

PEC Utility Management (Pty) Ltd

Company Reg No 2004/032820/07

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INTRODUCTION LETTER

PEC Utility Management (Pty) Ltd ("the Service Provider") is the appointed utility services administrator of the relevant building/complex. The following information is applicable to the agreement for the supply of electricity and/or other utilities as stipulated. This document will assist you with all the information required for effective service delivery by the Service Provider.

Dear Consumer

We would like to take this opportunity to welcome you as a valued client of PEC Utility Management (Pty) Ltd and trust that our business relationship will grow to be beneficial to both parties. We assure you of our best service at all times, and encourage you to contact us in the event of any questions or queries that may arise.

Please read the document carefully and keep for your records.

1. GENERAL INFORMATION

The nature and extent of the Service Provider's services includes, but is not limited to the following:

- Manual or remote recording of meter readings;
- Processing and distributing of accounts;
- Receipting of account payments;
- Attending to account queries, rendering client services in line with our service level agreement and
- Exercising credit control actions on overdue accounts.

2. AGREEMENT FORM AND TERMS & CONDITIONS

It is essential that the consumer completes and signs the Business/Residential Agreement form, as well as our Terms and Conditions document. The following documents should accompany your agreement in order for the Service Provider to render utility services and to ensure that the correct details are captured for account purposes:

RESIDENTIAL / INDIVIDUAL CONSUMERS

1. Copy of ID / Passport;
2. Copy of the lease agreement, specifying the date of occupation, or page of deed of transfer specifying registration date;
3. Signed copy of our Terms & Conditions; and
4. Proof of deposit payment

BUSINESS / COMMERCIAL / INDUSTRIAL CONSUMERS

1. Copy of company registration documents;
2. Copy of lease agreement, specifying the date of occupation;
3. Copy of owner / director ID or passport;
4. Company proxy letter;
5. Signed copy of our Terms and Conditions; and
6. Proof of deposit payment

3. DEPOSITS

PEC Utility Management (Pty) Ltd requires a risk deposit per account before electricity and/or water supply can be connected.

- Residential consumers **with** a valid South African Identity Document - risk deposit of **R 2 500-00**
- Residential consumers **without** a valid South African Identity Document - risk deposit of **R 3 500-00**
- Commercial consumers in small shops and office blocks - minimum risk deposit of **R 5 500-00 (or as quoted)**
- All other commercial, retail and industrial consumers - please contact our offices for amount payable. Bank guarantees will only be accepted for minimum deposit amounts of R15 000.00 and higher. Please arrange this with the Service Provider beforehand.
- Deposits are subject to annual revision and can be adjusted up to 3 (three) times the average value of the account calculated over a 6 (six) month period.
- All deposits are non-interest bearing.
- The total balance on your final account will be deducted from the risk deposit. Should the account then reflect a credit balance, the amount will be refunded within 45 business days after the final invoice date, provided that the Service Provider is in receipt of a signed Vacating of Premises form.

Deposits are payable to the following bank account:

Account Name: PEC Utility Management (Pty) Ltd
Bank: ABSA Bank
Account Type: Current
Account Number: 000 176 214
Branch Code: 632 005
Reference: DEP + Unit Number + Building Name

4. ACCOUNT & PAYMENTS

Accounts are processed after meter readings have been recorded manually or remotely. Accounts are available:

- Via postal delivery by the SA Post Office to the postal address supplied on the agreement form;
- Via electronic mail to the email address supplied on the agreement form; and/or
- Via our website, www.pecutilities.co.za. (Consumers need to register for this online service with our Client Services department)

The consumer must settle their account to the Service Provider on or before the 18th of every month, or as otherwise indicated on the account. The due date refers to the respective month's consumption and does not apply to amounts in arrears. All arrear amounts are payable immediately.

The consumer should contact the Service Provider in the event where no account was received. A duplicate copy of the invoice may be requested from our Client Service department. Should the consumer fail to enquire and therefore not settle their account on or before the due date, the Service Provider will follow the necessary credit control procedures. The consumer will be subject to an increased deposit, interest on arrear amounts and credit control action fees.

The following means of payment are acceptable:

- **Electronic transfers**
Please ensure that your name and PEC account reference number appear on the proof of payment and fax or email the proof of payment to our offices. Should no and/or incorrect reference be used, the Service Provider will be unable to allocate the payment timeously. Kindly also note that electronic transfers may take up to three business days before it reflects on our bank statements. If such a payment reflects after the due date, it will be regarded as a late payment and interest may be charged to the account, and credit control actions will commence.
- **Cash Bank Deposits**
Please ensure that you stipulate your PEC account reference number on the deposit slip. This must be faxed/emailed to our offices. Should no and or the incorrect reference be used, the Service Provider will be unable to allocate the payment timeously. This will result in your account reflecting an overdue amount and interest may be charged to the account and credit control actions will commence.
- **Debit Orders**
You will be required to complete a Debit Order Authorization form and return it to our offices for automatic bank deductions on the 1st and/or the 16th of the month.
- **Cheque Payments**
Please ensure that the cheque reaches the Service Provider and clears before the payment due date and that the following details are clearly written on the back of the cheque: Address, ID number, telephone and PEC account reference number. If such payment reflects after the due date, it will be regarded as a late payment. Interest may be charged and credit control actions will commence.
- **Cash Payments**
Due to safety precautions no cash payments are accepted at PEC offices.

Please note that your monthly **Utility Account** payments need to be paid into the following bank account:

Account Name: PEC Utility Management (Pty) Ltd
Bank: First National Bank
Account Type: Current Account
Account Number: 6200 760 2461
Branch code: 252 045

5. LATE PAYMENTS & CREDIT CONTROL PROCEDURES

Accounts not paid in full on or before the due date will be regarded as overdue and the following will apply:

- Interest will be levied on all arrear amounts;
- A final notice by means of a SMS or email will be sent to the consumer, notifying and requesting proof of payment within 48 hours;
- Should the consumer fail to comply with our request, the electricity supply will be terminated within 24 hours, without any further notice;
- Credit control action fees will automatically be charged to the account and is payable with the arrears and increased deposit before electricity will be reconnected;
- The Service Provider reserves the right to increase the deposit should services to the unit be terminated due to non-payment;
- No cheque payments will be accepted for late payments, only cash deposits at ABSA branches and/or internet payments;
- The consumer will be responsible for all legal costs which may be incurred regarding the recovery of any monies payable, in terms of this agreement, including collecting commission.

A detailed pricing structure with regards to notice and penalty fees is obtainable from our Client Services department.

6. CHANGE OF ADDRESS OR CONTACT DETAILS

It remains the responsibility of the consumer to inform the Service Provider in writing of any address or contact detail changes. This will ensure efficient communication with reference to account notifications, emails and SMS's.

These changes may be forwarded to our Client Services department via email to: clientservicescpt@pecgroup.co.za or fax: 021 949 0241.

7. NOTICE REGARDING THE TERMINATION OF SERVICES

The consumer is required to submit a Vacating of Premises form to the Service Provider, at least 14 (fourteen) days prior to vacating the unit. These forms are available on the Service Provider's website and may also be requested from our Client Services department. Should the Service Provider not receive the official vacating form, the consumer will be held liable for the electricity consumed until such time that the requested form reaches our offices.

Yours sincerely