

PEC Utility Management (Pty) Ltd

Company Reg No 2004/032820/07

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INTRODUCTION LETTER

PEC Utility Management ('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 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 PEC Utility Management'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. APPLICATION FORM AND TERMS & CONDITIONS

It is essential that the Consumer completes and signs the Business/Individual Agreement Form, as well as our Terms and Conditions Form. 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
3. Signed copy of our Terms & Conditions
4. Proof of payment of deposit

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 resolution authorizing signatory of agreements
5. Signed copy of our Terms and Conditions
6. Proof of payment of deposit

3. DEPOSITS

PEC Utility Management requires a risk deposit per account before electricity or water supply can be connected.

- Residential consumers **with** a valid South African Identity Document - risk deposit of **R 2 127-50**
- Residential consumers **without** a valid South African Identity Document - risk deposit of **R 2 990-00**
- Commercial consumers in small shops and office blocks - minimum risk deposit of **R 4 945-00 (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.

Deposits needs to be paid 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: Building / Complex Name and Unit Number

4. ACCOUNT & PAYMENTS

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

- Via postal delivery by the SA Postal Service to the address supplied on the application form;
- Via electronic mail to the email address supplied on the application form; and
- Via our website, www.pecutilities.co.za. (Consumers need to register for this online service via 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 to be emailed or faxed. Should the consumer fail to enquire and therefore not settle his/her account on or before the due date, the Service Provider will follow the necessary Credit Control procedures. The consumer will be subject for an increased deposit, and will be liable for interest on arrear amounts and credit control action fees.

The following means of payment is acceptable:

- Internet / Electronic transfers
Please ensure that your name and PEC account reference number appear on the transfer slip. This must be faxed/emailed through to our offices. Kindly note that electronic transfers can take up to three days before they reflect on our bank statements. If such a payment reflects after the due date, it will be regarded as a late payment and interest will be charged, and credit control actions will commence.
- Cash Bank Deposits
You are required to use your PEC account reference number as reference and fax the deposit slip to our offices. Should no/incorrect reference be used, the Service Provider will be unable to allocate your payment timeously. This will result in your account reflecting an overdue amount and interest will 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, together with a cancelled cheque, a copy of a blacked-out bank statement, or a confirmation letter from your bank for account identification.
- Cheque Payments
Ensure that the cheque clears before the payment due date. Also ensure that the following details are clearly written on the back of the cheque: Address, ID number, telephone and PEC account reference number.
- Cash Payments
Due to safety precautions no cash payments are accepted at PEC offices.

Please note that your Utility Account payments need to be deposited into:

Account Name: PEC Utility Management (Pty) Ltd Bank: First National Bank
Account Type: Current Account - 6200 760 2461
Branch code: 252 045
Reference: Account reference number as it reflects on your utility invoice.

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 arrears;
- 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 48 hours, without any further notice;
- A credit control action fee will be charged and is payable, together with the full outstanding amount, before electricity supply will be reconnected;
- PEC Utility Management reserves the right to increase the deposit should services to the unit be terminated due to nonpayment;
- No cheque payments will be accepted for late payments, only cash deposits at FNB branches and/or internet payments;
- The consumer will be responsible for all legal costs which may be incurred regarding the recovery of any money payable in terms of this agreement, including collecting commission.

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

6. CHANGE OF ADDRESS OR CONTACT DETAILS

It remains the responsibility of the account holder 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: clientservicespta@pecgroup.co.za or fax: 012 846 3028.

7. NOTICE REGARDING THE TERMINATION OF SERVICES

The consumer is required to complete a Vacating of Premises Form, at least 14 days prior to vacating the unit. These forms are obtainable from our Client Services Department or from our website www.pecutilities.co.za. Should PEC Utility Management 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