

Circular 026-2024

11 March 2024

Dear Residents,

QUESTIONS AND ANSWERS ON CHANGEOVER OF UTILITY ACCOUNT MANAGEMENT FROM EVERGREEN TO VOLTANO:

<p>QUESTION 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 this being redrafted? Please can the three Voltano documents be reviewed to ensure consistency between all three documents.</p>
<p>Documents are being redrafted</p>
<p>QUESTION 2: What are the consequences for a resident if he/she does not sign the contract?</p>
<p>Resident will not be able to pay their utilities bill or to load pre-paid electricity</p>
<p>QUESTION 3: The Voltano on boarding document does not make clear what costs contained in the tariff sheet will be for the resident's account. Please review accordingly</p>
<p>Documents are being redrafted</p>
<p>QUESTION 4: The following services are going to be provided by Voltano in future. Will all these be covered by the R117 Administration fee?</p>
<p>A) Maintaining the utility networks? Yes B) Manager City Council accounts and other matters? Yes C) Meter reading? Yes D) Maintain metering system? Yes E) Monthly billing, Yes F) Collections? Yes</p>
<p>QUESTION 5: How will the other services be charged?</p>
<p>There will be no other services (Voltano will recover Water, Sanitation, Electricity and Sewerage)</p>
<p>QUESTION 6: Please confirm that the intention is that Voltano will manage all utility charges, namely sewerage charge, refuse charge and water consumption form CoJ and Electricity from Eskom?</p>
<p>Correct</p>
<p>QUESTION 7: The Communique from EPI stated the levy budget will be impacted positively. Please provide details of this positive impact.</p>
<p>The positive impact is expected in the Village Operational budget. It will however not result in a reduction in levies as the village currently runs at an operational loss.</p>

QUESTION 8: Please confirm that 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?

Voltano will engage with any utility provider on instruction of ELV / EPI to resolve queries.

QUESTION 9: Please confirm that the amendment to the meter software will also cover the change required for the meters to continue working after November 2024.

This is confirmed

QUESTION 10: Annexure D of many LRAs provides for Prepaid meters. Other 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 a unilateral amendment to such LRA's. Please advise how this concern will be allayed.

The LRA states "Each unit will have its own electricity meter. Electricity will be purchased, paid for and loaded by the occupant as required" This does not rule out Smart Metering and post-paid billing. In any event, residents currently on pre-paid meters are allowed to stay on pre-paid meters.

QUESTION 11: Voltano is a service provider to EPI not to us

Voltano is a service provider to all consumers within the Village: Namely:

- EPI (unoccupied units)
- Evergreen Health
- Evergreen Lifestyle Villages
- All residents

QUESTION 12: We have never had signed agreements with Meterman, Motla or SmartMatter who have provided the same meter reading and collection service. Can a simpler credit agreement be arranged?

Yes, we have asked Voltano to draft a simpler agreement

QUESTION 13: Please confirm the electrical tariff will be Eskom 60A Homelight which is presently:

- a) Block1. 0 – 600kWh R2.3697 per kWh incl VAT
b) Block2. More than 600 kWh R4.0278 per kWh incl VAT

Above is correct but will increase with Eskom tariff increase effective 1 April 2024

QUESTION 14: Please confirm there will be no deposit payable?

Deposits are the responsibility of EPI and no-one else

QUESTION 15: Please confirm that ELV will pay the Capacity Charge for electricity?

ELV will be billed for all bulk charges on electricity

QUESTION 16: PRE-PAID ELECTRICITY 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?

This has been confirmed. Residents are able to stay on pre-paid meters. This will stay in place until the LRA terminates. Once the unit gets refurbished to be sold to the next Life Right Holder, the pre-paid meter will be replaced with a new post-paid smart meter.

QUESTION 17: 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?

All apartment residents will remain on post-paid metering and all residents in cottages/houses will stay on pre-paid meters. Should a resident want to change to post paid metering this will be changed over. After the change over residents will not be able to change back to pre-paid metering.

QUESTION 18: WATER – Please confirm that the cold-water present charges will be as follows:

a) Fixed charge. Water demand Charge	R39.07 incl VAT
b) 0 – 6 kL	R0
c) 6 – 10 kL	R27.9795 incl VAT
d) 10 – 15 kL	R29.1985 incl VAT
e) 20 kL	R40.9400 incl VAT

The above is correct and will be applicable until JHB Water Tariff increase effective 1 July 2024.

QUESTION 19: Please confirm that the electrical block changeover of 600 kWh will be altered to reflect the actual metering periods.

Correct the tariff structure remains unchanged.

QUESTION 20: Please confirm that Voltano monthly invoices will be payable either by Debit Order or by Electronic Fund Transfer (EFT)

Above is confirmed.

QUESTION 21: Why is the charge for hot water so much higher than the current cost?

The fixed charge for hot water has been removed and a charge for consumption only has been introduced. This will be transparently calculated every 3 months and the rate adjusted as required.

Kind regards,



Wilma Swart
Village Manager