



# A Note from your Rescom



## COMMUNIQUE 004 - 2024

### QUESTIONS ON THE CHANGEOVER OF UTILITY ACCOUNT MANAGEMENT FROM EVERGREEN TO VOLTANO

ResCom has consolidated questions received from residents into a single list and has submitted it to the Village Manager for answering at the Town Hall meeting on 7 March 2024. Please see the list below.

If you have additional questions, please send them to me. We will prepare a supplementary list for potential posing tomorrow.

#### General

1. There are a number of discrepancies between the different Voltano documents. It is understood that the Voltano contract that residents are expected to sign, is being redrafted. Please can the three Voltano documents be reviewed to ensure consistency between all three documents.
2. What are the consequences for a resident if he does not sign the contract?
3. The Voltano onboarding document does not clearly state what costs the tariff sheet will include for the residents' account. Please review accordingly.
4. The following services will apparently be provided by Voltano in the future. Will all of these be covered by the R117 administration fee?
  - a. Maintaining the utility networks.
  - b. Manage City Council Accounts and other matters.
  - c. Meter reading.
  - d. Maintain metering system.
  - e. Monthly billing and
  - f. Collections

How will the other services be charged?

5. Please confirm that the intention is that Voltano will manage all utility charges, namely sewerage charge, refuse charge and water consumption from the CoJ and electricity from Eskom

6. The communique from EPI stated the levy budget will be impacted positively. Please provide details of this positive impact. With a reduced levy in line with the Voltano costs charged to residents individually
7. Please confirm that the management of the municipal accounts includes engaging with the Council on our concerns about the high sewerage charge imposed by the City of Johannesburg.
8. Please confirm that the amendment to the meter software will also cover the change required for the meters to continue working after November 2024.
9. Annexure D of many LRAs explicitly provides for prepaid meters. Others refer to payment of utility charges as part of the monthly levy payment, which is the way in which this was done. There is a concern that the current proposal is equivalent to unilateral amendments to such LRAs. Please advise how this concern will be allayed.
10. Voltano is a service provider to EPI, not to us
  - We have never had signed agreements with Meterman, Motla or SmartMatter, who have provided the same meter reading and collection service. Voltano's contract is quite onerous A simple credit agreement would suffice.
  - Voltano do not provide us with a service, but rather a service for ELV for their convenience.
  - Fees cover the collection, on behalf of ELV, for electricity, meter reading and collecting CoJ utility charges.
  - Service fees are not an individual expense but an operating expense to be included in the levy.
  - What are the benefits to the residents?

### **Electricity**

11. Please confirm that the electrical tariff will be Eskom 60A Homelight, which is presently:
 

Block 1.	0-600kWh	R2.3697 per kWh incl VAT
Block 2.	> 600kWh	R4.0278 per kWh incl VAT
12. Please confirm there will be no deposit payable.
13. Please confirm that EPI will pay the Capacity Charge for electricity.

### **Prepaid electricity**

14. Please confirm that residents in the houses that are currently on prepaid may continue to do so. Under what circumstances will this be allowed to remain in place until an LRA is terminated?
15. If a resident opts for pre-paid electricity and the meter is replaced, could that resident later opt for post-paid electricity or vice versa?
16. Please arrange for the Voltano prepaid document to be amended to ensure clarity on continued use of all current purchase methods and on how the convenience charge will be paid.

## **Water**

17. Please confirm that the cold-water present charges will be as follows:

Fixed Charge. Water Demand Charge	R39.07 incl VAT
• 0 – 6 kL	R0
• 6 – 10 kL	R27.9795 incl VAT
• 10 – 15 kL	R29.1985 incl VAT
• 15 - 20 kL	R40.9400 incl VAT

18. Please confirm that the electrical block changeover of 600 kWh will not be affected by the actual metering period. The month will be the next month in sequence, occurring on the first date in that month that meters are read in post-paid, or energy dispensed in pre-paid.

19. Please confirm that Voltano monthly invoices will be payable by Debit Order or Electronic Fund Transfer (EFT).

20. Why is the charge for hot water so much higher than the current cost?

21. Please provide a timeline of the steps to be taken by residents for implementation of the changeover by 1 April 2024.

**David Presbury**  
*Chairman*