

# NEW CLIENT

## REGISTRATION DOCUMENT

DATE:

**BUILDING NAME:**

**SHOP NAME (IF APPLICABLE):**

**UNIT NUMBER:**

**RESIDENT / CONTACT NAME:**

**SURNAME:**

**MOBILE NO.:**

**E-MAIL ADDRESS:**

## IMPORTANT!

PLEASE COMPLETE AND RETURN THIS DOCUMENT TO **TOP CHARGE**  
AS SOON AS POSSIBLE.

**EMAIL: [SUPPORT@TOPCHARGE.CO.ZA](mailto:SUPPORT@TOPCHARGE.CO.ZA)**

Should we - **Top Charge** – not receive this registration document before the takeover, your account cannot be activated. You will not be able to access your account to make purchases, and therefore the meters installed will automatically disconnect.

Note that billing and consumption data will only show from the day after your meter was installed. This information will be accessible through our web portal and the smart application called Urbtec.

If no consumption data is available on your smart app or consumer interface 2 days after the electricity meter installation project, please contact our office.

To load funds on your meter, please refer to our “How to register & Top Up” document, which was attached to your welcome pack. This document is also available from our office upon request.

As soon as our office processes this document, you will receive a username and password, which will allow you access to your utility account.

Should water readings and billing form part of our services to your building/governing body, a deposit for water will be raised for water consumption.

- This deposit will be levied on you prepaid meter or smart wallet.
- Initially, upon takeover, the deposit raised will be R1000 for residential and R2000 for commercial units.
- Eventually, the deposit raised will equate to two months' consumption value.
- After 3 months, all deposits will be reviewed and amended.
- Failure to pay a deposit will result in us loading the amount on your meter as a priority payment.
- Very Important: Should you plan on vacating your unit, please send an email to our support email 30 days before vacating so that we can refund the remaining balance of the deposit.

**Support Line:** +27 12 030 1304 • **WhatsApp Line:** +27 64 597 8348

**Support Email:** [support@topcharge.co.za](mailto:support@topcharge.co.za)