



## 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](mailto:info@proteametering.co.za)

Prepaid email: [prepaid@proteametering.co.za](mailto:prepaid@proteametering.co.za)

## Emergency technical standby service

Our standby service is available from 16.30 until 19:30

Emergency standby number: 066 301 4849

Emergency prepaid standby number: 066 301 4851

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.

## 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 and conventional electricity

### • Electronic fund transfers (EFT)

Proof of payments must be sent to [info@proteametering.co.za](mailto: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](mailto:info@proteametering.co.za).

Available debit order dates are the 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 23<sup>rd</sup> and the end of the month.

A debit order form can be found on our website [www.proteametering.co.za](http://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 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.



### 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.



### Online website

You can visit our website [www.proteametering.co.za](http://www.proteametering.co.za) and make a payment via credit card, please do not close the window until you have received a voucher via sms. Fixed transaction cost of R9.50 for purchases on the Protea Metering System

## Direct transfers into our FNB account – Your voucher number can be sent with 30min via SMS

You must first complete this registration form for this option to work, you cell phone number need to be registered to your meter.

Account Number: 62389132946

Branch code: 250655

Your reference: Your meter Number OR Protea account number Only

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 6pm

Payments from any other bank will take 48 – 72 hours to reflect, excluding weekends and public holidays.

Fixed transaction cost on prepaid tokens is R9.50 for purchases on the Protea Metering System, Only 1 payment per day can be made if the same ref is used.

Signature:

Date: