



User Guide

Version 5

Meerkat Utilities specialises in a comprehensive range of smart utility management solutions. We are very excited to have been appointed as the utility management service provider at your estate and can't wait to treat you to our famous Meerkat customer service.

First things first. Estate Management or Meerkat Utilities will provide you with your unique electricity, water and gas (if applicable) meter serial numbers. Once you have your meter numbers, you will be able to start using our services.

To get you going, we've put together a handy step-by-step user guide to help you register and gain access to our smart utility management portal as well as to assist you to manage your account going forward.

1. REGISTER AS A CUSTOMER ON MEERKAT WALLET

- 1.1 **Download** the Meerkat Utilities App from the Google Play Store/Apple App Store
OR

Go to www.meerkatutilities.co.za to use the webapp.

- 1.2 **Register** on the 'Customer Registration' tab



Login

Your Username

Your Password

☐ Remember me

Login

Clear

Forgotten your Password?

Customer Registration

Re-send Activation Email

Contact Us

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Privacy

- 1.3 **Enter your details** on the Customer Registration page.
Read and agree to the Terms and Conditions and click on the **Register** button.



Customer Registration

⚙ Please enter your details below to register on the web site.

Login Details

Your Username: *

Your Password: *

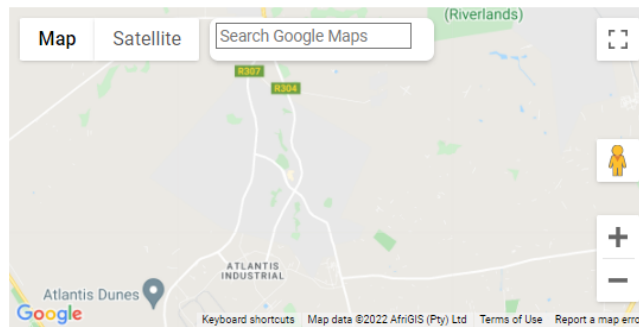
Confirm Password: *

Name

Title: *

First Name: *

Last Name: *



Your Address:

Contact Details

Email Address: *

Mobile Number: *

Terms and Conditions

By accepting the Energy Insight's Terms and Conditions, you agree/confirm to the following:

1. That your contact information can be sent to the municipality
2. That the system can from time to time send notices and communication to you or others that you choose
3. Only information from transactions that were purchased on this site will be displayed
4. That the utility is not responsible for transactions that are vended against incorrect meter numbers*

☐ I agree to the Terms and Conditions

Register

Cancel

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- 1.4 Once you have **Registered**, an activation email will be sent to the email address which you used on the registration page.



Customer Registration

You have been successfully registered as James

An activation email has been sent to lennoc@gmail.com. Please check your email.

Next

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- 1.5 Open your Inbox and locate the email received from **Energy Insight**. Click on the **Activate my Energy Insight Account** hyperlink in the email received.

Dear James

Thank you for registering on the Energy Insight web site.

You have registered using the following user name: James

Please activate your account by clicking on the link below:

[Activate my Energy Insight Account](#)

Once you have activated your account, you can login and access the Energy Insight web site functionality.

Regards

Energy Insight

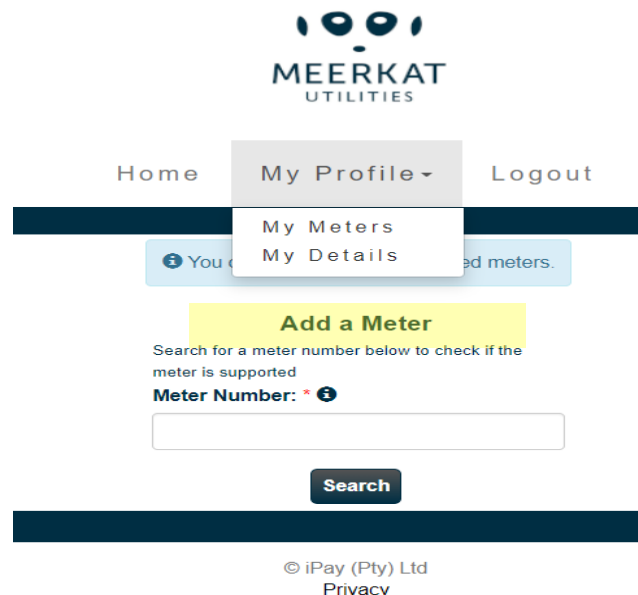
<https://meerkatuat.bizswitch.net:4446/EnergyInsight>

- 1.6 Your Meerkat Utilities Account will now be **activated**.

2. ADD YOUR METERS

Once your Meerkat Utilities account has been activated, you will be able to add your meters.

- 2.1 Click on the **My Profile** tab and select **My Meters** from the drop-down menu.



- 2.2 On the **My Meters** page, add your electricity meter number. Click **Search** and it will ask you to confirm that it is linked to your specific unit (it's important to verify that it does show your correct unit number).

- 2.3 Give the meter a **Meter Alias** (name) that makes sense to you for easy recognition, for example, James Electricity or just Electricity.
- 2.4 Set your **Daily Target Consumption**, as required. This is your expected average daily consumption. Figures shown in watts for electricity, litres for water and litres for gas. Example: A household of 3 people could use +-300 litres of water per day.
- 2.5 Click on the **Add/Update** button.

Add a Meter

Meter Number: * ⓘ

Meter Alias: ⓘ

Daily Target Consumption: ⓘ



Meter Address: ⓘ

- 2.6 Once added, the meter will appear under the list of meters for your profile.


MEERKAT
UTILITIES

Home My Profile - My Accounts - Logout

My Meters

ⓘ Meter was successfully saved.

Meter Number	Meter Alias	Daily Target	Tax Number	Actions
07603184453	James Electricity	10		Update Meter Remove Meter

Add a Meter
Search for a meter number below to check if the meter is supported

Meter Number: * ⓘ

- 2.7 Repeat steps 2.1 – 2.5 to add your water meter.
- 2.8 To add any additional meters, such as your gas meter, hot water meter or aircon water meter, repeat steps 2.1 – 2.5.

3. PAYMENT METHODS

- 3.1 Click on the **My Profile** tab and select **My Payment Type**.
- 3.2 From the drop-down menu, you will find 3 options.
- 3.2.1 For a SiD Instant EFT, select **SiD Instant EFT** and click **Add Payment Method** to follow the onscreen instructions to add this payment method. Please note that transaction fees apply for this method.

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UTILITIES

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View Payment Methods

Payment Type: * ⓘ

SiD Instant EFT

SiD Instant EFT

Credit Card

Deposit / Eft

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Payment Type: * ⓘ

SiD Instant EFT

Add Payment Method

- 3.2.2 You can also select **Credit Card**. Click on **View** and follow the onscreen instructions to add a Credit Card payment method. Please note that transaction fees apply for this method.

My Credit Cards

You currently have no registered credit cards.

Add a Credit Card

Card Alias: ⓘ

Card Type: ⓘ

Name on Card: ⓘ

Card Number: ⓘ

Expiry Date: ⓘ

 /

Add Clear

3.2.3 You can also select **Deposit / EFT** if you would like to do a normal EFT payment from your bank account. Click on **View** on this page or go to the **Top Up** page and you will see the bank account details to do an EFT payment into. At this stage, we have Nedbank, Standard Bank and FNB bank accounts. To make an EFT payment, you must log into your own banking profile and create a beneficiary using the applicable bank details.

NB: You must use your unique reference number for all EFT payments. Your unique reference number is shown on this page and starts with “MK”. Please use the reference exactly as it is shown, it is case sensitive too.



Top Up

Account: ⓘ

Amount for Trial Vend: ⓘ

Payment Method: ⓘ

Trial Vend ⓘ

Use either of the bank account details provided below to make an EFT payment. Ensure that you use ONLY your exact Deposit Reference below, it is case sensitive with no spaces. Please do an immediate payment to reflect on the same day.

Use Deposit Reference:

MK

Account Details

Nedbank

Account Holder: ONTEC SYSTEMS (PTY) LTD
Account Number: 1243336013
Branch Code: 198765

Standard Bank

Account Holder: ONTEC SYSTEMS (PTY) LTD
Account Number: 070106509
Branch Code: 051001

First National Bank

Account Holder: ONTEC SYSTEMS (PTY) LTD
Account Number: 63012818291
Branch Code: 250655

WHAT IS A SiD PAYMENT?

SiD Secure EFT is recognised as South Africa's most trusted and secure online payment alternative to credit card.

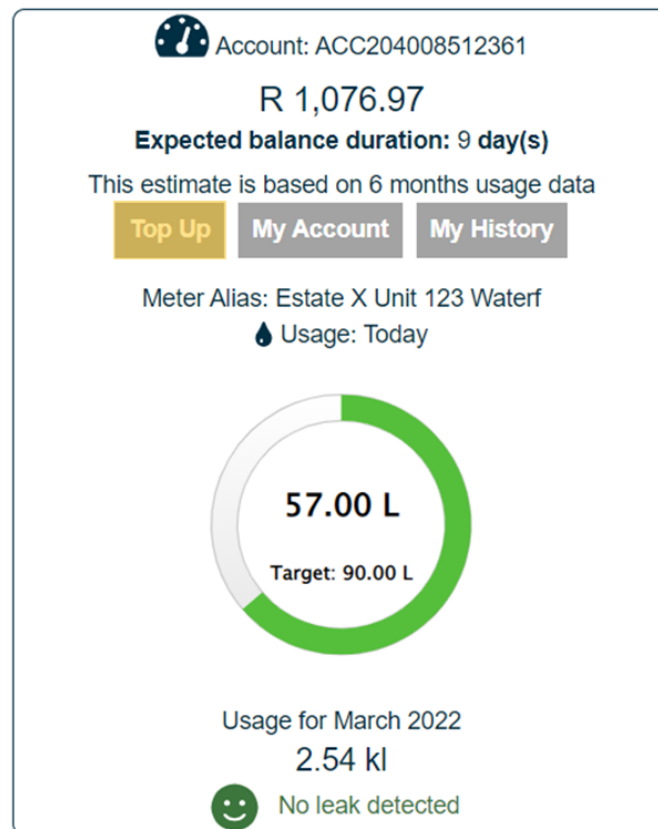
For more information on SiD, please visit <https://sidpayment.com/>.

TOP UP YOUR WALLET WITH SiD PAYMENT

To top up your wallet from Meerkat Utilities, select the **Home** tab.

The list of meters added to your profile will be displayed.

Click on **Top Up**



On the **Top Up** screen, enter the amount you wish to Top Up with

Account: * ⓘ
ACC206608153248

Meter Alias: * ⓘ
Munyaka Electric

Top Up Amount: * ⓘ
R.

Payment Method: * ⓘ

CVV Number: ⓘ

Select the **Payment method**

Account: * ⓘ
ACC206608153248

Meter Alias: * ⓘ
Munyaka Electric

Top Up Amount: * ⓘ
R.

Payment Method: * ⓘ

SID Instant EFT

CVV Number: ⓘ

Top Up

Clear

Click on **Top Up**

Account: * ⓘ
ACC206608153248

Meter Alias: * ⓘ
Munyaka Electric

Top Up Amount: * ⓘ
R.

Payment Method: * ⓘ

CVV Number: ⓘ

Top Up

Clear

Confirmation screen will pop up

Top Up

Please confirm your Top Up details below.
Account: ACC203212138922
Meter Alias: James Electricity (07603184453)

Top Up Amount 20.00

Payment Method: SID Instant EFT

WARNING: Please only use this website to complete this payment.
NEVER make manual EFT's into our bank account, as this will result in delays getting your token delivered to you.

This transaction will be in a pending state until we receive a confirmation from the EFT Service Provider.

Confirm

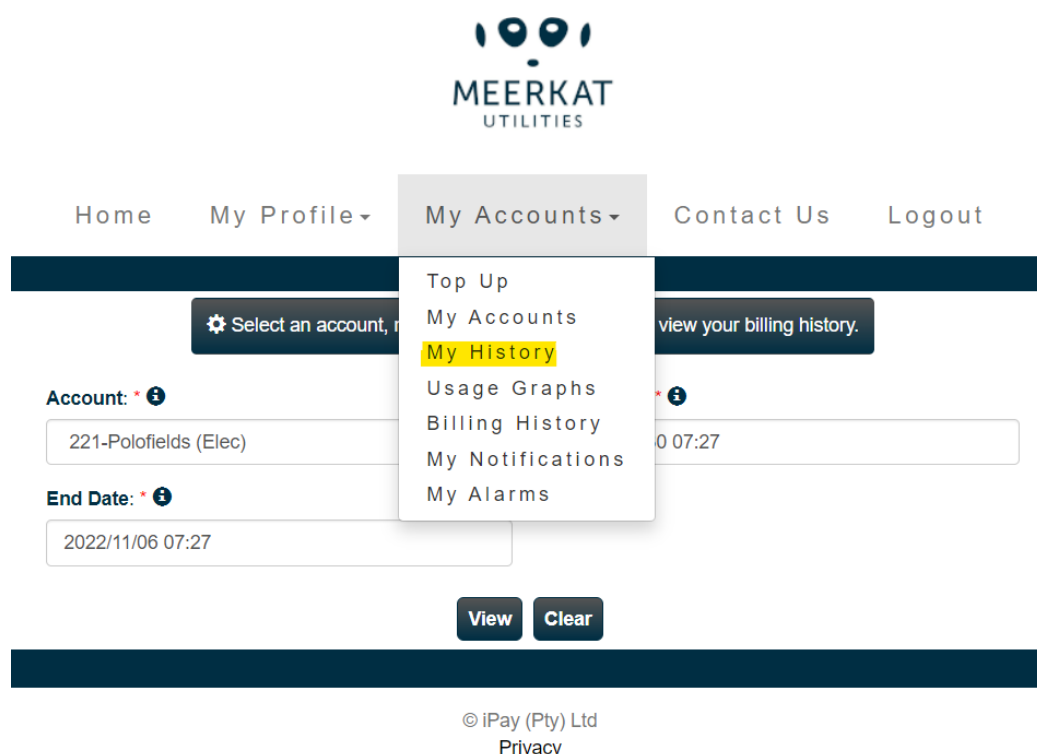
Cancel

Click on **Confirm**. A **receipt** will display that can be emailed or printed.

Please note: The SiD platform is a secure banking platform which includes security features to avoid fraudulent transactions. Such features include a time out function which cancels a transaction if it takes too long to complete a step in the process. Another security feature includes a lock out of 45 minutes if a transaction is unsuccessful. In this case, an error will show and not allow another transaction to be processed during the lockout period.

4. VIEW YOUR ACCOUNT STATEMENT

4.1 Click on **My Accounts** and select **My History**



4.2 Specify **Last Month** or **This Month** or choose your own date range and click on **View**.



[Home](#) [My Profile](#) [My Accounts](#) [Contact Us](#) [Logout](#)

My History

Select a meter and date range below to view your previous purchases.

Meter Alias or Account Number:

221-Polofields

Last Month

This Month

or choose a custom date

Start Date: *

2022/10/30 07:30

End Date: *

2022/11/06 07:30

View

Clear

- 4.3 Your statement for the specified date range will then be displayed. The Summary section at the top includes your Opening Balance, the total electricity, water and gas charges, as well as the total deposits, total adjustments and the Closing Balance in that date range. The items in Adjustments relates to Vending fees, Network/Hosting charges and any deposits that were not automatically allocated to your wallet.

The Transaction section underneath includes all the individual transaction items in the specified date range in chronological order and also shows the accumulative wallet balance.

Clicking on a transaction will open a pop up window which contains a breakdown of the transaction, ie the daily Network/Hosting charge of the meter, the consumption charge and the vending fee associated with the consumption charge.

Your monthly statement will also be emailed to your registered email address on a monthly basis.

Last Month

This Month

or choose a custom date

Start Date: * ⓘ

End Date: * ⓘ

2022/10/01 00:00

2022/10/31 23:59

View

Clear

Summary	Amount
Opening Balance	R 52.02
Total Billing calculation Electricity (07604627302)	R-349.98
Total Billing calculation Gas (30241170)	R-224.63
Total Deposit	R 1,400.00
Total Adjustment	R-82.99
Closing Balance	R 794.41

Transaction	Amount	Balance
Deposit (RCT1667250775649) Tendered: R 700.00 2022/10/31 23:12	R 700.00	<u>R 794.41</u>
Billing calculation Gas (30241170) Units: .16 2022/10/31 02:13	R-9.08	<u>R 94.41</u>
Billing calculation Electricity (07604627302) Units: 4.69 2022/10/31 02:08	R-9.90	<u>R 103.50</u>
Billing calculation Gas (30241170) Units: .33 2022/10/31 02:13	R-18.74	<u>R 113.40</u>

5. VIEW BILLING HISTORY

5.1 Click on **My Accounts** and select **Billing History**



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- Top Up
- My Accounts
- My History
- Usage Graphs
- Billing History**
- My Notifications
- My Alarms

Select an account, meter and date range below to view your billing history.

view your billing history.

Account: * ⓘ

805-Polofields (Gas)

End Date: * ⓘ

2023/06/10 06:49

3 06:49

View

Clear

- 5.2 Specify the start date and end date and click on **View**.
The Billing history will be displayed.



Home My Profile ▾ My Accounts ▾ Contact Us Logout

Billing History

Select an account, meter and date range below to view your billing history.

Account: * ⓘ

805-Polofields (Gas) ▾

Start Date: * ⓘ

2023/06/03 06:49

End Date: * ⓘ

2023/06/10 06:49

View

Clear

Date and Time	Amount Inc Tax	
2023/06/10 02:02	R-7.36	▼
2023/06/10 02:02	R-18.52	▼
2023/06/10 02:00	R-19.73	▼
2023/06/09 02:02	R-285.40	▼
2023/06/09 02:01	R-40.79	▼
2023/06/08 02:02	R-0.37	▼
2023/06/07 02:03	R-0.37	▼

- 5.3 For details regarding a specific transaction, click on the drop-down arrow to the right of the line item. The **Description** shows the applicable tariff.

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Billing History

Select an account, meter and date range below to view your billing history.

Account: 805-Polofields (Gas)

Start Date: 2023/06/03 06:49

End Date: 2023/06/10 06:49

View

Clear

Date and Time	Amount Inc Tax	
2023/06/10 02:02	R-7.36	
2023/06/10 02:02	R-18.52	
2023/06/10 02:00	R-19.73	
2023/06/09 02:02	R-285.40	
2023/06/09 02:01	R-40.79	
2023/06/08 02:02	R-0.37	

Description

Amount Inc Tax

Tax

Units

7.7625%

R 1.39

R 0.18

7.178 kWh @ 2.17794 /kWh:

R 17.97

R 2.34

7.178000

1 @ 0.3207

R 0.37

R 0.05

6. VIEW CONSUMPTION USAGE

- 6.1 Click on My Accounts and select Usage Graphs.

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UTILITIES

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Meter Alias: Electricity

Top Up

My Accounts

My History

Usage Graphs

Billing History

My Notifications

My Alarms

Today

Last 7 days

Last 30 days

Custom

June 2023 Daily Average

7.71 kWh

Target: 12.00 kWh

Last readings

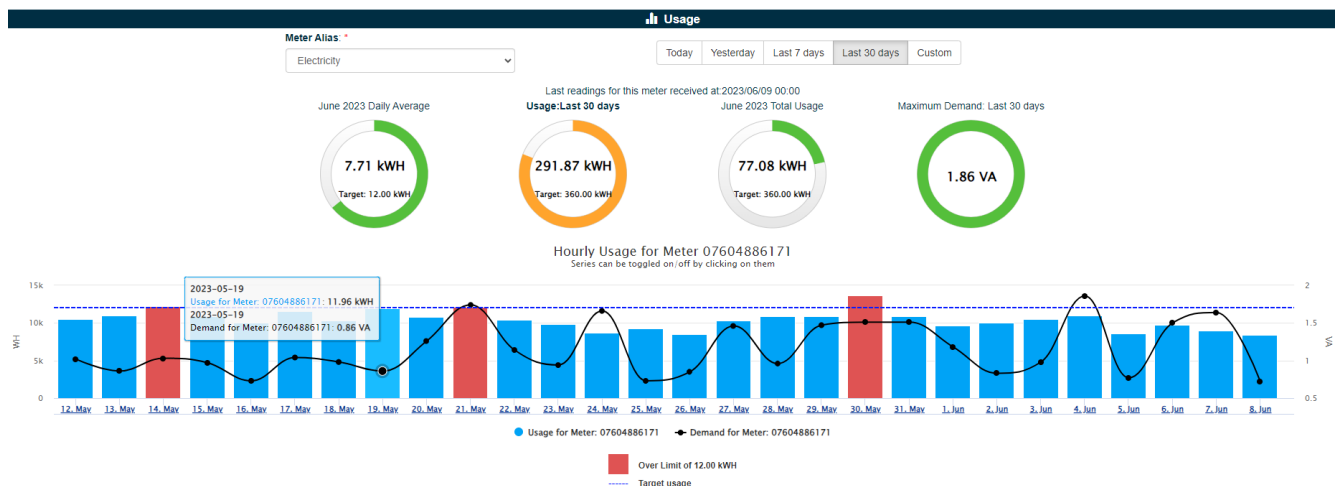
3/06/09 00:00

June 2023 Total Usage

77.08 kWh

Target: 360.00 kWh

- 6.2 Select the service (ie electricity, water or gas) of your choice to view the consumption. There are various options to view the Usage information, i.e. Today, Yesterday, Last 7 days, Last 30 days or Custom. This will then display information such as Daily Average and Total Usage for the date range specified. The graph provides further information if you hover over it.



7. VENDING FEES & NETWORK/HOSTING CHARGES

A Vending fee of 7.7625% inclusive of VAT (6.75% excluding VAT) is applicable and is charged daily based on the electricity, water and gas (if applicable) consumption charges. A Network/Hosting charge of R0.37 per meter per day is also billed daily. These charges are shown in each transaction on the My History page.

8. Munyaka Estate Lifestyle Centre

The residential apartments and commercial premises in the Munyaka Estate Lifestyle Centre are provided with backup electricity from a diesel generator in the Lifestyle Centre. Electricity consumed during times when the generator is providing electricity will be recovered from the consumer at a rate of R6.85 inclusive of VAT per kWh (rate as at June 2023 and adjusted on a monthly basis according to current fuel cost). Our billing software is currently being developed to enable the billing of this higher tariff automatically and on a daily basis but until it is implemented, and in the meantime, the billing of this higher tariff will be calculated on a weekly basis and raised manually on the wallet of the consumer.

The residential apartments and commercial premises in the Munyaka Estate Lifestyle Centre are provided with hot water from a central hot water plant in the Lifestyle Centre. The central hot water plant uses heat pumps to heat the water. These heat pumps are powered by electricity, the cost of which is recovered

from the consumers according to how much hot water they consume. This is measured by hot water meters dedicated per apartment and commercial premises. Our billing software is currently being developed to enable the automatic billing of this electricity to each consumer on a daily basis but until it is implemented, and in the meantime, the billing of the electricity will be calculated on a weekly basis and raised manually on the wallet of the consumer.

The residential apartments in the Munyaka Estate Lifestyle Centre are provided with air conditioning units which utilise water. Each apartment contains a dedicated aircon water meter which records water consumption according to the usage of the air conditioning unit in the apartment. This water consumption is automatically billed to the consumers wallet on a daily basis, just like the cold water meter and hot water meter does.

9. FREQUENTLY ASKED QUESTIONS

Question	Answer
Website	https://meerkatutilities.com
App	Available on iPhone App store & Android play store - Meerkat Utilities.
User Guide	Available to view and download from our website.
Activation email not received	Please provide us with your unit number and username / email so that we can activate your account for you.
SID payment not working	The transaction fee for SiD payments is 1.44%. Please note that SID is a very time sensitive payment method, for security reasons and to prevent fraud, it will automatically go to a pending state when taking too long or if incorrect information was entered. You will then have to wait 45min for the pending state to clear before you can make another SiD payment.
Direct EFT	There is no transaction fee applicable to an EFT payment, unless you choose to do an "immediate payment". Log onto your banking platform to make an EFT payment. Banking details and your unique reference, starting with "MK", are available on the App under "Top up", "Payment Method", "Deposit /EFT". An "immediate payment" can be chosen if you want funds to clear immediately from a different bank, otherwise interbank clearance times apply. EFT payments made using an incorrect reference will need to be queried, traced and verified prior to being manually allocated.
Add credit card option	The transaction fee for credit card payments is 2.87%. To use this payment option, go to "My Profile", "My Payment Methods" and add the credit card or debit card details.
STSS balance	All credits was allocated to the wallets on the 25th of April 2022
Can't register	In the email address field. Please ensure that there is no spaces before OR after your email address.
No meter numbers received	You can send an email to info@meerkatutilities.com . Or you can send a WhatsApp on 011 312 1118 to request them.
Fees	Please note the following fees applicable to our service; 1. Vending fee of 7.7625% calculated on daily consumption charges. 2. Network/Hosting fee of R0.37 per meter per day.
Gas consumption conventional billing	A few gas meters in Polofields are not yet billing daily to the wallet. These meters must still be converted in order to do smart daily billing. They are currently being billed once a month. The reading period is from the 11th of the month up to the 10th of the following calendar month.
Auto Disconnect	All electricity and water meters are smart meters and billing of consumption costs will be deducted from your wallet on a daily basis. The system is set to auto disconnect the electricity meter once the wallet balance goes into a negative balance. The system will only send the command to reconnect your electricity once your payment reflects in your wallet - please note that this can take up to 6 hours after your payment reflects in your wallet.

Do not have power	Please check if your wallet is in arrears as the system disconnects daily - once payment reflects in your wallet it can take up to 6 hours for electricity to be restored. If account was in credit please check if all the circuit breakers in the DB box are on (ie facing upwards). If they are on, then report to estate management / security so that they can check your main circuit breaker in the main DB box in the block.
How to see utility consumption	On the home screen go to "My Accounts" then "My History". A summary of the consumption costs will be displayed. Scroll down on the page to see the detail of the individual transactions. Under "My Accounts" then click on "Usage Graphs" to view comprehensive consumption details.
Payments	Payments into your wallet add up to a Rand value balance. Consumption costs of all utilities are charged to this wallet daily and deducted from the balance. It works similarly to a bank account where all utility expenses are deducted from it.
Account Balance	On the home screen it displays the account balance. - (negative) = owing, positive = credit. There is one wallet account balance and all utilities costs are deducted from this balance.
Low balance / disconnection notifications	Contact us so that we can ensure that the correct contact details are on the system so that you can receive the notifications.
Account queries	Email info@meerkatutilities.com / Or you can send a WhatsApp on 011 312 1118.

Need assistance?

Email: info@meerkatutilities.com

WhatsApp: 011 312 1118

Tel: 011 312 1118