

# Utilities World

Fourth Generation Prepayment Solutions



## Prepayment Management and Vending



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## **About the Company**

Utilities World is based in Durban, South Africa and is a specialist provider of utility prepayment vending solutions worldwide. Each of our key staff have been involved in the prepayment industry for over fifteen years and have experience throughout Africa, South America, the Caribbean and South East Asia in system design, development, deployment and maintenance, consulting and turnkey project management.

Our philosophy is to keep our solutions as simple to use as possible, while complying with the latest industry standards and norms. Our model is to deploy a single system in a central location with high availability, redundant infrastructure from which a utility operates via a web interface.

This model allows for a low barrier to entry for the utility – there is very little infrastructure investment required and no maintenance and support costs for local server systems. As the interfaces are web based there is no cost to deploy or update, which is performed remotely.

## **Product Overview**

Our offer is based on the Transact™ vending product. The system is the only commercially available STS Association approved on-line hosted system which complies with all STS specifications and the Eskom XML-Vend specification for on-line vending. Being a native-XML system ensures efficiency as no translation interfaces to third party providers are required and enables third parties to easily and reliably connect and vend. Communication security is provided by mutually authenticated SSL certificates. The system is entirely web-based, with the Management Client being a web page and the Vending Client being a web application, and is able to run on GPRS data connections without compromising the user experience. The system vends to all STS type electricity and more recently water meters, enabled by our technical partnership with Utility Systems Inc., where we have combined our prepayment and vending expertise with their tried and tested Water Management Device (WMD).

In the South African context our servers are hosted by Internet Solutions in their data centre in Umhlanga, Durban, with redundant servers hosted in their Bryanston data centre. IS guarantees 99.9% availability and uptime with redundant power and data connectivity. Users access the system to manage customer data and to vend via any available internet connection, which we can supply, if necessary.

International customers may leverage on our hosted infrastructure; should there be a requirement to deploy locally this may be done, based on our approval of the environment into which the system will be installed.

## **Efficient Operations**

The ability to log into the system and update customer data over any internet connection allows for utility staff to work remotely from the office environment, which is especially useful over holidays and weekends where staff do not have to travel to the office in order to perform emergency customer updates such as meter changes. Further to this Engineering tokens are available from the management system interface and may be printed or SMSed directly to technicians in the field to update meter details.

The system utilises a single database and once updates are performed to a customer's record they are immediately available for vending without having to perform any secondary tasks such as transfers or synchronisation.



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Our system has an advantage over its traditional predecessors in that it is maintained and updated centrally. All Management Client updates are made to the web page and Vending Client web application updates are automatically deployed at system start-up to the client. This reduces maintenance costs for the client as there are no costly callouts required to perform these upgrades and updates. In addition the deployment of new vending systems is easily managed by the client IT staff as the only intervention required from Utilities World is the provision of a new SSL certificate for the client.

## Tariffs

The implementation of inclining block tariffs (IBT) has been catered for and the change to these tariffs is simple and seamless. Any of the existing prepaid tariffs may be converted to a block tariff at any time. The system is capable of allowing customer tariff change without having to change the meter tariff, allowing for individual or bulk updates (such as indigent status addition and removal) without having to perform meter key changes.

## Vending Options

Vending may be from utility managed PC based terminals connected to the back-end system over the internet. The vending web application auto-updates itself from our deployment web-server minimising maintenance requirements. The system uses a standard keyboard and mouse and an optional ISO STS swipe card reader as input devices and prints to an industry standard Epson slip printer, either impact or thermal type. This type of vending is suitable for revenue halls and other high-volume sales points. The application may be installed on existing computers such as utility receipting systems in order to reduce cubicle footprint.

Transact POS Lite Version 2.01.01 - [SELL TOKEN]

SALES ENGINEERING FREE ISSUE PAY MULTI A/C SEARCH

IDENTIFICATION DETAILS

Account Number:  Name: TEMAS L  
Meter Serial Number: 01027159142 Account: 2302544X Tariff: 501 (Tariff Code 501)  
Address: STAND 15, KWAZA  
Last Purchase Date:   
Customer CAN be vended to.

Linked A/C No	Description	Balance	Minimum Due	Due Date	Next Tx Min	Amount To
EA2302544X	Prepaid Arrears	R 0,00	R 0,00	01 January 2011	R 0,00	R 0,00
EC2302544X	Prepaid Current	R 0,00	R 0,00	01 February 2011	R 0,00	R 0,00
RA2302544X	Rates Arrears	R 0,00	R 0,00	01 January 2011	R 0,00	R 0,00
RC2302544X	Rates Current	R 0,00	R 0,00	01 February 2011	R 0,00	R 0,00
Electricity Purchase						R 0,00
Total Amount Due						R 0,00

ENTER AMOUNT FOR SALE

Payment Method: Cash Transaction Value:  Available Credit:   
Amount Tendered:  Change:

MAKE TOKEN RE-PRINT FBE TOKEN

Optionally Utilities World can supply handheld POS terminals. This is ideal for low to medium volume sales points or as a back-up device. The POS connects over the internet via GSM GPRS to the back-end system.



## **Third Party Channels (RSA Only)**

We are connected real-time to EasyPay and Blue Label Technologies and are able to offer third party vending services at all enabled outlets. This includes all Pick n Pay and Shoprite stores, Boxer stores, Spar stores as well as the majority of fuel stations. The use of third party vendors allows customers to purchase at all hours and from multiple points at the likes of the national Pick n Pay outlets, FNB ATM's and on the EasyPay website. Third party sales are settled twice monthly to clients using a simple and transparent remittance and payment process.

## **Reports**

A standard, comprehensive, set of reports is supplied, if however there is a need for additional or customised reports these will be designed and deployed for the client as a part of the implementation process. All reports are updated on-line and are available immediately to the user. All reports may be printed or exported to Excel or PDF directly from the user interface, making distribution of data simple and efficient. In addition reports may be auto-mailed to recipients on a periodic basis. Our standard report set includes but is not limited to:

- Transactions by customer, vending point
- Sales summaries by day and month
- A monthly management summary
- Exception reports showing low and no buying



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## Sales Data

http://www.utilitiesworld.co.za/Vending/TransactMS/Reports/ReportDisplay.aspx?Transact3\_0/Tran - Windows Internet Explorer

Region: Sundays River Valley Municipality Show Summary Only? No

From Date: 2012/02/02 To Date: 2012/02/02

**Transactions by Date**  
For the period 2 February 2012 to 2 February 2012

Terminal Sales Summary		Prepaid Sale		EBST Issue		Total Sales			
Terminal	User Name	Qty	Value	Energy kWh	Qty	Value	Energy kWh	Value	Energy kWh
Bergsig Office VU02	AFRIKA	34	525.00	718.8	30	1,077.20	1,300.0	525.00	2,213.8
EASYPAY	ThirdParty	1	50.00	68.2	1	95.92	50.0	50.00	118.2
Spar	Gwen	52	3,825.00	4,686.3	47	1,987.77	2,350.0	3,825.00	7,096.3
Sundays River Valley Municipality VU01	vuyiseka	28	2,350.00	2,924.1	26	933.68	1,300.0	2,350.00	4,224.1
Sundays River Valley Municipality VU01	SUSAN	1	200.00	261.7	1	35.91	50.0	200.00	311.7
<b>Total</b>		<b>116</b>	<b>6,950.00</b>	<b>8,654.1</b>	<b>105</b>	<b>3,776.55</b>	<b>5,250.0</b>	<b>6,950.00</b>	<b>13,904.1</b>

Terminal: EASYPAY - 600880000439-1

TranNo	User	Tran Date Time	Tran Type	Account No	Customer Name	Meter Number	TI	Amount	VAT	Cost Of Units	Units	Utility
425361-1	ThirdParty	02-02-2012 06:59	Prepaid Sale	002063503	GEYER	04208208498	9	50.00	6.14	43.86	68.2	kWh
425361-2	ThirdParty	02-02-2012 06:59	EBST Issue	002063503	GEYER	04208208498	9	0.00	0.00	0.00	50.0	kWh
<b>Total</b>								<b>50.00</b>	<b>6.14</b>	<b>43.86</b>	<b>118.2</b>	

Terminal: Sundays River Valley Municipality VU01 - SRVM\_OFFICE-SRVM01

TranNo	User	Tran Date Time	Tran Type	Account No	Customer Name	Meter Number	TI	Amount	VAT	Cost Of Units	Units	Utility
2071-1	SUSAN	02-02-2012 09:07	Prepaid Sale	002015600	NAIDOO	04172942213	1	200.00	24.56	175.44	261.7	kWh
2072-1	SUSAN	02-02-2012 11:15	EBST Issue	AF001001480	ELROY	04140661081	9	0.00	0.00	0.00	50.0	kWh
<b>Total</b>								<b>200.00</b>	<b>24.56</b>	<b>175.44</b>	<b>311.7</b>	

Terminal: Bergsig Office VU02 - SRVM\_OFFICE-SRVM02

TranNo	User	Tran Date Time	Tran Type	Account No	Customer Name	Meter Number	TI	Amount	VAT	Cost Of Units	Units	Utility
7490-1	AFRIKA	02-02-2012 07:44	Prepaid Sale	003995602	JORDAAN	04138007051	9	10.00	1.23	8.77	14.0	kWh
7490-2	AFRIKA	02-02-2012 07:44	EBST Issue	003995602	JORDAAN	04138007051	9	0.00	0.00	0.00	50.0	kWh
7491-1	AFRIKA	02-02-2012 08:02	Prepaid Sale	0010180300	A & A CASH STORE	04156353676	1	90.00	11.05	78.95	119.8	kWh
7492-1	AFRIKA	02-02-2012 08:04	Prepaid Sale	003118800BG	BOESAK	04129027340	9	5.00	0.61	4.39	7.0	kWh
7492-2	AFRIKA	02-02-2012 08:04	EBST Issue	003118800BG	BOESAK	04129027340	9	0.00	0.00	0.00	50.0	kWh
7493-1	AFRIKA	02-02-2012 08:14	Prepaid Sale	003099700	NDAD/JACOBS	04157054539	9	15.00	1.84	13.16	20.9	kWh
7493-2	AFRIKA	02-02-2012 08:14	EBST Issue	003099700	NDAD/JACOBS	04157054539	9	0.00	0.00	0.00	50.0	kWh
7494-1	AFRIKA	02-02-2012 08:32	Prepaid Sale	003108400	VAN WYK	04141809444	9	5.00	0.61	4.39	7.0	kWh
7494-2	AFRIKA	02-02-2012 08:32	EBST Issue	003108400	VAN WYK	04141809444	9	0.00	0.00	0.00	50.0	kWh
7495-1	AFRIKA	02-02-2012 08:45	Prepaid Sale	003116400	BRANDT	04138007226	9	10.00	1.23	8.77	14.0	kWh
7495-2	AFRIKA	02-02-2012 08:45	EBST Issue	003116400	BRANDT	04138007226	9	0.00	0.00	0.00	50.0	kWh
7496-1	AFRIKA	02-02-2012 08:48	Prepaid Sale	003112700	EFFIE DOLF	04216072886	9	20.00	2.46	17.54	27.9	kWh
7496-2	AFRIKA	02-02-2012 08:48	EBST Issue	003112700	EFFIE DOLF	04216072886	9	0.00	0.00	0.00	50.0	kWh
7497-1	AFRIKA	02-02-2012 08:00	Prepaid Sale	003106901	KEBSTALS	04107556576	9	10.00	1.23	8.77	14.0	kWh

## Low Purchase

http://www.utilitiesworld.co.za/Vending/TransactMS/Reports/ReportDisplay.aspx?Transact3\_0/Exec - Windows Internet Explorer

Region: Sundays River Valley Municipality Period: 90

Purch Limit (kWh/k) 200 Include Free Basic Service Issues? Yes

Period Ending: 2012/02/02 Zone: ACQUAPARK

**Sundays River Valley Municipality: Customer Low Purchase incl Free Basic Services**  
for the 90 day period up to 2 February 2012

S/No	Account No	Customer Name	Meter No	Open Date	Physical Address 1	Physical Address 2	Last Purch Date	TI	Period Units
1	002000800	T FOURIE	04138005923	2004-09-03					0.0
2	003001500	WINNAAR	04208208464	2004-05-07	BERGGANS STREET 155	BERGSG	2012-01-01	9	128.0
3	001026903	ODURO	04073752455	2004-08-27	29 MIDDLE STREET	KIRKWOOD		1	0.0
4	002072801	VAN DER MERWE	04106706791	2004-08-27	3 MANDARIN STREET	AQUAPARK		9	0.0
5	003113300	ANTIE DAVIDS	04138005992	2004-04-19				9	0.0
6	DP001014600	NEL	04138005972	2004-12-17	ISABELSTRAAT 4	TOWN		9	0.0
7	003118000	NELL	0412926516	2004-04-05	17 LOERIE STREET	BERGSG		9	0.0
8	002043301	M VAN TONDER	04085438481	2004-09-27				1	0.0
9	002003302	VLUEDEN	04138006749	2004-09-10				9	0.0
10	001071702	ARISTON GALLANT	04141809923	2004-09-10				9	0.0
11	003117800	STALMEESTER	04157051182	2004-07-05	16 LORIE STREET	BERGSG	2012-01-25	9	120.0
12	001153700	KATIE DOLF	0412927448	2004-04-05			2011-11-09	9	57.0
13	003994400	ADAMS	04085438630	2004-07-05	44 AREND STREET	BERGSG		1	0.0
14	8G136	BRUNTHIES	04138006939	2004-04-19			2012-01-06	9	150.0
15	002030600	VAN TONDER	04129271191	2004-09-02			2011-09-28	1	0.0
16	003102100	BOOYSEN	04138006871	2004-06-14	AREND STREET 206	BERGSG		9	0.0
17	003101900	KJ FLAATHIES	04138006764	2004-04-19				9	0.0
18	003113900	JG JANSEN	04138006798	2004-04-19				9	0.0
19	003106400	KUNGE	04102946409	2004-04-05	163 BERGGANS STREET	BERGSG		9	0.0
20	003115600	DANIEL & FLORIE KIRSTEN	04138006723	2004-04-19				9	0.0
21	003993900	A MARTINS	04138005816	2004-04-19			2012-02-01	9	107.0
22	003121300	ZAAYMAN	04138006053	2004-05-07	AREND STREET 23	BERGSG	2011-07-23	9	0.0
23	003120700	GESWINDT	04141803352	2004-07-05	17 AREND STREET	BERGSG	2012-01-19	9	150.0
24	002998100	FLETCHER	04113709697	2004-07-09	81 PISSANTSTRAAT	BERGSG		1	0.0
25	001097004	BI GEORGE	04129264474	2004-09-10				9	0.0

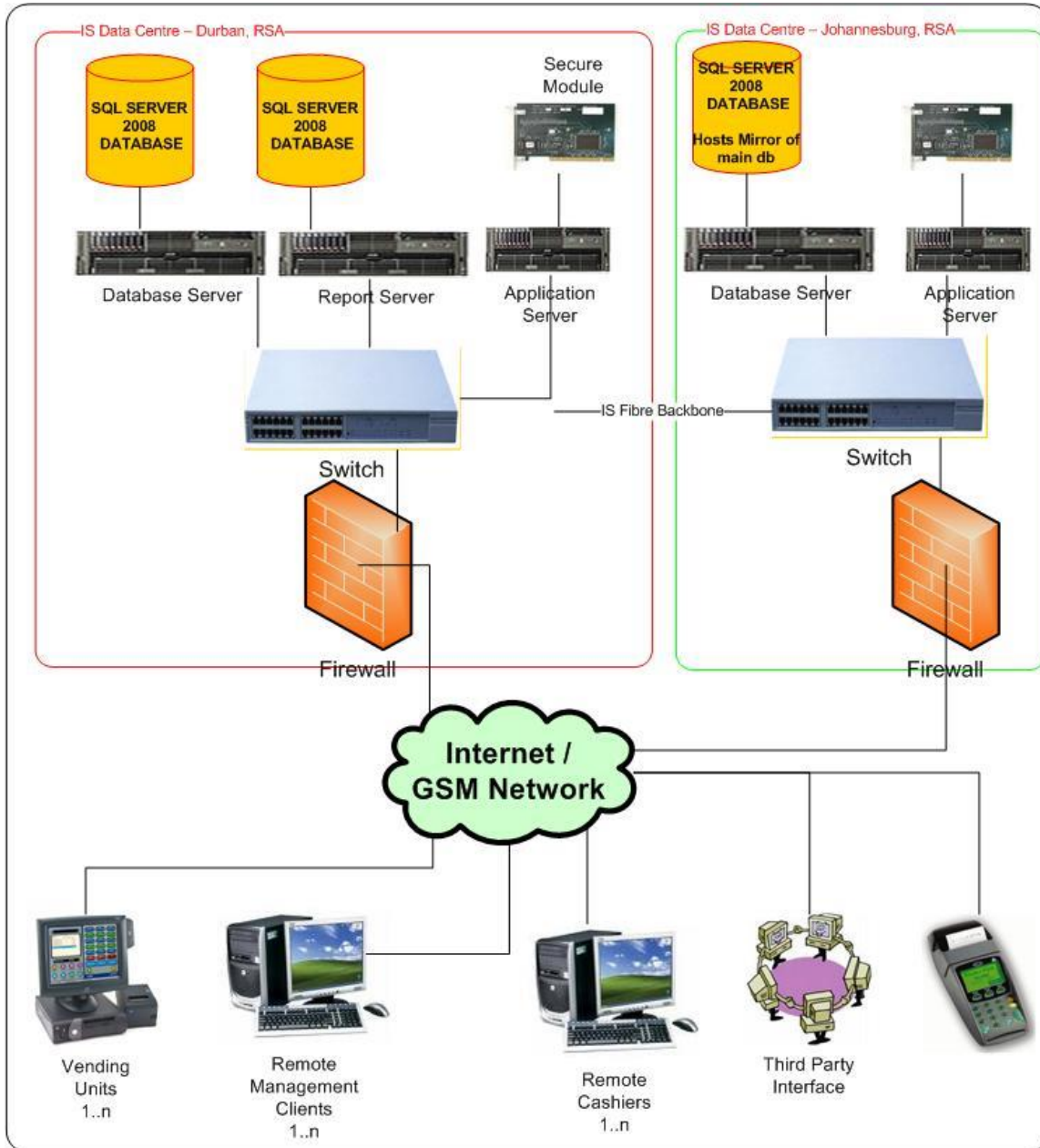
02/02/2012 22:59 1 Sundays River Valley Munic Admin



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## System Architecture



### Contact Details

Carl Vermeulen

Mobile: 071 332 2955

E-mail: [carl@eusystems.co.za](mailto:carl@eusystems.co.za)