

STANDARD PREPAID METERING SERVICES

Fees and Charges - Prepaid Services

All fees and charges shall be adjusted annually on 1 March by a percentage equal to the percentage change in the Consumer Price Index (CPI) over the preceding 12-month period.

All fees are quoted excluding VAT.

- 1) **Fixed base fee** = Fixed fee charged per meter per month

This includes:

- a. Electronic reading of all smart utility meters, until termination of the Contract.
- b. Provide the Client with electronic access to their data, via the REM Dashboard.
- c. Tenant access to "MyMeter" Portal
- d. Monthly Collection Summary per Tenant (PDF)

- 2) **Vending Fee** = 3.5% on all prepaid funds collected.

Prepaid funds will be remitted monthly to the Client net of the Vending Fee on or before the 5th working day after the last day of each calendar month.

- 3) **Convenience Banking Fee**

Dependant on selected payment method

- EFT = 0% (Directly into REM bank account) – Valid Proof of payment must be uploaded on to the portal at time of the transaction.
- All other payment options listed on "MyMeter" = 3.5 % fee charged on all amounts processed through the portal

This includes:

- Cash Deposits via Bank branch/ATM
- EFT transactions where valid proof of payment is not uploaded at the time of the transaction.

Convenience fees are charged and collected from tenant directly.

- 4) All additional services will be charged at a standard hourly rate.

Such services could include for example:

- Tenancy schedule review and updating
- Tenant billing
- Tariff analysis
- Billing queries
- Site usage and revenue audits
- Technical assistance
- Municipal account comparisons

Additional services will be calculated from the 25th of one month to the 25th of the following month and invoiced on the last day of each month.

- 5) Any site visits by REM technicians, in addition to an initial site inspection, will be subject to REM's standard call out and travel rates.

6) Call out and travel charges for site visits will be waived in the event of hardware failure as follows, provided the equipment were purchased from REM:

- Water and electrical meters where the meters are within the normal manufacturer warranty period.
- Communication devices within 12 months of purchase

Vandalism, theft, tampering, power surges, water damage, and any alterations made on site by the client or any third party without prior written authorisation from REM that result in changes to the equipment are excluded from all warranties.