

CASCADES

WATERFALL

Client Care

Do you need maintenance services or have any compliments or complaints?

Please scan the QR code to log your queries.



Or follow the link:

www.centraldevelopments.co.za/2letnow/maintenance

Always striving to give you the best service.



central
developments



Have you approved your **DebiCheck** mandate yet?

Please note you will be required to approve your new **DebiCheck** mandate for your monthly debit order for rental.

DebiCheck is a new type of debit order that requires you to confirm the debit order with your bank and gives you more control over your account.

There are several ways you can approve the **DebiCheck** mandate:

1. By swiping your card with our site staff
2. On your Banking App
3. Cellphone Banking
4. Online Banking
5. In- Branch Banking
6. ATM's

For more information or to watch a short informational video, click on the link below:
<https://debicheck.co.za/>

You can also contact your rental consultant for more information.



DebiCheck is the new way you control what debit orders are taken out of your bank account



DebiCheck is the way you agree that certain debit orders are correct before the money is taken out from your bank account



DebiCheck means giving your approval at the start of your debit order so that the bank can deduct the agreed amount from your account every month



DebiCheck means you will control what is taken out from your bank account

CONTROL IN YOUR HANDS



Thabo says for more information contact your bank

www.debicheck.co.za

 DebiCheck

1



WELCOME CASCADDES WATERFALL RESIDENTS

STEP 1

Download the App

Click on the applicable store icon below or search for "I-gate" on your device's app store

I-gate



YOUR ESTATE APP DOWNLOAD

This app is free

STEP 2

Register yourself by using your mobile

STEP 3

Enter OTP sent to you to complete your registration

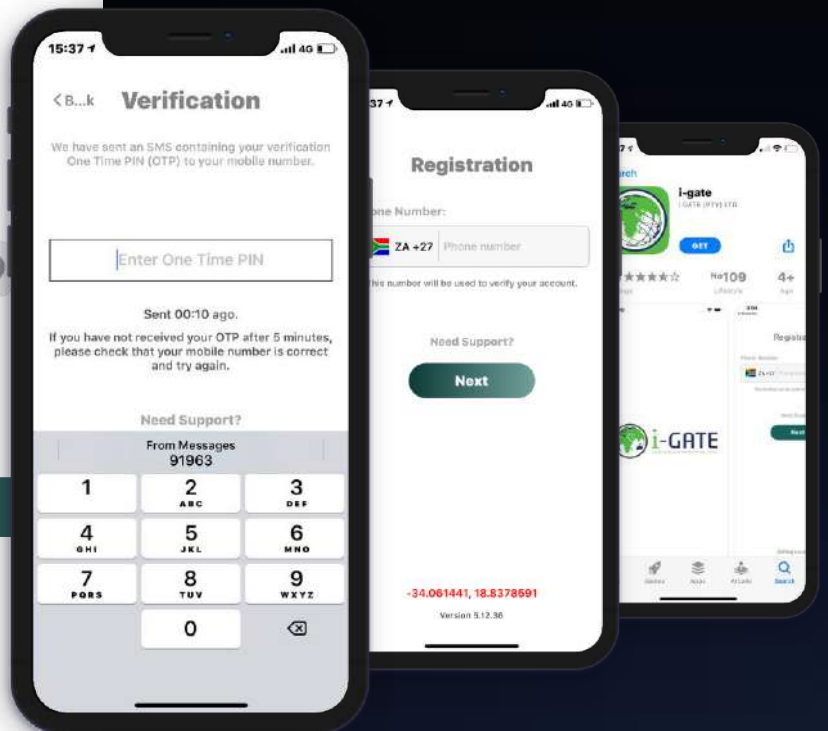
- Only residents that are registered on the i-Gate system will be able to generate access codes. Please ensure you are registered on the system. For registration queries contact the estate manager.
- When an access code has been requested, the Pin number is sent to your visitor and is active for the current day. Future/Group/Regular bookings are possible on the app and will then be activated accordingly.
- The Pin code is valid for single entry and exit only and logged together with the data captured on entry.



i-GATE

YOUR COMPLETE SECURITY SOLUTION

We have implemented a new visitor management solution. You can now take control of granting access to visitors in advance. LET'S GET STARTED.



Visit us online <https://seattlecreek.openitemapp.com/Apps>

Welcome to Cascades Waterfall



In your welcome pack

- Message from the Cascades Waterfall management team
- Conduct rules
- Fines and definitions
- Water and electricity
- Fibre

Dear Tenant

On behalf of our entire on-site team, we would like to welcome you to Cascades Waterfall. We hope the move-in process went smoothly and that you will settle into your new home quite nicely. We are honoured that you have chosen to stay with us and look forward to providing you with a memorable experience.

For your convenience, we have attached our conduct rules, important maintenance-related information as well as important contact numbers.

Here at Cascades Waterfall , we pride ourselves with providing excellent service to our tenants which we believe has resulted in tenants paying their rent on time. If you need anything during your stay our on-site client-care team will be pleased to assist you.

Regards, The Cascades Waterfall Management Team

CASCADES

WATERFALL

Conduct rules

- 1 **MOTOR VEHICLE**
- 2 **LAUNDRY**
- 3 **REFUSE DISPOSAL**
- 4 **NOISE**
- 5 **GARDENING**
- 6 **PETS**
- 7 **DOMESTIC WORKERS**
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- 19 **OCCUPATION OF SECTIONS**
- 20 **USE OF THE SWIMMING POOL AND FOUNTAIN FEATURE**
- 21 **FINE SCHEDULE**

1 MOTOR VEHICLE

- 1.1 Road signs on the common property shall be observed.
- 1.2 A speed limit of 25 km per hour is to be observed at all times within the complex.
- 1.3 Vehicles may not be driven within the common property in any manner which creates a nuisance or is considered by the trustees not to be in the interest of safety.
- 1.4 Furniture removal companies (or any other contractors) are limited to truck size of 4 tons, single shaft.
- 1.5 Unlicensed persons are not permitted to drive any vehicle within the common property.
- 1.6 Hooters shall not be sounded within the common property other than in emergencies.
- 1.7 Vehicles may be parked only on such areas of the common property as are specifically indicated or approved by the body corporate for that purpose and in such a way that the flow of traffic and access to and egress from garages, carports and parking bays is not obstructed. One vehicle may not occupy two parking bays.
- 1.8 All units excluding a 2-bedroom apartments have two dedicated parkings (either the garage or the carport). These areas may not be used for storage. All cars to be parked inside garage or under carport. The 2-bedroom apartments have 1 dedicated carport.
- 1.9 Damaged vehicles and vehicles that are not in general use and vehicles that drip oil or brake fluid onto the common property or that are not roadworthy may not be parked on the common property other than for such short periods as may be approved by the trustees in writing.
- 1.10 No vehicles may be repaired, dismantled, painted, or worked upon for commercial gain anywhere in the complex including the sole utilisation areas.
- 1.11 No trucks, caravans, trailers, boats or other heavy vehicles may be parked on the common property without the prior written consent of the trustees.
- 1.12 No person may dismantle or effect major repairs to any vehicle on any portion of the common property.
- 1.13 Garage doors must be kept closed at all times except when access to or egress from the garages is required.
- 1.14 The Trustees may cause any vehicle parked, standing or abandoned on the common property in contravention of these rules to be removed or towed away, at the risk and expense of the owner.
- 1.15 An owner or occupier of a section shall ensure that an exclusive use area for parking purposes is not used by him, his visitors or his guests unless that owner or occupier is entitled to use such exclusive use area.
- 1.16 Parking of vehicles upon the common property is subject to the express condition that every vehicle is parked at the risk of the owner of such vehicle and responsibility and that no liability shall attach to the body corporate or its Agents or any of their employees for any loss or damage of whatever nature which the owner, or any person claiming through or under him, may suffer in consequence of his vehicle having been parked on the property.

2 LAUNDRY

- 2.1 An owner or occupier of a section shall not, without the prior written consent of the trustees, erect his own washing lines or modify existing washing lines, nor place or hang any washing or laundry or any other items on any part of the buildings or the common property where it is visible from outside the buildings or from any other section.
- 2.2 Any washing hung out to dry is at the sole risk of the owner thereof.
- 2.3 Washing areas, if any, shall be kept locked, if possible, at all times.

3 REFUSE DISPOSAL

Each unit is provided with one wheely bin for disposal of household refuse. An owner or occupier of a section shall –

- 3.1 maintain in a hygienic and dry condition, a receptacle for refuse within his section, his sole utilisation area, or on such part of the common property as may be authorised by the trustees in writing;
- 3.2 ensure that before refuse is placed in such receptacle it is securely wrapped and, in the case of tins or other containers, completely drained;

4 NOISE

- 4.1 An owner or occupier of a section shall ensure that he, his visitors, guests, and domestic staff do not make or cause undue noise.
- 4.2 It is the responsibility of the parents/guardians to ensure that children are aware of the rules which are in the best interest of their safety.
- 4.3 All noise from parties must cease by 10 pm on a weeknight (Sunday to Thursday) and 12 am on a weekend night (Friday and Saturday).
- 4.4 Braai fires may only be made in the designated braai areas.

5 GARDENING

- 5.1 Because the estate has numerous retaining walls, the risk of damp and storm water mismanagement is high. Therefore the trustees will evaluate on an application basis, the landscaping of each garden. If an owner or tenant does not conform to the application before installation, the trustees have the right to demand for it to be changed/removed.
- 5.2 An owner or occupier of a section shall maintain his sole utilisation area for garden purposes, if any, in a neat and tidy condition.
- 5.3 No plant or flower may be picked from nor may any damage be caused to the garden areas on the common property which are not part of any sole utilisation area for garden purposes and the natural flora and fauna (if applicable) shall not be destroyed, removed or damaged in any way without the prior written consent of the trustees.
- 5.4 Garden tools and other equipment shall not be kept in any place where they will be in view from other sections or any portion of the common property. If an owner or tenant requires to place a storage facility, written approval must be given.
- 5.5 No trees are to be cut without the written permission of the trustees.
- 5.6 No irrigation systems may be installed without prior written consent from the trustees.

6 PETS

- 6.1 Permission to house pets within a section or on the common property may be obtained from the trustees only upon written request. The trustees are empowered to consider such request on its own merits and with due regard to any Municipal by-laws and interests of other owners. Permission to house a pet may only be given by the trustees in writing and in so doing they can prescribe any reasonable condition. Any permission given by the trustees to house pets may be revoked at any stage by the trustees at their discretion.
- 6.2 Subject to such permission being granted the maximum number of pets allowed is 2 small animals per unit.
- 6.3 Pets must not cause a disturbance at any time and owners or occupiers shall be responsible for the removal of their animal's excrements within the common property or the individual sections.
- 6.4 Dogs shall be leashed or properly controlled when on the common property.
- 6.5 Female dogs on heat are not allowed on the common property at any time.
- 6.6 All cats brought onto the property must be spayed or neutered. The trustees will request proof of this.
- 6.7 Vicious animals of any nature may not be kept in any section or on the common property.
- 6.8 Aviaries are not permitted other than with the consent of the trustees.
- 6.9 An owner or occupier shall ensure that his animals when making use of the common property, wear collars bearing tags that will enable anyone to trace the addresses and telephone numbers of their owner.
- 6.10 Any pet found unaccompanied or unidentified on the common property or otherwise in contravention of these rules may be removed by the trustees. Costs incurred as a result of such removal, such as capture and pound fees, shall be borne by the owner or occupier of the section where the pet was accommodated or by the owner of the pet concerned. The body corporate and the trustees shall not be liable for any injury to any pet thus removed or for any other loss so incurred by the owner or occupier of the section, the owner of the pet, or any other person.

7 DOMESTIC WORKERS

An owner or occupier of a section shall -

- 7.1 Ensure that their appointed domestic worker(s) must comply with Cascades Waterfall's Body Corporate conduct rules.
- 7.2 be responsible for the activities and conduct of his domestic workers and shall ensure that his domestic workers understand and do not breach any rules, national or provincial legislation or local authority by-laws which may affect the scheme.
- 7.3 ensure that all his domestic staff are registered with the security company who will issue the staff with an ID card. Access to Cascades Waterfall will be subject to the staff member producing this card at the gate.
- 7.4 ensure that his domestic workers and their visitors or guests do not litter on the common property.
- 7.5 ensure that his domestic workers and their visitors do not cause undue noise within their sections or on the common property or elsewhere.
- 7.6 Any owner or occupier whose domestic worker consistently fails to abide by the Conduct Rules may be required to remove such worker from the property if so instructed by the trustees.

7.7 No owner and occupier of a section may request personal duties to be performed by any member of staff employed by the body corporate during his working hours.

8 ALTERATIONS - GENERAL

8.1 No building alterations are to be undertaken without prior written approval from the trustees.

8.2 Before any authorised alterations are undertaken the period within which the work must be completed must be agreed with the trustees and must be adhered to. A deposit may be called for and will be forfeited if the work is not completed by the agreed deadline or if the common property is damaged.

8.3 Any alterations shall be carried out at reasonable hours and shall not cause any undue disturbance to owners or occupiers of neighbouring section

9 EXTERIOR OF BUILDINGS

9.1 Subject to Rule No 10.1. and 10.2. no alterations, additions or decorations to the exterior of the sections, including radio/television aerials, satellite dishes, upgrade on solar energy systems, enclosing of patios/balconies, security gates, and burglar bars, or to sole utilisation areas or to any other portion of the common property may be made without the prior written consent of the trustees and then only upon the terms and conditions contained in such consent. Should there in the opinion of the trustees be a possibility that an alteration or addition may affect the strength of the structure or any servitude or implied servitude as defined in Section 28 of the Sectional Titles Act, 1986 the trustees may require a certificate signed by a practising civil engineer certifying that the proposed alterations or additions will not adversely affect the structure or any servitude or implied servitude before granting their consent to such alteration or addition.

9.2 Requests for consent in terms of Rule 10.1 shall be made in writing to the trustees and shall be accompanied by plans and/or specifications showing the nature, kind, shape, height, material, colour, and location of the proposed alteration, addition or decoration.

9.3 An owner or occupier of a section shall be obliged to maintain all alterations, additions, and/or decorations made by him to the exterior of his section in a state of good order and repair and to take all reasonable steps to keep them in a clean, hygienic, neat and attractive condition.

9.4 If an owner or occupier of a section fails to comply with the provision of Rule 10.3 and such failure persists for a period of 30 days after written notice to repair or maintain given by the trustees or the managing agents, the body corporate shall be entitled to remedy the owner's failure in question in such manner as it deems fit and to recover the cost of so doing from such owner.

9.5 Notwithstanding any approval granted by the trustees, no alteration, addition, or decoration to the exterior of a section may be undertaken until any permit or approval required from any authority has been obtained. It is the duty and responsibility of the owner or occupier of the section concerned to obtain any such necessary permit or approvals.

9.6 Should any alteration, addition, or decoration obstruct any employee or contractor of the body corporate in performing any work on the common property or common services the owner or occupier concerned shall be liable for any additional costs incurred by the body corporate in the performance of such work.

9.7 The owner or occupier of a section used for residential purposes shall not place or do anything on any part of the common property, including balconies, patios, stoeps, and gardens which, in the discretion of the trustees, is aesthetically displeasing or undesirable when viewed from the outside of the section.

10 INTERIOR OF SECTIONS

- 10.1 No structural alterations to interiors of sections including those which may affect the strength of the structure or any servitude or implied servitude as defined in Section 28 of the Sectional Titles Act, 1986 including any alterations to plumbing and electrical installations may be carried out without the prior written consent of the trustees and the approval of the municipal authorities. The trustees may require a certificate signed by a practising civil engineer certifying that the proposed alterations or additions will not adversely affect the structure or any servitude or implied servitude before granting their consent to such alteration or addition.
- 10.2 An owner or occupier of a section shall not be entitled to interfere with electrical installations and plug points, unless such work is undertaken by a licensed electrician.
- 10.3 Interior repairs and maintenance of whatever nature are the responsibility of the owner or occupier of that section and neither the superintendent, if any, nor the managing agents, nor any employee of the body corporate are to be requested to attend to such matters.

11 SIGNS AND NOTICES

- 11.1 No owner or occupier of a section used for residential purposes shall place any sign, notice, billboard, or advertisement of any kind whatsoever or any part of the common property or of a section, so as to be visible from outside the section without the prior written consent of the trustees first having been obtained.

12 LITTERING

- 12.1 An owner or occupier of a section shall not deposit, or throw, or permit or allow to be deposited or thrown, on the common property onto or into a neighbouring property or section any rubbish, including dirt, cigarette butts, food scraps or any other litter whatsoever.

13 STORAGE OF INFLAMMATORY GOODS / DANGEROUS ACTS

- 13.1 An owner or occupier of a section shall not store any material, or do or permit or allow to be done, any other dangerous activities in the building or on the common property which will or may increase the rate of the premium payable by the body corporate on any insurance policy.
- 13.2 No firearms or airguns may be discharged anywhere in the complex unless in case of emergency.
- 13.3 No gas installation may be installed in respect of a Section or on the Common Property without the prior written consent of the Trustees, and subject to compliance with their conditions.

14 LETTING OF UNITS

An owner may let or part with occupation of his unit provided –

- 14.1 that no such letting and/or parting with occupation shall in any way release the owner from any of his obligations to the body corporate, hereunder or in terms of any rules made in terms thereof or of the Act.
- 14.2 that such lessee or person shall duly observe all these regulations and conditions as are contained in the rules and in the Act. In addition, all tenants are to be supplied with a copy of the conduct rules by the letting agent/owner.
- 14.3 That in order to retain the residential nature of the building no short-term holiday letting shall be permitted. The trustees shall in their sole discretion have the right to restrict any short-term letting. In any event, no such lease or parting with occupation, shall be for a period of less than 6 (six) months.

- 14.4 No owner may let any section which is a storeroom, domestic workers room or a garage/parking bay, or any other sole utilisation area allocated to him in terms of the Sectional Titles Act and or the Rules of the Body Corporate to any person or company or close corporation, institution or any other organisation not being a registered owner of a section of the said body corporate, or a legal tenant residing in the complex.
- 14.5 Moreover, parking bays and other sole utilisation areas may only be used by or let to owners or lawful occupiers of residential sections within the complex.

15 RESALE OF UNITS

- 15.1 No estate agent boards or for-sale boards are permitted to be placed either outside the complex or outside the unit within the complex. On show boards are permitted from Friday afternoon to Monday morning.

16 LEVY CONTRIBUTIONS

- 16.1 All levies and other miscellaneous debits are due and payable on the first day of each month. Any monies outstanding on the 7th day of the month shall bear interest at 2% per month. The owner will pay the costs of any arrear reminders that are sent to him.

In addition to the above, the trustees shall have the right to:-

- 16.2.1 proceed with any right the Body Corporate may have in law, for the recovery of any amount due.
- 16.2.2 suspend any or all other services to the relevant unit for such time as they may consider necessary.
- 16.3 All deposits may, at the discretion of the Trustees, be applied to any amount outstanding but in such event the deposit shall immediately be reinstated by the relevant owner to the required amount.

17 ERADICATION OF PESTS

- 17.1 An owner or occupier of a section shall keep his section free of white ants, borer, and other wood-destroying insects and to this end shall permit the trustees, the managing agents, and their duly authorised agents or employees, to enter his section from time to time for the purpose of inspecting the section and taking such action as may be reasonably necessary to eradicate any such pests. The costs of the inspection, eradication of any such pests as may be found within the section, and replacement of any woodwork or other material forming part of such section which may have been damaged by any such pests shall be borne by the owner of the section concerned.

18 SUNDRY PROVISION

- 18.1 The body corporate and/or its agents shall not be liable for any injury or loss or damage of any description which any owner or occupier of a section or any member of his family, or his employee or domestic employee or his relative, friend, acquaintance, visitor, invitee or guest may sustain, physically or to his or their property, directly or indirectly, in or about the common property or in the individual sections by reason of any defect in the common property, its amenities or in the individual sections, or for any act done or any neglect on the part of the body corporate or any of the body corporate's employees, domestic workers, agents or contractors.
- 18.2 The body corporate or its agent representatives and domestic workers shall not be liable or responsible in any manner whatsoever for the receipt or the non -receipt and delivery or non-delivery of goods, postal matter, or other property.

- 18.3 No electrical capacity is available for the installation of underfloor heating. This may not be approved.
- 18.4 Solar systems must be maintained and serviced. This is the responsibility of the owner. Please contact the installer for details.
- 18.5 No auctions or jumble sales may be held on the common property or in the sections.
- 18.6 No stones or other solid objects may be thrown or propelled on the common property.
- 18.7 Moving of furniture or any heavy or bulky articles on the common property should be by prior arrangement with the superintendent, if any, or a trustee. Any damage caused to the common property shall be rectified at the expense of the owner or occupier of the section concerned.
- 18.8 The Body Corporate will be liable for the payment of electricity and water consumed on the common property.
- 18.9 The Body Corporate will be responsible for the maintenance and upkeep of all common areas including the swimming pool, communal garden areas, guardhouse, and clubhouse.
- 18.10 Any section who acts in contravention of the above rules, will receive warning letters, and subsequently fines. Fines will be debited toward the owner's levy accounts.
- 18.11 The use of Fireworks within the estate is strictly prohibited. As per municipality by-laws, under no circumstance will residents be allowed to make use of fireworks.
- 18.12 Windows visible from any road or public area shall be limited to white curtains or lace curtains.
- 18.13 Pot plants visible in common areas must be approved by the Body Corporate.
- 18.14 Only indigenous plants and trees will be permitted to be planted in any garden sections.

19 OCCUPATION OF SECTIONS

- 19.1 The number of occupants of each section shall be restricted to 2 persons per bedroom.

20 USE OF THE SWIMMING POOL AND FOUNTAIN FEATURE

- 20.1 The swimming pool and fountain feature is used at the sole risk of the user.
- 20.2 The swimming pool shall exclusively be for the use of Owners and Occupiers and may only be used by visitors or guests, if accompanied by the Owner or Occupier, subject to the reasonable conditions imposed from time to time by the Trustees.
- 20.3 The swimming pool and fountain feature may not be used by children under the age of 18 years unless accompanied by an adult.
- 20.4 The swimming pool, swimming pool area and fountain feature may only be used between 08h00 and 18h00.
- 20.5 The access gate to the swimming pool area must be locked at all times. Access to the swimming pool area may only be obtained via the access gate. The key for the swimming pool is available at Security and it is to be signed for by an adult.
- 20.6 Owners, Occupiers and their visitors or guests shall use and enjoy the swimming pool, fountain feature and surrounding areas in such a manner as not to unreasonably interfere with the use and enjoyment thereof by other Owners and Occupiers.
- 20.7 Only conventional swimwear must be worn in the pool area. Swimming or sunbathing in the nude or semi-nude is not allowed.

- 20.8 The use of glass and/or glass containers in and around the swimming pool and fountain feature is strictly prohibited.
- 20.9 No persons under the influence of alcohol or drugs shall be allowed in the pool area. Parties, drinking and unruly behaviour is prohibited. No alcohol is to be consumed in the pool area.
- 20.10 Any noise at the swimming pool and enclosure must be contained and Owners and Occupiers must ensure that no disturbance is caused to other Owners or Occupiers. No games are allowed in the pool area.
- 20.11 Radios, compact disc players, tape recorders and any other suchlike items emitting sound (use with earphones is permissible), and musical instruments, are not permitted to be used or played within the pool area.
- 20.12 Litter and refuse (including cigarette butts) must be collected and deposited in the containers for this purpose.
- 20.13 The swimming pool area and braai facilities must be left in a clean and neat condition after use. No towels, toys, furniture, braai equipment, braai wood, ash or litter may be left in the area after use thereof.
- 20.14 The Trustees may request any person who fails to adhere to these Rules to immediately leave the area and facilities.
- 20.15 No unauthorised person is allowed to tamper with, change or set the pool pump, Kreepy Krauly or other pool cleaner or pool equipment.
- 20.16 No animals are allowed in the pool area.
- 20.17 No braaing is allowed in the pool area except in the designated braai facilities next to the clubhouse.

21 FINE SCHEDULE

The schedule below will serve as an initial guideline as to the schedule of offences, which schedule may be amended and/or altered from time to time, in the sole and absolute discretion of the trustees.

The fine amounts shall be added to levies issued for the month in which such fine was imposed:

#	OFFENCE	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE
1	Parking of vehicles, trailer, etc. illegally / improperly on common areas	Warning	R500	R1 000
2	Unnecessarily noisy children	Warning	R750	1500
3	Hanging of washing on windows, walls, etc.	Warning	R500	R1 000
4	Speeding / Dangerous and reckless driving	Warning	R750	R1 500
5	Storage of NON garden furniture on balconies/patios/gardens	Warning	R750	R1 500
6	Not stopping at gate and tailgating	Warning	R500	R1 000
7	Abuse / Assault / Harassment of security	Warning	R1 500	R3 000
8	Calling of reaction unit	Warning	R1 500	R3 000
9	Unnecessary hooting in complex	Warning	R500	R1 000
10	Littering	Warning	R500	R1 000
11	Refuse in common Property	Warning	R750	R1 500
12	Blatant disregard of the rules	R500	R1 500	R2 000
13	Excessive noise and partying	R500	R1 500	R3 000
14	Conducting business within the complex	Warning	R1 000	R2 000
15	Wilful damage to complex.	R500	R1 500	R3 000
16	Unapproved alterations	R500	R1 500	R3 000
17	Storing of dangerous and hazardous materials	Warning	R1 000	R2 000
18	Fireworks	Warning	R1 000	R2 000
19	Use of fire hydrant and external water meters for personal	R1 000	R2 500	R3 500
20	General Non-Compliance not specified above	R500	R1 000	R2 500

Domestic Tariffs

Tariffs effective from 1 July 2023 - 30 June 2024

JHB Electricity Tariffs	c/kWh
Block 1 (0 - 350kWh)	209.67 c/kWh
Block 2 (350 - 500kWh)	240.51 c/kWh
Block 3 (> 500kWh)	274.05 c/kWh

Tariffs effective from 1 July 2023 - 30 June 2024

JHB Water Tariff	Per KL
Water demand levy p/month per unit	R 33.97
0 - 6 kL per 30-day period	R 0.00
> 6 - 10 kL per 30-day period	R 24.33
> 10 - 15 kL per 30-day period	R 25.39
> 15 - 20 kL per 30-day period	R 35.60
> 20 - 30 kL per 30-day period	R 49.20
> 30 - 40 kL per 30-day period	R 53.81
> 40 - 50 kL per 30-day period	R 67.89
> 50 kL per 30-day period	R 72.75



<http://www.myutility.co.za>



CASCADES

WATERFALL

Pre-Pay Water & Electricity

Unit Number: _____

Wallet Number: _____

Username: _____

Password: _____



<http://www.myutility.co.za>

Cascades - Waterfall

Pre-Pay Water & Electricity

Your e-Wallet

Your e-Wallet is an account that is created with a 16-digit number. On registration you will receive an SMS message on your Cell Phone which indicate your 16-digit reference number.

How to fund your e-Wallet

You transfer money to your e-Wallet via the following:

- Direct deposit at any Absa Bank ATM

ALL ATM CASH DEPOSITS

How to use your reference.

e.g. 1002.000000.111.001

CRITICAL

The number can be used,

e.g. 1002.111.001

The system will pull through automatically

NB

1002 = Is the Service Provider Code
001 = At the back, is the Wallet Sequence Number
Middle = Is the Wallet Identifier

Only the leading zeros of the Wallet Identifier may be omitted. The Service Provider Code and Wallet Sequence number may never change.

- Direct deposit at the bank
- Cell Phone Banking
- EFT via Internet Banking
- GCT Pay: Download from PlayStore or AppStore

Please Note:

- EFT – No cost from GCT – Any cost applicable as charged by Paying party's own bank. Payments made from another bank could **take between 24-48 Hours** to reflect against the Wallet.
- Instant EFT – No cost from GCT – Any cost applicable as charges by Paying party's own bank.
- Cash deposit – In branch or ATM – Cash handling fees as charges by the Bank.
- Pay app using PAYGATE – 3.45% of transaction – Platform Convenience Charge – Irrespective from which bank payments are made, it reflects immediately in nominated wallet.
- A 10% vending fee will be charged on all payments made.



Banking Details for Deposits:

ABSA

Account Name: Grid Control Technologies (Pty) Ltd
Account Type: Current
Branch Code: 632005
Account Number: **4111787731**
Reference: 16 Digit e-Wallet Number



VERY IMPORTANT

- Remember, do NOT enter ANY spaces in your reference number.
- Make sure you ALWAYS use the correct reference number to deposit and recharge your wallet (16 Digit e-Wallet Number).

Your Credits in your e-Wallet account:

- The credits in your e-Wallet will reduce as you use Water & Electricity.
- You will receive SMS notifications when your credit balance is low.
- You must use your Username and Password to monitor your credits and consumption on the website. This remains your responsibility.

Contact Details

Customer Care

Tel no: 0861 428 428

support@gridcontrol.co.za

WhatsApp No.

082 883 8661

Office Hours Holidays

Monday – Friday

08:00 - 16:30

After Hours

Monday – Friday

16:30 - 20:00

Weekends & Public

09:00 - 13:00

GCT App

This is a application you can download from your App store or Play Store.

The application can be used to view your consumption payments etc.



Enter your username and password as indicated on the App

It is the same username and password that was sent to you when you moved in with your wallet number



The image shows a mobile application login screen. At the top is the GCT logo. Below it, the text "Log In" is displayed in white on a dark blue background. There are two input fields: "Username" and "Password". The "Password" field has a small eye icon to its right. Below the "Password" field is a link that says "Forgot Password?". At the bottom of the form is a large green button with the word "Login" in white text.

Information displayed:

- Depletion Forecast
 - The number of days according to their consumption when the electricity and water will be depleted.
- Available
 - Money available on the utilities
- Average Usage per day
 - Current
 - From 00:00 till the time the app is viewed
 - Average
 - Average consumption



Emergency Top Up

The Emergency Top-Up button will display as soon as there are 3 days or less utilities available

Press this button to get Emergency Credit

Fund My Wallet

Select the Top Up button to purchase Utilities.

Different payment methods are displayed on this option.



The following options are also available on the app



397 Pretoria, Pretoria, Gauteng

Wallet Balance	R 45,71
Utility Balance	R -907,21
Current Amount	R 51,80
Average Per Day	R 122,78
Estimated Days Left	0 Days

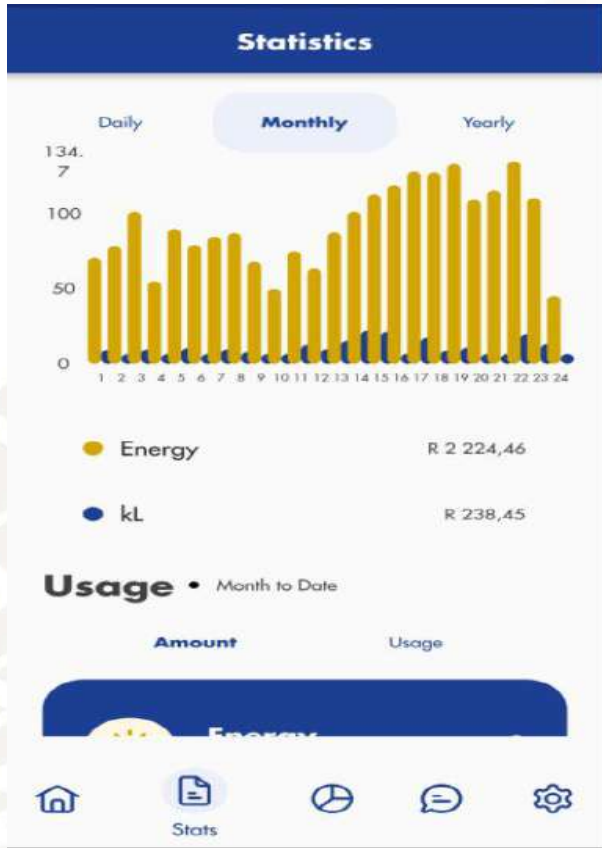
Transactions

Last 10 Last 20

Generate Report

- A consumption report is automatically generated and is printable from the app.

Your physical usage that has gone through the meter is summarised for you to monitor



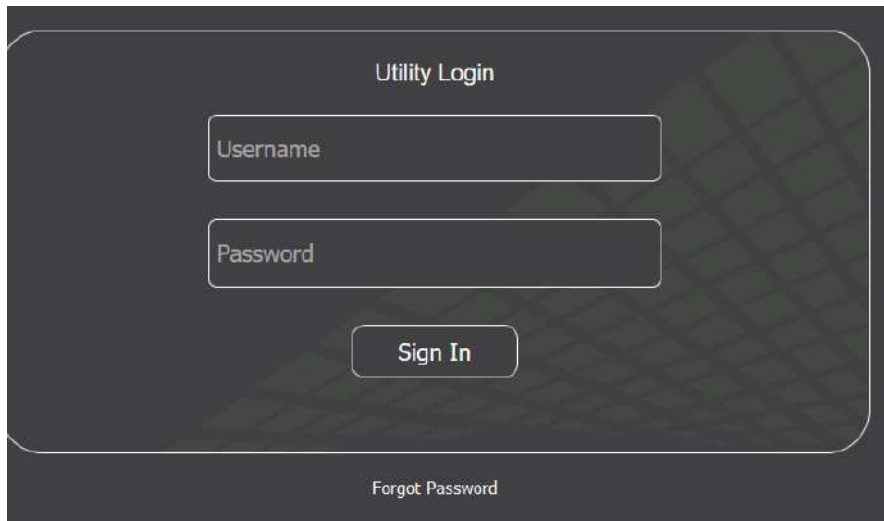
There is also a consumption estimate tool available where you can add your criteria and an estimate will be worked out for you (remember this is just an estimate and not physical usage)

Consumption Tool (Estimate)			
Item	QTY/ Day	Amount Day	Amount Month
Central Hot Water System - Liters per day	197	R 0,38	R 11,39
Fridge	1	R 1,33	R 40,16
Geyser - How many Geysers	1	R 17,33	R 520,00
Kettle 1.7 Liter Full - Number of boil	3	R 1,22	R 36,40
Lights - On for how many hours per day	6	R 0,92	R 27,74
Microwave - How many minutes per day	10	R 0,29	R 8,67
Stove - Number of cooking minutes	10	R 0,81	R 24,09
Bath - Number of baths per day	1	R 1,00	R 30,04
Cooking and Drinking - Liters per day	15	R 0,75	R 22,43
Shower - Number of			

Consumption ...

PrePay Website Manual

www.myutility.co.za



Utility Login

Username

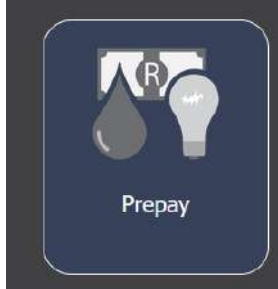
Password

Sign In

[Forgot Password](#)

Enter your Username and Password sent via sms.





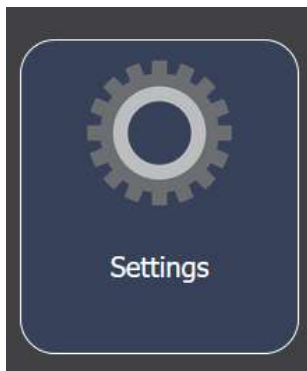
You can view the following:

- Your available balance
- Your average consumption
- Your current usage
- Depletion forecast
- Year to date consumptions
- Readings
- Invoices



You can view the following:

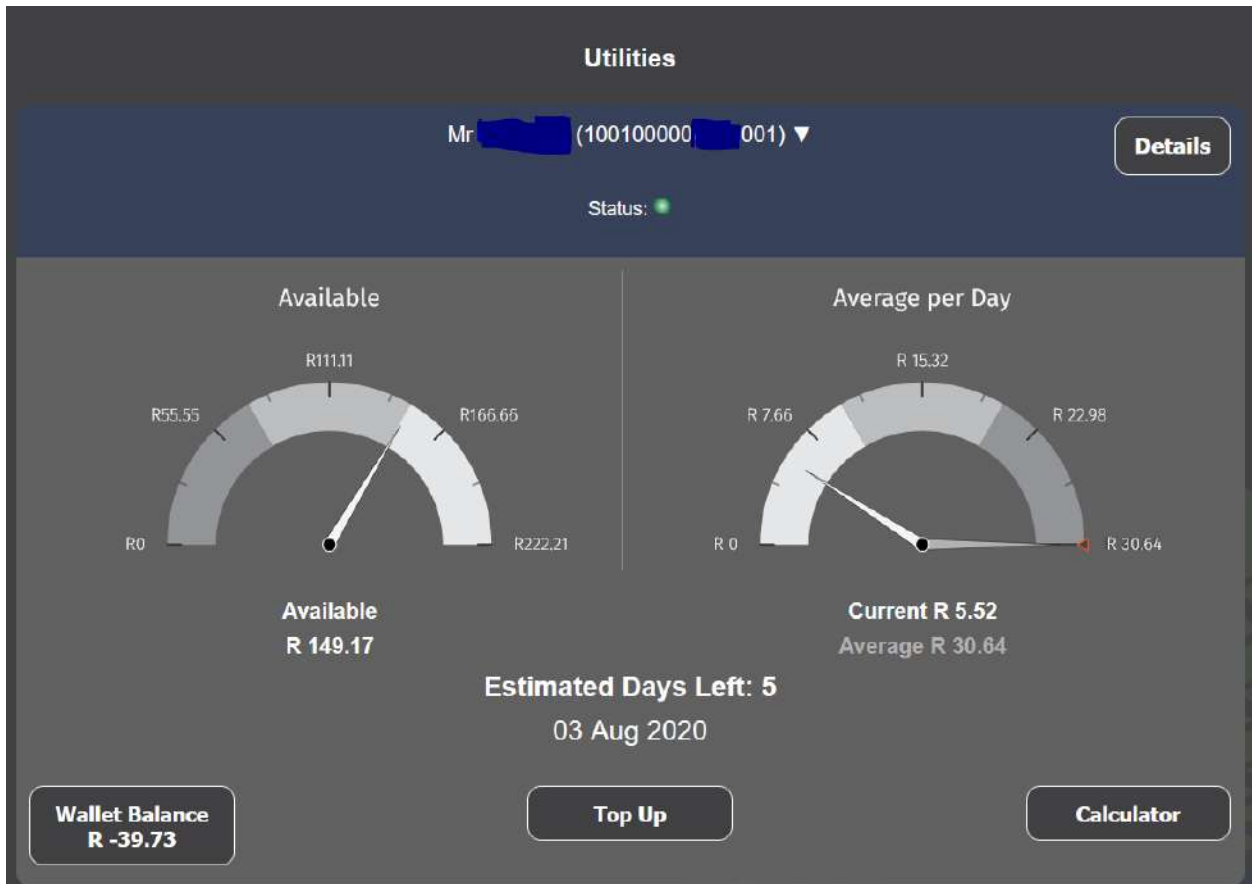
- Wallet Balance
- Transaction



You can view the following:

- You can change your password
- You can update your details

Prepay:



At the top:
Your personal information is displayed

Details: By selecting Details, you will be able to view more information regarding your consumption.



Amount Available on your utilities



Current: From 00:00 to the time you opened the web this will be your total charges, consumption and fixed charges for that day

Average: Based on your consumption and fixed charges this will be your average consumption.

Wallet Balance
R -39.73

A credit balance can mean either emergency top up was used, or bank charges on wallet.


Estimated Days Left: 5
03 Aug 2020

Based on the unit's actual consumption and fixed charges an estimated time electricity will switch off if not recharged.




Selecting Top Up will indicate your different payment methods and options.


Me M Maseko (100100000 [redacted] 001) ▼




PAYGATE
A DPO Company




Top Up




mastercard



American Express
SecureCode.




VISA



Verified by
VISA


[TERMS & CONDITIONS](#)



EasyPay

EasyPay Number: EasyPay

[EasyPay](#)



absa

Account Type: Current
Account Number: 4096823775
Branch Code: 632005
Reference Number: 100100000 [redacted] 001



This tool can be used to assist you with calculating your budget

Forecast Calculator	Utilities Calculator Usage	Utilities Calculator Amount
Forecast Calculator		
Input		Calculation
Average Usage per Day R	<input type="text" value="30.64"/>	Average per Month R 919.20
Months	<input type="text" value="1"/>	Estimated Amount R 919.20

Details

- Once the details button has been selected, the current months consumption.
- Transaction Summary for the current month.
- Readings Information
- Financial Receipts
- Financial Invoice



Register Graph

The current month's consumption graphs per day.

Dark grey is electricity, light grey is water.

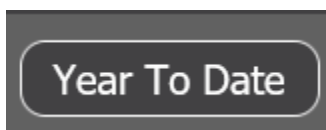
By default the consumption is in currency. If you want to see kWh or kL you need to select *Usage*.

Move the mouse indicator over the cylinders to view the amounts used per day.

A per hour consumption can be viewed when you click on the specific cylinder.



Total amount used for the current month



You will be able to see more than one month consumption.

Utility Graph

Your consumption combined if you have water and electricity.

Transaction Summary

Transaction Summary Current Month		Readings Information		Financial Receipt		Financial Invoice	
Utility	Transaction Type	Detail	Nett (R)	VAT (R)	Amount (R)		
Utilities	Redeem Credits	Energy	-703.89	-105.60	-809.49		
Utilities	Additional Levy	COJ Capacity Charge	-154.84	-23.28	-178.12		
Utilities	Redeem Credits	kL	-112.25	-16.88	-129.13		
Utilities	Additional Levy	COJ Water Demand Levy	-27.02	-4.01	-31.03		

Total Charges for the month.

Readings Information

Transaction Summary Current Month		Readings Information		Financial Receipt		Financial Invoice	
Meter Number	Register	Reading Date	Status	Reading			
1214131071660	Energy	2020/07/29 11:02	●	19756.12			
C-JKT3161	kL	2020/07/29 10:48		583.71			

Meter numbers, Reading Dates and Readings are displayed on this page

Financial Receipt

Transaction Summary Current Month		Readings Information		Financial Receipt		Financial Invoice	
Date	Wallet	Document Nr		Amount	Details		

Payments made will be displayed with the date and amount

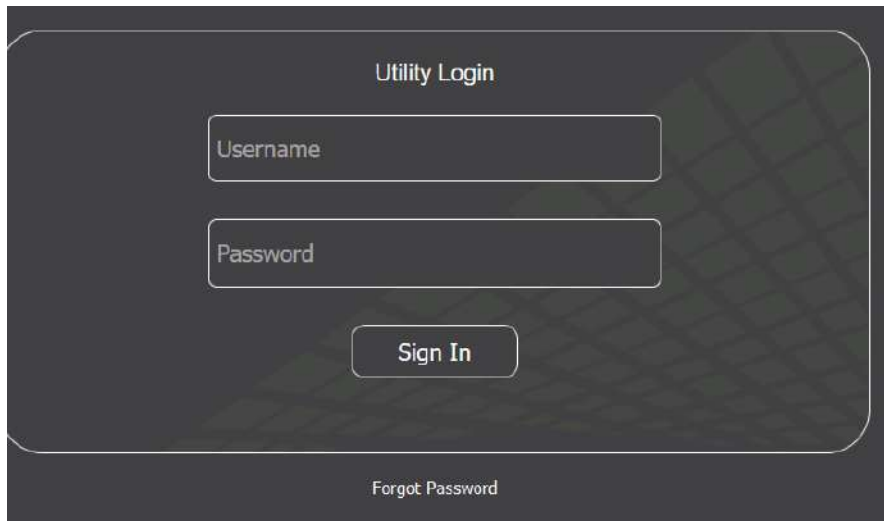
Financial Invoice

Transaction Summary Current Month		Readings Information		Financial Receipt		Financial Invoice	
Date	Wallet	Invoice Nr	Nett (R)	VAT (R)	Amount (R)	Details	

On Completion of a full month you will be able to print an Invoice that will indicate the consumption and charges for the month.

PrePay Website Manual

www.myutility.co.za



Utility Login

Username

Password

Sign In

[Forgot Password](#)

The image shows a dark-themed login form with a grid pattern in the background. It features two input fields for 'Username' and 'Password', a 'Sign In' button, and a 'Forgot Password' link at the bottom.

Enter your Username and Password sent via sms.





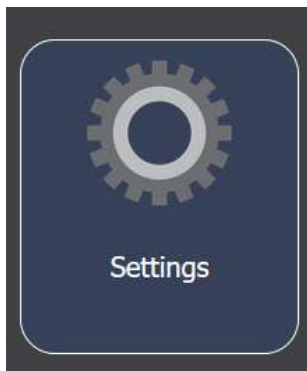
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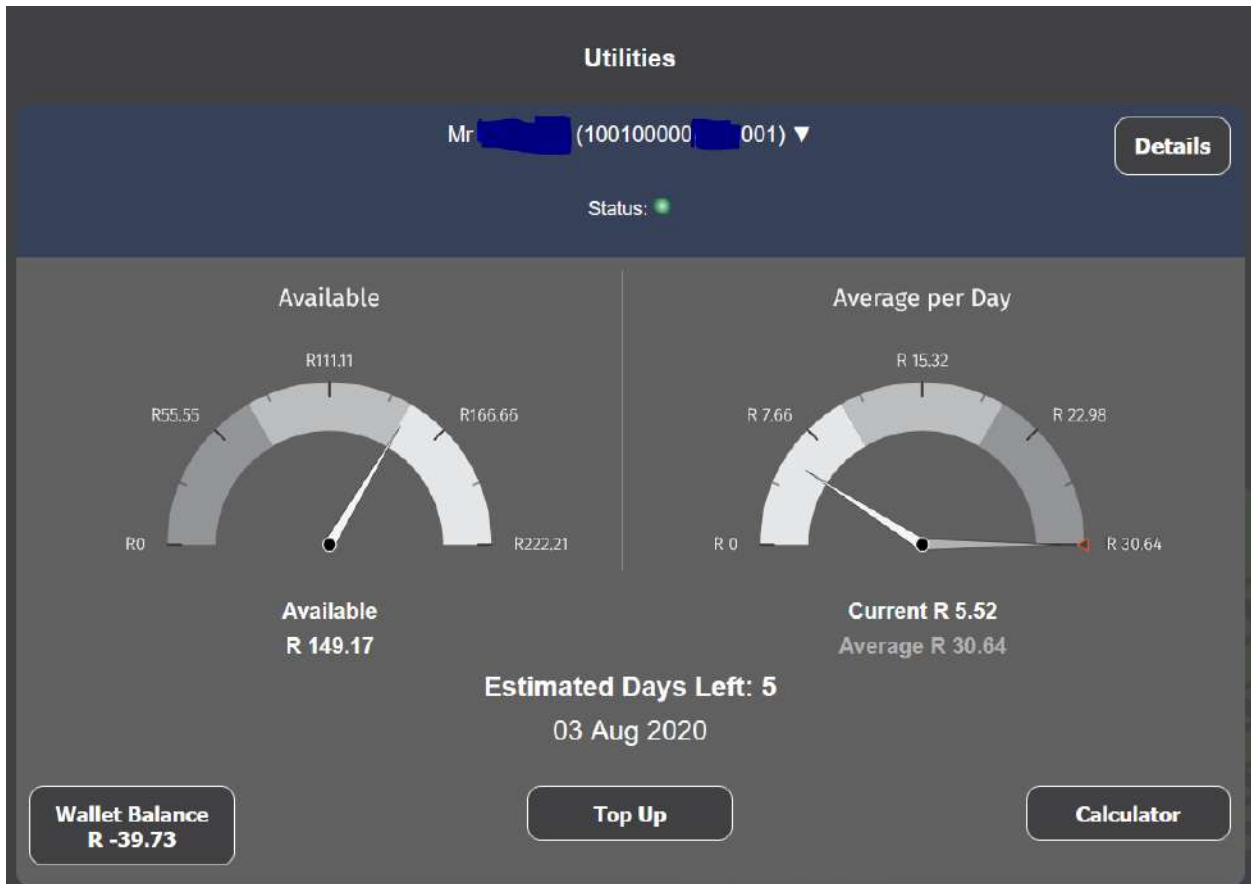
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- Transaction



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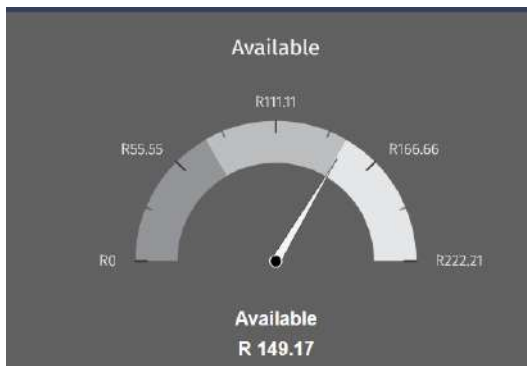
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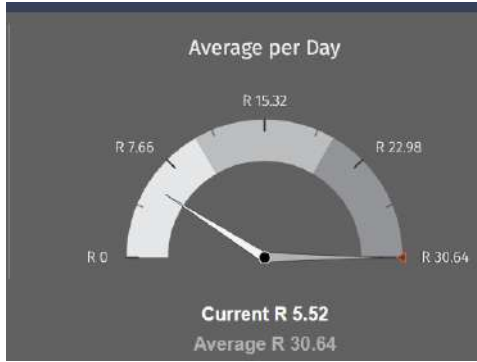


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Me M Maseko (100100000 [redacted] 001) ▼




PAYGATE
A DPO Company




Top Up




mastercard



SecureCode.




VISA



Verified by VISA


[TERMS & CONDITIONS](#)



EasyPay

EasyPay Number: EasyPay

[EasyPay](#)



absa

Account Type: Current
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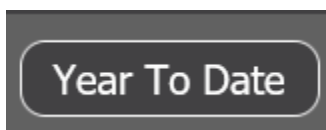
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Transaction Summary Current Month		Readings Information		Financial Receipt		Financial Invoice	
Date	Wallet	Invoice Nr	Nett (R)	VAT (R)	Amount (R)	Details	

On Completion of a full month you will be able to print an Invoice that will indicate the consumption and charges for the month.

FREE 50Mbps

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200Mbps
upload
R1089pm
incl. VAT

300Mbps
download
300Mbps
upload
R1249pm
incl. VAT

Monthly Packages

50Mbps
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25Mbps
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R639pm
incl. VAT

50Mbps
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R839pm
incl. VAT


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