

Circular 025-2024

06 March 2024

Dear Residents,

UTILITIES CHANGE OVER TO VOLTANO:

Management is aware of the concerns raised by resident with the Voltano documentation that was handed out after the presentation on the 23rd of February 2024.

We have requested Voltano to change the documentation to accurately reflect the current utility cost that residents are paying in line with Council tariffs. The utility costs remain exactly the same as currently with the only addition being the R117.00 admin fee per unit.

Residents were particularly concerned about deposits, connection fees and electricity capacity charges. These have been completely removed from the onboarding form and tariff sheet. The pre-paid fact sheet has also been updated accordingly.

Please find attached updated documents that will need to be completed and returned in order for the onboarding process to take place. Voltano will create accounts for residents and send login details to their website to each resident to enable them to access their accounts.

Voltano's team will be onsite on Wednesday and Thursday 27 and 28 March 2024 to access all house's pre-paid meters to program them for the change over effective 1 April 2024. Residents will not lose any units they have on their meters. These will simply be carried over and all future purchases will have to be made through Voltano instead of The Meterman. Block tariffs will remain the same as in the past with the first 600 units at the lower tariff of R2.3697 (Including Vat) and units over 600 on the higher tariff of R4.0278. (Including Vat).

Sewerage and Sanitation charges remain unchanged. Voltano will engage with Council on our concerns about the high Sewerage tariffs

Water charges remain unchanged. Hot water charges for Apartments will be charged at R150.00 per kL. The hot water demand charge that was charged by SmartMatter will fall away. Voltano will transparently do the calculation to determine if this R150.00 charge is the accurate charge for recovery of the cost to heat and supply apartments with hot water after 3 months. This will be shared with residents and if the cost is found to be lower, the tariff will be adjusted down.

I trust this addresses the concerns raised. We will be on hand in tomorrow's Town Hall meeting to answer any further questions or concerns residents may have.

Kind regards,



Wilma Swart
Village Manager

