

UNDERSTANDING YOUR CHARGES BREAKDOWN

UNITY HOUSE

At Top Charge, we believe clarity builds confidence.

That's why every charge on your statement is shown transparently — so you can easily understand where your money goes and how it supports reliable service delivery.

Below you'll find a quick guide to reading your Breakdown of Charges for Unity House.

HOW TO READ THE CHARGES

Each item on your statement plays a role in maintaining the reliability and safety of your electricity service.

When you log into your Urbion Smart Utility Account, click on the Charges tab on the top of the page. You will then see a list of charges displayed with short code names (for example: UNIT-RES-U211FF, UNIT-RES-U211NC, etc.).

Each code corresponds to a specific type of charge on your account.

The easiest way to identify what you're being billed for is to look at the last two letters of each code.

The billing for cold water, hot water and sanitation is billed by Zelri Property Management through the monthly rental statement. Even through this is billed by Zelri, the monthly readings are taken by TopCharge on behalf of Zelri. This relates to the FF as outlined below.

Convenience Fee

Administrative payment channel fee which is linked to the payment channel that we use.

FF – Flat Fee

This is an administration charge that covers the cost of sending our technicians onsite to take water meter readings every month. Each unit has 2 water meters (hot and cold), therefore there are 2 meter reading charges.

Why it matters: Regular physical readings ensure accuracy and accountability — your data is verified firsthand, not estimated. Pictures of these readings can be found on the Urbion Smart Utility Account.

NC – Network Charge

This is a municipal fixed charge that contributes to the upkeep of the broader electrical network — power lines, transformers and substations. This is a municipal charge that is levied by the municipality and not by the building owner or utility operator.

Why it matters: It keeps the network safe, stable, and capable of delivering consistent power to your home. Note: this charge is levied by the municipality even when there is no consumption on the meter.

SC – Service Charge

This is a fixed municipal charge applied either daily or monthly. It covers the basic cost of providing electricity to your unit — including infrastructure access and supply readiness. This is a municipal charge that is levied by the municipality and not by the building owner or utility operator.

Why it matters: Even when consumption is low, your connection remains active and maintained through this fee. Note: this charge is levied by the municipality even when there is no consumption on the meter.

Overview		
Electricity	Charges: R 85.50	Top-up
Payment		
Purchase R		for Electricity
Payment options	Review and confirm	
Credit card	Convenience fee	R 0.00 of R 0.00
	UNIT-RES-U211FF	R 0.00 of R 30.00
	UNIT-RES-U211FF	R 0.00 of R 30.00
Debit card	UNIT-RES-U211NC	R 0.00 of R 10.22
	UNIT-RES-U211NC	R 0.00 of R 10.22
Instant EFT	UNIT-RES-U211SC	R 0.00 of R 2.53
	UNIT-RES-U211SC	R 0.00 of R 2.53
	Electricity	R 0.00

Our Commitment to Transparency

We know that clear billing builds trust. That's why every charge is backed by:

- Verified readings by trained technicians
- Municipal tariff compliance
- Transparent billing calculations

If you ever have questions or would like us to walk you through your statement, our support team is always here to help.

support@topcharge.co.za

Working Hours (8:00-16:30): 012 030 1304

support2@topcharge.co.za

After Hours (16:30-20:00): 064 597 8348