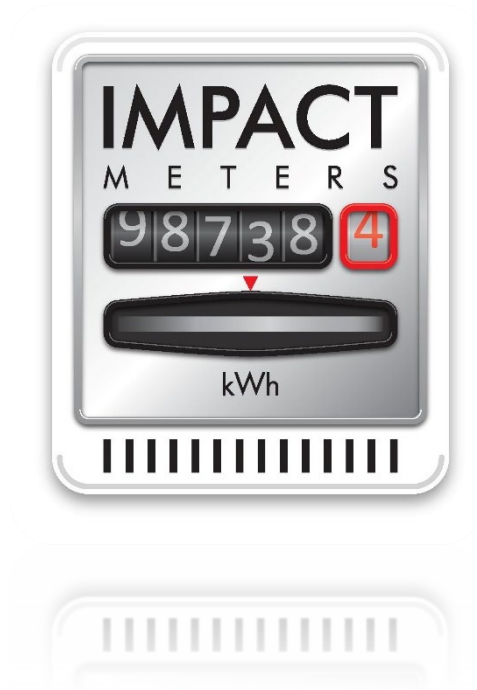


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# PAIA MANUAL OF IMPACT METER SERVICES



Version Number:

V2



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## 1. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:

- 1.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request
- 1.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 1.3. know the description of the records of the body which are available in accordance with any other legislation;
- 1.4. access all the relevant contact details of the Information Officer and/or Deputy Information Officer who will assist the public with the records they intend to access;
- 1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 1.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and



- 1.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

### 2.1. Information Officer

Name: GEORGE FARMER  
Tel: 012 763 8200  
Email: [complianceofficer@amps.co.za](mailto:complianceofficer@amps.co.za)

### 2.2. Access to information general contacts:

Email: [complianceofficer@amps.co.za](mailto:complianceofficer@amps.co.za)

### 2.3. National or Head Office

Physical Address: The Office, 314 Glenwood Road, Lynnwood Park, Pretoria.

Telephone: 012 763 8200  
Email: [impact@amps.co.za](mailto:impact@amps.co.za)  
Website: [www.amps.co.za](http://www.amps.co.za)

## 3. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 3.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 3.2. The Guide is available in each of the official languages and in braille.
- 3.3. The aforesaid Guide contains the description of-
  - 3.3.1. the objects of PAIA and POPIA;

- 3.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
    - 3.3.2.1. the Information Officer of every public body, and
    - 3.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
  - 3.3.3. the manner and form of a request for-
    - 3.3.3.1. access to a record of a public body contemplated in section 11; and
    - 3.3.3.2. access to a record of a private body contemplated in section 50;
  - 3.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 3.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 3.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
    - 3.3.6.1. an internal appeal;
    - 3.3.6.2. a complaint to the Regulator; and
    - 3.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
  - 3.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - 3.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - 3.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
  - 3.3.10. the regulations made in terms of section 92.
- 3.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 3.5. The Guide can also be obtained-
- 3.5.1. upon request to the Information Officer;
  - 3.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

- 3.6. A copy of the Guide is also available in any two official languages, for public inspection during normal office hours.

#### 4. CATEGORIES OF RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
<b>Services</b>	Applications for service connections and terms and conditions incorporated therein	X	X
	Take on Procedures	X	
	Information related to services offered	X	
	Tariff structures	X	X
	Meter Reading Process	X	
	Invoicing Process	X	
	Credit Control information	X	
	Payment Options	X	
	Information on interest	X	
	Information on Electricity Interruptions	X	
	Information on Prepaid metering	X	
	Prepaid Manual	X	
	Information on discontinuation of services	X	
	Information on final accounts	X	
	Information on moving out of a premises	X	
	Invoices and Statements		X
<b>News</b>	Newsletters	X	X
<b>Company</b>	Information about the Company	X	
<b>Forms</b>	Power of Attorney Business Form	X	
	Power of Attorney Residential Form	X	



	Surety Form	X
	Debit order form	X
<b>Privacy</b>	PAIA Manual	X
	Website Terms and Conditions	X
	Privacy Policy	X
<b>Contact</b>	Contact Details	X

## 5. DESCRIPTION OF THE RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Applicable Legislation	Category of Records
<b>Companies Act 71 of 2008</b>	Company and Company Financial Records.
<b>Basic Conditions of Employment Act. No 75 of 1997</b>	
<b>Income Tax Act 58 of 1962</b>	
<b>Labour Relations Act 66 of 1995</b>	Employment, Salary and unemployment insurance claims related records.
<b>Unemployment Insurance Contributions Act 63 of 2001</b>	
<b>Income Tax Act 95 of 1967</b>	
<b>Compensation for Occupational Injuries and Diseases Act No 130 of 1993</b>	Occupational Accident-related records
<b>Deeds Registry Act 47 of 1937</b>	Property and deeds related records
<b>Promotion of Access to Information Act No 2 of 2000</b>	Manual and Guides
<b>Protection of Information Act No 84 of 1982</b>	Policies and procedures, Forms and other related records
<b>Value Added Tax Act No 89 of 1991</b>	Tax records
<b>Consumer Protection Act No 68 of 2008</b>	Terms and conditions and consumer protection related agreements
<b>The National Credit Act 34 of 2005</b>	Agreements
<b>Electricity Regulation Act 4 of 2006</b>	Electricity regulation related documents
<b>By laws</b>	Tariffs and by laws

## 6. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subjects on which the body holds records	Categories of records
<b>Strategic Documents, Plans, Proposals</b>	Annual Reports, Strategic Plan, Annual Performance Plan.
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised posts</li> <li>- Employees records</li> <li>- Employment agreements</li> <li>- Forms and applications</li> <li>- Standard letters and notices</li> <li>- Payroll reports</li> <li>- Pay slips</li> <li>- IRP5s</li> <li>- Leave records</li> <li>- Accident books and records</li> <li>- Employee benefit arrangements records</li> <li>- Employee training</li> </ul>
<b>Movable and Immovable Property</b>	<ul style="list-style-type: none"> <li>- Records evidencing fixed assets</li> <li>- Lease agreements</li> <li>- Hire-purchase agreements</li> <li>- Credit sale agreements</li> </ul>
<b>Insurance</b>	<ul style="list-style-type: none"> <li>- Policies</li> <li>- Insurance claim records</li> </ul>
<b>Taxation</b>	<ul style="list-style-type: none"> <li>- Income tax returns</li> <li>- VAT Returns</li> <li>- PAYE Returns</li> <li>- UIF Returns</li> </ul>
<b>Procurement</b>	<ul style="list-style-type: none"> <li>- Terms and conditions for supply of services</li> <li>- Contractor, client and supplier agreements</li> </ul>
<b>Legal and Compliance</b>	<ul style="list-style-type: none"> <li>- Agreements/General Contracts</li> <li>- Applications</li> <li>- Registrations</li> </ul>





	<ul style="list-style-type: none"> <li>- Litigation records</li> <li>- Debt collection records</li> </ul>
<p><b>Information Security</b></p>	<ul style="list-style-type: none"> <li>- System documentation and manuals</li> <li>- Policies</li> <li>- Software licensing</li> <li>- IT related documents</li> </ul>
<p><b>Corporate Records</b></p>	<ul style="list-style-type: none"> <li>- Incorporation and reorganisation records (Articles of Incorporation/ Memorandum of Association)</li> <li>- Minutes of Meetings</li> <li>- Statutory Returns</li> <li>- Powers of attorney</li> <li>- Delegation of authority</li> <li>- Share Certificates</li> <li>- Company registers</li> <li>- Attendance register of director's and manager's meetings</li> <li>- Special resolution /Resolutions passed at General and Class meetings; and</li> <li>- Register of directors, officers of the company and secretaries thereof which are body corporate</li> </ul>

## 7. PROCESSING OF PERSONAL INFORMATION

### 7.1. Purpose of Processing Personal Information

The purpose of processing personal information is in pursuance of a contract in which the Company renders utility services to the client or employment related services.

### 7.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
<b>Customers / Clients</b>	Name, address, registration numbers or identity numbers, bank details, contact numbers, email address, consumption usage.
<b>Service Providers, Contractors, Operators, Agents</b>	Names, incorporation details, registration number, vat numbers, address, trade secrets and bank details.
<b>Employees</b>	Address, Qualifications, Curriculum Vitae, contact numbers, employment records, Income Tax Number

### 7.3. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
<b>Consumption usage</b>	Home Owner's Association or Body Corporates
<b>Credit and payment history, for credit information</b>	Credit Bureaus
<b>Account status, personal information</b>	Legal representatives
<b>Salary Details</b>	SARS
<b>Email address and mobile numbers</b>	Operator(s)

### 7.4. Planned transborder flows of personal information

The Company does not transfer any information to any other country.

### 7.5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

#### 7.5.1. Physical Security

The Company houses the servers onsite.

#### 7.5.2. Surveillance



The Company uses internal and external surveillance cameras and perimeter cameras, strategically placed and monitored around the clock to ensure that all servers remain off-limits to anyone without security clearance. High-voltage security fences and a 24/7 security presence helps to deter any opportunistic crimes.

### **7.5.3. Access control**

Clients, employees, and any other third parties have varying levels of authorized access to different areas of our facility, controlled by high-tech biometric scanning system devices and pin-coded keypads.

### **7.5.4. Network Security**

Network-level security consists of a Fortinet firewall that rules the network edge and core.

Firewall rules on the data center network edge and at the core are used to protect the network in several ways:

Rate-limiting of specific protocols to protect the network infrastructure.

Blocking of particular protocols and destination IP addresses to safeguard Impact Meter Services' operational systems.

Restricting access to particular hosts and protocols to defined lists of source addresses.

Blocking of abusive IP addresses and hosts.

### **7.5.5. Monitoring**

All servers managed by the Company are monitored 24/7 for all critical services and hardware health. The Company's reactive system administrators react to monitoring alerts as they are identified and escalate issues to data centre staff or platform engineers.

## **PLATFORM SECURITY**

### **7.5.6. Servers**

All servers used to provide the Company managed hosting service, both for shared web hosting and dedicated managed servers, are physical servers exclusively provisioned and managed by Impact Meter Services.

### **7.5.7. Security response policy**

The Company is committed to updating all software to the latest stable versions within seven days of their release and 24 hours for critical software updates.

#### **7.5.8. Remote access**

Access to managed servers is limited by means of FortiClient firewall software. All managed servers make use of the same incoming firewall rules, and we do not allow any deviation from the standard rulesets

#### **7.5.9. Backups**

All of the Company's Managed Servers are automatically backed up on a regular basis. The backup includes all critical data required for disaster recovery.

Logs (FTP, web server, and mail logs) are generally kept for a certain period.

#### **7.5.10. Software Development**

Stack: The Company strongly focuses on open-source technologies and mainly uses C# and .net as the Company's backend languages. The Company's frontend stack consists of HTML/HTML5, and various JavaScript frameworks. We use varying database technologies, including MySQL, ESS, and a bespoke CRM.

Coding Practices: We follow an Agile development methodology and use best practices and industry-standard secure coding guidelines to ensure security is always top of mind.

#### **7.5.11. Anti-Virus**

All servers (which are Microsoft-based) run Bitdefender anti-virus, which is updated as new virus definitions are released. Servers are scanned daily.

#### **7.5.12. User Passwords**

All client's passwords are stored in a one-way encrypted format. Impact Meter Services is not able to retrieve any passwords. Due to the broad technology implementation across our hosting software and platforms

#### **7.5.13. Mail Security**

SSL is used for POP, IMAP, and SMTP protocols for email, resulting in data encryption between our server and clients' mail programs.

The use of strong passwords is enforced when creating or editing mailboxes via the mail admin tool.

The following measures are used to mitigate spam and malware:



Anti-virus and anti-spam scanning occur on all inbound and outbound emails.

Common malicious file extensions are blocked for both inbound and outbound emails.

Our firewall blocks known malicious IP addresses for incoming emails.

#### **7.5.14. Payment Data Security**

Banking details used for debit order instructions are secured by various authentication measures and system firewalls.

#### **7.5.15. Trust and Safety team**

Our dedicated team of IT consultants monitor the hosting platform for any form of abuse such as compromised websites and mailboxes, network abuse, and phishing attacks and take swift remedial steps. They also contribute towards adapting our systems to current trends in spam to ensure that our spam filtering service is adequate.

## **8. UPDATING OF THE MANUAL**

The head of the Company will on a regular basis update this manual.

## **9. REQUEST FOR ACCESS TO INFORMATION**

### **9.1. Steps to consider before making a request**

#### **Step 1: Are you entitled to use PAIA to request access?**

**9.1.1.** Section 7(1) of the Act provides that the act does not apply to a record of a public or private body if that record:

- a. Is requested for the purpose of criminal or civil proceedings.
- b. So requested after the commencement of such criminal or civil proceedings, as the case may be and
- c. The production of or access to that record for purposes referred to in paragraph (a) is provided for in any other law.

**9.1.2.** If section 7(1) applies, you may not bring a request in terms of this Act. You must use the rules and procedures for discovery of information of the relevant legal forum and proceedings you are involved in. The Company reserves the right to claim all expenses



and other damages incurred as a result of a requester submitting a request in contravention of section 7(1).

**Step 2: Does the information requested exist in the form of a record?**

**9.1.3.** Please note that PAIA only applies to records that are in existence at the time of us receiving your request. PAIA does not compel anyone to create a record which is not yet in existence at the time the request is made. For instance, PAIA cannot be used to obtain reasons for a decision taken by the Company if such reasons are not in the form of a record.

**Step 3: Is the record in the possession or under the control of the Company?**

**9.1.4.** PAIA provides that the record requested must be in our possession or under our control. Therefore, even if a record was created by the Company or at some point in the Company's possession (but no longer in the Company's control at the time of your request), you must seek access to the record from the party under whose possession or control it is.

**9.2. How to submit a request for access**

Please consider the steps in paragraph 8.1 above before submitting your request. Once you are satisfied that none of the foregoing prohibitions apply to you, you may proceed to submit a request as follows:

**Request form:**

**9.2.1.** Please complete the request form in Annexure B to this Manual (the "Request Form"). You can send the completed request form as is or under cover of a separate letterhead or fax cover.

**9.2.2.** The requester must pay the prescribed R140.00 request fee, before submitting the request and provide a deposit slip as proof of payment which must accompany the Request Form.

**9.2.3.** In the Request Form, you need to provide sufficient information to enable us to adequately identify–

**9.2.3.1.** The record/ records requested;

**9.2.3.2.** The identity of the requester;

**9.2.3.3.** Which form of access is required, if the request is granted; and

- 9.2.3.4.** The postal address or fax number of the requester.
- 9.2.3.5.** The identity of the right of the requester which must include an explanation of why the requested record is required for the exercise or protection of that right.
- 9.2.3.6.** If, in an addition to a written reply, the requestor wishes to be informed of the decision on the request in any other manner, that manner and the necessary particulars to be so informed.
- a.** Description of the right
- 9.2.3.7.** Take care to adequately describe the right which you are seeking to protect or enforce by means of the records requested. Please note that the courts have indicated that access to the records must be necessary for the exercise or protection of the right so stated.
- 9.2.3.8.** It is important to note that Impact Meter Services Information Officer may refuse you access to the records requested if the right is not clearly defined or where the right you claim to seek to exercise or protect does not qualify as a right as contemplated in PAIA.
- a.** Representatives
- 9.2.3.9.** If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of Impact Meter Services Information Officer.
- a.** Illiteracy or disability
- 9.2.3.10.** If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

## **10. OUTCOME OF REQUEST AND FEES PAYABLE**

- 10.1.** The Information officer will, if a request for access to a record is granted or refused, inform the requestor of his or her decision within 30 days, and the fees payable on the prescribed form.
- 10.2.** A person who requests either a copy of an automatically available record above or any other record will be charged the fee for reproduction and postage prescribed in the table below, if the request is granted.

**10.3.** If the search for the record in which a request for access has been made and the preparation of the record for disclosure, including any of the arrangements of inspection a copy of a written or printed form or a recording of a record by sound, would in the opinion of the Information Officer require more than 6 hours the information officer will, on the prescribed form (Form 3 of Annexure A), require the requester, to pay as a deposit, one third of the fees which would be payable if the request is granted (Calculated at one third of the amount per requested in terms of items 2 to 8 below).

**10.4.** A requester whose request has been granted will pay for the fees which be calculated by using the table below.

Item	Description	Amount
1.	The Request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
	For a copy in a computer-readable form on:	
	4.1 Flash Drive (to be provided by requestor)	R40.00
4.	4.2 Compact Disc:	
	4.2.1 If provided by requestor	R40.00
	4.2.2 If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
	Copy of an audio record on: Flash Drive (to be provided by requestor)	R40.00
8.	8.1 Compact Disc:	
	8.1.1 If provided by requestor	R40.00
	8.1.2 If provided to the requestor	R60.00



9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00  R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual Expense, if any.

## 11. CONSIDERING YOUR REQUEST

**11.1.** Subject to the provisions in PAIA in respect of extension of time periods, the Company will process the request within 30 (thirty) days, unless you have stated “personal requester” which means a requester seeking access to a record containing personal information (as defined in PAIA) and/or any special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

**11.2.** You will be informed in writing whether access has been granted or denied.

**11.3.** The main grounds for the Company to refuse a request for information relate to the –

**11.3.1.** Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;

**11.3.2.** Mandatory protection of the commercial information of a third party, if the record contains–

- a. trade secrets of that third party;
- b. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- c. information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;



- d. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- e. Mandatory protection of the safety of individuals and the protection of property;
- f. Mandatory protection of records which would be regarded as privileged in legal proceedings;

**11.3.3.** The commercial activities of the Company, which may include –

- a. trade secrets of the Company;
- b. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company;
- c. information which, if disclosed could put the Company at a disadvantage in negotiations or commercial competition;
- d. a computer program which is owned by the Company, and which is protected by copyright; and
- e. The research information of the Company or a third party, if its disclosure would disclose the identity of the Company, the researcher or the subject matter of the research and would place the research at a serious Disadvantage.

## **12. YOUR REMEDIES**

**12.1.** The Company does not have internal appeal procedures. As such, the decision made by the Information Officer is final. If your request is denied, you are entitled to apply to a court with appropriate jurisdiction for relief. You may also contact the Regulator.

## ANNEXURE A - FORM 1 (REQUEST FOR A COPY OF THE GUIDE)

PART A: PARTICULARS OF IMPACT METER SERVICES	
<b>The information officer:</b>	
Name	George Farmer
Physical Address	The Office, 314 Glenwood Road, Lynnwood Park, Pretoria.
Email:	<a href="mailto:complianceofficer@amps.co.za">complianceofficer@amps.co.za</a>

I,

Full names:				
In my capacity as: (Mark with X_)	Information Officer		Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimilie:				
Contact Number:	Tel:		Cellular	

Language (mark with "X")	No. of Copies	Language (mark with "X")	No of Copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			



Manner of collection (mark with “x”):			
Personal Collection	Postal Address	Facsimile	Electronic Communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of Requester /

Person on whose behalf request is made

\* Delete whichever is not applicable



## ANNEXURE B - FORM 2 (REQUEST FOR ACCESS TO RECORD)

PART A: PARTICULARS OF IMPACT METER SERVICES	
<b>The information officer:</b>	
Name	George Farmer
Physical Address	The Office, 314 Glenwood Road, Lynnwood Park, Pretoria.
Email:	complianceofficer@amps.co.za
Name	George Farmer

PART B: PERSONAL INFORMATION		
Full Names		
Identity Number		
Capacity in which request is made (when made on behalf of another)		
Full Names of person for whom request is made		
Identity number of persons for whom request is made		
Postal Address		
Street Address		
Email Address		
Contact Numbers:	Tel:	Fax:
	Cellular:	



<b>PARTICULARS OF RECORD REQUESTED</b>	
Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)	
Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	

<b>TYPE OF RECORD</b> (Mark the applicable box with an "X")	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

<b>FORM OF ACCESS</b>	
(Mark the applicable box with an “X”)	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b>	
(Mark the applicable box with an “X”)	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	



<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<p>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</p>	
<p>Indicate which right is to be exercised or protected:</p>	
<p>Explain why the record requested is required for the exercise or protection of the aforementioned right:</p>	

<b>FEES</b>							
	<p>a. A request fee must be paid before the request will be considered.</p> <p>b. You will be notified of the amount of the access fee to be paid.</p> <p>c. The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</p> <p>d. If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>						
<p>Reason:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table>						





**You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:**

Postal Address:	Facsimile	Electronic Communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_

**Signature of Requester /**

**Person on whose behalf request is made**

FOR OFFICIAL USE	
Reference Number:	
Request received by:	
Date received:	
Access fees:	
Deposit:	



## ANNEXURE C - FORM 3 (OUTCOME OF REQUEST AND OF FEES PAYABLE)

Note:

1. If your request is granted the:
  - 1.1. Amount of the deposit, if any, is payable before your request is processed; and
  - 1.2. Requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence:  
Reference number: \_\_\_\_\_

To: \_\_\_\_\_ [Requester's name]

Your request dated \_\_\_\_\_ refers.

1. You requested:	
Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

Or

2. You requested:	
Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:	
Postal services to postal address	

Postal services to street address Courier service to street address	
E-mail of information (including soundtracks if possible)	
Facsimile of information in written or printed format (including transcriptions)	
Cloud share/file transfer	
Copy of record saved on cloud storage server	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:	
Approved	
Denied, for the following reasons:	

<b>4. Fees payable with regards to your request</b>			
ITEM	Cost Per A4 size page or part thereof/item	Number of Pages/Items	Total
Photocopy			
Printed Copy			
For a copy in a computer readable form on: Flash drive (to be provided by requestor)	R40.00		
Compact Disc: (1) If provided by requester (2) If provided to the requester	R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		



Copy of an audio record:			
(1) Flash drive (to be provided by requester)	R40.00		
(2) Compact disc:	R40.00		
a. If provided by requester	R60.00		
b. If provided to requester			
Postage, email or any other electronic transfer:	Actual costs		
Total:			

5. Deposit payable			
Yes		No	
Hours of Search:		Amount of deposit (Calculated on one third of total amount per request:	

<b>The amount must be paid into the following bank account:</b>	
Name of Bank:	
Name of Account holder:	
Type of account:	
Account Number:	
Branch Code:	
Reference Number:	
Submit proof of payment to:	

Signed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Information Officer / Deputy Information Officer**

Issued by \_\_\_\_\_  
**GEORGE FARMER**