

RAVENHAVEN PREPAID WATER AND ELECTRICITY APPLICATION

This agreement comprises of two parts namely Part A containing Customer Information and Part B General Terms and Conditions

ON THE TERMS AND CONDITIONS CONTAINED HEREIN:

RavenHaven (Pty) Ltd, a private company duly incorporated in the Republic of South Africa with Registration No. 2017/251453/07 and chosen address as recorded above (including its agents, servants and subcontractors, if applicable)

(the "service provider"),

subject to the acceptance thereof by the service provider, to the following person:

CONTACT DETAILS	
Name	Surname
ID/Reg no	Gender
Tel (W)	Cell No
Fax No	Alternative contact name & number
E-mail address	
Unit Number	Complex
Suburb	Town
Province	Postal Code

tel +27 (0)87 057 2561

after hours support tel +27 (0)79 492 5036

email info@myvoltage.co.za

website www.ravenhavenutilities.co.za

909 Rubenstein Road

Moreleta Park, Pretoria, Gauteng



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PART B: TERMS AND CONDITIONS

1. MY WALLET ACCOUNT

The customer shall use a 'My Wallet Account', a real time virtual balance where electricity and water usage is deducted on a daily basis. Customers will be notified when the balance is low and failure to top up will result in electricity disconnection once the balance is depleted. The customer shall have various options to top up the My Wallet Account, i.e. EFT, credit card and My Voltage website recharge which provides a barcode that can be used to purchase vouchers at retail stores.

2. INDEMNITY

The customer shall not be entitled to claim for any loss or damages from My Voltage in cases where products or services were not used for the intended purpose or in accordance with the service provider's instructions.

3. SUPERIOR FORCES

Any delays or failure of performance under this agreement shall not constitute default on the part of the service provider or give rise to any claims for damages against the service provider if caused by decrees of Government, acts of God, strikes or other concerted acts of workmen, fires, floods, explosions, riots, civil commotion, war rebellion or sabotage or other similar occurrences beyond the control of the service provider.

The customer hereby acknowledges the contents of and accepts the Terms and Conditions recorded in this agreement.

Customer Name (Full name in Print)

Signature

Date

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