



FAX: 031 267 3822 - OFFICE: 086 111 9990 - EMAIL: info@ekhwesi.com

CLIENT REGISTRATION

TERMS OF SALE

PLEASE COMPLETE ALL REQUIRED DETAILS LISTED BELOW IN BLOCK CAPITALS:

OWNER DETAILS			
Ekhwesi Account Number			
First Name			
Surname			
Contact Number			
ID/Registration Number			
Email Address			
Street Address			
Town			
City		Post Code	
Rate per KWH/KL			
Meter Number/s			

Disclaimer: Ekhwesi Energy will not be held responsible for any errors submitted by the applicant.

The Client agrees to the Terms and Conditions and understands their responsibilities as per the Agreement in entirety.

The Terms were fully explained to me by the Sales Person, _____, representing Ekhwesi Energy.

Signed: _____ Date: _____

FOR INTERNAL USE ONLY			
BODY CORPORATE		PROCESSING	
Title		Email	
Region		Report	
Unit Details		Bank	
EKHWESI ENERGY			
	Processed by	Checked by	Authorized by
Name			
Signature			
Date			

EKHWESI ENERGY PREPAID METER

TERMS OF SALE

- This is a Prepaid Sub Meter and is not to be installed in any building as a Main/Bulk Electrical Meter.
- It is the Landlord's responsibility to ensure that the meter is installed by a Certified Electrician who will provide a COC (Certificate of Compliance) upon installation.
- A Meter Registration Form must be completed for every meter sale.
- It is the Landlord's responsibility to ensure that all details are accurate at the time of sale.
- Should the details of the Owner/Premises change at any time, it is the responsibility of the Owner to inform Ekhwesi Energy in writing, and to ensure written confirmation is received from Ekhwesi Energy of these changes being made.
- As per Government Legislation, a Landlord may not by law refuse to provide Electricity to a Tenant. Where a Tenant has arrears owing to the Landlord, the Ekhwesi Energy Managed Vending System has an Arrears Collection option available to recover lost revenue.
- It is the responsibility of all Wholesale and Retail Operations who sell Ekhwesi Meters to inform their Customers of these procedures and to forward a completed, signed copy of these Terms of Sale to Ekhwesi Energy.
- Ekhwesi Energy will not be held responsible for meters sold to any Customer in error or for the wrong reasons. The responsibility to refund an incorrectly sold meter lies solely with the Retailer or Wholesaler who supplied the End User.

PURCHASING TOKENS

- It is the responsibility of the Landlord, not the Tenant, to purchase Electricity Tokens from Ekhwesi Energy. All Token Orders are to be accompanied by Valid Blue Plastic Cards. If the cards have been misplaced, then valid ID Document and a current Utility Bill for the appropriate property bearing the same name as the Applicant will be accepted. Tokens will not be sold under any circumstances without the above-mentioned requirements. In the event of a Tenant purchasing Tokens as a result of presenting a Blue Card and ID Document, Ekhwesi Energy will be held in no way accountable for any losses incurred as a result.
- Any Third Party, who has been sent by the Landlord to purchase on their behalf, must present a signed Letter of Authority containing both their Full Name and ID Number as well as the Full Name and ID Number of the Third Party.
- The Landlord is responsible for collecting Monies and selling Tokens to the Tenant, and in turn paying their own Utility (Electricity) Bills.
- It is the responsibility of the Landlord to order Tokens in time so the Tenant will not run out or require an Emergency Token Purchase.
- Minimum order is 50 Tokens per transaction; when a Rate Change is about to be implemented, Ekhwesi Energy may at their discretion supply less than 50 Tokens to last up until the new Rate is effective.
- Paper Tokens are Meter-specific and can only be used on the Meter for which they are made. Paper Tokens are non-refundable.
- Tokens cost R2.01 each; it is the responsibility of the Landlord to state if they would like this Fee to be recovered by a Service Charge reflected on the Token. This amount will then be deducted from the face value on the Token.
- All Token Orders are to be accompanied by Valid Blue Plastic Cards. If the Cards have been misplaced then Valid ID Document and a current Utility Bill for the appropriate property bearing the same name as the Applicant will be accepted. Tokens will not be sold under any circumstances without the above mentioned requirements.

RATES

- It is the responsibility of the Landlord to ensure that their Rates are compliant and correct.
- The Rate per Kilowatt Hour to be charged must be presented to Ekhwesi Energy in writing with a copy of the most recent Electricity Bill.
- The Rate charged must be in line with local Electricity Rates as per NERSA (National Energy Regulator of South Africa) Guidelines. Please note that NO profit may be made from the re-sale of Electricity in South Africa.
- Both the Rand and Kilowatt Value will always be displayed on the Token.

ARREARS COLLECTION AND SUB ACCOUNTS

- Should a Landlord have Arrears to be collected, he/she may do so using our Arrears Collection facility; this means Arrears can be collected from the Tenant in either a Percentage or Fixed Amount of each Token purchased.

RETURNS AND REPAIRS

- All Goods Returned (unused) must be in original condition and can only be returned within 3 Months of being invoiced.
- Replacement Items will be invoiced out as per the original Invoice (same Product Code, same Price).
- Items can only be replaced if the Return Date is within the 12-month Warranty Period.

Signatures	Client		Ekhwesi Energy	1.	2.
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