



**SOUTH AFRICA'S MOST TRUSTED
PREPAID UTILITIES SOLUTION**

THE PERFECT PREPAID SUB-METERING SOLUTION

Take control of collecting tenant utility bills **today!**

CALL US 087 55 111 11

INTRODUCTION

Citiq Prepaid is the leading prepaid meter and vending system provider for landlords in South Africa. The unique vending system is the first of its kind and enables clients (both landlords, property owners, developers and managing agents as well as tenants) to access detailed reports to track and manage utility consumption efficiently.

WHY PREPAID ELECTRICITY?

Landlords, managing agents, developers and body corporates face ever-increasing exposure to utilities. Utility suppliers (such as Eskom or local municipalities) demand payment based on usage, while tenants dispute these amounts and refuse to pay their electricity accounts. This can result in a serious problem for you. Citiq Prepaid can offer a real solution to this problem. As an electricity sub-metering company, Citiq Prepaid assists with the collection of utilities. By removing the payment gap between utility suppliers and tenants, Citiq Prepaid simplifies the relationship between landlords and their tenants.

Once Citiq Prepaid's meters are installed, your tenants will be able to buy prepaid electricity recharge tokens for their specific residential units both online and at a number of different stores. Tenants using electricity on a 'pay as you go' basis dramatically reduces your exposure to electricity utilities. Furthermore, all funds collected on your behalf are held in a trust account which is insured by the Estate Agency Affairs Board. At the beginning of each month these funds will be paid over to the account that you have specified.

OUR PREPAID METERS ARE SUITED FOR:

- + Apartment blocks
- + Residential sub-let buildings
- + Sectional title developments
- + Workers accommodation
- + Light industrial parks
- + Commercial offices

WHAT DOES CITIQ PREPAID DO?

Once installed, Citiq Prepaid supply electricity recharge tokens for these prepaid meters through Citiq Prepaid's proprietary vending system. This vending system is certified with the STS (Standard Transfer Specification) association. Citiq Prepaid has integrated with a number of third party payment channels to ensure that tenants can buy recharge tokens at a number of different locations – Easypay, Cigicell, Unipin, Powertime, Instant EFT, FNB CPP as well as a full service e-commerce platform. These options ensure that tenants can purchase prepaid electricity recharge tokens virtually anywhere in South Africa - all day, every day!

THE BENEFITS OF USING CITIQ PREPAID:

- ▶ Tenants pay for electricity usage upfront
- ▶ No more arguing with tenants over electricity usage – tenants pay as they consume
- ▶ No unexpected post-payment issues experienced by the tenant
- ▶ Reduced administration – no need to distribute account bills
- ▶ Reduced risk on your utility collections – money is collected upfront from tenants
- ▶ Convenient ways to buy Citiq Prepaid electricity, 24 hours a day, country-wide
- ▶ Pre-payments are fidelity fund insured
- ▶ More than one meter can be installed per property
- ▶ More control/transparency for developers, landlords, managing agents and tenants
- ▶ Reduced risk to uncollected utilities
- ▶ Call centre assistance for consumers' queries
- ▶ Dedicated account manager

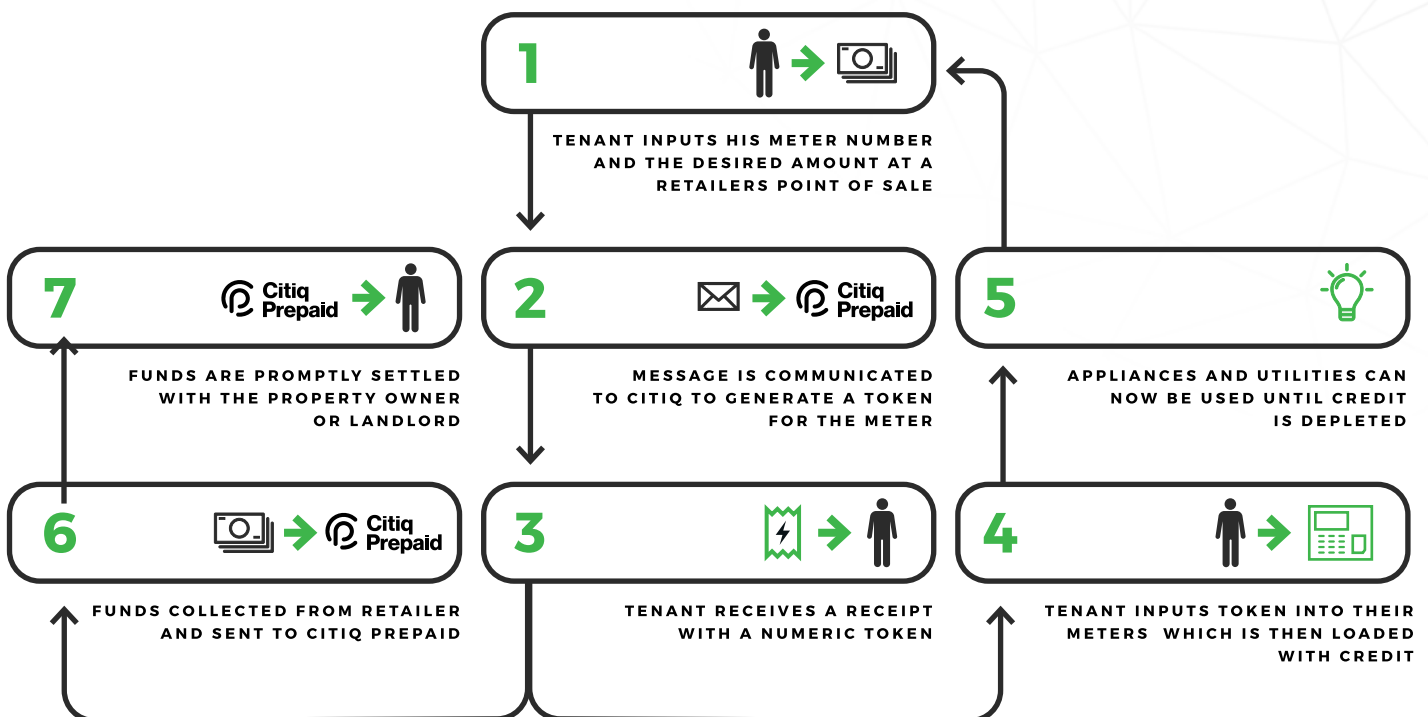


WHAT CITIQ PREPAID OFFERS

- ▶ **STS meter vending.** Citiq Prepaid manages the supply of recharge tokens for tenants through a number of different channels - Easypay, Cigicell, Unipin, Powertime, Instant EFT, FNB CPP as well as a full service e-commerce platform. This ensures that the consumer can buy prepaid tokens 24 hours a day through a number of convenient locations throughout the country. The major retailers selling tokens include: Shoprite, Pick n Pay, Spar, BP, Shell, Engen, Lewis Stores plus many more.
- ▶ **Supply of single and three phase meters nation-wide.** Our meters are supplied by our national logistics and distribution partner. WACO Industries is a distributor of industrial electrical products and accessories in Southern Africa into the electrical wholesale industry.
- ▶ **Dedicated Account managers are assigned to each individual key account.** On-site inspections are conducted in order for us to recommend the best meters for your specific needs.
- ▶ **Change over from existing prepaid vendor to Citiq Prepaid.** If a non-Citiq Prepaid client is with an existing submetered prepaid company the client can move their prepaid meters to Citiq Prepaid. We can assist in orchestrating this process for them.
- ▶ **Extensive reporting.** A number of detailed reports can be generated online from Citiq Prepaid's state of the art vending system. These reports are accessed using a secure login on the Citiq Prepaid website. The reports that can be pulled include: low consumption, KWh per meter, KWh per building, sales per meter, sales per building, building summary, accounting reports and many more. These reports are available in HTML, CSV, PDF and Excel formats. The primary reports are also automatically emailed to you monthly.
- ▶ **Call centre.** Citiq Prepaid provides call centre assistance to all consumers weekdays between 7am and 8pm, and weekends and public holidays between 9am and 3pm. The call centre can assist with a variety of issues that the consumer might experience, such as a problem experienced with a purchased recharge token.

HOW DOES THE TRANSACTION WORK?

- ▶ A tenant will buy a prepaid recharge token from a retail outlet or online
- ▶ The tenant gives their prepaid meter number to the teller, the teller enters the number into the relevant payment system
- ▶ At this point Citiq Prepaid's server is accessed via a payment channel with a request for a recharge prepaid token
- ▶ An encrypted 20 digit recharge token number is sent back to the specific teller
- ▶ The tenant receives their recharge token and the teller receives payment
- ▶ The tenant can now punch this 20 digit code into their prepaid meter and use water and/or electricity for the amount that has been purchased
- ▶ The payment received by the teller is then automatically transferred to Citiq Prepaid's trust account
- ▶ At the beginning of every month a principal's statement is calculated and the amount that is due will be paid over into the developer, landlord, managing agent or body corporate's specified account



As a sub-meter prepaid company, all of the prepaid meters installed will be after the municipal bulk meter. The topology for a single phase or a three phase meter is largely the same, the only difference being the number of phases and amperage being drawn by the specific meter.

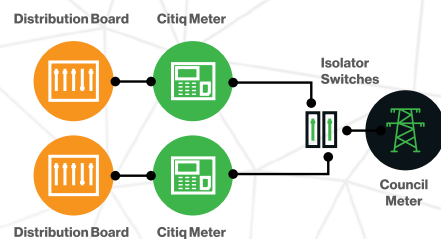
A SINGLE TENANT INSTALLATION

If you have a single tenant in a building, house or a sectional title unit a meter can be installed. The prepaid meter needs to be installed between the municipal bulk meter and the distribution board of the building, house or sectional title scheme.



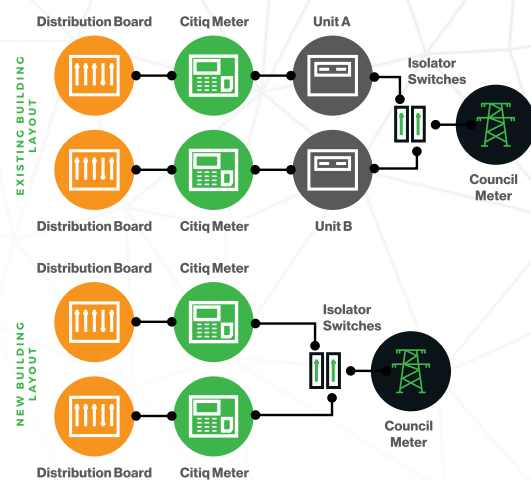
A HOUSE WITH A COTTAGE

A prepaid meter can be installed inside the cottage separate from your main house. There needs to be an isolator switch for the cottage and the prepaid meter will be installed in-between the isolator switch and the cottage distribution board.



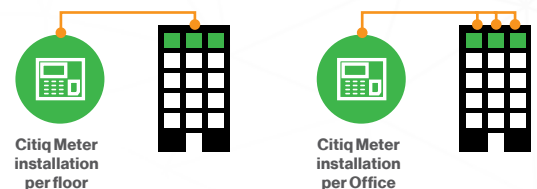
SECTIONAL TITLE INSTALLATION

If you have an existing sectional title scheme or new development (building, complex or sub-divided erven) prepaid meters can be installed in the sectional title scheme. The prepaid meters will be installed in close proximity to each unit, preferably after an isolator switch per unit. It's not a problem if you want to keep your existing meters, because our prepaid meters are installed after the existing analogue meters. No analogue meters are required for new developments.



AN OFFICE BLOCK OR BUILDING

If you have an office block or building, the prepaid meters can be installed per floor or office. An isolator switch will be needed for each floor or office space.



HEAD OFFICE

Capital Hill Office Park
Morkels Close
Halfway House
Midrand

CONTACT

T 087 55 111 11
F 086 606 6381
W 087 55 111 17
E sales@citiqprepaid.co.za
W www.citiqprepaid.co.za

Citiq Prepaid is the biggest and fastest growing prepaid sub-meter and utility vending system provider in South Africa, trusted by electrical contractors, property owners, property developers and specifiers, wholesalers and retailers, and tenants.