The main objective of the starter pack is that it should be visual, with lots of illustrations and minimum copy.

The visuals and illustrations should be fun and the copy easy to read, as these docs are sent to residents and not our clients.

We want the following topics illustrated (as per the copy on the attached starter pack):

* How do I register? (what we need from you visualised)

For example a picture of the application form -> a visual representation of the application form  being emailed to [accounts@ismrt.net](mailto:accounts@ismrt.net) etc.

* How does ismrt! work?

For example – meter installed outside your unit, meter communicates and records information to central server – consumer obtains and manages info (balances, statements, consumption reports, usage targets) from server via internet dashboard – meter communicates to consumer when credits are low and it is time to top-up

* How do I top up my Utility Wallet?

For example:     Picture of cell phone – entering 4 digit pin – Option 1 – Enter amount

[www.remotemetering.net](http://www.remotemetering.net/) – picture of client login screen (without the rms logo) – ismrt! login screen (attached)

EFT or Cash deposit into ismrt! account – complex name and unit as reference – proof of payment sent to [accounts@ismrt.net](mailto:accounts@ismrt.net) – R8 clearing fee per transaction - takes 2 days to reflect (illustrate for example sun going down and evening and sun coming up again, or a calendar indicating two days passed, etc)

We also want to add the following to the document:

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**How do I register?**

* Complete application form and send to [accounts@ismrt.net](mailto:accounts@ismrt.net) along with copy of ID, 1st page of bank statement, proof of payment (amount indicated on application form)
* Once received, details are loaded onto system and your 4 digit pin is sent to registered cell phone number and email address

*Please ensure ismrt! has your correct banking details to enable you to utilise the Utility Wallet®*

**How does ismrt! work?**

* Smart meter installed outside your unit (no physical interaction required)
* meter communicates and records information to central server and stores it for up to a year
* consumer obtains and manages info (balances, statements, consumption reports, usage targets) from server via internet dashboard
* meter communicates to consumer when credits are low and it is time to top-up

*No disconnections after hours, weekends or public holidays – please top up on the next working day to prevent disconnection*

**How do I top up my Utility Wallet®?**

* Cell phone:  dial \***120**\*47678#, enter 4 digit pin, select Option 1, input amount
* Internet:  visit [www.remotemetering.net](http://www.remotemetering.net/), click on client ismrt! login, enter pin and cell number, purchase
* EFT/Cash deposit:  make payment into ismrt! account specified on application form, use complex name and unit as reference, send proof of payment to [accounts@ismrt.net](mailto:accounts@ismrt.net) – this method takes 2 days to reflect

*R8 transaction fee applies to all top-up purchases made*

**Why is my Electricity off?**

Please check the following:

* that the earth leakage and other switches on your DB is on
* that your neighbours have electricity
* that your account is in a positive balance

After the above points have been confirmed, please phone 079 491 4858 for technical assistance.

*A call-out fee of R550 and R3.75 per kilometre applies to all sites outside the 70km radius from our Pretoria Head office*

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