



Onboarding form:
Evergreen – Broadacres Apartments
(ELECTRICITY, HOT WATER & COLD WATER – YEAR 2023_2024)

This onboarding form needs to be completed by the end user for the supply of electricity & water. All end users of utilities will also be responsible for any additional charges as stipulated by your local municipality.

The following documents must accompany this onboarding form.

- Copy of ID Document, or copy of Company/CC/Trust Documents if Legal Entity

LOCATION OF SERVICE

Evergreen - Broadacres Apartments _____

Estate / Complex Name:

Unit No.: _____

Physical Address: _____

CONNECTION DATE: _____

OPENING READINGS: (For Office Use Only)

Meter	Meter Serial Number	Opening Reading
Electricity		
Cold Water		
Hot Water		

OTHER FEES

Residents at Evergreen have prepaid meters installed in their units. Electricity can be bought from vendors as reflected on the prepaid flyer supplied with this application form. Every unit also has an individual water meter, measuring your consumption only and will be billed to the end-user at the tariffs as stated on the relevant tariff sheet for your building complex. Kindly ensure that your monthly water account is paid on the required due dates as reflected on your account, as defaulting payment may result in all services to your unit being suspended.

Banking details for payment: Voltano Metering (PTY) LTD. | Standard Bank | Account: 42182581 | Branch: 012645.

***Note:** Statements are sent via e-mail and are available on the website - www.voltano.co.za / client app – www.voltano.co.za/clientapp when you login. All above tariffs are VAT inclusive except the Deposits. After your account has been created, Voltano will provide you with an account number. This number must be used as reference number when payments are made. If incorrect reference is used the relevant admin fees will be charged.

Office: 086 186 5826 | Fax: 086 626 0633 | Standby After Hours: 071 611 2735
 Email: info@voltano.com | Website: www.voltano.com | Client App: <http://client.voltano.co.za> | Follow us on Twitter: @Voltano
 Ashford House G04, 7 Ashford Close, Midstream Estates, Gauteng | Postnet Suite 293, Private Bag X1007, Lyttelton, 0140

INITIAL(S)



APPLICANT PERSONAL DETAILS:

Full Name and Surname:

Specify "Life right holder"/Tenant.

ID No.:

Company Reg. No. & Vat No.:

E-mail Address:

Alternative Email Address:

Mobile No.:

Alternative Contact No.:

Residential Address:

Postal Address:

SPOUSE DETAIL TO BE COMPLETED IF MARRIED:

Name of Spouse:

Married in or out of Community of Property:

ID No.:

Mobile No.:

E-mail Address:

Alternative Email Address:

STATEMENT BY APPLICANT

I/ We hereby apply for the supply of electricity and water to the aforementioned property, subject to the provisions of the Municipal By-laws as amended from time to time and general terms and conditions as determined by VOLTANO and Evergreen. Copies of the above may be obtained from the relevant offices. I/We hereby choose as my/our *domicillium citandi et executandi* (address for service of all documents) for the purpose of this agreement at the address where services will be rendered or the following physical address:

I/We hereby state that the information supplied in this agreement is correct. I/We hereby accept the conditions set out in the By-Laws and General terms and conditions as determined by VOLTANO and Evergreen governing the control and supply of the services required.

Date

Name

Signature

GENERAL TERMS AND CONDITIONS

1. The Applicant hereby applies for electricity and water (herein after collectively referred to as "UTILITY SERVICES") supply in this agreement from VOLTANO having control over the supply of utility services of the property to which this agreement relates and accepts responsibility for the payment of all the amounts due for such service.
2. The consumer hereby authorises VOLTANO to apply set off where VOLTANO may deem it necessary. This means that a credit balance in any or all the consumer's accounts may be used to settle any arrears amounts registered against any or all of the consumer's accounts with VOLTANO.
3. Only original bank deposit slip or EFT proof of payments are valid.

INITIAL(S)

4. Written notice of discontinuation of services must reach the affected party at least 7 (SEVEN) working days before the date of intended termination. It is that transfer or notice of transfer of ownership of the property does not amount to notice of termination of services or this agreement.
5. The Applicant hereby undertakes to notify VOLTANO in writing should he/she fail to receive accounts in respect of services hereby applied for, for the period of more than 1 (ONE) month.
6. In the event of VOLTANO instituting proceedings against the Resident arising out of the breach of any term or condition of this agreement and/or any breach of the Municipal By-Laws, the resident shall be liable to pay attorney and own client costs, including the costs of any tracing fees, in respect of such proceedings.
7. It is acknowledged that failure to effect payment of amounts due in respect of services rendered in terms of this agreement or the furnishing of incorrect information in this agreement may lead to summary discontinuation of the supply of such services without notice to the consumer, although VOLTANO will not be obliged to discontinue such services.
8. Unless otherwise specified all payments received will be appropriated in the following order: levy (where applicable), water, sanitation, legal charges, interest, any other charges, and electricity.
9. Evergreen may be notified if the consumer's account reflects an outstanding balance.
10. Should this contract be signed by a person in a representative capacity, such person warrants his/her authority to represent the Applicant. In the event of the Applicant being found for any reason not to be bound by his contract, the signing person accepts responsibility for the performance of all terms and conditions of this agreement and/or Electricity and Water Bylaws.
11. The Applicant warrants that in the case of change of ownership of the property an electrical compliance certificate has been obtained.
12. The Applicant hereby consents to the jurisdiction of the Magistrates Court in terms of Section 45 of the Magistrate's Court Act (Act No.32 of 1944) as amended, in respect of any action which VOLTANO may institute against him/her arising out of the Agreement: Provided that VOLTANO shall, notwithstanding the above, have right to proceed with any such action in a competent Court of law.
13. This onboarding form shall be deemed to be accepted by VOLTANO and a Consumer Agreement between the parties valid from the date of signature thereof or the date of occupation of the property by the Applicant, whichever is earlier, upon the lapse of 30 days from the date of the receipt of this onboarding form by VOLTANO: Provided the onboarding form is not rejected by VOLTANO within that period.
14. VOLTANO:
 - 18.1 will defer payment by the consumer until VOLTANO has provided a periodic statement of account for utilities or other continuous services and;
 - 18.2 will not impose any charge contemplated in section 103 of the National Credit Act in respect of any amount so deferred, unless the consumer fails to pay the full amount due within 30 days after the date of which the periodic statement is delivered to the consumer, and therefore this agreement is not a credit facility within the meaning of section 8(3) of the National Credit Act, but any overdue amount in terms of this agreement, as contemplated in subparagraph (ii), is incidental credit to which the National Credit Act applies to the extent set out in section 5 of the National Credit Act.
15. Voltano reserves the right to charge interest on arrear assessment rate and service charges outstanding. The rate of interest charged by VOLTANO is determined to be the prime lending rate, charged from time to time by the South African commercial banking industry, plus 2% (TWO PERCENT) to its ordinary debtors.
16. If the applicant is the state or an organ of the state, the National Credit Act, will not be applicable as contemplated in Section 4(1) (a) (ii) & (iii) of the National Credit Act.
17. If a payment by cheque or similar instrument for services is subsequently dishonoured by any reason the resulting debt owed to VOLTANO by the issuer of the cheque will not constitute and incidental credit agreement for any purpose of the National Credit Act as contemplated in Section 4(5) (a) of the Act.
18. A defaulting consumer will be issued with a written notice by VOLTANO before sending any default information to any credit bureau.
19. The applicant will receive all documents in the prescribed manner chosen as indicated in the relevant section provided for on the onboarding form in this agreement as per Section 65 of the National Credit Act.
20. It is acknowledged that if the debt under this agreement becomes incidental credit and a party wishes to refer the matter to an alternative dispute resolution agent, it must be a person as agreed between parties as per Section 134 of the National Credit Act.
21. VOLTANO may at any time amend or replace any of the terms and conditions contained herein, to the extent that it is affected by any changes to relevant legislation which amendment or replacement the consumer agrees to be bound by.
22. Failure by VOLTANO to immediately enforce any of its rights in terms of this agreement, shall not amount to be construed as a waiver or abandonment of such rights.
23. Nothing in this agreement detracts from any rights that a consumer may have in terms of the National Credit Act, in as far as it may be applicable.
24. If the metering equipment is found to comply with the system accuracy requirements laid down in NRS 057 the account would be regarded as prima facie evidence of electricity use, and will the onus be on the Applicant to prove that the meter was incorrect, and that the Applicant didn't used the amount of electricity as charged for.
25. All tariffs are as per the published tariffs of the local council or as otherwise stated by VOLTANO, and agreed between VOLTANO and EVERGREEN. Each client is responsible for costs as indicated on the yearly tariff increase sheet and/or onboarding form, both are available online and/or on request.
26. This agreement is drafted and enforced in line with all property legislation applicable to the property.
27. The Applicant warrants that in the case of change of ownership of the property the clearance figures will be obtained from VOLTANO.
28. If the Owner has an arrear account, the consumer acknowledges and accepts that services to the premises will be disconnected until outstanding account has been settled.

I/We hereby accept the above Terms and Conditions as well as the General Terms and Conditions as determined by VOLTANO and EVERGREEN governing the control and supply of the Services required.

Date

Name

Signature

Date

Name

Signature

INITIAL(S)



