hosting of the meters costs themselves. To make vending possible for sectional title and body corporate complexes, a 10% vending and hosting fee gets added to the current area step tariff lawfully allocated and prescribed for your complex by the local city council and NERSA (National Energy Regulator of South Africa).

This 10% fee includes:

- 10.1 If during the 1 year meter guarantee period, your meter device needs to be repaired, Global International Meter Services will supply you with a similar device while the faulty device is in repair.
- 10.2 Per vend server vending operating costs for an unlimited amount of credit token requests throughout the month for your prepaid meter.
- 10.3 Cash transfer costs (costs deducted from Global International for each cash power purchase you make at the shop) and when nationally collected monies are paid over to Global International Meter Services once a month to pay the bulk city council bill with.
- 10.4 This fee also includes sending of an unlimited amount of automated token vend response SMS text messages from the server to your cellphone each month.
- 10.5 The fee also covers prepaid meter database hosting and server maintenance

11. HOW MUCH IS THIS 10% FEE?

Your average household usually purchase electricity for R400,00 per month. Now 10% of this amount is R40.00. If you buy electricity weekly, this R40,00 service fee is then automatically splitted into 4 (four) weeks, which gives you R10,00 per week, added to your purchase. This 10% fee is automatically build in / added to your normal tariff rate for your area. This means that you do not need to pay these service fee amounts additionally / extra, because it is already included in your purchase request. This service fee is really nothing compared to all the added benefits you will enjoy!!

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, network charges, water and sanitation supplied to your premises.
- 12.2 If you receive prepaid supply services from the shops, each month **after the invoice due date**, all newly raised fixed amounts will become due and payable before any new kWh unit tokens will be issued.
- 12.3 If you fail to pay the total sum due on or before the invoice due date 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 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 complex. Therefore, each resident supplied with pre-paid power at a sectional title or body corporate complex 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 occupant's separate electricity consumption that gets added together to form the bulk city council deposit for your complex).

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A normal 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 pre-paid deposit within 30 (thirty days) of the take-on date. The power supply will be suspended to occupants who fail to make a full payment before this due date.

Global International Meter Services will advise occupants of the amount of this risk deposit, as deposit amounts differ between premises according to the size of the pre-paid electricity connections and differences in types of electrical installations. A minimum deposit charge of R540,00 (electricity connection only) or R940,00 (electricity, water and sanitation connection) will be charged towards all new residential occupants.

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 payment default.
3. You declare that you will not be exempt from settling your paper account if you have not received it [accept full liability for settling your water account each month before the invoice due date].
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 obligated to give prior notification to the occupant 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 the occupant's responsibility to inform Global International should he/she want to pay their water 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 towards ARREAR amounts (NO CURRENT MONTH AMOUNTS), 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 arrear 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 towards the replacement of meters.
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 a consumer's account falls into arrears for longer than 7 days after the due date, Global International is entitled to discontinue services immediately without notice. Occupants are only allowed to be in arrears with R40,00 each month after the invoice due date to avoid immediate disconnection of their services.
11. 2 % Interest will be charged on a monthly basis on any arrears on an account.
12. The occupant accepts 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 complex or to any third parties shall be for your account.

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14. Statements are hand delivered unless it is outside Gauteng and Johannesburg areas. Should you not receive your statement before the 25th of each month, a copy can be requested. The consumer stays liable for the water account and the water account must still be paid by the due date.
15. New services can not be connected after hours. Please ensure that the application reaches us at least 24 hours prior to supply being requested.
16. Please make sure that your reference number do appear when making a deposit.
17. You hereby indemnify Global International Meter Services against all injuries suffered by yourself and/or friends or family members involved as a result of tampering with a pre-paid meter or gaining of illegal access to the distribution boards located outside your unit.
18. Apart from our pre-paid meter services we provide to you, If we supply you with a non profitable council service such as water and sanitation meter reading services, a monthly service fee of R7,50 will be included in your monthly tax invoice. This fee shall be a fixed fee for the first five years from the take on date.
19. Any water leakages should be reported to Global International as soon as possible. Leakages after your meter (the communal area / not registering through your meter) will be reported to the managing agent. Repair costs to any leakages between your water meter and the house / flat which registers abnormally high consumption through your meter) shall be for the Owner's account. Any loss of water due to leakages, will be for the consumer's account.
20. Should a water meter be damaged more than once in the same year due to being run over by a vehicle, the account will be for the occupant's account.
21. Each year the electricity tariffs are increased. A month before such increase date you will be limited to purchase electricity tokens only to the value of your normal monthly purchase amount to prevent Global International from suffering any financial losses.

16. ENTIRE AGREEMENT

This agreement constitutes the entire agreement between you and Global International Meter Services and supercedes any and all previous or contemporaneous understandings between the parties, whether written or oral. You acknowledge that in entering into this agreement, you have not relied on any separate promises from Global International Meter Services that have not been included in this agreement. Any amendment to this standard supply agreement shall be in writing and agreed to and signed by both parties.

17. DOMICILIUM CITANDI ET EXECUTANDI

You agree to elect the following address as your domicilium citandi et executandi:

You declare that the information furnished on this application is true and correct and agree to be bound by the terms and conditions specified by Global International Meter Services as set out in this agreement and accept that your liability continues until this agreement is terminated. You hereby understand and agree that this agreement is personal to you and that you shall not assign or transfer in any way all or any portion of this agreement to any other person or entity of any kind. Any attempt by you to assign or transfer in any way all or any portion of this agreement shall be void and according to this signed agreement be described as invalid.

By signing each page of this agreement you also declare that you did read every page completely and understand the meaning of all the contents of this agreement.



Global International's Signature

Date

Occupant's Name & Surname

Occupant's Signature