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**TENANT INFORMATION FORM**

**To be handed to tenants, signed and returned with documents or upon tenancy.**

Later elements such as Arrears Collection must be confirmed with supporting Proof.

**Ekhwesi Energy Managed Vending Options:**

- Purchase a credit token from any **Easy Pay** outlet i.e.: Pick n Pay, Checkers, Boxer, Shoprite, [www.easypay.co.za](http://www.easypay.co.za), ATM's, internet banking and mobile phone apps. Purchase by requesting ESKOM prepaid electricity using your 11 digit meter number and the amount you wish to purchase.
- Purchase a **UNIPIN** voucher from any electricity enabled CigiCell vendor including; Spar, some BP Express and ENGEN garages. Then SMS voucher number as per instruction on the voucher for your token number. Purchase using a UNIPIN voucher to your preferred value. Unipin is a generic voucher and as such no meter number details need to be provided at point of purchase.

**Arrears Collection & Fees:**

- A service charge of 10% (including VAT) for every transaction is deducted either at point of purchase or at month-end based on the nature of the utility being managed and local municipal laws. These fees pay the 4 parties involved in supplying the service, without this charge we cannot offer this unparalleled access to vending.
- All vending rates are set according to the existing municipal or Eskom account on that specific property as per NERSA guidelines.
- No profit is made from the rate per KWH/KL loaded onto an Ekhwesi vending system by Ekhwesi Energy.
- Should you fall into arrears in terms of rental, utilities, levies etc. the amount owed may be loaded onto you profile and collected through your prepaid meter on a percentage per transaction basis.
- Similar fixed fees directly related to your electricity, water, levies or rental expenses may be collected through this system on a fixed monthly basis on the first vend of each month. This means any amount loaded for that month would need to be paid in full before normal vending will occur, months that result in no vending will mean the fee is added to the following months fixed fee.
- This is purely a revenue collection service. Your rate per KWH or KL is determined by the account present on your property and is the rate you would pay if the account was in your name.
- Ekhwesi Energy is not a reseller of electricity or water and as such makes no profit from the rate/tariff set on your device as per governmental law.

Signed by Tenant: \_\_\_\_\_.

Full Name: \_\_\_\_\_.

Identity Number: \_\_\_\_\_.

Signatures	Client		Ekhwesi Energy	1.	2.
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