

User guide

Sigma Utility Management App

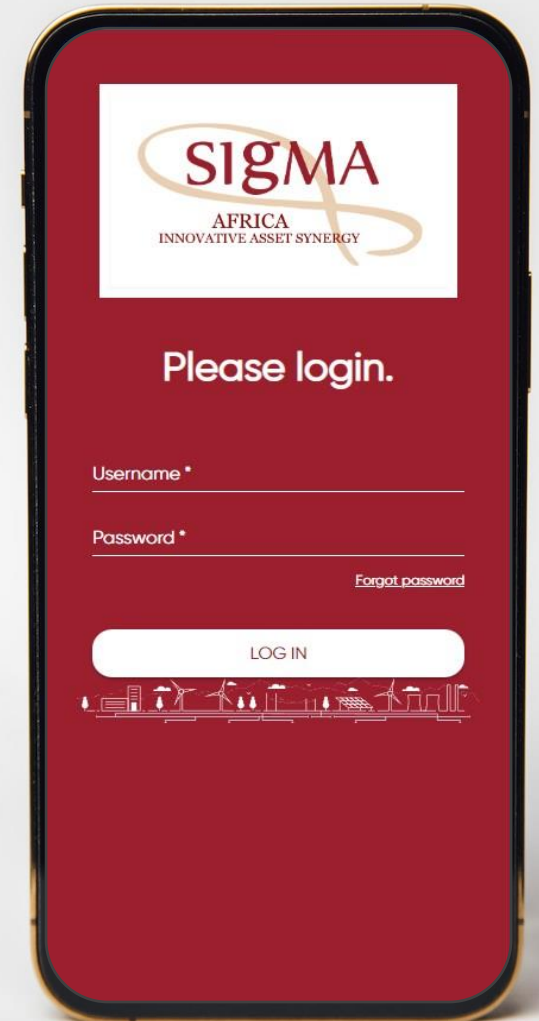


Registration and login

Two steps to get up and running:

1. Navigate to sigma.eldo.app
2. You will receive an email providing you with:
 - Your username
 - Your password

Please change your password to protect your wallet and bank account details.



Account selection and Menu

All your utility accounts and meters can be seen under [Select Your Account](#)

What's on each page?

Dashboard

This is the homescreen. Here you can see your consumption for the selected utility for any date range you choose.

Wallet

See how much credit is in your wallet, and how this has changed over time.

Payment

Instantly top up your wallet from your bank account.

Settings

Set custom notifications to warn you when your wallet balance is getting low.

Bills

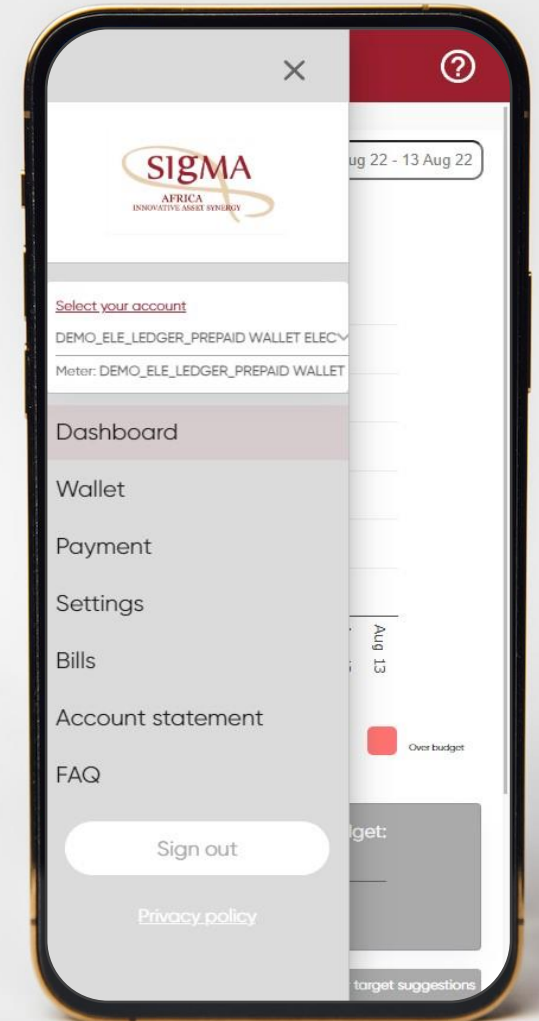
See your provisional bills for any date range you choose.

Account statement

See all the movements of money in and out of your account for any date range you choose.

FAQ

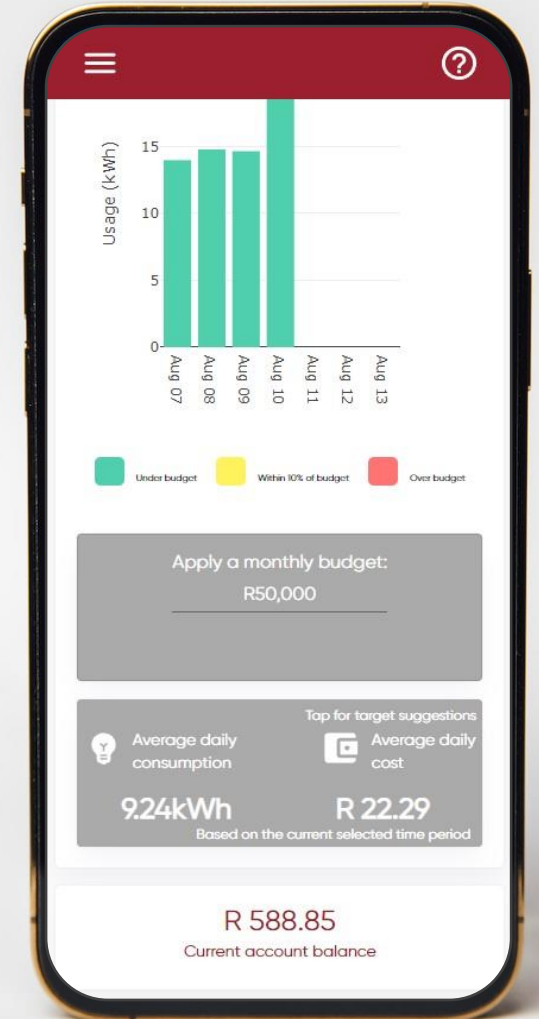
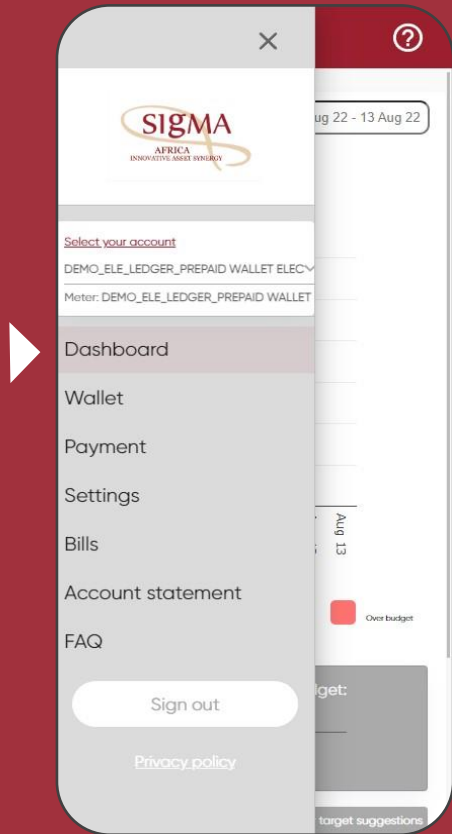
See answers to common questions, or get more support.



Dashboard (homescreen)

See your consumption for the selected utility for any date range you choose.

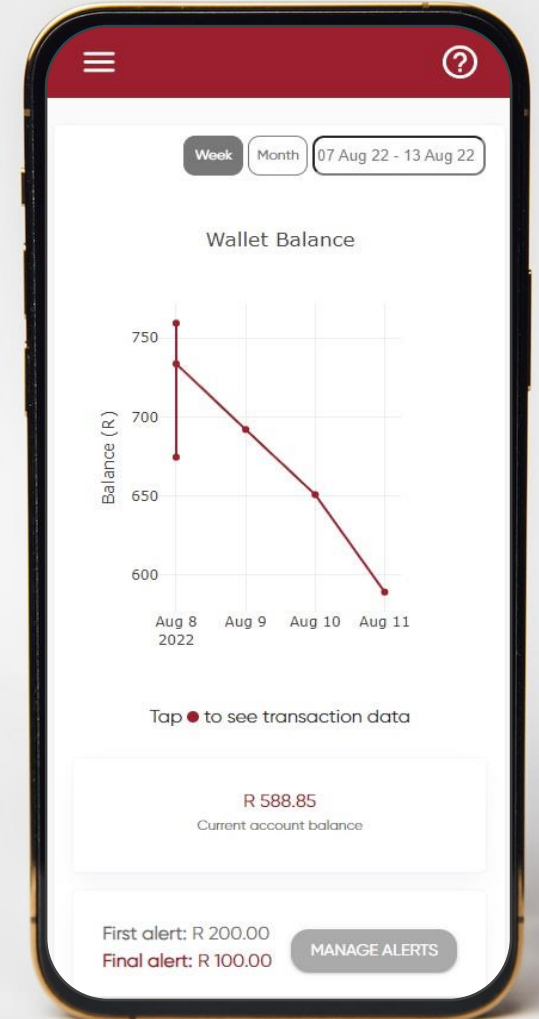
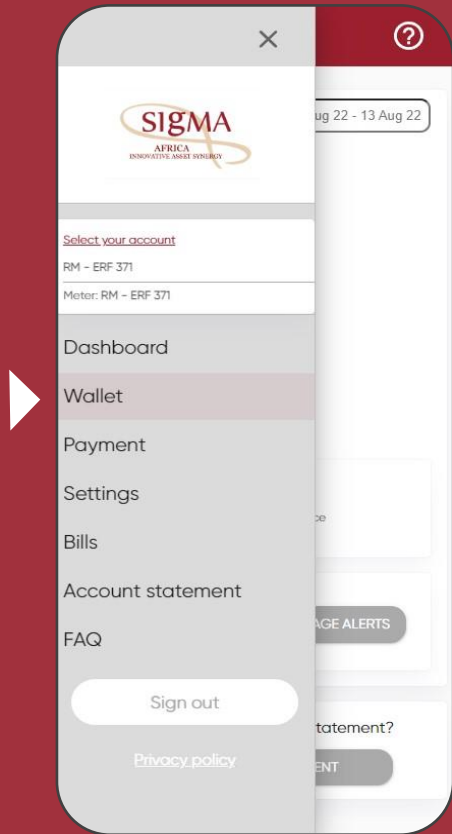
- Use the date selector to choose a time period.
- Use 'apply a monthly budget' to input the maximum amount of money you'd like to spend on your utilities this month. Your consumption graph will automatically colour in based on whether you've stayed on track with that budget each day or not. You can experiment with different budgets and see the results immediately!
- See your average daily consumption and your average daily cost over any time period.
- See how much money you currently have in your wallet (your current account balance).



Wallet

See your how much credit is in your wallet, and how this has changed over time.

- Use the date selector to choose a time period.
- See your wallet balance.
- See a snapshot of the low balance notifications currently applied to your account.



Payments

Instantly top up your wallet from your bank account

- Choose how much you want to top up.
- No need to enter a payment reference - this is applied automatically.
- You'll be diverted to the 'netcash' service to enter your details and pay by instant EFT.
- The app will let you know when your payment has been successfully applied to your account!

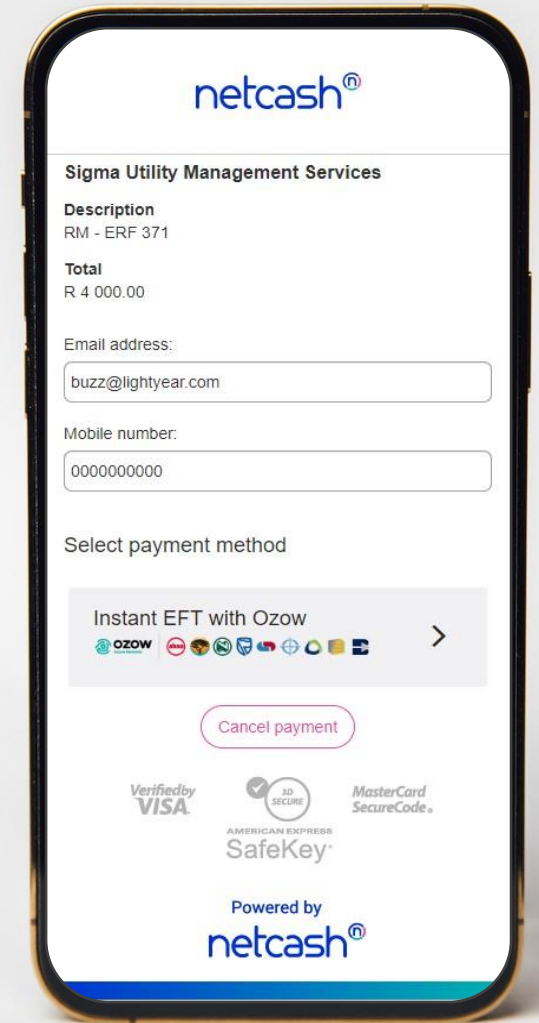
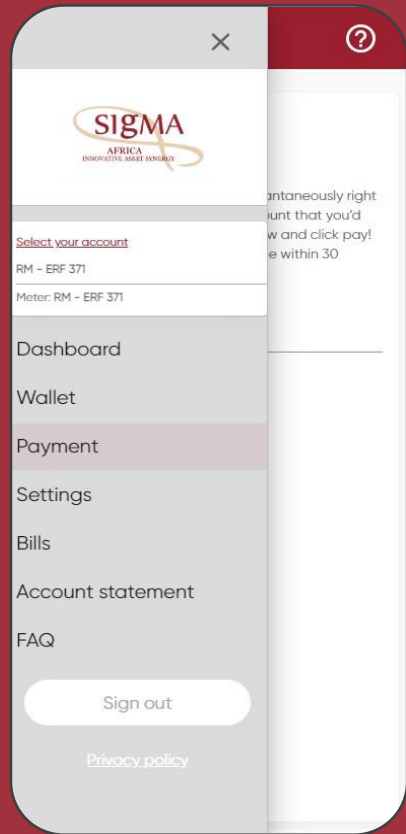
Why is my payment not reflecting in my wallet?

Occasionally payments can take up to 30 minutes to reflect in your account balance on the Wallet screen.

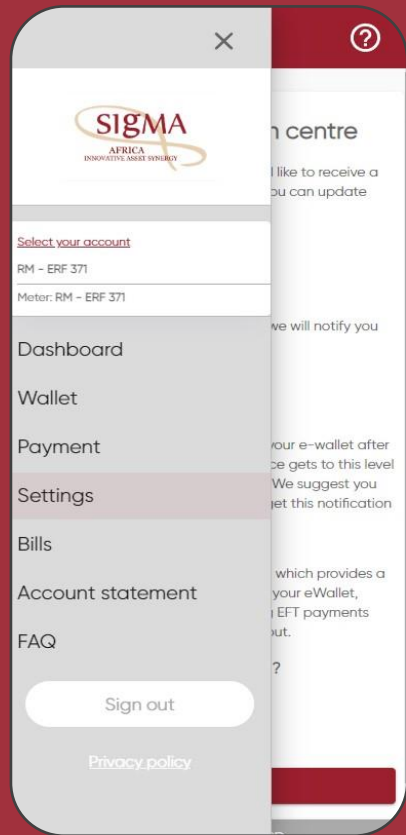
If you are concerned that a recent payment is not reflecting, please send proof of payment to sums@sigma.africa and we will investigate the matter for you.

Is there a payment charge?

Yes. Regardless of the amount you top up, netcash charge a fee of approx. 8ZAR to make the funds available immediately. This fee goes directly to netcash.



Settings

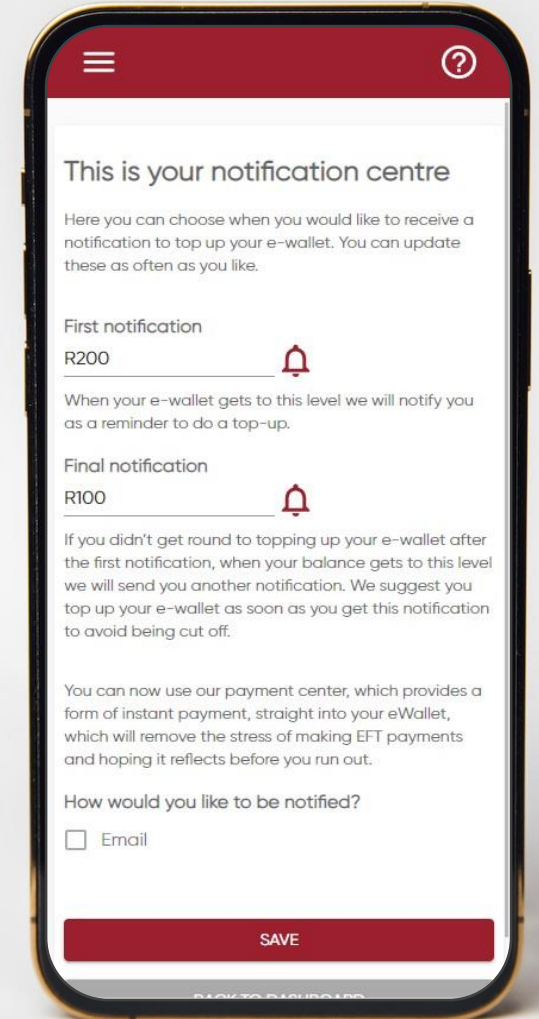


Set custom notifications to warn you when your wallet balance is getting low

- Set notifications to alert you that your balance is getting low, and remind you to top up soon.
- Choose the amount that's appropriate for you, and how many reminders you'd like to receive.
- Manage and update the email address for notifications.

Remember: if your account goes into a negative balance (i.e your wallet does not contain any money) then unfortunately your utility will be disconnected. For a reconnection to take place, you need to make a payment to bring your account to a positive balance.

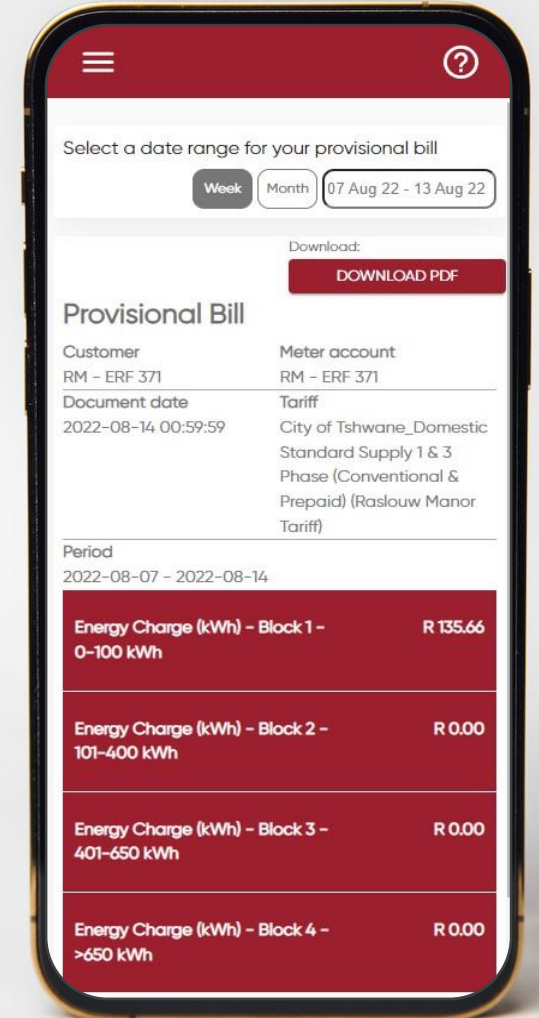
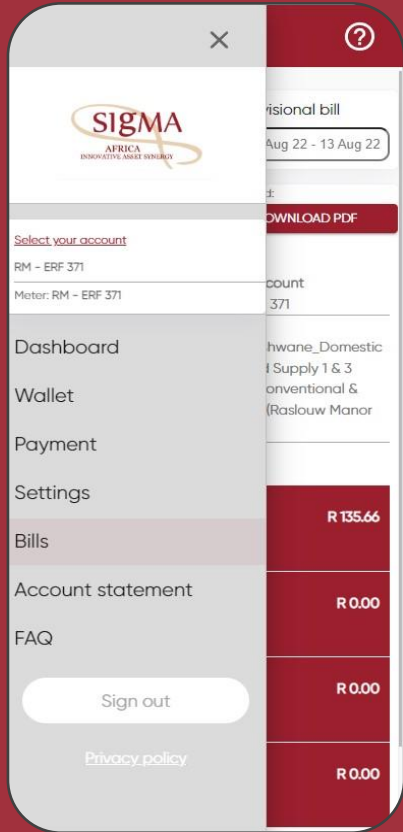
You are responsible for ensuring that you keep your account in a positive balance and we encourage you to budget accordingly.



Bills

See your provisional bills for any date range you choose

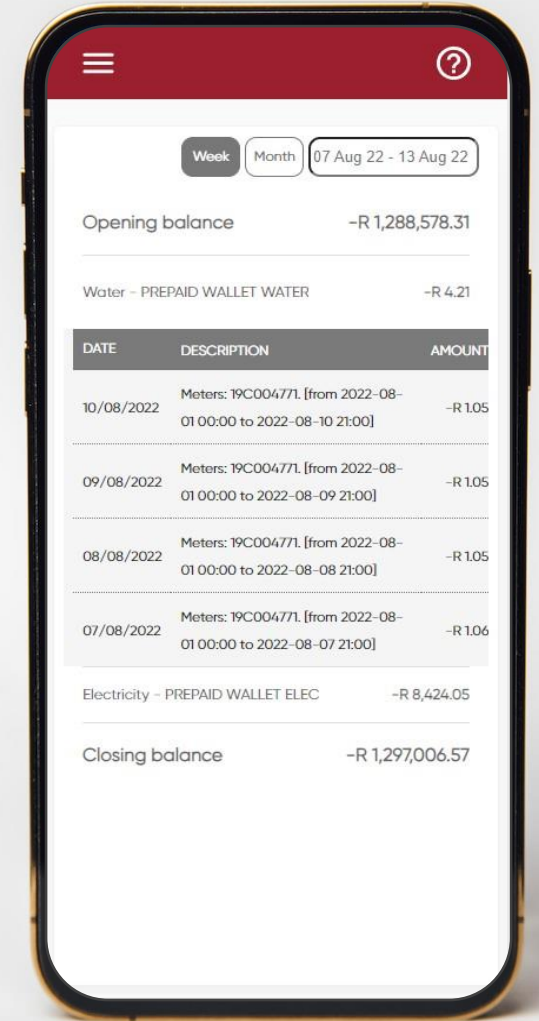
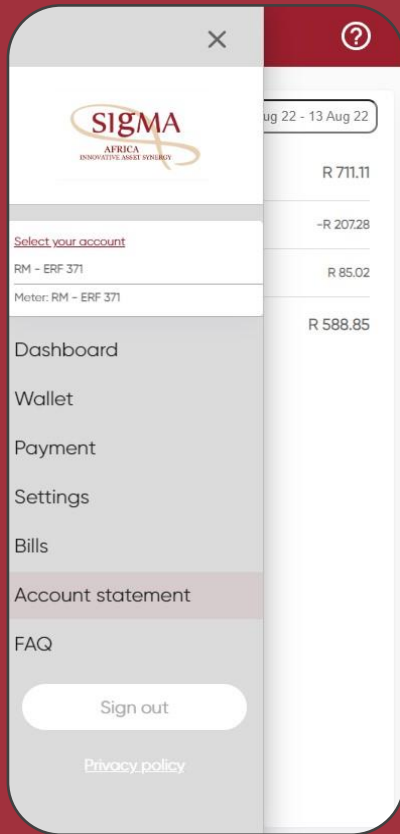
- Create a provisional bill for any date range - use the date selector to choose a time period.
- The provisional bill indicates the individual tariff rates and the total charges. The total charges also include the 15% VAT applicable.
- Instantly download any provisional bill as a PDF document.



Account statement

See all movements of money in and out of your account for any date range you choose

- Use the date selector to choose a time period.
- See all monetary transactions (ie money in and money out) within your account for that selected time period.
- Transactions are organized under the following headings:
 - Electricity
 - Water (if applicable)
 - Payments in
 - Other
- See all detailed transactions within each category by expanding the row.



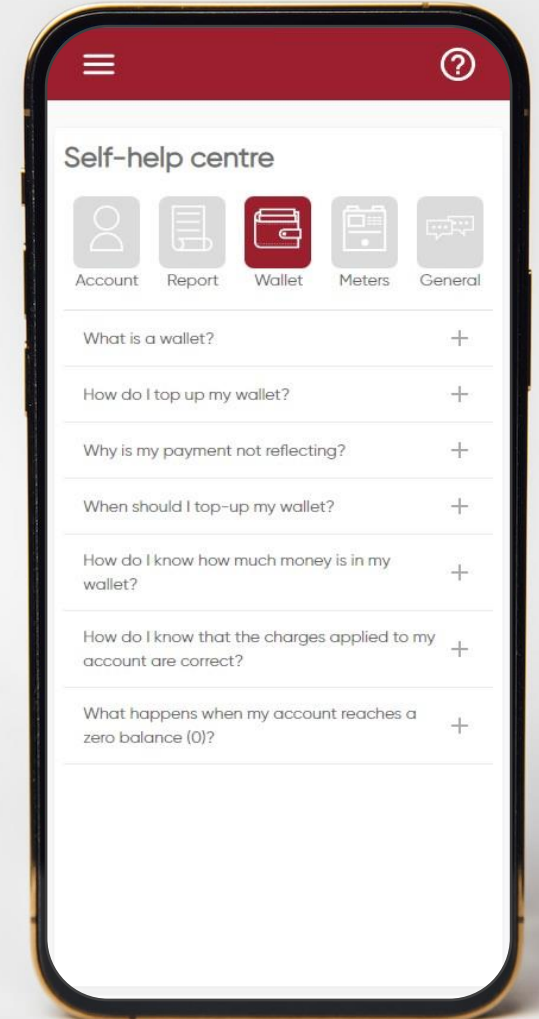
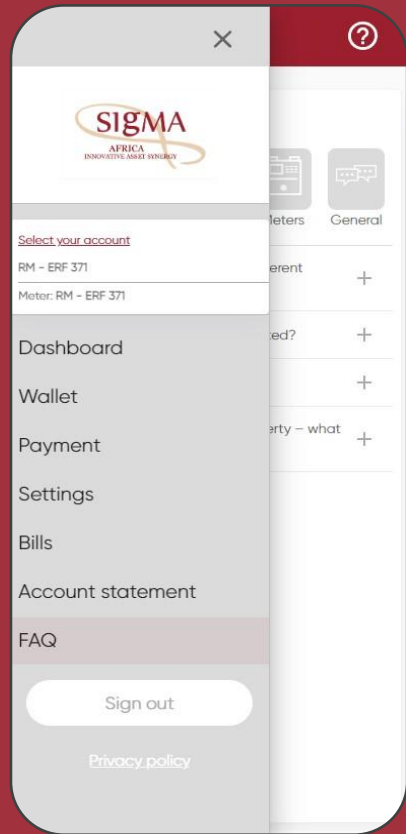
FAQs

See answers to common questions, or get more support

- Use the icons to explore different categories of question.
- Use '+' to expand the answers.

Can't find the help you need?

Please contact the team at Sigma, via email sums@sigma.africa. Someone will be in touch as soon as possible.



The energy behind the app

We're Eldo Energy, and we are the tech behind the tech!

We are on a mission to empower everyone to make better decisions about their utilities.

We regularly update our technology to ensure that users of our app get access to the most accurate utility data and easiest payments experience, in a way that's flexible and hassle free. We'll keep you updated on all our major upgrades to ensure you get the most from our product.

Have an idea for how we could improve our app? We'd love to hear it.

**Meter connectivity, live data and technology
to help everyone stay one step ahead**