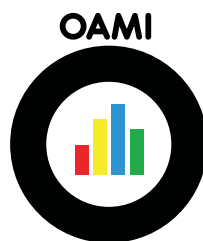




PROTEA
METERING
premier utility solutions



OAMI - SMART PREPAID MANUAL

Protea have our own in-house system called OAMI (Online Automated Metering Infrastructure) OAMI is a fully automated 'Smart Metering Solution'

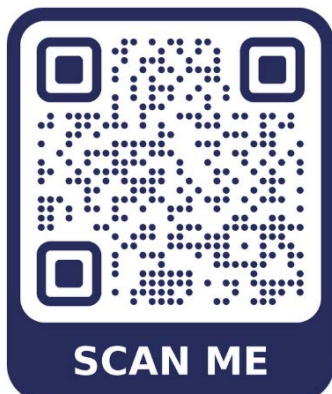
The system installed for your complex is a Smart Prepaid System

The meter is read remotely on a daily basis

Each unit has its own prepaid electricity meter installed in the electrical kiosk outside

Once registered on the OAMI platform, your cellphone/smart device becomes the keypad to your meter

Prepaid electricity must be bought in advance. Your electricity purchases and usage can be viewed online on your OAMI profile once you have registered



www.oami.co.za



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CLIENT REGISTRATION

STEPS ON HOW TO REGISTER ON THE OAMI PLATFORM

Register on OAMI

Step 1

Click register on
www.oami.co.za



Step 2

Find Complex &
Unit



Step 3

create username &
password



Step 4

Submit
Registration



Tip: Set a low balance notification

- via SMS - R1.25 excl VAT per SMS or
- via email - first 10 are free, then R0.35 excl VAT per email

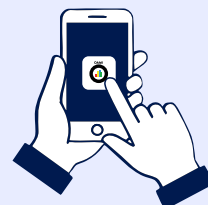


Your phone is the keypad

YOU MUST BE REGISTERED ON OAMI TO PURCHASE ELECTRICITY!

1

Go to www.oami.co.za



2

Log-in to your profile



3

View your remaining kWh credit and current usage



4

Purchase prepaid electricity online or via the different purchasing options using your meter number



5










Lights Stay On



Log-in your OAMI Account



Where can I purchase electricity?

Method	Fee	Where to purchase	Info
	6.0% of amount purchased	Spar, Engen, BP, Shell, Sasol	    
 Account Number: 623 8913 2946 Branch code: 250655 Reference: Meter Number	R9.50 per transaction	Direct EFT to Protea FNB Account	Bank imports only available until 18:00 Monday - Saturday , it can take up to an hour to reflect (1 payment per day) *Payments made on a Sunday will reflect the next business day*
	R9.50 per transaction	Direct EFT to Protea Nedbank Account	Log in to your OAMI profile, choose the Top Up option, and purchase online using a debit, cheque or credit card
	6.5% of amount purchased	Pick 'n Pay, Checkers, Shoprite, or FNB ATM	   
 NEDBANK Account Number: 1618 0154 19 Branch code: 161845 Reference: Meter Number	No Fee	Direct EFT to Protea Nedbank Account	Other banks 1-3 business days to process Direct to Nedbank 1 business day



Important Tip:

Only purchase 1 token per day.

Prepaid meters can only accept tokens **in the exact order** they are purchased. If more than one token is bought on the same day and entered out of sequence, the meter will reject the token

What to do if my token fails?



Report the Issue to Protea Metering

Send us the following information:

- Proof of purchase/receipt
- All token numbers purchased



Meter & Token Testing

We will request that you perform a meter test while we confirm which token was rejected due to sequence order



Token Re-Issue (If Applicable)

Once confirmed, a token can be re-issued
Please allow **2-5 working days** for processing
A **penalty/re-issue fee** will apply



No power after token?

(Smart Prepaid System)

This complex uses an **online Smart Prepaid Metering System**
Tokens are **not entered manually**, all kWh tokens load automatically via the
network

Step 1

Confirm your payment was successful

Login to your OAMI online profile and view your statement to see if your payment reflects
Your purchase must reflect before a token can load



Step 2

Prepaid electricity kWh units are sent remotely to your meter via communication
Loading a token may take **5 minutes to 2 hours**



Step 3

Please purchase electricity in **advance** to avoid delays due to network communication or payment delays



Step 4

If power is still off **after 1 hour** (once payment reflects), contact our office or after-hours standby lines



Office Number - 012 804 1039

Monday to Friday
08:00 - 16:30

Standby Number - 066 301 4851

Weekdays

16h30-20h00 | SMS's 20h00-21h00

Weekends & Public Holidays

08h00-20h00 | SMS's 20h00-21h00



prepaid@proteametering.co.za



Get in contact with us

Where to find us

17 Quintin Brand St, Persequor, Pretoria

Office Hours

Monday to Friday
08:00 - 16:30



Give us a call

+27 (0)12 804 1039

+27 (0) 86 006 1039

After Hours

Weekdays

16h30-20h00 | SMS's 20h00-21h00

Weekends & Public Holidays

08h00-20h00 | SMS's 20h00-21h00

Conventional Accounts:

+27 (0) 66 3014 849

Prepaid & Credit Wallet Accounts:

+27 (0) 66 3014 851

Meter Readings:

readings@proteametering.co.za

Prepaid & Smart Meters:

prepaid@proteametering.co.za

General & Accounts:

info@proteametering.co.za



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