

HOW DO I BUY PRE-PAID WATER AND ELECTRICITY ON THE ESTATE?

Residents can buy water- and electricity credits at the administrative offices during office hours (see below) or at any time of the day or night at the listed 3rd party vendors.

We recommend any of the following methods to buy water or electricity **after our normal sales hours**. Please note that a fee of approximately 5% is payable on all 3rd party transactions. We therefore recommend that normal purchases be made during office hours (see below) at our offices on the Estate and that 3rd party vendors only be used for emergencies.

3rd Party Purchase Options

1. Buy a Unipin Voucher at the cigarette counter at **Heuwelsig Spar**:

Although the Unipin voucher may indicate that it is an electricity voucher, **you can use it for both water and electricity meters on the Estate**. Whether you want to buy water or electricity, you simply can buy a Unipin Voucher at Heuwelsig Spar. These vouchers are normally sold as R 20.00 or R 50.00 or R 100.00 vouchers. By simply following the steps on the voucher you can redeem the voucher with your cell phone. Simply follow the steps on the voucher and include your electricity- or water meter number (NOTE - NOT YOUR ERF NUMBER - **the number on the CARD issued with the meter**) to obtain the 20 digit number on your cell phone that must be entered onto your water meter UIU or the electricity meter keypad (depending on which meter's number you used to redeem the voucher). SPAR is open 7 days per week until 21:00 at night.

2. Buy a Unipin Voucher at Herman **Geyer Motors, NP van Wyk Louw Street 47, Langenhovenpark** if you need it after 21:00 at night. Again - simply follow the instructions on the voucher to redeem and obtain your 20 digit code.

3. Use the Easy Pay website to buy water or electricity online. See the step-by-step guide to use the website below. The website does NOT make any distinction between water and electricity purchases. Simply follow the process described in the guide but use the WATERMETER NUMBER if you want to buy water and use the ELECTRICITY METER NUMBER if you want to buy electricity. You will receive a 20 digit code to enter onto the

applicable meter. The guide to the Easy Pay Website is displayed as a separate document.

4. At Pick and Pay the client asks for 'Eskom Electricity' at any till and presents their meter number (water or electricity). They will receive the 20 digit token on the slip, no SMS's or other actions required!

The sales office on the Estate will only be open during the following hours:
Monday, Tuesday, Thursday and Friday: 08:00 - 17:00
Wednesday: 09:00 - 17:00
Saturdays: 09:00 - 11:00.

The office will be closed on Sundays and Public Holidays and between Xmas and New Year.

IMPORTANT NOTICE

Residents should note that ClickOn costs are loaded onto their water and electricity accounts and will be deducted from any amount tendered for the purchase of water or electricity credits. **Especially where small amounts are tendered** to buy credits, it is often not sufficient cover outstanding ClickOn costs. When then attempting to load the token it is often found that no token is issued. Please be aware that the total amount tendered may have been used towards the outstanding ClickOn costs – therefore no credits are actually available.