MUTUAL HEIGHTS

Smart Prepaid Metering and Related Services Information and User Guide

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Introduction to smart prepaid metering

Dear Owner/Tenant

AMI has been appointed to provide the smart prepaid metering and related services at Mutual Heights. The smart prepaid system allows for recovery of all monthly utilities and associated fees and charges using a unique virtual "wallet" on the online platform. The amounts due are no longer being recovered via the levy statements.

Apart from the smart water meters which have been operational for a number of years, the smart electrical meters were also previously installed and are recording electricity consumption data.

Each smart electrical meter is associated with its own wallet on the system which stores credit that has been purchased and lists transactions that have taken place. Electricity (or credit) is purchased as needed. In this scenario, since payment occurs upfront, no further charges are levied for the electricity used.

As per our services agreement with the body corporate, the smart services platform is being used to facilitate the collection of payments for not only prepaid electricity but also for postpaid water and sanitation charges, and for the various service fees due.

Purchasing credit (topping up the wallet)

The following bank accounts are available for the purchasing of credit in order to top up your wallet:

Bank:	Absa
SWIFT Code:	ABSAZAJJ
Account Name:	Applied Metering Innovation (Pty) Ltd
Account Number:	4101911900
Branch Code:	632005
Beneficiary Reference:	**Use the unique beneficiary reference provided to you**

Bank:	FNB
SWIFT Code:	FIRNZAJJ
Account Name:	Applied Metering Innovation (Pty) Ltd
Account Number:	62721952845
Branch Code:	201409
Beneficiary Reference:	**Use the unique beneficiary reference provided to you**

Bank:	Nedbank
SWIFT Code:	NEDSZAJJ
Account Name:	Applied Metering Innovation (Pty) Ltd
Account Number:	1216842841
Branch Code:	198765
Beneficiary Reference:	**Use the unique beneficiary reference provided to you**

Bank:	Standard Bank
SWIFT Code:	SBZAZAJJ
Account Name:	Applied Metering Innovation (Pty) Ltd
Account Number:	10157371431
Branch Code:	051001
Beneficiary Reference:	**Use the unique beneficiary reference provided to you**

Follow these steps to top up your wallet:

1. Log in to your internet banking.

2. If you haven't already done so, add one of the above-mentioned bank accounts as a beneficiary to facilitate future payments.

NOTE	**Make a payment into the account that corresponds with your bank.** For example if you are with Absa, pay into the Absa account. If you are with FNB, pay into the FNB account. This minimizes the delay between the time a payment is made and the time it reflects in the wallet.

3. Ensure that the correct beneficiary reference is used. This was provided to you together with your system login details.

NOTE	All meters are associated with their own unique wallet and beneficiary reference. A beneficiary reference must be used only for the wallet to which it is assigned. **Please ensure that the beneficiary reference is entered correctly and that it belongs to the wallet you intend to top up.**
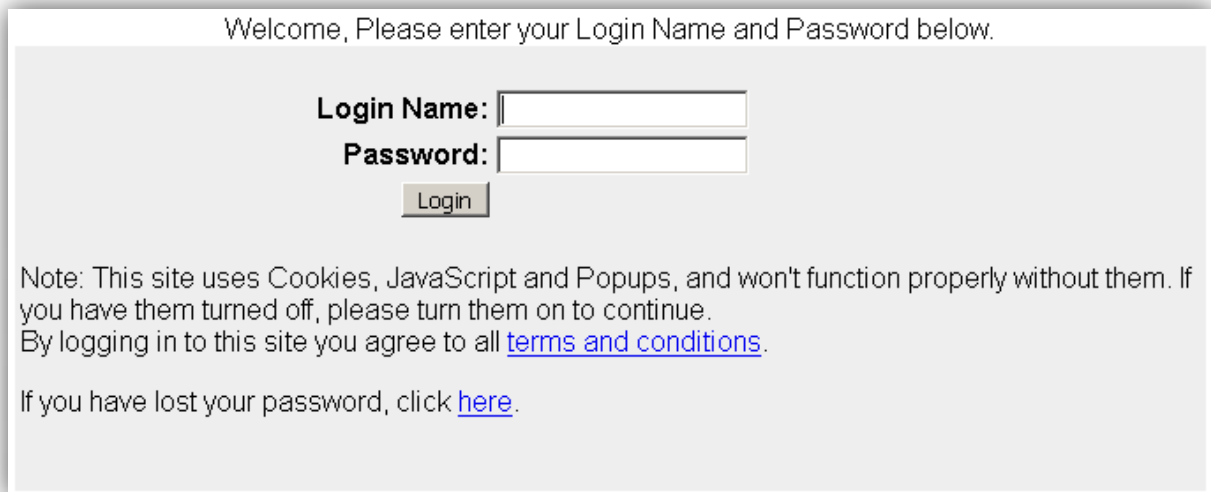
4. Transfer the required amount (e.g. R500) to the selected bank account. Proof of payment IS NOT required.

5. The payment will be automatically credited to your wallet once it has reflected in the selected bank account.

NOTE	**Allow up to an hour for a payment to reflect in the wallet.** We rely on upstream service providers and systems and any delays in processing payments are out of our control.

6. As electricity is used the wallet credit balance is depleted. Low credit notifications will be sent to indicate when the wallet should be topped up again.

Logging in to the system

1. Open your web browser and navigate to https://mutual.pnpscada.com/.

2. You will arrive at the system log in screen.

Welcome, Please enter your Login Name and Password below.

Login Name:
Password:

Login

Note: This site uses Cookies, JavaScript and Popups, and won't function properly without them. If you have them turned off, please turn them on to continue.
By logging in to this site you agree to all terms and conditions.

If you have lost your password, click here.

3. Enter your Login Name and Password, and click Login.

Checking the credit balance remaining in the wallet

1. Log in to the system.

2. The home page shows a summary view of the daily wallet credit balance and electricity usage for the current month.

3. On this page the current wallet credit balance is shown in the box labelled "Current Balance".

4. For a detailed breakdown of wallet transactions navigate to Menu > Wallet.

#	Day	Time	Type	Debit Invoice	Credit Receipt	Total	Note	Utility	Electricity 77254
2954	2021-10-01	09:17:53	Invoice	39.32			Month Start to 2021-10-01	Electricity	1238.39
2953	30th	04:44:12	Invoice	44.95		1197.90	Month Start to 30th 02:00	Electricity	1199.07
2952	29th	05:09:10	Invoice	37.52		1242.85	Month Start to 29th 01:30	Electricity	1154.12
2951	28th	06:37:32	Invoice	39.88		1280.37	Month Start to 28th 00:30	Electricity	1116.60
2950	27th	05:42:11	Invoice	40.97		1320.25	Month Start to 27th 01:00	Electricity	1076.72
2949	26th	04:44:58	Invoice	51.03		1361.22	Month Start to 26th 01:30	Electricity	1035.75
2948	25th	06:02:08	Invoice	36.83		1412.25	Month Start to 25th 01:00	Electricity	984.72
2947	24th	05:53:22	Invoice	40.78		1449.08	Month Start to 24th 01:30	Electricity	947.89
2946	23rd	16:17:47	Receipt		1000.00	1489.86	Deposit (51) - FNB APP PAYMENT FROM		
2945	23rd	05:30:39	Invoice	45.25		489.86	Month Start to 23rd 01:30	Electricity	907.11
2944	22nd	05:59:30	Invoice	41.14		535.11	Month Start to 22nd 01:30	Electricity	861.86
2943	21st	04:46:49	Invoice	42.95		576.25	Month Start to 21st 01:00	Electricity	820.72
2942	20th	04:55:06	Invoice	37.65		619.20	Month Start to 20th 01:30	Electricity	777.77
2941	19th	04:07:02	Invoice	38.23		656.85	Month Start to 19th 01:30	Electricity	740.12
2940	18th	05:36:37	Invoice	42.47		695.08	Month Start to 18th 01:30	Electricity	701.89

Understanding the wallet credit balance

The wallet may be in either positive or negative balance. The electricity remains on as long as the wallet balance is positive.

If the wallet is allowed to fall into negative balance the contactor inside the meter opens causing the electricity supply to the apartment to be disconnected. To restore power the wallet must be brought back into positive balance through the payment of a sufficient amount into one of the designated bank accounts.

There is one-way communication between the smart prepaid system and meter. This is initiated by the system at least once per day. Each time the system communicates with the meter it performs the following actions:

- Reads the latest meter total.
- Determines electricity usage since the previous communication.
- Converts this usage into a rand value based on the tariff set on the system.
- Debits the wallet balance accordingly.

If the wallet balance is too low the amount debited from the wallet may be larger than the credit balance remaining. This deduction causes the balance to become negative.

Operation of low credit notifications

There is no visual indication on the electricity meter that credit is running low as credit is stored as a rand value in a virtual wallet, not as electrical units (kWh) in the meter. System-generated notifications are therefore sent via email and/or SMS to alert you when the balance in your wallet is running low and additional credit should be purchased.

Notifications are sent by the system at two levels – called "Low" and "Low Low" – and are specified as a rand value. A rand value is used instead of electrical units as the credit in the wallet is in rand. When the wallet balance decreases to the Low limit the first notification is triggered. When the balance decreases to the Low Low limit the second notification is triggered.

The following table provides examples of limits that could be set for Low and Low Low notifications for various average monthly/daily electricity usage levels, based on the current price of electricity.

All Low limits in the table allow for 5 more days of electricity, and all Low Low limits allow for 3 more days of electricity. The highlighted row shows the default limits that have been set on the system.

Average usage (kWh)		Limit to set (rand)	
Monthly	Daily	Low	Low Low
100	3	50	30
200	7	100	60
300	10	140	90
400	13	190	110
500	17	230	140
600	20	280	170
700	23	320	200
800	27	370	220
900	30	410	250
1 000	33	460	280
1 100	37	500	300
1 200	40	550	330
1 300	43	600	360

1 400	47	640	390
1 500	50	690	410

Taking the default limits (highlighted row) as an example, this assumes that your average monthly electricity usage is 500 kWh. This corresponds to average daily electricity usage of 17 kWh.
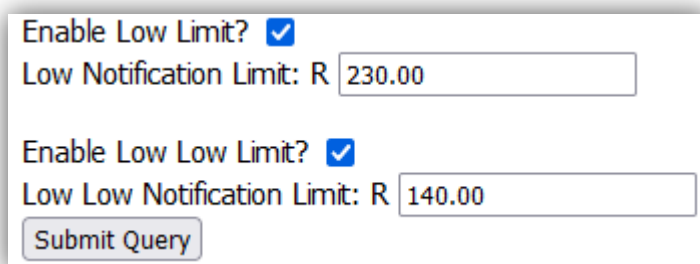
The Low notification limit is set at R230. At current electricity prices this allows for 5 more days of electricity assuming an average daily usage of 17 kWh. Additional credit should be purchased soon when the Low notification is received.

The Low Low notification limit is set at R140. At current electricity prices this allows for 3 more days of electricity assuming an average daily usage of 17 kWh. Additional credit should be purchased immediately when the Low Low notification is received.

Monthly electricity usage varies widely between consumers therefore you may find it necessary to change the notification limits to suit your particular usage patterns so that low credit notifications are not received too early or too late.

Changing low credit notification limits

1. Log in to the system.

2. Click Menu > Notifications. Unless already customised, the following default settings are shown.

3. Enter the rand values required and click Submit Query.

4. It is also possible to disable the Low and/or Low Low notification limits by un-ticking the checkboxes and clicking Submit Query. This is not advisable however as the wallet would have to be checked regularly on the system in order to avoid running out of credit.

Viewing a graph of electricity usage

1. Log in to the system.

2. Click Menu > Usage Graph.
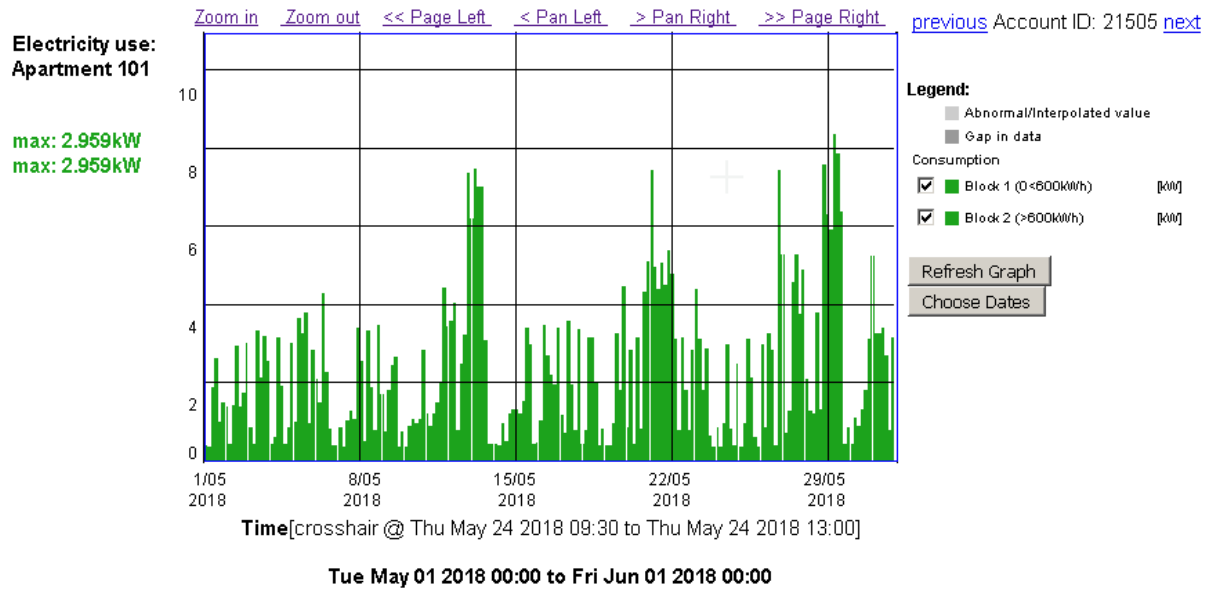
Additional managed collections

As per our services agreement with the body corporate, the smart prepaid system is used to facilitate the following monthly revenue collections:

- Water consumption charge.
- Sanitation consumption charge.
- Fixed service fee per meter point.

It is important to note that the process and methodology employed for collection of all utilities and fees has been implemented by AMI under instruction from the trustees and managing agent, and in accordance with the signed service level agreement concluded between AMI and the Mutual Heights body corporate.

The collections process works as follows:

1. Over the course of a calendar month (the billing period) water consumption is recorded by the smart water meter installed for the apartment. Charges for water and sanitation are calculated based on this total usage in combination with the appropriate tariffs.

2. Around the 20th of the first month following the billing period you will receive a utilities statement with a breakdown of the amounts owing.

3. Around the 1st of the second month following the billing period the total amount owing will be deducted from your wallet. Prior to this date you may need to top up the wallet to ensure that the credit balance is at least as high as the total amount owing, including an allowance for your electricity requirements. On this date, if the wallet credit balance is insufficient to cover the total amount owing, the deduction will cause the wallet to fall into negative balance and the electricity supply to the apartment will be disconnected. To restore power the wallet must be brought back into positive balance through the payment of a sufficient amount into one of the designated bank accounts.

To further clarify how the wallet credit balance is affected, the following diagrams illustrate the process by which 1) the wallet credit balance runs low as electricity is used, 2) the wallet is topped up as needed, and 3) the amount owing for water and sanitation as per the utilities statement is deducted from the wallet on the specified date.

Diagram 1: Wallet IS NOT topped up timeously prior to the deduction as per the monthly utilities statement. Wallet falls into negative balance after the deduction.
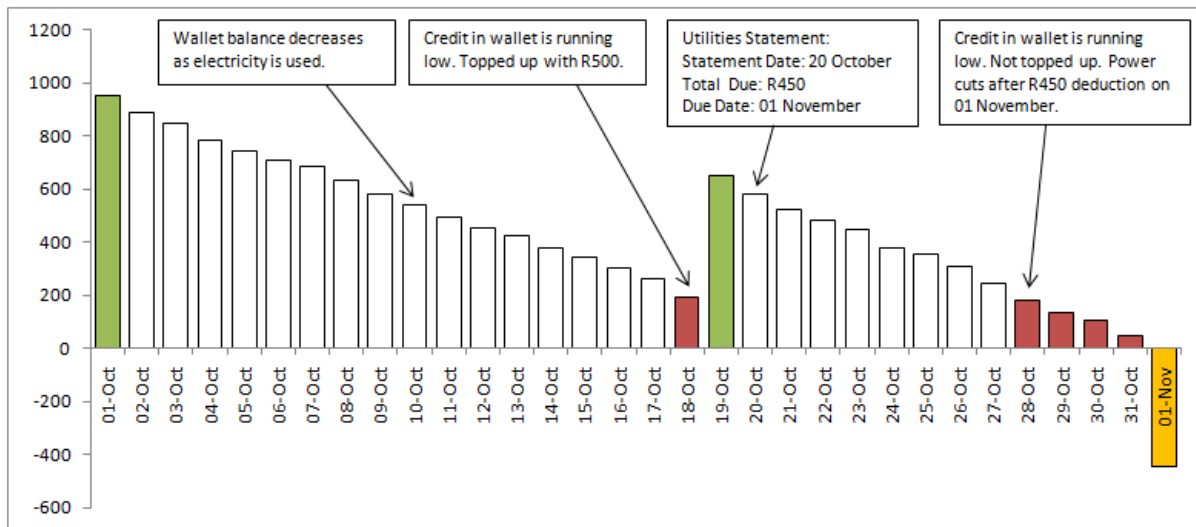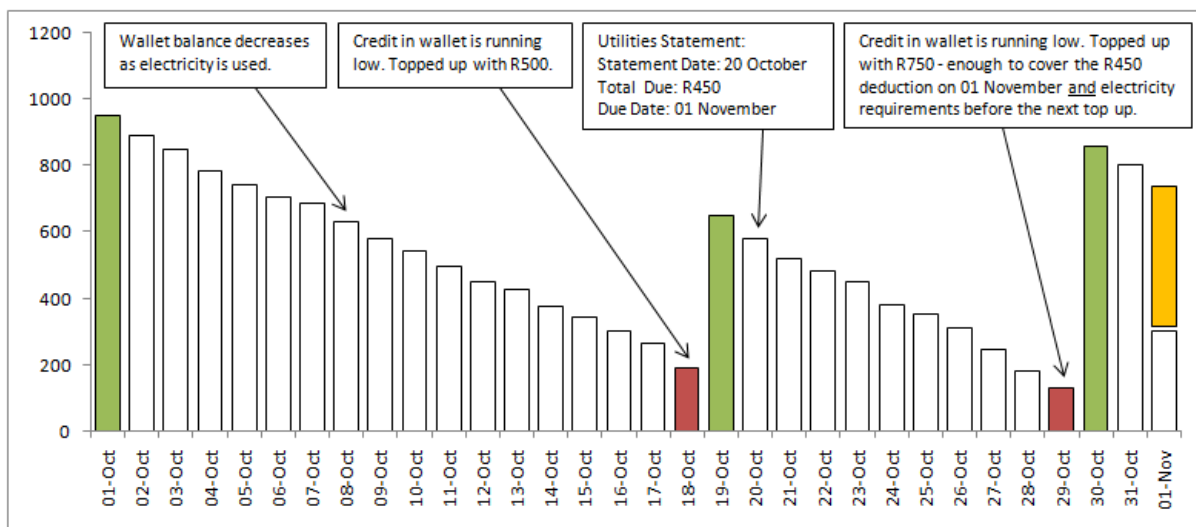

Diagram 2: Wallet IS topped up timeously prior to the deduction as per the monthly utilities statement. Wallet does not fall into negative balance after the deduction.

Support

For any queries or assistance please contact us via one of the following channels:

- Telephone   010 596 1264
- WhatsApp/SMS   079 176 4672
- Email   support@appliedmetering.co.za