



A Note from your Rescom



COMMUNIQUE 12-2024

VOLTANO UPDATE

ResCom has had a further meeting with Garry and Wilma today. This is still a work in progress, and we thank you for your patience. The salient points are outlined below:

1. **R117** - We have made a counterproposal to Garry's offer of last week. It should now be possible to bring this to a conclusion and it is hoped to satisfy the several differing opinions.
2. **Statements received** - We have been receiving statements via Wilma. Those who have already signed are receiving two, with one carrying the underlying explanatory details. Those who have not signed are receiving one, which is more difficult to understand. That is made up of the water charges, the water reading charge, which has always been included, and the additional R117, which is under debate. Because this relates to a 15-day period, it does not allow for the free 6kl. ResCom advise that we all pay for the water and its charges as that water has been supplied. We suggest that you subtract the R117 while part of the matter is being under discussion.
3. **Understanding the water statement**—Many residents remain confused, which is understandable. We would like to thank Wilma for helping many people, and you should go to her if you require further clarification.
4. **Onboarding Form**—Wilma has redesigned the form. It simply gives her, under the POPIA Act, the right to send our email addresses to Voltano, which is a legal requirement from her. There are no longer any terms and conditions because the actual contract is between Evergreen and Voltano. We recommend that we all sign this, and the original agreements can be ignored.

We are still in *"watch this space mode,"* but we believe that progress has been made. Thank you again for your patience.

Best

David Presbury
Chairman