

26 February 2024

EVERGREEN BROADACRES – UTILITY METERING SERVICE PROVIDER CHANGE

Dear Residents

Due to the nature of how the village has been developed over phases, we find ourselves in a position with multiple service providers providing the village with different metering / meter reading services. In order to consolidate the metering systems within the village we have decided to engage the services of Voltano Metering, one of the premier metering services companies in South Africa.

This consolidation of service providers has been coupled with extended scope of services which Voltano will provide. Voltano's full services include;

1. Maintaining the utility networks;
2. Manage City Council Accounts and other matters;
3. Meter reading;
4. Maintain metering system;
5. Monthly billing, and
6. Collections.

All residents of the free-standing homes / cottages will be given the opportunity to remain on the existing pre-paid network or elect to migrate to the post-paid billing system. The existing metering network within the apartment buildings will be taken over by Voltano and any and all metering irregularities / meter faults will be rectified by Voltano.

The consumption charges that Voltano will charge will be as per the Eskom or City of Johannesburg published tariffs and is summarised below.

Billable utilities

Utility	Applicable to:	Tariff structure
Electricity	Houses & Apartments	0-600 kwh: R2.3697 600< kwh: R4.0278
Cold water	Houses & Apartments	Fixed charge: 0-6 KL: R0.00 6-10 KL: R27.9795 10-15 KL: R29.1985 15-20 KL: R40.9400
Hot water	Apartments only	R150 / KL
Sanitation	Houses & Apartments	As per schedule
Refuse	Houses & Apartments	As per schedule
Administration fee	Houses & Apartments	R117

Note;

- Phasing out the prepaid meters will ensure that the 10% third party vendor fee applicable to the purchase of pre-paid electrical tokens is no longer applicable.
- There will be no hot water fixed charges applicable. The hot water tariff will be transparently calculated every 3 months and adjusted if required.
- Sanitation and refuse charges will remain as they are but will be billed directly to residents by Voltano and not by Evergreen.
- All meter reading service fees will be removed from the levy budget and this service will be reflect on each individual(s) Voltano invoice.
- All deposits / connection fees due to Voltano will be for the responsibility of Evergreen Property Investments.
- All existing units have electrical COC's in place and residents are not required to provide this to Voltano.

This consolidation of service providers will bring positive change to the village as a whole.

Voltano will take over the metering services effective **1 March 2024.**

Kind regards,

Jason Panter
Property Manager