



A Note from your Rescom



COMMUNIQUE 003 - 2024

UTILITY METERING SERVICE PROVIDER CHANGE

We are aware that there is a high level of confusion about the mechanics of the changeover from existing service providers and hope to alleviate some of the concerns raised with us through this communique.

We are distinguishing between the houses and apartments where appropriate.

Prepaid electricity in houses

We thank Evergreen for listening to us in respect of prepaid electricity. **We confirm that 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.**

We have some concerns about the approach to prepaid as set out by Voltano. To give effect to this, the software in the existing prepaid meters needs to be changed to allow payment for tokens to be credited to Voltano's account rather than Meterman's.

We understand that the credits already loaded into the meter will remain in the meter and will not be affected by the software change. However, any tokens that have been purchased and not punched into the meter may not work once the software has been changed.

Utilities in apartments

We understand that there may be some challenges with existing meters and billing records in the apartments and that Voltano will rectify these.

We have noted that EPI Intends to outsource all metering services and the management of its municipal accounts. Part of this changed approach is for residents to apply for an account with Voltano. **We believe it is important for residents to fully understand all the implications of this new approach before applying for an account with Voltano.**

Questions that, in our view, need to be answered urgently include the following:

Please note the answers from Management.

1. How is the levy budget affected by this proposal?
The levy budget question was addressed in the communique from EPI by stating that the levy budget will be impacted positively.
2. Will the management of the municipal accounts include engaging with the Council on our concerns about the high sewerage charge imposed by the City of Johannesburg?
Yes, Voltano will engage with the Council about the sewerage tariffs.
3. Why can the current consolidation of all utility charges with the levy statement not be continued to allow a single monthly payment for all Evergreen services?
The current consolidation of all utility charges cannot be continued as Voltano will take over these council accounts.
4. What schedule is being referred to in the table of billable utilities in the letter from EPI?
The schedule referred to is the current sewerage tariff and refuse tariff being charged by the council per house (as per your current levy account).
5. Is it correct that the amendment to the meter software will also cover the change required for the meters to continue working after November 2024?
Yes, the meter software will be covering the change required for meters to continue working after November 2024.
6. Why is the charge for hot water so much higher than the current cost?
The hot water charge is calculated with the increase in the Eskom tariff increase. It is also calculated by taking the cost to heat the hot water in the apartments and dividing it by the number of apartments proportionately. Hence, the letter said this would be transparently recalculated after three months and shared with residents. if the cost is then lower, the tariffs will be adjusted.
7. Will existing payment options for Evergreen accounts be continued?
Existing payment options with Evergreen accounts will fall away.
8. How does the requirement to sign up Voltano align with the life rights agreement?
Your life right states that you will be charged for utilities as per sub-metering – in Annexure D of most Life Rights.

Best

David Presbury
Chairman