



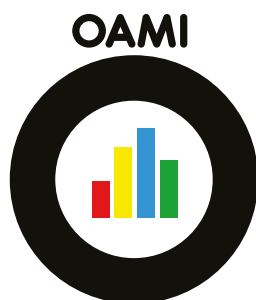
**PROTEA**  
**METERING**  
premier utility solutions

# OAMI - SMART CREDIT WALLET MANUAL

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



[www.oami.co.za](http://www.oami.co.za)



[proteametering.co.za](http://proteametering.co.za)  
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A single prepaid wallet that manages electricity and water usage, with daily deductions and online access via the OAMI platform.



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Steps on how to register on the OAMI platform to access and manage your Credit Wallet account.



## 03 OAMI Profile Dashboard Overview Page 5

Access your available rand value credit, usage graphs, account statements, and online purchase options via your OAMI dashboard.



## 04 Where to Purchase Electricity All Available Vendors Page 6

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Details on how to contact support for assistance with your OAMI account, Credit Wallet, or metering queries.



# CREDIT WALLET

# 01

## Electricity & Water on One Account

Your complex operates on a **Credit Wallet System**, where both electricity and water are managed under a single account.

Your **electricity** and **water usage** are billed daily to your Credit Wallet. This wallet must always have available credit.



### Electricity Usage

If your available credit is depleted, your electricity supply will automatically switch off.



### Water Usage

Water cannot be cut off. You will continue to consume water even if your credit balance is depleted.



### Daily Meter Readings

Electricity, cold water, and hot water meters are read and billed daily. Your daily consumption is deducted from the available rand value in your Credit Wallet.



## IMPORTANT

You must be registered on OAMI to purchase electricity.

### Access your Account

Once registered on the OAMI platform, you can view your Credit Wallet balance, usage, and account details on your cellphone or smart device.



# CLIENT REGISTRATION

STEPS ON HOW TO REGISTER ON THE OAMI PLATFORM

# 02

Register on OAMI

## Step 1

Click register on  
[www.oami.co.za](http://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



# OAMI CREDIT WALLET

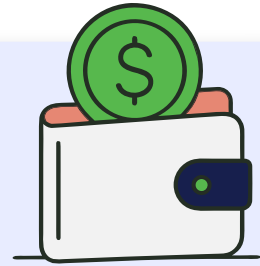
## One-Screen Wallet Map

# 03

### 1 Top-Up Your Wallet

Add Rand credit to your OAMI Credit Wallet using:

- Online card payment
- EFT (use your Meter Number as reference)
- Easypay & Unipin



### 2 Credit Wallet Balance

View your:

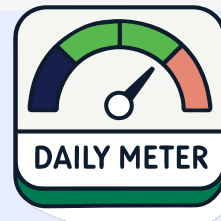
- Available credit
- Recent top-ups
- Current balance



### 3 Track your Daily Usage

You can view:

- Daily usage graphs
- Weekly and monthly summaries



### 4 Low-Credit Alerts

When your balance runs low:

- You receive a low-credit notification
- This gives you time to top up before your wallet depletes and your electricity switches off



### 5 What Happens at Zero Credit

If your wallet balance reaches R0.00:

- Electricity switches off automatically
- Water continues to run, and any water usage will be added as arrears to your credit wallet.



## IMPORTANT TO KNOW








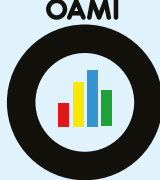






Electricity is restored automatically once your payment reflects in your Credit Wallet

Reconnection usually takes between 5 minutes - 2 hour after payment reflects

Top up > Usage deducts daily > Monitor alerts >  
Avoid zero balance > Top up to restore electricity



# PURCHASING OPTIONS

Method	Fee	Where to purchase	Delay
	6.0% of amount purchased	Spar, Engen, BP, Shell, Sasol	<b>BANKING APPS</b>     
 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 <b>18:00 Monday - Saturday</b> , it can take up to an hour to reflect (1 payment per day) <b>*Payments made on a Sunday will reflect the next business day*</b>
	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	   
 <b>NEDBANK</b> Account Number: 1618 0154 19 Branch code: 161845 Reference: Meter Number	No Fee	Direct EFT to Protea Nedbank Account	<b>Other banks</b> 1-3 business days to process.  <b>Nedbank / Direct to Nedbank</b> 1 business day



# Get in contact with us

## Where to find us

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### Give us a call

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### Office Hours

Monday to Friday

08:00 - 16:30

### 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](mailto:readings@proteametering.co.za)

### Prepaid & Smart Meters:

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